

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

England & Wales · Charity number 1088534

Details

Status Registered

Legal form Charitable company

Company number [04195084](#)

Registered 2001-09-21

Register [View on the Charity Commission register](#)

Contact

Address Centre For Armenian Information & Advice
Hayashen
105A Mill Hill Road
London
W3 8JF

Phone 02089924621

Email info@caia.org.uk

Website www.caia.org.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE ARMENIAN COMMUNITY AND PEOPLE CONNECTED WITH THE ARMENIAN COMMUNITY BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION OF HEALTH AND THE RELIEF OF POVERTY AND DISTRESS

Activities: - Information, advisory and advocacy services to refugees, senior citizens, Carers, women and other disadvantaged Armenians on issues such as immigration, housing, and health and welfare rights.- Specific social, educational and supporting activities targeting young people and children.- Publications and cultural events/resources.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** People Of A Particular Ethnic Or Racial Origin

Geography

- Throughout London

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£178,912	£181,996	-	-
2024-03-31	£188,603	£192,638	-	-
2023-03-31	£176,314	£193,471	-	-
2022-03-31	£209,205	£160,410	-	-
2021-03-31	£290,458	£178,168	-	-

Trustees

Name	Role	Appointed
Alexandra Ahavni Sarkis		2022-09-17
Armenoohi Der Hacopian		2022-05-14
Flora Mansurian		2018-11-17
KARINE ALEXANIAN		2013-03-19
Nona Mesilane		2024-11-16
Vanita Nicholls		2019-11-16

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

England & Wales - Charity number 1088534

Accounts

REGISTERED COMPANY NUMBER: 04195084 (England and Wales)

REGISTERED CHARITY NUMBER: 1088534 (England and Wales)

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025
FOR
CENTRE FOR ARMENIAN INFORMATION AND ADVICE (CAIA)
(A COMPANY LIMITED BY GUARANTEE)**

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

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FOR THE YEAR ENDED 31 MARCH 2025**

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CENTRE FOR ARMENIAN INFORMATION AND ADVICE

**REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2025**

BOARD OF TRUSTEES /DIRECTORS

V Keshishi -	Resigned 11 August 2024
F Mansurian - Treasurer	Re-elected 16 November 2024
V Nicholls - Co chair	
K Alexanian - Secretary	
A Der Hagopian – Vice Treasurer	
A Sarkis - Co chair	
N Mesilane - Director	Elected on 16 November 2024

One third of the Directors shall retire from office, being those who have been longest in office as Directors. The retiring Directors shall be eligible for re-election.

COMPANY SECRETARY	K Alexanian
REGISTERED OFFICE	Hayashen 105A Mill Hill Road Acton, London W3 8JF
REGISTERED COMPANY NUMBER	04195084 (England and Wales)
REGISTERED CHARITY NUMBER	1088534 (England and Wales)
INDEPENDENT EXAMINER	Cox Costello & Horne Partners LLP Chartered Accountants and Tax Advisors Batchworth Lock House 99 Church Street, Rickmansworth WD3 1JJ
CHIEF EXECUTIVE OFFICER	M Ohanian
PRINCIPAL BANKERS	HSBC 281 Chiswick High Road Chiswick, London W4 4HJ
WEBSITE	www.caia.org.uk

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The Trustees have adopted the provisions of 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 31 January 2022).

1) OBJECTIVES AND ACTIVITIES

1.1 Mission statement

The Centre for Armenian Information and Advice (CAIA) seeks to enhance the quality of life for disadvantaged members of the Armenian community particularly in London, and specifically those in poverty, isolation and distress. The charity supports their diverse needs through the provision of welfare, education and cultural services at a welcoming centre for all Armenians.

1.2 Aims

CAIA exists primarily to promote any charitable purpose for the benefit of the Armenian Community in the United Kingdom predominantly living in London, and people connected with such Armenian Community, by the advancement of education, the protection of health and the relief of poverty and distress.

These aims are pursued through the following strands of work:

- Information, advisory and advocacy services for refugees, senior citizens, carers, women, disadvantaged Armenians and those connected to them on issues such as immigration, housing, health and welfare rights
- Specific social, educational and supportive activities for adults, children and young people
- Cultural events, publications and resources

During 2024/2025, CAIA provided a wide range of relevant services to diverse age groups, and those in disadvantaged circumstances within the Armenian community in London. In particular, the organisation provided:

- Advice, information and integration support for refugees and migrants, senior citizens and unemployed people
- Weekly food bank
- Digital Inclusion support
- Pre-school services for parents and toddlers, and activities over School Holidays
- A weekly social club for older people and respite provision for Carers
- Befriending phone calls
- Mini-bus transportation enabling frail elderly people to access CAIA services
- After school Youth Club and outings for teenagers;
- Diverse inter-generational social, cultural and educational training events and lectures
- A library comprising of Armenian community archives and multilingual literary resources
- Networking and co-operation with voluntary and statutory organisations on common areas of work in order to promote the needs of disadvantaged Armenians.

1.3 Statement on public benefit

The objectives and activities, and achievement and performance sections of this report set out the activities that CAIA undertakes for the public benefit.

The Trustees confirm that they have complied with the duty in section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission in determining the activities undertaken by the charity.

Many of CAIA's beneficiaries have very limited financial means. Access to activities or services are offered at highly discounted rates or free of charge in most cases.

The Trustees make the following observations on two key principles of public benefit.

- 1: There must be an identifiable benefit or benefits and it must be clear what the benefits are; and the benefits must be related to the aims; and the benefits must be balanced against any detriment or harm
- 2: Benefit must be to the public or a section of the public; and the beneficiaries must be appropriate to the aims; and where the benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted by geographical or other restrictions; or by the ability to pay any fees charged; and people in poverty must not be excluded from the opportunity to benefit; and any private benefits must be incidental.

A number of private benefits do necessarily arise from the activities of the charity. In particular, the charity finds it essential to employ and remunerate staff. Individual members of the charity will benefit in the widest sense from the activities they undertake. Private benefits are purely incidental as they are a necessary by-product of carrying out the charity's aims.

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FOR THE YEAR ENDED 31 MARCH 2025**

1.4 Grantmaking

CAIA is not a grantmaking charity but may act as intermediary between grantmaking organisations such as the London Borough of Ealing and the individuals who benefit from the grants.

1.5 Volunteers

Volunteers help out at many of the charity's activities and represent the charity at various meetings in the borough. Many of the charity's participants have continued to become volunteers at sessions, which in turn give them valuable experience. CAIA's volunteers make a vital contribution to the charity, enabling the charity to provide many more activities than the charity could otherwise do.

2) ACHIEVEMENT AND PERFORMANCE**2.1 Charitable activities**

Below is a summary of the charity's activities and services carried out in 2024/25 which reflect how we as a UK based charity have coped with the various local challenges experienced by disadvantaged UK Armenians such as low incomes, digital exclusion, food/fuel poverty and the cost-of-living crisis. UK Armenians in general are also not immune to the continual conflicts in the Middle East or Eastern Europe, given the vulnerabilities and insecurities experienced by Armenian communities in Ukraine, Turkey, Iran, Syria, Lebanon and Jerusalem as well as the refugee crisis in the republic of Armenia, following the ethnic cleansing of the Armenians of Artsakh (Nagorno-Karabakh). As Armenians live across the world in diaspora, it is inevitable for there to be a need to support people as different countries experience 'conflict'.

3) WELFARE PROGRAMME**3.1 Advisory Support Service**

Thanks to the support of *City Bridge Foundation*, CAIA's Advisory Support service operated 240 days during the year, providing face-to-face, online, phone and e-mail support to marginalised Armenians and those subsisting on low incomes irrespective of background, gender, faith, age, sexual orientation, political views or disability in a safe, secure and welcoming environment in accordance with CAIA's Equality and Diversity Policy.

Thanks to CAIA's Advice Officer Arthur Manouk Cahill cases were progressed until resolved in accordance with the Advice Quality Standard (AQS) for Housing with Casework, Welfare Benefits with Casework, and Immigration

Casework Level 1. This often involved

liaising and entering into regular dialogue with various statutory and non-statutory bodies to address diverse barriers our clients experience in accessing services or obtaining help in dealing with emergencies. This involved completing forms, writing letters on behalf of clients, providing letters of support, making referrals, social housing applications online, telephone calls, sending e-mails, and interpreting and translating vital information for clients.

During the reporting period, the advisory service helped 527 people with 3,493 instances of bespoke advice and interventions resulting in improvements in living standards, increased awareness about rights and confidence to live and manage independently in UK.

The majority were residents of the London Borough of Ealing (190), followed by Hounslow, Brent, Hammersmith & Fulham, Hillingdon, Harrow, and further afield. The advisory clients were born in 28 different counties with the majority from Armenia, Iran, Ukraine, Lebanon and Russia, and other socially/politically unstable parts of the world. 28% were new clients, 72% clients returned with new issues or unfinished from the year before. The age range of most beneficiaries was 25-64 years old (151 out of 527), while 25% struggled to speak/write or communicate in the English language effectively.

As a result:

- A total of £743,107 was raised in financial support & welfare benefits such as Universal Credit, Housing Benefit, PIPs and Child Benefit which otherwise would not have been claimed
- 197 clients benefited from fuel and poverty support such as weekly grocery boxes and £100 shopping vouchers to those qualifying.
- 163 clients were provided with immigration advice and practical support such as gaining British citizenship, indefinite leave to remain, refugee status, dependent family or visitor's visas.
- 338 housing related queries were dealt with, including helping clients avoid potential destitution because of increased rent and threats of eviction. Others improved their housing circumstances through housing repairs, improved Locata scheme banding or being offered social housing.
- 31 disabled people/carers were helped to overcome barriers by securing travel concessions
- 26 people were assisted to find or maintain employment via volunteering/training opportunities and references by CAIA.

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In addition, CAIA has maintained excellent working relationships with various statutory agencies, organisations and decision makers including several West London local authorities, the Department for Work and Pensions (DWP), Job Centres, Housing Associations, West London MPs, councillors and local specialist law firms and solicitors.

Improving, empowering and upskilling of clients

- Thanks to the cooperation of 'Acton BID' two free workshops were organised at CAIA in April and May 2024 for Level 2 Food Safety in Catering and Level 2 Health & Safety in the Workplace. These workshops benefited 20 people and were part of CAIA's initiative to support individuals impacted by the cost-of-living crisis, as well as for CAIA staff and volunteers aiming to enhance their skill sets.

Feedback from service users

100% of advisory service users based on 54 online feedback surveys were satisfied with the professional knowledge and efficiency of the advisor and felt more knowledgeable, confident, less stressed and better able to cope with their problems.

- *I approached for CAIA because it is very expensive to survive these days financially. I am deaf and receive Personal Independence Payment with Universal Credit. After all the bills are paid, there is literally no money left over to survive. I must pay rent and bills, then little left for clothing or food. CAIA's intervention has helped improve my income entitlements.*
- *My sister and I are struggling financially. I'm in a lot of debt because I have borrowed money just to keep up with the cost of living. Without CAIA's help, I would have sunk deeper into debt.*
- *We were facing homelessness with two children when I was pregnant for my third child. We are very worried that we will be on the street. CAIA helped us avert this.*
- *I am the carer for my disabled autistic child. The marital relationship has broken down. I suffered from abuse for a long time. With CAIA's help I am now less stressed and be able to lead a more independent life. Thanks to CAIA I now have more funds to be able to care properly for my disabled child.*
- *The CAIA has been there for us, since when we first arrived in England*
- *The CAIA helped us with access to financial support and eventually, social housing*
- *The CAIA helped me renew my PIP claim for my disability. Also, helping to make sure my rent is paid*

Case Studies – The Impact

CAIA's advisory services are a lifeline for disadvantaged Armenians in London, offering support that enables individuals to rebuild their lives with dignity and independence. Every week, we assist community members in navigating complex systems to access their statutory rights—often a challenging task due to language, bureaucratic, and financial barriers.

The following case study illustrates the life-changing difference our work can make during a time of crisis.

Case Study: Ms. H

Background:

Ms. H faced acute housing insecurity due to the unaffordability of private rental accommodation. Her situation was further complicated by deteriorating health and limited mobility, making the need for safe, stable housing all the more urgent.

How CAIA Helped

- **Securing Permanent Housing:**
Through dedicated advocacy, CAIA successfully worked with Ealing Council to secure permanent social housing for Ms. H. The new accommodation meets her accessibility needs and offers a stable, long-term solution.
- **Financial Support & Rent Management:**
We ensured Ms. H's rent was covered through Universal Credit, preventing rent arrears. We also helped her register for council tax and will continue to support her application for council tax support once her bill is assessed.

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- **Income Maximization & Utility Support:**

Ms. H receives Universal Credit, including the Housing and Disabled Elements, totalling approximately £262.69 per week (£13,669.88 annually). Given that 5% of her income is £683.49, she qualifies for the *WaterSure* scheme—a program that caps water bills for low-income households. CAIA is assisting her with the application to reduce her financial pressure.

- **Household Essentials:**

We also supported Ms. H in accessing the Local Welfare Assistance scheme, enabling her to obtain essential household items for her new home.

Outcome

Ms. H now lives in secure, accessible social housing. Her rent is managed through Universal Credit, her council tax is registered, and her application for financial support (including *WaterSure*) is in progress. She has avoided falling into arrears and gained a stable, manageable living situation that supports both her physical and financial well-being.

Broader Impact

Ms. H's story goes beyond individual support. Her experience with CAIA led her to become a member and a registered volunteer, committed to giving back to the community that helped her.

This case reflects a broader truth: CAIA's relationship with its service users is built on trust, mutual respect, and empowerment. Many go on to become active contributors to our work—creating a powerful cycle of community-driven support that strengthens both CAIA and the Armenian community, particularly in London.

3.2 Health and Care Service

Supporting Older people and Carers

During the reporting period, CAIA delivered 49 weekly Friday sessions of its Elders and Carers Lunch Club, benefiting 130 unique individuals. There were 950 attendances in total. The main funding for this service came through the *Connect Ealing Consortium*, led by *Befriend* and commissioned by Ealing Council.

Activities at the Club included health talks, light exercise sessions, board games, snooker, and bingo. In September 2024, with support from *RM Partners – West London Cancer Alliance*, we hosted a successful cancer awareness talk delivered by Dr. Seta Boghossian, Chair of the *Armenian Medical Association of Great Britain*.

Also in September 2024, we held an interactive Falls Prevention and Awareness event, supported by Ealing Council's *Falls Service*. Following the presentation, small group sessions were conducted for individual falls risk assessments, where participants received personalised advice on how to reduce their risk of falling.

A highlight of the year was our annual Senior Christmas Party, which has been a cherished tradition for over 35 consecutive years. In December, nearly 100 seniors and carers joined the celebration, along with special guests including the Worshipful Mayor of Ealing, Councillor Y. Johnson.

All of these activities also offer valuable respite and short breaks for carers. This is made possible in part by CAIA's free door-to-door minibus transport, allowing those they care for to enjoy a hot meal and culturally enriching, stimulating activities in a safe, secure, and trusted environment.

Befriending Project

CAIA's *confidential* Befriending project continued to address the multiple challenges faced by isolated and often housebound disabled Armenians. The service operated thanks to volunteers who provided invaluable moral support to some of the most vulnerable Armenians through occasional telephone calls or home/hospital visits. The service managed by CAIA's Operational Manager Melanie Momdjian fully trained volunteers to maintain the high standards of the service which benefited nine people.

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4) EDUCATION AND TRAINING**4.1 Digital Inclusion project - Addressing the Digital Divide and Promoting Digital Literacy within the Armenian Community**

At CAIA, we believe that access to technology is a fundamental human right. By tackling digital inequality, we aim to promote greater social inclusion, improve access to education and economic opportunities, and enhance the overall well-being of our community members.

In 2024/25, with support from *The Good Things Foundation* and a small capital grant from the London Borough of Ealing, CAIA provided refurbished laptops and one-to-one IT support to 10 individuals — primarily women aged 50 and over. This initiative not only offered immediate relief to those facing digital exclusion but also fostered long-term independence and resilience within the community.

Thanks to the National Databank, we also distributed free Vodafone/O2 SIM cards, along with one-to-one practical guidance on how to use mobile phones securely and how to install and communicate through apps such as WhatsApp.

Collaborations

During the reporting period, we collaborated with the National Institute for *Health and Care Research (NIHR)*. We supported a team of researchers from the *University of Cambridge, Imperial College London, and Newcastle University* who were exploring how individuals supported by community organisations like CAIA used digital technology during and after the *COVID-19* pandemic. The study also examined the impact of this technology use on mental health and well-being. The research findings have been published online.

Locally and regionally, we continued to cooperate with others on common challenges facing our community and others regarding digital exclusion. Specifically, with:

- *The Ealing Digital Inclusion Taskforce*
- *HEAR Equality and Human Rights Network*
- *The Good Things Foundation*

4.3 Pre-School Learning Provision and Summer Holiday Project

The Armenian Community Pre-School Group (ACPG) operates twice weekly in the mornings and during school holidays, when the older school children attend and benefit also from the diverse activities and outings. The ACPG helps to sustain the cultural heritage of children through multi-lingual learning, play and school preparation. The provision also enables opportunities for new parents to connect, reduce isolation and provide mutual support to each other.

In the reporting period:

- 40 children benefited from the activities.
- 19 Boys/21 Girls (26 lived in LB of Ealing, others were from LB of Hounslow, LB of Richmond, LB of Brent and the rest from other parts of London)
- The ethnicity of the children was 28 Armenian, and the remaining 12 were from mixed Armenian ethnicity such as Armenian-English, Armenian-Ukrainian and others.
- In addition to the regular sessions, special events such as a Christmas celebration and Easter Egg hunt took place.

The Pre-School provision is voluntarily registered with OFSTED and offers various trainings to staff and volunteer parents such as safeguarding and first aid.

The CAIA charity wishes to acknowledge and thank *The Benlian Trust, the Barkev Kassardjian Sis Trust* and the *Young Ealing Foundation* for their support for this work.

We are grateful to our group leader Armine Sargsyan for her hard work throughout the year and to all the dedicated parents who brought their children regularly to the ACPG.

4.4 Hayashen Armenian Youth Club (HAYC)

Thanks to funding from National Lottery Awards for All, the Young Ealing Foundation, and the Jack Petchey Foundation, CAIA's Youth Club successfully delivered 15 after-school sessions at Hayashen in a safe and welcoming environment, alongside three exciting outings.

These sessions provided valuable opportunities for young people to socialise, build friendships, and engage in meaningful activities. They also benefited from the guidance of our youth worker, Venetia Abrahamian, and guest speakers who led a variety of interactive and stimulating workshops.

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Highlights of HAYC Activities 2024/2025:

- Youth-led planning and consultation for the year ahead
- Sharing Summer Holiday Stories
- Theatre visits: *Matilda the Musical* and *Mrs. Doubtfire*
- Ice Cream Making Workshop
- Short Film Creation Workshop
- Human Anatomy Workshop
- Go-Karting Outing
- Armenian Cinema Talk & Workshop
- Snooker Workshop
- Christmas Party
- Pantomime (*Jack & the Beanstalk*) at Hayashen
- Youth-led Programming Workshop
- *Swallows & Armenians* Workshop with Karen Babayan
- Science Week Workshop

Free snacks and light refreshments were offered to encourage communal meals, fostering a sense of connection, cooperation, and shared experience. Throughout the year, young people played an active role in shaping their learning by offering ideas, asking questions, and participating in discussions. These experiences supported their personal growth, strengthened their identity, and improved their resilience as young Armenians growing up in London.

In addition to workshops, participants enjoyed recreational activities such as pool, table tennis, table football, board games, arts and crafts, and Armenian TV and music of their choice. They were also encouraged to celebrate birthdays at the Club, which helped create lasting memories and strengthen peer bonds.

Each year, HAYC nominates three young people for the *Jack Petchey Foundation Young Achiever Award*. In February 2025, a special celebration at Greenford Hall recognised their achievements alongside over 100 other local awardees. This year, CAIA CEO Misak Ohanian was also honoured with a *Leader's Award* in recognition of his contributions to Hayashen Youth Club.

Impact Summary

During the reporting period, 100 young Armenians benefited from HAYC. The programme:

- Fostered confidence, self-esteem, and peer interaction
- Offered informal mentoring and team building to support individual aspirations
- Provided diverse and motivational activities to deter anti-social behaviour
- Increased youth volunteering and engagement within the Armenian and wider community
- Helped alleviate social isolation among first- and second-generation Armenian youth
- Supported the creation of new memories and strengthened social bonds

CAIA extends its heartfelt thanks to the *Young Ealing Foundation*, *London Youth*, and all supporters who helped secure funding, training, and resources for our staff, volunteers, and young people. We are also deeply grateful to the professionals and positive role models who contributed their time and expertise to our youth programme.

Below is a summary of the views young people expressed about HAYC via formal feedback survey.

- *91% of the youth said that they enjoyed socialising and making friends at the Youth Club*
- *84% said that the Youth Club is important because it encourages young people to take on leadership and volunteering opportunities.*
- *67% of the youth attending the Club said that they became more confident about their future such as further education options, employment, well-being and relationships.*
- *87% said that they became more positive about their future and identity*

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4.5 Hayashen Library and Intergenerational Cultural Activities

CAIA seeks to provide holistic services (from birth to old age) to vulnerable, isolated and disadvantaged members of the Armenian community, and those connected to them, with a view to strengthening community cohesion and identity. Below are some of the highlights of how this was implemented during 2024/2025.

- 20 volunteers contributed 1,400 hours to the work of CAIA via its various projects and services including the CAIA Library, Elders Club activities, production of digital media content, interpretation, cooking or delivering food packs and much more.
- In the library volunteers focused on re-shelving, cataloguing and organising the over 5,000 books and other community cultural archives that are stored.
- Some of the main challenges facing the accessibility to the library remain the need to fund the binding of periodicals and the need to recruit more skilled volunteers to manage the increasing number of donated books.

Thanks to funding from *Ealing Adult Learning*, the “*Introduction to Armenian History, Culture and Heritage*” course was delivered for the 16th successive year during February and March 2025 over six Sundays. Sixty people from various backgrounds, ethnicities and ages registered for the programme with 120+ attendances overall to benefit from the sessions and follow up Q & As and lively discussions.

The titles of the presentations and speakers were:

- *Discovering Aurora Mardiganian’s Story and the Importance of Archiving* - Maxim Saakyan
- *Teaching dance with Armenian Alphabet* - Lerna Babikyan Hayes
- *Exploring Identity through Virtual Reality* - Madeleine Watson Kelleyan
- *Accessing Armenian History in the British National Archives at Kew: A Community Engagement Project* - Alyson Wharton-Durgaryan
- *Introducing the Concepts of Collective Return, Refugee Community, and Participation* – Fergus Wright
- *Armenia, a history of over two millennia* - Guglielmo Mariani & Robin Foà

Everyone attending was very pleased with the series. Those attending enjoyed and learned from each session. Learners also appreciated the food/refreshments served at the end of each session which encouraged networking and social interaction among diverse people who might not normally meet or know each other beforehand. These events also provide CAIA with the opportunity to engage with many people who do not normally use its services or attend the Centre.

All six sessions were digitally recorded and will be displayed on CAIA’s YouTube channel.

5) PUBLICATIONS, COMMUNICATIONS AND DIGITAL PLATFORMS

Armenian Voice is CAIA's most consistent publicity tool. First published in 1987, it is the longest continuous Armenian publication in the history of UK Armenians.

The publication reflects CAIA’s activities and promotes its services by mailing it free to 3,000 Armenian homes scattered across the UK. One issue (No 77) was published in 2024 due to increased printing and postage costs.

CAIA’s monthly *Hayashen News* e-Bulletin was published regularly throughout the reporting period and reaches over 4,500 UK Armenians to promote forthcoming activities, outings and news. A further 1,000 copies are emailed across the world to various institutions, publications and decision makers.

The CAIA website was also maintained throughout the year, and proved itself to be an important channel for promoting and reporting CAIA’s work.

CAIA also used the following social media platforms to engage with UK Armenians and further afield:

- **Facebook** (<http://www.facebook.com/Hayashen>) has 2450 followers. (50 increase from year before)
- **Instagram** (https://www.instagram.com/caia_hayashen/) reaches young Armenians, promoting the library and our events, and is popular among the community with almost 531 followers (an increase of 31)
- **Twitter/X** (https://twitter.com/caia_hayashen), with 284 followers is mainly used to interact with other organisations and update about events (no increase)
- **YouTube** which is updated with promotional videos and short films about our activities has 268 subscribers (an increase of 34)
- **LinkedIn** with 2,058 professional and individual followers (an increase of 278) is located at <https://www.linkedin.com/company/centre-for-armenian-information-and-advice>

We continued to increase the use of social media to promote CAIA’s services, profile and engagement with UK Armenians. This has resulted in an increasing number of people contacting CAIA from across UK and abroad about our various services.

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6) COOPERATION WITHIN THE VOLUNTARY AND COMMUNITY SECTOR

CAIA engaged, collaborated and worked responsibly with other local voluntary agencies and stakeholders in pursuing its objectives. Activities in 2024/25 included:

- Servicing, leading and administering 4 times over the year meetings of the *Ealing Advice Forum (EAF)* attended by 100+ representatives of 30+ different organisations. The EAF is a network of all the non-profit advice providers in the London Borough of Ealing and acts as the main point of contact for information, consultation and communication on all advice and information issues that are relevant and important to the advice and information providers in the borough. The EAF is funded by *Ealing Council* via the *Ealing Advice Service Consortium* led by *Ealing Mencap* and was successfully re-commissioned for a further 3.5 years in October 2023. CAIA also published EAF's e-Bulletin 4 times which was emailed to 400+ voluntary and statutory organisations. We also continued to maintain the *EAF* website at <https://ealingadviceforum.org.uk>
- Attending and contributing to various forums, focus groups, networks and events:
 - *Ealing Digital Inclusion Taskforce*
 - Contributed to the *Black, Asian and Minority Ethnic Advice Providers Network (London)* in partnership with several BMER advice organisations facilitated by the *Advice Services Alliance (ASL)* supported by the *Trust for London*.
 - *Advice Workforce Steering Group* administered by the *London Legal Trust* and funded by *Propel*
 - *Ealing Council City of Sanctuary* application process
 - *Ealing Council Household Support Fund* group meetings
 - Ealing Council *Borough Frontline* initiative to develop a new approach to working together across all organisations in the borough which offer direct support to Ealing's residents.
- Contributing to various research and surveys to share its experience and learning with the wider voluntary sector. Some of these were published and disseminated widely, specifically the *London Advice Strategy Roadmap* report. CAIA is a member of this group composed of 21 partner charities implementing the *Advice Workforce Steering group* supported by *Propel*. *Propel* is a 10-year funding programme which included funders such the *City Bridge Foundation* and *Trust for London*.
- CAIA cooperated and maintained good relations with various Armenian organisations in the UK.

7) FINANCIAL REVIEW

7.1 Investment policy and objectives

Under the Articles of Association, CAIA has the power to invest monies which are not immediately required for its purposes, in or upon such investments or property as may be thought fit. At the present time, the Trustees' policy is to maintain all such monies in liquid cash form, on deposits earning a market rate of interest. The Trustees consider that this is the most appropriate form of investment in the current financial climate.

7.2 Reserves policy

It is always difficult to plan or develop services within a voluntary organisation, with its constant need to find funding and in an atmosphere of insecurity of long-term funding agreements. Our reserves policy is set to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain income for longer than required.

7.3 Purpose

The CAIA reserves policy is set to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain income for longer than required. The following reserves policy is in line with guidance issued by the Charity Commission, and enables CAIA's Board appropriately to designate funds from its unrestricted reserves in order to protect the CAIA against a drop in income or to allow it to take advantage of new opportunities. Specifically, it enables CAIA to:

- Fund specific projects at short notice, or for which no funding can be raised, which further CAIA's charitable aims as stated in its governing document
- Cover administration and support costs without which CAIA could not function
- Protect against risks and unforeseen expenditures which may arise that are beyond the CAIA's control, cannot be met from existing income, and are in line with its stated objectives
- Ensure the viability of the CAIA beyond the immediate future, and provide reliable and ongoing services over the longer term
- Maintain the high-quality condition of CAIA's freehold property (Hayashen) at 105A Mill Hill Road, Acton, London W3 8JF
- Close-down the charity in an orderly and proper fashion in the event of it winding up

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

7.4 Procedures

The Board may designate unrestricted reserves money to cover CAIA's financial responsibility as follows:

- Unrestricted reserves, to enable CAIA to function by meeting contractual obligations in respect of staff salaries, running and legal costs, and client service provision, should represent at minimum three months and at maximum six months charitable operating costs (as calculated on the basis of its annual expenditure).
- Should these reserves fall below the calculated minimum, the Board will take all reasonable steps to raise and designate additional unrestricted funds against the deficit.
- Should these reserves exceed the calculated maximum, the Board will arrange for expenditure of the surplus during the current or following financial year, in line with CAIA's charitable aims.
- No more than 20% of annual income shall normally be allocated to unrestricted reserves.
- All annual allocation to reserves as well as any expenditure of reserves requires Board approval.
- The level of reserves will be reviewed annually by the Board.
- The policy will be reviewed annually by the Board and specific minimum and maximum reserve levels set in the CAIA's current and following financial year projections.
- This policy will be included, whether in whole or abridged form, in CAIA's annual accounts statements.
- In addition, the Board has decided to designate an appropriate amount to a building fund. Such decision is subject to annual review.

The Statement of Financial Activities shows a deficit for the year of £3,084 (2024: £4,035 deficit) and our total reserves as at 31 March 2025 amounted to £447,656 (2024: £450,740).

8) FUTURE PLANS

Major challenges and tasks facing CAIA in the coming year include:

Organisational Objectives and Priorities

- Generate income to sustain services during challenging economic and funding conditions.
- Strengthen CAIA's capacity by diversifying fundraising efforts to support the development of new services and projects as needed.
- Deliver services in line with relevant quality standards, including the Advice Quality Standard, London Youth Bronze Quality Mark, OFSTED, and the exemption from the Immigration Advice Authority (formerly OISC) to provide immigration advice.
- Continuously assess and respond to the needs of the most disadvantaged and vulnerable groups in the community, as well as emerging needs and wider community aspirations, within available resources.
- Build and maintain strong relationships with local and wider voluntary and statutory agencies, stakeholders, and other Armenian organisations to foster cooperation and develop mutually beneficial partnerships.
- Encourage and support volunteers and members to become more knowledgeable, skilled, and actively involved in CAIA, promoting long-term sustainability and succession planning.
- Maintain the Hayashen Centre to a high standard.
- Continue the review of CAIA's governing documents with external expert guidance to ensure legal compliance and transparency for members.
- Continue to regularly review and update internal policies and procedures to reflect best practices.
- Provide high-quality training, motivation, and support to staff, volunteers, and board members to sustain their vital contributions to CAIA's services and governance.
- Carry out annual risk assessments, including cyber security.
- Continually enhance CAIA's digital presence and website to increase external engagement and support for its services and projects.
- Ensure IT hardware, software, and security are up to date and fully compliant with data protection regulations.
- Improve back-office systems to maximise staff efficiency and ensure long-term organisational sustainability.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

9) STRUCTURE, GOVERNANCE AND MANAGEMENT**9.1 Governing document**

The Centre for Armenian Information and Advice (CAIA) was established on 5 April 2001 under a Memorandum of Association, which established the objects and powers of the charitable company, and is governed under its Articles of Association.

9.2 Charity status

CAIA was registered as a charity on 21 September 2001. CAIA is a charitable company limited by guarantee, as defined by the Companies Act 2006, and is a registered charitable company with the Charity Commission.

9.3 Membership

Membership under the Articles of Association is open to all persons who satisfy the membership requirements. Individual voting members shall have limited liability, and corporate members shall have no liability. Every individual voting member of the charitable company undertakes to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up.

9.4 Financial statements

The financial statements which have been subject to an independent examination comply with the Charities Statement of Recommended Practice - Accounting and Reporting by Charities FRS 102 effective January 2019 and Companies Act 2006 and FRS 102 itself. The Report of the Trustees and financial statements are submitted to the Charity Commission and Companies House following approval by the membership at the Annual General Meeting (AGM).

10) STRUCTURE, GOVERNANCE AND MANAGEMENT**10.1 Recruitment and appointment of new Trustees**

Trustees are appointed under the terms of the Articles of Association. The Trustees consider that having appropriate skills and awareness appropriate to the nature of the work of CAIA is more important than having numerous Trustees. The Trustees actively seek to identify and address gaps in their knowledge and skills to ensure the good governance of the charity.

10.2 Induction and training of new Trustees

The Trustees offer a wide range of skills and experience essential to the good governance of the charity. New Trustees are invited to take part in an informal induction programme. On an informal basis, new Trustees undergo orientation to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association and the decision-making process, meet key persons of the charity, and become familiar with the business plan and recent financial performance of the charity. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role and other aspects of CAIA's work. The Trustees review their written procedures in line with all other procedural documents on a regular basis.

10.3 Organisational structure

Governance and accountability of CAIA operates at three levels with clear reporting lines and links. The top level of governance is provided by the Board of Trustees. This is the senior decision-making body of CAIA. Staff and volunteers are led by the CEO, Misak Ohanian, who carries out the day-to-day management of the charity. In addition to the CEO being line-managed by the Chair on behalf of the Board, his work is reviewed and monitored at Board meetings to ensure CAIA is meeting its aims and objectives efficiently and effectively in line with agreed budgets and work programme.

The following is a summary of the achievements of the Board of Trustees during 2024/2025:

- Held 11 Board Meetings face to face allowing some Board members to join online due to various personal circumstances. Additional meetings were held between the CEO and the Chair, Treasurer and Company Secretary in between meetings for the purposes of banking, meeting with funders, staff annual appraisals, accounting and general administration of the charity.
- Provided training opportunities to individual Board members, staff and volunteers to enable them to become more knowledgeable, motivated and skilled in the operations and management of CAIA. Some of the training courses attended were *Food Safety, Health & Safety, Safeguarding children, Safeguarding adults, Data Security Awareness, Making an impact as a trustee, How to prepare accounts, Finance training for Trustees and more.*
- The Board continued to work diligently on reviewing and improving CAIA's policies and procedures in the Organisational Manual, using a Policy Tracker to monitor review dates. As part of this process, numerous policies and procedures were reviewed and re-adopted.
- The Risk Assessment was updated, and the Board took forward certain points arising from this.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2025

- Implemented a transparent and inclusive strategic review by publicising widely the process, inviting feedback via formal survey and holding a key stakeholders Away Day in Jul 2024. We are grateful to *AdviceUK/Propel* for funding the review which enabled us to pay the cost of an independent consultant and associated costs. We are also grateful for the in-kind support and guidance of the *Young Ealing Foundation* in enabling CAIA to implement the strategic review process.
- Worked on taking forward the recommendations arising from the above review, including drafting job descriptions for proposed new roles and undertaking preliminary recruitment drives.
- A significant amount of work continued with a consultant, and subsequently a firm of solicitors, in updating CAIA's governing document.
- Reviewed tenders received for audit/independent examination and appointed Cox Costello to prepare an independent examination.
- Held a successful AGM in November 2024
- Various external functions were attended by Board members to represent the CAIA within the Armenian and wider community.
- Continued to make improvements and maintain overall quality standard and health & safety of the Hayashen property for the benefit of visitors, staff and service users.

10.4 Related parties

The Trustees are aware of the guidance given by the Charity Commission, including the risk posed by transactions with close family members, and are of the opinion that no transactions have arisen concerning related parties other than the payment of key management compensation.

11) STRUCTURE, GOVERNANCE AND MANAGEMENT

11.1 Risk management

The Trustees are aware of the major risks to which CAIA is exposed and systems have been established to manage and minimise those risks. Policies and procedures are reviewed annually/biennially as appropriate, or more often if there are changes in legislation, and Trustees are made aware of urgent matters between meetings. As part of those procedures, the Trustees established a risk register which is reviewed annually. The main risks are financial, as identified in the annual risk review. The Trustees look to manage financial risks by approving an annual budget and regular consideration of the financial results, variance from budgets and non-financial performance indicators. A key element in the management of financial risk is the setting of a reserves policy.

The Trustees are aware of the short-term nature of the charity's income, which makes long-term planning more difficult. The Trustees are seeking more than ever to diversify the charity's income base including seeking contributions for activities and looking at possible new fundraising initiatives.

The Trustees also have a duty to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The systems of internal controls for the charity are designed to provide reasonable, but not absolute, assurance against material misstatement or loss.

The Trustees remain confident that the high standard of service and professionalism of the charity's staff continue to place the charity in a good position for the future.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

12) STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the Directors of the Centre for Armenian Information and Advice for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland."

Company law requires the Trustees to prepare financial statements for each financial year which 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 Charity SORP
- Make judgements and estimates that are reasonable and prudent
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business

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

Approved by the Board of Trustees on 23 October 2025 and signed on its behalf by:

Signed by:

.....F971F38CED574FA.....
V Nicholls
Co-Chair, Board of Trustees

Signed by:

.....86EE2315995348A.....
A. Sarkis
Co-Chair, Board of Trustees

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE CENTRE FOR ARMENIAN INFORMATION AND ADVICE

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of the Centre for Armenian Information and Advice ('the charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of a charitable company, you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.


An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently, I express no opinion as to whether the financial statements present a 'true and fair' view, and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

DocuSigned by:

404EEF733CB1C4E7
Michael F Cox FCA
The Institute of Chartered Accountants in England and Wales

Cox Costello & Horne Partners LLP
Chartered Accountants and Tax Advisors
Batchworth Lock House,
99 Church Street, Rickmansworth,
WD3 1JJ

Date: 23/10/2025

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025

		Unrestricted funds	Restricted funds	31.3.25 Total funds	31.3.24 Total funds
	Not es	£	£	£	£
INCOME AND EXPENDITURE					
Donations	2	49,551	-	49,551	62,931
Charitable activities					
Advice and Information (A&I)	3	-	37,300	37,300	49,158
Advice Workforce Development Programme (AWDP)		-	10,000	10,000	10,000
Children's/Youth Project (ACPG/YP)		-	16,764	16,764	17,880
Cultural/Educational Expenditure and Library (CEE&L)		-	1,440	1,440	1,440
Digital Inclusion Project (DIP)		-	15,717	15,717	4,859
Elderly Club/Carers Break (EAP)		-	-	-	7,646
Health and Care Support Project (H&CS)		-	500	500	-
Household Winter & Cost of Living Support (H&CLS)		-	30,500	30,500	28,129
Training & Development & Consultation Programmes (TDCP)		-	10,000	10,000	-
Deposit Account Interest		7,140	-	7,140	6,560
Total		56,691	122,221	178,912	188,603
EXPENDITURE ON					
Charitable activities					
Advice and Information (A&I)	4	13,987	37,300	51,287	62,534
Advice Workforce Development Programme (AWDP)		3,145	10,000	13,145	12,721
Children's/Youth Project (ACPG/YP)		5,272	16,764	22,036	22,984
Cultural/Educational Expenditure and Library (CEE&L)		453	1,440	1,893	1,831
Digital Inclusion Project (DIP)		4,835	15,372	20,207	9,680
Elderly Club/Carers Break (EAP)		10,318	-	10,318	9,735
Emergency Humanitarian Relief Efforts (HRE)		-	-	-	8,678
Health and Care Support Project (H&CS)		3,800	6,073	9,873	28,692
Household Winter & Cost of Living Support (HW&CLS)		9,592	30,500	40,092	35,783
Training & Development & Consultation Programmes (TDCP)		3,145	10,000	13,145	-
Total		54,547	127,449	181,996	192,638
NET INCOME/(EXPENDITURE)		2,144	(5,228)	(3,084)	(4,035)
Transfers between funds		1,060	(1,060)	-	-
Net movements in funds	13	3,204	(6,288)	(3,084)	(4,035)
RECONCILIATION OF FUNDS					
Total funds brought forward		442,302	8,438	450,740	454,775
TOTAL FUNDS CARRIED FORWARD		445,506	2,150	447,656	450,740

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

BALANCE SHEET
AS AT 31 MARCH 2025

	Notes	Unrestricted funds £	Restricted funds £	31.3.25 Total funds £	31.3.24 Total funds £
FIXED ASSETS					
Tangible assets	10	220,435	-	220,435	220,454
CURRENT ASSETS					
Debtors	11	-	12,731	12,731	2,516
Cash at bank and in hand		<u>217,742</u>	<u>2,150</u>	<u>219,892</u>	<u>231,238</u>
		217,742	14,881	232,623	233,754
CREDITORS					
Amounts falling due within one year	12	-	(5,402)	(5,402)	(3,468)
NET CURRENT ASSETS		<u>217,742</u>	<u>9,479</u>	<u>227,221</u>	<u>230,286</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>438,177</u>	<u>9,479</u>	<u>447,656</u>	450,740
NET ASSETS				<u>447,656</u>	<u>450,740</u>
FUNDS	13				
Unrestricted funds				445,506	442,302
Restricted funds				<u>2,150</u>	<u>8,438</u>
TOTAL FUNDS				<u>447,656</u>	<u>450,740</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 23 /10 / 2025 and were signed on its behalf by:

Signed by:

 F971F36CED574FA...
 V. Nicholls
 Co-Chair, Board of Trustees

Signed by:

 88FE2315995348A...
 A. Sarkis
 Co-Chair, Board of Trustees

REGISTERED CHARITY NUMBER: 1088534 (England and Wales)
 REGISTERED COMPANY HOUSE NUMBER: 04195084 (England and Wales)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

1. ACCOUNTING POLICIES**1.1)Basis of preparing the financial statements**

The Charity is a public benefit entity and the financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statement in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charity SORP (FRS 102)), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

1.2)Preparation of the financial statements on a going concern basis

The financial statements are drawn up on the going concern basis which assumes that the Centre for Armenian Information and Advice (CAIA) will continue in operational existence for the foreseeable future. The Trustees have given due consideration to the working capital and cash flow requirements of the charity and consider that the charity's current and forecasted cash resources are sufficient to cover the working capital requirements of the charity for at least 12 months from the date of signing the financial statements.

1.3)Critical accounting judgements and key sources of estimation uncertainty

The preparation of the financial statements requires the Trustees to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for income and expenditure during the period. However, the nature of estimation means that actual outcomes could differ from those estimates.

The trustees do not consider that on significant judgements or key sources of estimation uncertainty were involved in the preparation of these financial statements, The principal accounting policies adopted are as follows:

1.4)Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. Income received in advance of a service is deferred until the criteria for income recognition are met. All income arises in the United Kingdom.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

Interest receivable on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Unrestricted charitable donations are recognised in the financial statements when the charitable donation has been received, or if, before receipt, there is sufficient evidence to provide the necessary certainty that the donation will be received, and the value of the incoming resources can be measured with sufficient reliability.

Donated services, goods and facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time is not recognised. On receipt, donated services, goods and facilities are recognised as a donation on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

ACCOUNTING POLICIES- continued

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. A further analysis of this expenditure is given in the notes to the financial statements.

- Cost of raising funds comprises associated support costs.
- Expenditure on charitable activities includes the costs of the charity's services undertaken to further the purpose of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Governance costs are as 'the costs associated with the governance arrangements of the charity which relate to the general running of the charity as opposed to those costs associated with fundraising or charitable activity e.g. the cost of trustee meetings, preparing statutory financial statements and the independent examiners fees. Included within this category are any costs associated with the strategic as opposed to day-to-day management of the charity's activities.'

1.5) Tangible fixed assets

Depreciation is provided on tangible fixed assets at the following annual rates in order to write off each asset over its estimated useful life.

Freehold buildings	- 0%
Equipment, fixtures and fittings	- 25% on reducing balance
Motor vehicle	- 10% on cost

Freehold land is not depreciated. Freehold buildings are considered to have a residual value substantially in excess of cost and thus no depreciation has been charged. The trustees keep this policy under constant review and are also committed to maintaining the building in an excellent state of repair.

All assets are initially recognised at cost and subsequently carried at cost less accumulated depreciation. The cost of an asset initially recognised includes its purchase price and any cost that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management. The cost of properties is their purchase price together with the cost of improvement works.

1.6) Heritage Asset

The charity has a heritage asset in the form of its library. The contents of the library have been built up over a number of years, many of the books and periodicals were gifted. The charity does not have information about the costs and deemed costs of the contents of the library and the trustees have decided not to obtain a professional valuation as they consider the cost of obtaining such a valuation would not benefit the readers of the financial statements nor be a good use of the charity's resources.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025****ACCOUNTING POLICIES- continued****1.7) Taxation**

The charity is an institution which is established for charitable purposes within the meaning of the Charities Act 2011 and as such is a charity within the meaning of Para 1 of Schedule 6 to the Finance Act 2010. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Sections 478-488 of the Corporation Tax Act 2010 (formerly enacted in Section 505 of the Income and Corporation Taxes Act 1988) or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to exclusively charitable purposes. The charity receives no similar exemption in respect of Value Added Tax. For this reason, the charity is generally unable to recover input VAT it suffers on goods and services purchased. The charity is not registered for VAT, as the trustees have taken professional advice and consider the charity's sources of income are exempt from VAT. Irrecoverable VAT is included within the attributable cost under resources expended.

1.8) Fund accounting

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

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

Restricted funds can only be used for restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for restricted purposes.

Transfers are made from unrestricted to restricted funds to cover any overspends on restricted projects during the year where cost will not be met by the funder. Transfers between restricted funds and from restricted to unrestricted funds are made with the permission of the funder.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

1.9) Fund accounting

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments including trade and other debtors and trade creditors and other creditors. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2. DONATIONS

	31.3.25	31.3.24
	£	£
Donations	31,998	35,889
Gift aid	6,054	15,621
Subscription contributions	3,253	4,643
Other fundraising income	<u>8,246</u>	<u>6,778</u>
	<u>49,551</u>	<u>62,931</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**NOTES TO THE FINANCIAL STATEMENTS - Continued
FOR THE YEAR ENDED 31 MARCH 2025****3. INCOME FROM CHARITABLE ACTIVITIES**

		31.3.25	31.3.24
	Activity	£	£
Grants	Advice and Information (A&I)	37,300	49,158
Grants	Advice Workforce Development Programme (AWDP)	10,000	10,000
Grants	Children's/Youth Project (ACPG/YP)	16,764	17,880
Grants	Cultural/Educational Expenditure and Library (CEE&L)	1,440	1,440
Grants	Digital Inclusion Project (DIP)	15,717	4,859
Grants	Elderly Club/Carers break (EAP)	-	7,646
Grants	Health and Care Support Project (H&CS)	500	-
Grants	Household Winter & Cost of Living Support (HW&CLS)	30,500	-
Grants	Training & Development & Consultation Programmes (TDCP)	10,000	28,129
		<u>122,221</u>	<u>119,112</u>

Grants received, included in the above, are as follows:

		31.3.25	31.3.24
		£	£
FUNDERS			
Advice UK/Propel		10,000	-
Barkev Kassardjian Sis Trust (ACPG/YP)		500	500
BBC Children in Need (ACGP/YP)		-	9,980
Benlian Trust (ACPG)		500	500
British Science Association		-	500
City Bridge Foundation (A&I)		33,000	34,920
Institute of Development Studies / Art & Health Project		-	1,500
Good Things Foundation		6,000	-
Jack Petchey Foundation (YP)		1,900	1,900
Local Giving & Post Code Community		-	500
London Borough of Ealing (Adult Learning)		1,440	1,440
London Borough of Ealing/Carers Respite/Dementia Concern (EAP)		-	5,646
London Borough of Ealing/Connecting Communities		9,717	4,859
London Borough of Ealing/EAS Mencap (A&I)		4,300	4,238
London Borough of Ealing/Household Support Fund (HWS)		30,500	18,245
London Borough of Ealing/Warming Space		-	1,500
London Community Foundation		-	9,884
London Legal Trust (AWDP)		10,000	10,000
National Lottery-Awards for All		10,364	-
Pathways Trust		-	10,000
RMP Cancer Awareness		500	-
Young Ealing Foundation (ACPG/YP)		3,500	3000
		<u>122,221</u>	<u>119,112</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS – Continued
FOR THE YEAR ENDED 31 MARCH 2025

4. CHARITABLE ACTIVITIES COSTS

	Direct costs	Support costs (See note 5)	Totals
	£	£	£
Advice and Information (A&I)	38,252	13,035	51,287
Advice Workforce Development Programme (AWDP)	10,000	3,145	13,145
Children's & Youth Project (ACPGNP)	11,356	10,680	22,036
Cultural Educational Expenditure and Library (CEE&L)	1,440	453	1,893
Digital Inclusion Project (DIP)	12,877	7,330	20,207
Elderly Club/Carers Break (EAP)	7,233	3,085	10,318
Health and Care Support Project (H&CS)	7,963	1,910	9,873
Household Winter & Cost of Living Support (HW&CLS)	28,460	11,632	40,092
Training & Development & Consultation Programmes (TDCP)	10,000	3,145	13,145
TOTAL EXPENDITURE	127,581	54,415	181,996

5. SUPPORT COSTS

	Basis of Allocation	31.3.25	31.3.24
		£	£
Charitable activities			
Salaries and wages	Estimate of the time	29,348	24,563
Office costs	Based on the needs of the various projects	6,245	6,269
Furniture/equipment	Usage	178	505
Refreshments/catering	Based on the needs of the various projects	668	410
Repairs & maintenance	Based on the needs of the various projects	1,694	3,663
Insurance	Based on the needs of the various projects	3,197	2,342
Travel expenses	Based on the needs of the various projects	322	437
Sundry expenses	Based on the needs of the various projects	84	145
Volunteers' expenses	Based on the needs of the various projects	54	565
Subscription/membership	Based on the needs of the various projects	287	246
Depreciation	Based on the needs of the various projects	1,079	943
IT Peripherals/Maintenance	Based on the needs of the various projects	513	-
Marketing/Publications/newsletters	Based on the needs of the various projects	4,598	2,157
Consultancy/research costs	Based on the needs of the various projects	1,300	-
Bad debt written off	Based on the needs of the various projects	43	550
		49,610	42,795
Governance costs			
Independent Examiner's remuneration	Based on the needs of the various projects	3,060	2,700
Bookkeeping/payroll	Based on the needs of the various projects	1,745	2,405
		4,805	5,105
Total Support Cost		54,415	47,900

Office costs include the following items: premises repairs and maintenance; light and heat; water rates; phones; postage and printing.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**NOTES TO THE FINANCIAL STATEMENTS – Continued
FOR THE YEAR ENDED 31 MARCH 2025****6. NET INCOME**

	31.3.25	31.3.24
	£	£
Independent Examiner's remuneration	2,700	2,700
Independent Examiner's remuneration– Other Services	360	-
Depreciation - owned assets	1,079	943

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There are no trustees' expenses. (2024: £185 incurred by 1 member relating to attendance at trustees' meetings.)

8. STAFF COSTS

	31.3.25	31.3.24
	£	£
Wages and Salaries	108,415	114,236
Social Security Costs	10,202	10,743
	<u>118,617</u>	<u>124,979</u>

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

	31.3.25	31.3.24
Advice and Information	1	1
Health Advocacy Project	0	1
Administration and governance	1	1
Digital Inclusion Project Co-Ordinator	1	1
	<u>3</u>	<u>4</u>

No employees received emoluments in excess of £60,000 in the year to 31st March 2025 or in the year ended 31 March 2024.

Key Management Remuneration

The key management personnel of the charity comprise the Chief Executive Officer. The total wages of the key management personnel of the charity were £51,621 (2024: £51,621).

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total funds
	£	£	£
INCOME FROM			
Donations	62,931	-	62,931
Charitable activities			
Advice and Information (A&I)	-	49,158	49,158
Advice Workforce Development Programme (AWDP)	-	10,000	10,000
Children's/Youth Project (ACPG/YP)	-	17,880	17,880
Cultural/Educational Expenditure and Library (CEE&L)	-	1,440	1,440
Digital Inclusion Project (DIP)	-	4,859	4,859
Elderly Club/Carers Break (EAP)	-	7,646	7,646
Household Winter & Cost of Living Support (HW&CLS)	-	28,129	28,129
Deposit Account Interest	6,560	-	6,560
Total	<u>69,491</u>	<u>119,112</u>	<u>188,603</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS – Continued
FOR THE YEAR ENDED 31 MARCH 2025

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted Funds £	Restricted Funds £	Total funds £
EXPENDITURE ON			
Charitable activities			
Advice and Information (A&I)	13,376	49,158	62,534
Advice Workforce Development Programme (AWDP)	2,721	10,000	12,721
Children's/Youth Project (ACPG/YP)	5,104	17,880	22,984
Cultural/Educational Expenditure and Library (CEE&L)	391	1,440	1,831
Digital Inclusion Project (DIP)	2,071	7,609	9,680
Elderly Club/Carers Break (EAP)	2,089	7,646	9,735
Emergency Humanitarian Relief Efforts (HRE)	8,678	-	8,678
Health and Care Support Project (H&CS)	6,137	22,555	28,692
Household Winter & Cost of Living Support (HW&CLS)	7,654	28,129	35,783
Total	48,221	144,417	192,638
NET INCOME/(EXPENDITURE)	21,270	(25,305)	(4,035)
Net movements in funds	21,270	(25,305)	(4,035)
Total funds brought forward	421,032	33,743	454,775
TOTAL FUNDS CARRIED FORWARD	442,302	8,438	450,740

10. TANGIBLE FIXED ASSETS

	Freehold property £	Equipment, fixtures and fittings £	Motor vehicle £	Totals £
COST				
At 1 April 2024	216,712	6,966	28,277	251,955
Addition	-	1,060	-	1,060
At 31 March 2025	216,712	8,026	28,277	253,015
DEPRECIATION				
At 1 April 2024	-	3,224	28,277	31,501
Charge for year	-	1,079	-	1,079
At 31 March 2025	-	4,303	28,277	32,580
NET BOOK VALUE				
At 31 March 2025	216,712	3,723	-	220,435
At 31 March 2024	216,712	3,742	-	220,454

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS – Continued
FOR THE YEAR ENDED 31 MARCH 2025

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25	31.3.24
	£	£
Trade debtors	-	333
Other debtors	-	43
Prepayment and accrued income	12,731	2,140
	<u>12,731</u>	<u>2,516</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.25	31.3.24
	£	£
Trade creditors	2,702	768
Accrued expenses	2,700	2,700
	<u>5,402</u>	<u>3,468</u>

13.1) MOVEMENT IN FUNDS

	At 1.4.24	Net movements in funds	Transfer between Funds	At 31.3.25
	£	£	£	£
Unrestricted funds				
General Fund	135,590	2,144	1,060	138,794
<u>Designated Funds</u>				
Building and equipment fund	50,000	-	-	50,000
Contingency fund	40,000	-	-	40,000
Freehold property fund	216,712	-	-	216,712
	<u>442,302</u>	<u>2,144</u>	<u>1,060</u>	<u>445,506</u>
Restricted funds				
Capital Expenditure and Building Costs	2,150	-	-	2,150
Digital Inclusion Project (DIP)	715	345	(1,060)	-
Health and Care Support Project (H&CS)	5,573	(5,573)	-	-
	<u>8,438</u>	<u>(5,228)</u>	<u>(1,060)</u>	<u>2,150</u>
TOTAL FUNDS	<u>450,740</u>	<u>(3,084)</u>	<u>-</u>	<u>447,656</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS – Continued
FOR THE YEAR ENDED 31 MARCH 2025

13.2) MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Fund	56,691	(54,547)	2,144
Restricted funds			
Advice and Information (A&I)	37,300	(37,300)	-
Advice Workforce Development Programme (AWDP)	10,000	(10,000)	-
Children's/Youth Project (ACPG/YP)	16,764	(16,764)	-
Cultural/Educational Expenditure and Library (CEE&L)	1,440	(1,440)	-
Digital Inclusion Project (DIP)	15,717	(15,372)	345
Health and Care Support Project (H&CS)	500	(6,073)	(5,573)
Household Winter & Cost of Living Support (HW&CLS)	30,500	(30,500)	-
Training & Development & Consultation Programmes (TDCP)	10,000	(10,000)	-
	<u>122,221</u>	<u>(127,449)</u>	<u>(5,228)</u>
TOTAL FUNDS	<u>178,912</u>	<u>(181,996)</u>	<u>(3,084)</u>

Comparatives for movement in funds

	At 1.4.23 £	Net movements in funds £	At 31.3.24 £
Unrestricted funds			
General fund	114,320	21,270	135,590
<u>Designated Funds:</u>			
Building and equipment fund	50,000	-	50,000
Contingency fund	40,000	-	40,000
Freehold property fund	216,712	-	216,712
	<u>421,032</u>	<u>21,270</u>	<u>442,302</u>
Restricted funds			
Capital Expenditure and Building Costs	2,150	-	2,150
Digital Inclusion Project (DIP)	3,465	(2,750)	715
Health and Care Support Project (H&CS)	28,128	(22,555)	5,573
	<u>33,743</u>	<u>(25,305)</u>	<u>8,438</u>
TOTAL FUNDS	<u>454,775</u>	<u>(4,035)</u>	<u>450,740</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**NOTES TO THE FINANCIAL STATEMENTS – Continued
FOR THE YEAR ENDED 31 MARCH 2025****13.3) MOVEMENT IN FUNDS - continued**

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds restated £
Unrestricted funds			
General Fund	69,491	(48,221)	21,270
Restricted funds			
Advice and Information (A&I)	49,158	(49,158)	-
Advice Workforce Development Programme (AWDP)	10,000	(10,000)	-
Children' s/Youth Project (ACPGNP)	17,880	(17,880)	-
Cultural/Educational Expenditure end Library (GEE&L)	1,440	(1,440)	-
Digital Inclusion Project (DIP)	4,859	(7,609)	(2,750)
Elderly Club/Carers Break (EAP)	7,646	(7,646)	-
Health and Care Support Project (H&CS)	-	(22,555)	(22,555)
Household Winter & Cost of Living Support (HW&CLS)	28,129	(28,129)	-
	<u>119,112</u>	<u>(144,417)</u>	<u>(25,305)</u>
TOTAL FUNDS	<u>188,603</u>	<u>(192,638)</u>	<u>(4,035)</u>

Purposes of restricted funds

The nature of the restricted funds is self-explanatory. These funds are held to further charitable activities as explained in the Report of the Trustees'.

Purposes of Designated funds

Building and equipment fund: Building and equipment fund – The trustees have designated funds to enable the charity to preserve the high-quality condition of the Charity's freehold property, to fund any legal issues if they arise in relation to that building and to replace the charity's other fixed assets as and when they reach the end of their economic lives.

Contingency fund: The Trustees have designated funds to enable the charity to function if adversely affected by unforeseen circumstances. This fund would allow the charity to meet contractual obligations in respect of staff salaries, running and legal costs and client service provisions.

Freehold property fund: This fund represents the carrying value of freehold property. The Trustees consider that the property is critical for the operation of the charity and thus feel that it is appropriate to 'ringfence' the reserves represented by this asset.

Transfers between funds

During the year transfer made between restricted funds to general funds in the amount of £1,060 (2024: £nil)

During the year transfer made between general funds to contingency fund in the amount of £nil (2024: £6,500)

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS – Continued

14 . RELATED PARTY DISCLOSURES

Other than Trustees' remuneration and benefits disclosed in Note 7 and Key management remuneration disclosed in Note 8, there were no related party transactions for the year ended 31 March 2025 nor for the year ended 31 March 2024.

15 . CONTINGENT LIABILITY

If the charity's freehold property is disposed of within a period of 80 years from 2004, then a refurbishment grant received would become repayable amounting to £144,919. The trustees have no plan to dispose of the property considering the property to be vital to the operations of the charity.

16. HERITAGE ASSETS

CAIA library is a major resource centre, which documents the history, culture and other subjects related to Armenians. The library holds a wealth of material relating to the Armenian history, people, literature, art, politics, Armenian Genocide and language.

CAIA has adopted criteria to ascertain whether an item should be acquired or not. These are as follows:

- Author may be Armenian
- Topic must relate to Armenian matters
- Materials should relate to Armenia or Armenians

The materials so far held by CAIA is in the form of books, journals, maps, photographs, paintings, newspapers, newsletters, calendars, DVDs, CDs, cassettes, videos, and various other artefacts relating to Armenia or Armenians. Collection materials are classified and kept for permanent preservation. Any item held which is not deemed to be suitable for CAIA will be returned to the donor or by request of the donor will be disposed of by CAIA. CAIA does not generally purchase items from the public. However, in very rare cases if they are considered extremely important to the aims of the library, CAIA will consider making purchases.

The detailed cataloguing of the library is an on-going process.

17. COMPANY LIMITED BY GUARANTEE

The charitable company is limited by guarantee and has no share capital. Every member of the company undertakes to contribute to the assets of the company in the event of its being wound up, for payments of the debts and liabilities of the company, such amount as may be required, not exceeding £1.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025**

	31.3.25	31.3.24
	£	£
INCOME		
Donations		
Donations	31,998	35,889
Gift aid	6,054	15,621
Subscription contributions	3,253	4,643
Other fundraising income	<u>8,246</u>	<u>6,778</u>
	49,551	62,931
Investment income		
Deposit account interest	7,140	6,560
Charitable activities		
Statutory grants	45,957	35,928
Grants from trusts	<u>76,264</u>	<u>83,184</u>
	<u>122,221</u>	<u>119,112</u>
Total incoming resources	178,912	188,603
EXPENDITURE		
Charitable activities		
Wages	79,224	89,830
Social security	5,045	5,586
Subcontractor labour	13,741	9,233
Publications/newsletters	403	320
Refreshments/catering	2,273	1,695
Events and outings	6,776	10,153
Minibus	2,429	2,032
Donations (Humanitarian relief for Armenia)	-	8,678
Travel expenses	-	55
Training	80	-
Volunteers' expenses	85	79
Subscription/membership	667	561
Compliance costs	1,394	114
Consultancy	2,565	-
Household Winter & Cost of Living Support (HW&CLS) (HW&CLS)	<u>12,899</u>	<u>16,402</u>
	127,581	144,738

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2025**

	31.3.25	31.3.24
	£	£
Support costs		
Charitable activities		
Salaries and wages	29,191	24,406
Social security	157	157
Office costs	6,245	6,269
Furniture/equipment	178	505
Refreshments/catering	668	410
Repairs & maintenance	1,694	3,663
Insurance	3,197	2,342
Travel expenses	322	437
Sundry expenses	84	145
Volunteers' expenses	55	565
Subscription/membership	287	246
Depreciation	1,079	943
IT Peripherals/Maintenance	513	-
Marketing/Publications/newsletters	4,597	2,157
Consultancy	1,300	-
Bad debt written off	43	550
	49,610	42,795
Governance costs		
Independent Examiner's remuneration	3,060	2,700
Bookkeeping/payroll	1,744	2,405
	4,804	5,105
Total resources expended	181,996	192,638
Net expenditure	(3,084)	(4,035)

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

England & Wales - Charity number 1088534

Accounts

REGISTERED COMPANY NUMBER: 04195084 (England and Wales)
REGISTERED CHARITY NUMBER: 1088534 (England and Wales)

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024
FOR
THE CENTRE FOR ARMENIAN INFORMATION AND ADVICE (CAIA)
(A COMPANY LIMITED BY GUARANTEE)**

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

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CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REFERENCE AND ADMINISTRATIVE DETAILS

BOARD OF TRUSTEES / DIRECTORS

V Keshishi -	Re-elected 2 December 2023 - Resigned 11 August 2024
F Mansurian - Treasurer	
V Nicholls – Co chair	Re-elected 2 December 2023
K Alexanian - Secretary	
A Der Hacopian	
A Sarkis – Co chair	Elected 2 December 2023

One third of the Trustees shall retire from office, being those who have been longest in office as Trustees. The retiring Trustees shall be eligible for re-election.

COMPANY SECRETARY	K Alexanian
REGISTERED OFFICE	Hayashen 105A Mill Hill Road Acton, London W3 8JF
REGISTERED COMPANY NUMBER	04195084 (England and Wales)
REGISTERED CHARITY NUMBER	1088534 (England and Wales)
INDEPENDENT EXAMINER	Matthew John Shaw FCA FFA FIPA Cox Costello & Horne Batchworth Lock House 99 Church Street Rickmansworth WD3 1JJ
CHIEF EXECUTIVE OFFICER (CEO)	M Ohanian
BANKER	HSBC 281 Chiswick High Road Chiswick, London W4 4HJ
WEBSITE	www.caia.org.uk

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The Trustees have adopted the provisions of 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 2022).

1) OBJECTIVES AND ACTIVITIES

1.1 Mission statement

The Centre for Armenian Information and Advice (CAIA) seeks to enhance the quality of life for disadvantaged members of the Armenian community in London, specifically those in poverty, isolation and distress. The charity supports their diverse needs through the provision of welfare, education and cultural services at a welcoming centre for all Armenians.

1.2 Aims

CAIA exists primarily to relieve poverty, sickness and distress amongst the 20,000 strong Armenian communities in the UK and those connected with Armenians. Another prime aim is to advance their education.

These aims are pursued through the following strands of work:

- Information, advisory and advocacy services for refugees, senior citizens, carers, women, disadvantaged Armenians and those connected to them on issues such as immigration, housing, health and welfare rights
- Specific social, educational and supportive activities for adults, children and young people
- Cultural events, publications and resources

During 2023/2024, CAIA provided a wide range of relevant services to diverse age groups, and those in disadvantaged circumstances within the Armenian community in London. In particular, the organisation provided:

- Advice, information and integration support for refugees and migrants, senior citizens and unemployed people
- A befriending service operated by volunteers.
- Digital Inclusion project.
- Pre-school services for parents and toddlers, and activities over School Holidays.
- A weekly social club for older people and respite provision for Carers.
- Mini-bus transportation enabling frail elderly people to access CAIA's services.
- After school Youth Club and outings for teenagers.
- Diverse inter-generational social, cultural and educational training events and lectures.
- A library comprising of Armenian community archives and multilingual literary resources.
- Networking and co-operation with voluntary and statutory organisations on common areas of work to promote the needs of disadvantaged Armenians.

1.3 Statement on public benefit

The objectives and activities, and achievement and performance sections of this report set out the activities that CAIA undertakes for the public benefit.

The Trustees confirm that they have complied with the duty in section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission in determining the activities undertaken by the charity.

Many of CAIA's beneficiaries have very limited financial means. Access to activities or services are offered at highly discounted rates or free of charge in most cases.

The Trustees make the following observations on two key principles of public benefit:

- 1: There must be an identifiable benefit or benefits, and it must be clear what the benefits are; and the benefits must be related to the aims; and the benefits must be balanced against any detriment or harm.
- 2: Benefit must be to the public or a section of the public; and the beneficiaries must be appropriate to the aims; and where the benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted by geographical or other restrictions; or by the ability to pay any fees charged; and people in poverty must not be excluded from the opportunity to benefit; and any private benefits must be incidental.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

A number of private benefits do necessarily arise from the activities of the charity. In particular, the charity finds it essential to employ and remunerate staff. Individual members of the charity will benefit in the widest sense from the activities they undertake. Private benefits are purely incidental as they are a necessary by-product of carrying out the charity's aims.

1.4 Grantmaking

CAIA is not a grantmaking charity but may act as intermediary between grantmaking organisations such as the London Borough of Ealing and the individuals who benefit from the grants.

1.5 Volunteers

Volunteers help at many of the charity's activities and represent the charity at various meetings in the Borough. Many of the charity's beneficiaries have continued to become volunteers at sessions, which in turn give them valuable experience. CAIA's volunteers make a vital contribution to the charity, enabling the charity to provide many more activities than the charity could otherwise do.

2) ACHIEVEMENT AND PERFORMANCE

2.1 Charitable activities

Below is a summary of the charity's activities and services carried out in 2023/24 which reflect how we as a UK based charity have coped with various local and international anxieties, digital exclusion, financial issues, food poverty and the cost-of-living crisis experienced by disadvantaged UK Armenians and those connected to them. In addition, the multi-layered impact on UK Armenians following the ethnic cleansing of Armenians in Artsakh (Nagorno-Karabakh) by aggressive neighbouring states and Ukrainian Armenians seeking sanctuary in the UK, many of them refugees for a second time in their lifetimes.

3) WELFARE PROGRAMME

3.1 Advisory Support Service

CAIA's Advisory Support service operated 240 days during the year, providing face-to-face, online, phone and e-mail support to marginalised Armenians and those subsisting on low incomes irrespective of background, gender, faith, age, sexual orientation, political views or disability in a safe, secure and welcoming environment in accordance with CAIA's Equality and Diversity Policy.

Thanks to CAIA's Advice Officer Arthur Manouk Cahill cases were progressed until resolved in accordance with the Advice Quality Standard (AQS) for Housing with Casework, Welfare Benefits with Casework, and Immigration Casework Level 1. This often involved liaising and entering into regular dialogue with various statutory and non-statutory bodies to address diverse barriers our clients experience in accessing services or obtaining help in dealing with emergencies. This involved completing forms, writing letters on behalf of clients, providing letters of support, making referrals, social housing applications online, telephone calls, sending emails, and interpreting and translating vital information for clients.

During the reporting period, the advisory service helped 552 people with 4,617 instances of bespoke advice and interventions resulting in improvements of living standards, increased awareness about rights and confidence to live and manage independently in UK. The majority were residents of the London Borough of Ealing (187), followed by The London Boroughs of: Hounslow, Brent, Hammersmith & Fulham, Hillingdon, Harrow, and further afield. The advisory clients were born in 30 different countries with the majority from Armenia, Iran, Ukraine, Lebanon and Russia and other socially/politically unstable parts of the world. 28% were new clients, 72% clients returned with new issues from the year before. The age range of most beneficiaries was 25-64 years (187 out of 552), while 15% struggled to speak/write or communicate in the English language effectively.

As a result:

- A total of £525,182 was raised in financial support & welfare benefits such as Universal Credit, Housing Benefit, Personal Independence Payments (PIPs) and Child Benefit which otherwise would not have been claimed.
- 167 clients benefited from fuel and poverty support such as weekly grocery boxes and £100 shopping vouchers to those qualifying.
- 184 clients were provided with immigration advice and practical support such as gaining British citizenship, indefinite leave to remain, refugee status, dependent family or visitor's visas.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

- 257 housing related queries were dealt with, including helping clients avoid potential destitution because of increased rent and threats of eviction. Others improved their housing circumstances through housing repairs, improved Locata scheme banding or being offered social housing.
- 20 disabled people / carers were helped to overcome barriers by securing travel concessions.
- 17 people were assisted to find or maintain employment via volunteering/training opportunities and references by CAIA.

In addition, CAIA has maintained excellent working relationships with various statutory agencies, organisations and decision makers including several West London local authorities, the Department for Work and Pensions (DWP), Job Centres, residential social housing provider, West London MPs, councillors and local specialist law firms and solicitors.

Improving, empowering and upskilling of clients

- Organised a major Cost of Living Information event on 4th July 2023 thanks to the support of The London Community Foundation. Visitors had the opportunity to meet with CAIA's advice worker, and digital champion, as well as find out more about the work of Ealing Advice Service (EAS) and Ealing Welfare Assistance Team.
- A *Financial Wellbeing Workshop* was held in February 2024 in association with *The Money Charity*. Topics covered during the well-attended workshop included: Budgeting & Keeping Track, Credit, borrowing and understanding your credit score, where to access support for help with debt, Savings, making your money go further.
- Initiated the delivery of a workshop about "Level 2 in food safety in the workplace" in March 2024 in partnership with Acton BID targeted at jobless people and volunteers, with a view to improving their employment prospects. As a result, 11 people received attendance certificates.

Feedback from service users

100% of advisory service users who completed 40 online feedback surveys were satisfied with the professional knowledge and efficiency of the advisor and felt more knowledgeable, confident, less stressed and better able to cope with their problems.

- *My health has deteriorated over the years. I suffer from multiple conditions that affect me every day. The CAIA Advisor helped me navigate through the system of what help is available.*
- *The CAIA is like my second home. They are there for me in every way.*
- *I'm Armenian and isolated here in England. There was nowhere else that welcomed me and provided help with my immigration. The CAIA helped me.*
- *I am the carer for my elderly mother. She has severe health needs. I did not know where to turn or what to do. I was lost completely.*
- *There's no other Charity for the Armenians that offers this type of assistance.*
- *There is nowhere else where they would sit and listen and provide constructive feedback and advocacy for the case of my disabled son.*

CASE STUDIES

Housing

Mr. and Mrs. A are an elderly couple from the Middle East who are not familiar with digital technology. They moved to England several years ago to escape the turmoil in their home country. After settling in a rented home, they faced eviction by their landlord. Initially, the local council rejected their homelessness application and even suggested they return to their home country, despite the many years they had spent integrating into the community. Seeking help, Mr. and Mrs. A contacted CAIA. After conducting a comprehensive assessment, the CAIA's Advice Worker determined that the local council had a duty to assist the couple. Thanks to CAIA's intervention and advocacy, Mr. and Mrs. A were provided with temporary accommodation while their case was reviewed. Following a prolonged period of advocacy, the couple was finally granted permanent social housing in their original community. The CAIA's Advice Worker continued to support them by ensuring they could pay their rent and council tax through successful applications for Housing Benefit and Council Tax Support. Additionally, the Advice Worker secured an increase in their welfare benefits, enabling the couple to better manage their new living conditions.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Welfare Benefits

Mrs. P is an isolated elderly Armenian woman in her late 80s. Disabled and housebound, she has lived in London for many years but was estranged from her two sons and had no family or support network nearby. Her only relative was an elderly sister living in Los Angeles. Like many Armenians who have migrated, Mrs. P experienced fragmentation and isolation due to her family's geographic separation. This put her at real risk of neglect and poverty. The CAIA's Advisory Service stepped in to advocate for Mrs. P and engaged with Adult Social Services at her local authority. Recognizing her urgent need for both suitable housing and financial support, CAIA facilitated a DWP Home Visit to review her benefit entitlements. As a result of these efforts, Mrs. P now enjoys more independent living in purpose-built, permanent accommodation. She also has greater financial stability, which she previously lacked due to her disabilities and long period of isolation. Despite the marked improvements in her living circumstances, she would like to live near Hayashen in West London to attend CAIA's Weekly Senior Social Club to interact with her peers.

Immigration

Mr. A and Mrs. N are a married couple, aged 63 and 59. Mr. A was born with cerebral palsy and requires significant daily care to function in society. His wife, Mrs. N, is a Russian national who not only cares for her husband but also has her own care needs. The couple resides in a small two-bedroom flat with Mr. A's mother, where they sought refuge after being evicted from their previous rental home. With space extremely limited, they approached the CAIA's Advisory Service for help, as Mrs. N's spouse visa was about to expire. The issue was that Mrs. N did not have the required English language test certificate and needed more time to obtain it. However, time was running out before her visa expired. Despite her limited time to address her own care needs, the CAIA Advice Worker successfully advocated on her behalf and assisted in applying for a visa extension. The application was successful, allowing Mrs. N to remain with her husband and continue providing care for his extensive needs.

3.2 Health and Care Service

Supporting older people & Carers

During the reporting period CAIA delivered 47 sessions of its Friday Elders club/Carers respite provision as part of the *Carers Pathways Consortium* composed of several local charities led by *Dementia Concern* commissioned by *Ealing Council*. Subsequently after a new round of commissioning by Ealing Council, since October 2023 this work has been part of the *Connect Ealing Consortium* led by *BEfriend*. The total number of attendances during 2023/24 was 672, and the total number of unique attendees was 121.

The activities provided respite and short breaks for Carers while the people they look after were provided with free door-to-door transport by CAIA's minibus so that they could enjoy a hot meal and stimulating social cultural activities in a safe, secure, and trusted setting. The break enabled the Carers to have some time for themselves which they appreciated.

Befriending Project

CAIA's *confidential* Befriending project continued to address the multiple challenges faced by isolated and often housebound disabled Armenians. The service operated thanks to volunteers who provided invaluable moral support to these most vulnerable Armenians through occasional telephone calls or home / hospital visits. The service managed by CAIA's Operational Manager Melanie Momdjian fully trained 2 new volunteers to maintain its high standards, benefitting nine people.

4) EDUCATION AND TRAINING

4.1 Digital Inclusion project

The 2023-2024 period marked another successful year for our Digital Inclusion project. Zarine Avagimyan, CAIA's Digital Champion Project Coordinator, continued to support digitally excluded Armenians of diverse ages and backgrounds, including those:

- with low incomes who cannot afford the cost of device or broadband
- facing language barriers
- lacking basic IT skills
- struggling to navigate online services and statutory provision.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Key Achievements:

- A total of 57 individuals improved their digital literacy through one-to-one sessions, group workshops and online forums.
- Participants learned how to use Gmail, Google Calendar and Google Meet, as well as how to send attachments and register for online educational courses.
- 2 participants were gifted refurbished laptops by Ealing Council.
- 12 participants learned to use their mobile devices.
- 7 participants opened email accounts.
- 5 participants received prepaid SIM cards.
- 16 participants opened online accounts for council tax, water and utilities.
- 9 participants received Raspberry Pi PC sets for their children's schoolwork.

Learn My Way:

Participants enrolled in Learn My Way, a free online learning platform, where they completed the following modules:

- Staying Safe Online
- Online Basics (e.g. using internet and search engines)
- Microsoft Office (e.g. creating Word documents and Excel spreadsheets)
- Operating a Device (e.g. operating a mouse, keyboard and touchscreen)

One-to-One Sessions & Group Workshops:

Through a variety of individual sessions, group workshops and online forums, participants learned how to:

- Renew insurance and mobile contracts online
- Register for council tax online
- Register for utility accounts online
- Manage a Universal Credit account online
- Extend or find more cost-effective broadband contracts
- Apply for Armenian passports and travel visas
- Bid for council housing online (e.g., Locata)
- Draft a CV and open a LinkedIn account
- Apply for jobs and volunteer positions
- Operate the NHS mobile app
- Use social media such as WhatsApp, Facebook, Instagram, X and TikTok
- Access entertainment through YouTube and podcasts.

CAIA also held weekly online lessons with opportunities to network and participate in Q&A sessions on various digital matters. This was an enjoyable and inclusive way to connect, without the need to commute to the centre.

Aid & Donations:

- In partnership with the *Raspberry Pi Foundation*, CAIA donated 9 PC sets to school children aged 6-18 years from low-income households.
- Alongside The Good Things Foundation and The National Databank, CAIA distributed 5 prepaid / preloaded SIM cards.
- 2 individuals received refurbished laptops through CAIA's referral to the *Re-Klaim* IT Ealing Device & Distribution Project by Ealing Council.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Personal Impact:

100% of survey participants felt they received strong personal support that helped them improve their digital skills. All participants enjoyed their learning experience and would recommend the Digital Inclusion Project to others. Sample comments from survey participants include:

- "I am more confident in using my phone."
- "I started using email."
- "I'm very aware online now."
- "I am more comfortable using the internet."
- "I can video call my family."
- "I shop online now."
- "Thank you, Zarine, and Hayashen for all your help."
- "Thank you, CAIA, for the support you give to the Armenian community"

Client Case Study

Mrs. A. is a Ukrainian-Armenian who came to the UK following the Russian invasion. She has two primary school aged children, and her husband is still in Ukraine. She was lost when she approached us as she didn't know the rights she had and the rules and regulations in the UK. CAIA helped her to apply for schools and Universal Credit. We then provided 1:1 support to help her create a CV and guidance as to where and how to apply for a job. She also attended our workshops, and we provided her eldest child with a Raspberry Pi Pc to help with her homework. After a few months of searches and training, Mrs. A found a part-time administrative role. She still attends our centre, and she is very grateful for the support we provide, and the success she has made despite the challenges of being a single parent refugee with no local network apart from the CAIA.

The project culminated at the Celebrating Digital Inclusion Conference, organised by the London Office of Technology & Innovation (LOTI) where Zarine did a fantastic job in bringing the project to life to a wider audience.

4.3 Pre-School Learning Provisions and Summer Holiday Project

The Armenian Community Pre-School Group (ACPG) operates twice weekly in the mornings and also during school holidays when the older school children attend and benefit also from the diverse activities and outings. The ACPG helps to sustain the cultural heritage of children through multi-lingual learning, play and school preparation. The provision also enables opportunities for new parents to connect, reduce isolation and provide mutual support to each other.

In the reporting period:

- 50 children benefited from the activities.
- 17 Boys/33 Girls (35 lived in the London Borough of Ealing, 2 in LB of Hounslow, 2 in the London Borough of Richmond, 2 in London Borough of Brent and the rest in other parts of London)
- The ethnicity of the children was 38 Armenian, and 12 from mixed ethnicity such as part Armenian, part Italian, part English, part Ukrainian and part Greek.

In addition to the regular sessions, special events such as Xmas and Easter celebrations took place. The 2023 Easter Egg Hunt was made into a video and displayed on CAIA's *YouTube* Channel.

<https://www.youtube.com/watch?v=G5nM57r9PK8&t=71s>

The Pre-School provision is voluntarily registered with OFSTED and offers various training to staff and volunteer parents such as safeguarding and first aid. The CAIA charity wishes to acknowledge and thank *The Benlian Trust*, the *Barkev Kassardjian Sis Trust* and the *Young Ealing Foundation* for their support for this work. We are grateful to our group leader Armine Sargsyan for her hard work throughout the year and to all the dedicated parents who brought their children regularly to the ACPG.

4.4 Hayashen Armenian Youth Club (HAYC)

Thanks to funding from *BBC Children in Need*, the *Young Ealing Foundation*, the *Jack Petchey Foundation* and a small grant from the *British Science Week*, CAIA's Youth Club delivered 15 after school sessions in a safe, secure environment at Hayashen and three exciting outings.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

These created opportunities for young people to engage and socialise with each other, share positive experiences and learn from and engage with our youth worker Venetia Abrahamian as well as with invited guest speakers during various interactive stimulating workshops and presentations.

HAYC activities during 2023/2024:

- Planning this year's activities
- Guitar Workshop
- End of exams celebration
- All day Outing to Legoland
- Musical Talent Show
- Motivational Talk
- Creative Writing workshop
- Create & market Your Own Healthy Milkshake
- Go Karting Fun Day - By Coach to Brentwood
- Drama Workshop
- Artificial Intelligence Workshop
- Christmas Party
- "Beauty and the Beast" pantomime at Hayashen
- Involvement In Sport
- "Cirque De Soleil" at Royal Albert Hall
- Music Workshop
- Life of a lawyer and life of a designer / entrepreneur
- Marking Science Week

Free snacks and light refreshments are also provided to the youths to encourage them to sit and have supper together to strengthen connections in a spirit of sharing and cooperation. Throughout these youth club workshops, the young people played a dynamic role in their own learning, offering ideas, asking questions and generally engaging positively in the workshop discussions. These resulted in strengthening their identity, personal growth and improving resilience as young Armenians growing up in London.

In addition, the youth enjoyed recreational activities such as playing pool, table tennis, table football, board games, arts and crafts, as well as Armenian television and music of their choice. Young people were also encouraged to organise their birthday parties at the Club, which created shared lasting memories, enabling new friendships to blossom.

HAYC annually recognises and nominates three young people to the prestigious *Jack Petchey Foundation* Young Achievement award. A major event was held in February 2024 at Greenford Hall to acknowledge and celebrate them along with over one hundred other local Young Achiever award winners.

During the reporting period over 100 young Armenians benefited from HAYC which:

- Enabled the youth to interact with their peers and helped to build the confidence, self-belief and self-esteem necessary to develop their abilities and broaden their horizons
- Provided guidance and informal mentoring support and empowered young people via team building activities to develop their individual aspirations to reach their full potential
- Organised diverse and motivational activities in a Youth Club setting to avoid drifting into anti-social behaviour
- Increased volunteering and involvement of young people within the Armenian and wider community by providing creative and appropriate opportunities to gain work / life experiences.
- Helped to alleviate the social isolation and alienation experienced by some first and second-generation young Armenians and children living in London
- Supported them to make and share new memories and strengthen peer relationships.

CAIA is grateful for the diverse support it received from the *Young Ealing Foundation*, *London Youth*, *British Science Association* and others. Their support enabled CAIA to access new funds and training opportunities for its staff, volunteers and youth, for which we are grateful. CAIA is also grateful to the various professionals and positive role models who contributed to the youth club.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

Below is a summary of the views young people and parents expressed about HAYC via a formal feedback survey.

88% youth expressed satisfaction in socialising and making friends

89% of the youth welcomed opportunities for personal development / growth

84% of parents said that their child enjoyed taking part in HAYC activities and the outings.

4.5 Hayashen Library and Intergenerational Cultural Activities

CAIA seeks to provide holistic services (from birth to old age) to vulnerable, isolated and disadvantaged members of the Armenian community, including those connected to them, with a view to strengthening community cohesion and identity. Below are some of the highlights of how this was implemented during 2023/2024.

- 15 regular volunteers contributed 1,500+ hours to the work of CAIA via its various projects and services including the CAIA Library, Elders Club activities, production of digital media, research, content creation for CAIA's publications, interpreting and delivering food packs. There were also a number of occasional volunteers who contributed to one off tasks such as helping out with events or working remotely.
- In the library volunteers focused on re-shelving, cataloguing and organising the over 5,000 books and other community cultural archives that are stored.
- Some of the main challenges facing the accessibility to the library remain the need to fund the binding of periodicals and the need to recruit more skilled volunteers to manage the increasing number of donated books.

Thanks to funding from *Ealing Adult Learning*, the "Introduction to Armenian History, Culture and Heritage" course was delivered for the 15th successive year during February and March 2024 over 6 Sundays. 73 people of various backgrounds, ethnicities and ages registered for the programme with 120 attendances by 52 people benefiting from the sessions and follow up Q & As and lively discussions

The titles of the presentations and speakers were:

- *Myth, Reality and Speculation: A Critical Understanding of Soghomon Tehlirian and the Assassination of Talaat Pasha in 1921 - Critical readings in modern Armenian history* – Ara Sarafian
- *2020 War and Armenian Armed Forces* - Leonid Nersisyan
- *Journalism in Armenia/working and living as a diasporan in Armenia/information and media* - Emilio Cricchio
- *Armenian Antiquities Dealers: Provenance Research; Art market; Islamic Art; Armenians of the Ottoman Empire; Armenians in Iran; Armenian Diaspora* - Alyson Wharton-Durgaryan
- *Armenia's State Status Before and After the Loss of Artsakh: Transition from a Small Power to a Micro-State Amid an Aggressive Environment* – Dr Eduard Abrahamyan
- *The Armenian Genocide and Nagorno-Karabakh: Understanding Armenian identity through Diaspora, Collective Memory and Generational Trauma* – Julia Bahadrian

All six sessions were digitally recorded and are currently displayed on CAIA's YouTube Channel enabling many more people to watch these online. To date over 800 views have taken place of the six sessions. Link below:

<https://www.youtube.com/user/CAIAHayashen>

The CAIA is grateful to all the six speakers as well Mr. Zorik Gasparian for digitally recording these in a voluntary capacity.

5) PUBLICATIONS, COMMUNICATIONS AND DIGITAL PLATFORMS

Armenian Voice is CAIA's most consistent publicity tool. First published in 1987, it is the longest continuous Armenian publication in the history of UK Armenians.

The publication reflects CAIA's activities and promotes its services by mailing it free to 3,000 Armenian homes scattered across the UK. One issue (No 76) was published in 2023/224 due to the high printing and postage costs.

CAIA's monthly *Hayashen News* E-Bulletin was published regularly throughout the reporting period and reaches over 4,500 UK Armenians to promote forthcoming activities, outings and news. A further 1,000 were emailed across the world to various institutions, publications and decision makers.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

The CAIA's website was also maintained throughout the year and proved itself to be an important channel for promoting and reporting the CAIA's work.

The CAIA also utilized various social media platforms to engage with UK Armenians and further afield:

- **Facebook** (<http://www.facebook.com/Hayashen>) has 2,400 followers (an increase of 100 from the year before)
- **Instagram** (https://www.instagram.com/caia_hayashen/) reaches young Armenians, promoting the library and our events, and is popular among the community with almost 500 followers (an increase of 40)
- **X (formerly Twitter)** (https://twitter.com/caia_hayashen), with 286 followers is mainly used to interact with other organisations and to update about events (an increase of 10)
- **YouTube** which is updated with promotional videos and short films about our activities has 234 subscribers (an increase of 84)
- **LinkedIn** with over 1,870 professional and individual followers (an increase of 232) is located at <https://www.linkedin.com/company/centre-for-armenian-information-and-advice>

We continued to increase the use of social media to promote CAIA's services, profile and engagement with UK Armenians. This has resulted in an increasing number of people contacting CAIA from across UK and abroad about our various services.

6) COOPERATION WITHIN THE VOLUNTARY AND COMMUNITY SECTOR

CAIA engaged, collaborated and worked responsibly with other local voluntary agencies and stakeholders in pursuing its objectives. Activities in 2023/24 included:

- Servicing, leading and administering bi-monthly meetings of the *Ealing Advice Forum (EAF)* attended by 100+ representatives of 30+ different organisations. The EAF is a network of all the non-profit advice providers in the London Borough of Ealing and acts as the main point of contact for information, consultation and communication on all advice and information issues that are relevant and important to the advice and information providers in the borough. The EAF is funded by *Ealing Council* via the *Ealing Advice Service Consortium* led by *Ealing Mencap* and was successfully re-commissioned for a further 3.5 years in October 2023. CAIA also published EAF's e-Bulletin 6 times which was emailed to 420+ voluntary and statutory organisations. We also continued to maintain the *EAF* website at <https://ealingadviceforum.org.uk/>
- Attending and contributing to various forums, focus groups, networks and events including:
 - *Ealing Advice and Information oversight group*
 - Community Meeting on Ukraine organised by Ealing Council
 - *Ealing Digital Task Force*
 - *Ealing Cost of Living Partnership Group*
 - Contributed to the Ethnically Diverse Advice Providers Forum facilitated by the *Advice Services Alliance (ASL)* supported by the *Trust for London*.
 - CAIA is a group member composed of 21 partner charities implementing the *Advice Workforce Development Fund* supported by *Propel*. *Propel* is a 10-year funding programme which included funders such the *City Bridge Foundation* and *Trust for London*.
- Contributing to various research and surveys to share its experience and learning with the wider voluntary sector. Some of these were published and disseminated widely. Specifically:
 - Collaborated with *HEAR Equality & Human Rights Network*
 - *Ealing Climate Essentials Onboarding*
 - *Small Charity Data Journeys* research that took over two years to produce <https://datawise.london/resources/small-charity-data-journeys-re/>

In September 2023, during the last *Ealing Community Network* event two CAIA members were honoured. First was CAIA Trustee and Apprenticeships Manager at London Borough of Ealing Vanita Nicholls for her great work between Ealing Council and the voluntary sector, the second CAIA CEO Misak Ohanian for his outstanding lifetime achievement. The awards were presented by the Mayor of London Borough of Ealing Cllr. Hitesh Taylor.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

CAIA cooperated and maintained good relations with various Armenian organisations in the UK.

- CAIA cooperated and maintained good relations with various Armenian organisations in the UK, specifically on the ongoing existential threat being faced by the Armenians living in the Republic of Armenia and Artsakh (Nagorno-Karabakh) which continues to cause a great deal of trauma and distress to all Armenians irrespective of where they live. As a result of impromptu and generous fundraising by CAIA's members and others as well as £2,000 from CAIA's own unrestricted funds, £9,000 was transferred to several local Armenian NGOs who were providing crisis support to 100,000 plus Artsakh refugees who fled to Armenia in September 2023.

7) Humanitarian Relief Efforts

Throughout its history, CAIA has consistently responded to emergencies, particularly in providing humanitarian aid to Armenians both in Armenia and across the globe. As part of the dispersed Armenian diaspora, many UK Armenians have strong connections with family and friends in conflict-affected regions, and CAIA recognizes the importance of standing in solidarity during times of crisis.

During the reporting period, CAIA extended its support to vulnerable individuals fleeing conflicts, including those displaced by the war in Ukraine and the Armenia-Azerbaijan conflict. In late September 2023, over 100,000 Armenians were forced to flee their homes, becoming refugees almost overnight. CAIA provided crucial assistance to those arriving in the UK through its advisory services and made small but meaningful donations to local NGOs in Armenia that were supporting refugees from Artsakh/Nagorno-Karabakh.

8) FINANCIAL REVIEW

8.1 Investment policy and objectives

Under the Articles of Association, CAIA has the power to invest monies which are not immediately required for its purposes, in or upon such investments or property as may be thought fit. At the present time, the Trustees' policy is to maintain all such monies in liquid cash form, on deposits earning a market rate of interest. The Trustees consider that this is the most appropriate form of investment in the current climate.

8.2 Reserves policy

8.3 Purpose

The following reserves policy is in line with guidance issued by the Charity Commission, and enables CAIA's Board appropriately to designate funds from its unrestricted reserves in order to protect the CAIA against a drop in income or to allow it to take advantage of new opportunities:

- Fund specific projects at short notice, or for which no funding can be raised, which further CAIA's charitable aims as stated in its governing document
- Cover administration and support costs without which CAIA could not function
- Protect against risks and unforeseen expenditures which may arise that are beyond the CAIA's control, and cannot be met from existing income, and are in line with its stated objectives
- Ensure the viability of the CAIA beyond the immediate future, and provide reliable and ongoing services over the longer term
- Maintain the high-quality condition of CAIA's freehold property (Hayashen) at 105A Mill Hill Road, Acton, London W3 8JF
- Close-down the charity in an orderly and proper fashion in the event of it winding up

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

8.4 Procedures

The Board may designate unrestricted reserves money to cover CAIA's financial responsibility as follows:

- Unrestricted reserves, to enable CAIA to function by meeting contractual obligations in respect of staff salaries, running and legal costs, and client service provision, should represent at minimum three months and at maximum six months charitable operating costs (as calculated on the basis of its annual expenditure).
- Should these reserves fall below the calculated minimum, the Board will take all reasonable steps to raise and designate additional unrestricted funds against the deficit.
- Should these reserves exceed the calculated maximum, the Board will arrange for expenditure of the surplus during the current or following financial year, in line with CAIA's charitable aims.
- No more than 20% of annual income shall normally be allocated to unrestricted reserves.
- No more than £20,000 from the unrestricted reserves shall be expended or accumulated in any one financial year except in a situation where such expenditure is essential to the continued operation of the CAIA during a financial crisis or until an alternative source of income can be resourced or come on stream. Any such exceedance to be specifically agreed by resolution of the Board.
- The level of reserves will be reviewed quarterly by the Board.
- The policy will be reviewed annually by the Board and specific minimum and maximum reserve levels set in the CAIA's current and following financial year projections.
- This policy will be included, whether in whole or abridged form, in CAIA's annual financial statements.

The Statement of Financial Activities shows a deficit for the year of £4,035 (2023: £17,157 deficit) and our total reserves as at 31 March 2024 amounted to £450,740 (2023: £454,775).

9) FUTURE PLANS

Major challenges and tasks facing CAIA in the coming year include:

- Generate income to sustain services during a difficult economic and funding climate
- Increasing CAIA's capacity through diverse forms of fundraising to develop new services and projects when needed.
- Deliver services in accordance with relevant quality standards, including Advice Quality Standard, OFSTED and exemption from OISC (Office of the Immigration Services Commissioner) to provide immigration advice.
- Continually review the needs of the most disadvantaged and vulnerable sections within the community as well as any new emerging needs and the aspirations of the wider community to address these as much as it is feasible within its available resources.
- Engage with and maintain good links with local and wider voluntary and statutory agencies and other stakeholders including other Armenian organisations to cooperate and collaborate on a mutually beneficial basis and to develop new partnerships
- Encourage and enable volunteers and members to become more knowledgeable, skilled and involved in CAIA for the long-term sustainability of the organisation and as a means of succession planning.
- Maintain the physical premises it operates from (Hayashen) to a high standard.
- Complete a review of CAIA's governing documents with the help of external expert advice to ensure that these comply with the latest changes in charity and company law and are also transparent to CAIA's members.
- Continue to regularly review and update internal policies and procedures to ensure best practice.
- Offer quality training, motivate, support and retain staff, volunteers and board members to continue their vital contribution to CAIA's services and governance.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

FUTURE PLANS - continue

- Undertake annual risk assessments.
- Continually review and develop the quality and scope of CAIA's digital profile and website to further develop external interest and support for CAIA's services and projects
- Maintain updated IT hardware, software and IT security within the organisation and comply with relevant data protection legislation.
- Seek to further improve back-office systems to maximise staff efficiency and provide CAIA with sustainable systems moving forward.

10) STRUCTURE, GOVERNANCE AND MANAGEMENT

10.1 Governing document

The Centre for Armenian Information and Advice (CAIA) was established on 5 April 2001 under a Memorandum of Association, which established the objects and powers of the charitable company, and is governed under its Articles of Association.

10.2 Charity status

CAIA was registered as a charity on 21 September 2001. CAIA is a charitable company limited by guarantee, as defined by the Companies Act 2006, and is a registered charitable company with the Charity Commission.

10.3 Membership

Membership under the Articles of Association is open to all persons who satisfy the membership requirements. Individual voting members shall have limited liability and corporate members shall have no liability. Every individual voting member of the charitable company undertakes to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up.

10.4 Financial statements

The financial statements which have been subject to an independent examination comply with the Charities Statement of Recommended Practice - Accounting and Reporting by Charities FRS 102 effective January 2019 and Companies Act 2006 and FRS 102 itself. The Report of the Trustees and financial statements are submitted to the Charity Commission and Companies House following approval by the membership at the Annual General Meeting (AGM).

11) STRUCTURE, GOVERNANCE AND MANAGEMENT

11.1 Recruitment and appointment of new Trustees

Trustees are appointed under the terms of the Articles of Association. The Trustees consider that having appropriate skills and awareness appropriate to the nature of the work of CAIA is more important than having numerous Trustees. The Trustees actively seek to identify and address gaps in their knowledge and skills in order to ensure the good governance of the charity.

11.2 Induction and training of new Trustees

The Trustees offer a wide range of skills and experience essential to the good governance of the charity. New Trustees are invited to take part in an informal induction programme. On an informal basis, new Trustees undergo orientation to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association and the decision-making process, meet key persons of the charity, and become familiar with the business plan and recent financial performance of the charity. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role and other aspects of CAIA's work. The Trustees review their written procedures in line with all other procedural documents on a regular basis.

11.3 Organisational structure

Governance and accountability of CAIA operates at three levels with clear reporting lines and links. The top level of governance is provided by the Board of Trustees. This is the senior decision-making body of CAIA. Staff and volunteers are led by the CEO, Misak Ohanian, who carries out the day-to-day management of the charity. In addition to the CEO being line-managed by the Chair on behalf of the Board, his work is reviewed and monitored at Board meetings to ensure CAIA is meeting its aims and objectives efficiently and effectively in line with agreed budgets and work programme.

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

The following is a summary of the achievements of the Board of Trustees during 2023/2024:

- Held 10 Board Meetings face to face allowing some Board members to join online due to various personal circumstances. Additional meetings were held between the CEO and the Chair, Treasurer and Company Secretary in between meetings for the purposes of banking, meeting with funders, staff annual appraisals, accounting and general administration of the charity.
- Offered training opportunities to individual Board members, staff and volunteers to enable them to become more knowledgeable, motivated and skilled in the operations and management of CAIA. Some of the training courses attended by Board were *An Introduction to Safeguarding Children (Ealing and Hounslow CVS)*, *Young Ealing Foundation's Young Champions co-production training*, *Cultural Competence training*.
- The Board continued to work diligently on reviewing and improving CAIA's policies and procedures in the Organisational Manual, using a Policy Tracker to monitor review dates. As part of this process, the principal safeguarding documents were overhauled and a new overarching safeguarding policy produced.
- The Risk Assessment was updated, and the Board took forward a number of points arising from this.
- An eco audit was commissioned and preliminary consideration given to the findings.
- A significant amount of preliminary work was undertaken, working with a consultant, with a view to updating CAIA's constitution.
- Preliminary steps were taken to address the issue of succession planning, including instigating a consultancy support / workplace development project.
- Held a successful AGM in November 2023, which included the honouring of past long time serving Trustees and volunteers.
- Submitted CAIA's audited financial statements for the year ended 31 March 2023 to both the Charity Commission and Companies House as required.
- Approached a number of accountancy firms, including the incumbents, inviting tenders for audit / independent examination.
- Various external functions were attended by Board members to represent the CAIA.
- Continued to make improvements and maintain overall quality standard of the property (Hayashen) for the benefit of visitors, staff and service users.

11.4 Related parties

The Trustees are aware of the guidance given by the Charity Commission, including the risk posed by transactions with close family members, and are of the opinion that no transactions have arisen concerning related parties other than the payment of key management compensation.

12) STRUCTURE, GOVERNANCE AND MANAGEMENT

12.1 Risk management

The Trustees are aware of the major risks to which CAIA is exposed and systems have been established to manage and minimise those risks. Policies and procedures are reviewed annually or more often if there are changes in legislation, and Trustees are made aware of urgent matters between meetings. As part of those procedures, the Trustees established a risk register which is reviewed annually. The main risks are financial, as identified in the annual risk review. The Trustees look to manage financial risks by approving an annual budget and regular consideration of the financial results, variance from budgets and non-financial performance indicators. A key element in the management of financial risk is the setting of a reserves policy.

The Trustees are aware of the short-term nature of the charity's income, which makes long-term planning more difficult. The Trustees are seeking more than ever to diversify the charity's income base including seeking contributions for activities and looking at innovative fundraising models.

The Trustees also have a duty to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The systems of internal controls for the charity are designed to provide reasonable, but not absolute, assurance against material misstatement or loss.

The Trustees remain confident that the high standard of service and professionalism of the charity's staff continue to place the charity in a good position for the future.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

13) STATEMENT OF TRUSTEES RESPONSIBILITIES

The Trustees (who are also the Directors of the Centre for Armenian Information and Advice for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland."

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently
- Observe the methods and principles in the Charity SORP
- Make judgements and estimates that are reasonable and prudent
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business

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

Approved by the Board of Trustees on ^{12th October 2024} and signed on its behalf by:

.....
V Nicholls
Co-Chair, Board of Trustees

.....
A. Sarkis
Co-Chair, Board of Trustees

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF THE CENTRE FOR ARMENIAN INFORMATION AND ADVICE

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of the Centre for Armenian Information and Advice ('the charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of a charitable company, you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act. An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently, I express no opinion as to whether the financial statements present a 'true and fair' view, and my report is limited to those specific matters set out in the independent examiner's statement.

Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW and the IFA which are both listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.



Matthew John Shaw FCA, FFA, FIPA 21 October 2024
Cox Costello & Horne Partners LLP
Batchworth Lock House, 99 Church Street, Rickmansworth, WD3 1JJ

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024**

		31.3.24	31.3.23		
		Unrestricted funds	Restricted funds		
		Total funds	Total funds		
	Notes	£	£		
INCOME					
Donations	2	62,931	-	62,931	37,279
Charitable activities	3				
Advice and Information (A&I)		-	49,158	49,158	39,815
Advice Workforce Development Programme (AWDP)		-	10,000	10,000	-
Children's/Youth Project (ACPG/YP)		-	17,880	17,880	16,380
Cultural/Educational Expenditure and Library (CEE&L)		-	1,440	1,440	4,746
Digital Inclusion Project (DIP)		-	4,859	4,859	47,074
Elderly Club/Carers Break (EAP)		-	7,646	7,646	11,292
Health and Care Support Project (H&CS)		-	-	-	3,800
Household & Cost of Living Support (H&CLS)		-	28,129	28,129	12,990
Deposit Account Interest		6,560	-	6,560	2,938
Total		69,491	119,112	188,603	176,314
EXPENDITURE ON					
Charitable activities	4				
Advice and Information (A&I)		13,376	49,158	62,534	53,310
Advice Workforce Development Programme (AWDP)		2,721	10,000	12,721	-
Children's/Youth Project (ACPG/YP)		5,104	17,880	22,984	23,643
Cultural/Educational Expenditure and Library (CEE&L)		391	1,440	1,831	6,978
Digital Inclusion Project (DIP)		2,071	7,609	9,680	58,610
Elderly Club/Carers Break (EAP)		2,089	7,646	9,735	14,932
Humanitarian Relief Efforts (HRE)		8,678	-	8,678	-
Health and Care Support Project (H&CS)		6,137	22,555	28,692	18,821
Household Winter Support (HWS)		7,654	28,129	35,783	17,177
Total		48,221	144,417	192,638	193,471
NET INCOME/(EXPENDITURE)		21,270	(25,305)	(4,035)	(17,157)
Net movements in funds	13	21,270	(25,305)	(4,035)	(17,157)
RECONCILIATION OF FUNDS					
Total funds brought forward		421,032	33,743	454,775	471,932
TOTAL FUNDS CARRIED FORWARD		442,302	8,438	450,740	454,775

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

BALANCE SHEET AS AT 31 MARCH 2024

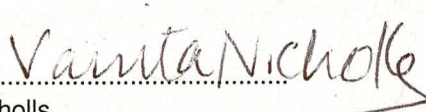
		31.3.24		31.3.23	
	Notes	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
FIXED ASSETS					
Tangible assets	10	220,454	-	220,454	221,397
CURRENT ASSETS					
Debtors	11	-	2,516	2,516	5,615
Cash at bank and in hand		<u>221,848</u>	<u>9,390</u>	<u>231,238</u>	<u>232,016</u>
		221,848	11,906	233,754	237,631
CREDITORS					
Amounts falling due within one year	12	-	(3,468)	(3,468)	(4,253)
NET CURRENT ASSETS					
		<u>221,848</u>	<u>8,438</u>	<u>230,286</u>	<u>233,378</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>442,302</u>	<u>8,438</u>	<u>450,740</u>	<u>454,775</u>
NET ASSETS FUNDS					
	13	<u>442,302</u>	<u>8,438</u>	<u>450,740</u>	<u>454,775</u>
Unrestricted funds				442,302	421,032
Restricted funds				8,438	33,743
TOTAL FUNDS					
				<u>450,740</u>	<u>454,775</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies' regime.


For the financial year ended 31 March 2024, the charitable company was entitled to exemption from audit under the Companies Act 2006, section 477 relating to small companies.

The members have not required the charitable company to obtain an audit of its financial statements for the year in question in accordance with section, 476.

The financial statements were approved by the Board of Trustees and authorised for issue on 12 October 2024 and were signed on its behalf by:



 V Nicholls
 Co-Chair, Board of Trustees



 A. Sarkis
 Co-Chair, Board of Trustees

REGISTERED CHARITY NUMBER: 1088534 (England and Wales)
 REGISTERED COMPANY NUMBER: 04195084 (England and Wales)

NOTES TO THE FINANCIAL STATEMENTS

1. ACCOUNTING POLICIES

1.1) Basis of preparing the financial statements

The Charity is a public benefit entity and the financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statement in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charity SORP (FRS 102)), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements are prepared in sterling. Which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

1.2) Preparation of the financial statements on a going concern basis

The financial statements are drawn up on the going concern basis which assumes that the Centre for Armenian Information and Advice (CAIA) will continue in operational existence for the foreseeable future. The Trustees have given due consideration to the working capital and cash flow requirements of the charity and consider that the charity's current and forecasted cash resources are sufficient to cover the working capital requirements of the charity for at least 12 months from the date of signing the financial statements.

1.3) Critical accounting judgements and key sources of estimation uncertainty

The preparation of the financial statements requires the Trustees to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for income and expenditure during the period. However, the nature of estimation means that actual outcomes could differ from those estimates.

The trustees do not consider that that significant judgements or key sources of estimation uncertainty were involved in the preparation of these financial statements, The principal accounting policies adopted are as follows:

1.4) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. Income received in advance of a service is deferred until the criteria for income recognition are met. All income arises in the United Kingdom.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

Interest receivable on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Unrestricted charitable donations are recognised in the financial statements when the charitable donation has been received, or if, before receipt, there is sufficient evidence to provide the necessary certainty that the donation will be received, and the value of the incoming resources can be measured with sufficient reliability.

Donated services, goods and facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time is not recognised. On receipt, donated services, goods and facilities are recognised as a donation on the basis of the value of the gift to the charity which is the amount the charity would have been

NOTES TO THE FINANCIAL STATEMENTS

willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Legacies are accounted for as incoming resources either upon receipt or where the receipt of the legacy is probable. The receipt is probable when: confirmation has been received from the representatives of the estate(s) that probate has been granted, the executors have established that there are sufficient assets in the estate to pay the legacy, and all conditions attached to the legacy have been fulfilled or are within the charity's control. If there is uncertainty as to the amount of the legacy and it cannot be reliably estimated, then the legacy is shown as a contingent asset until all of the conditions for income recognition are met.

1.5) 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. A further analysis of this expenditure is given in the notes to the financial statements.

- Cost of raising funds comprises associated support costs.
- Expenditure on charitable activities includes the costs of the charity's services undertaken to further the purpose of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Governance costs are as 'the costs associated with the governance arrangements of the charity which relate to the general running of the charity as opposed to those costs associated with fundraising or charitable activity e.g. the cost of trustee meetings, preparing statutory financial statements and the independent examiners fees. Included within this category are any costs associated with the strategic as opposed to day-to-day management of the charity's activities.'

1.6) Tangible fixed assets

Depreciation is provided on tangible fixed assets at the following annual rates in order to write off each asset over its estimated useful life.

Freehold buildings	- 0%
Equipment, fixtures and fittings	- 25% on reducing balance
Motor vehicle	- 10% on cost

Freehold land is not depreciated. Freehold buildings are considered to have a residual value substantially in excess of cost and thus no depreciation has been charged. The trustees keep this policy under constant review and are also committed to maintaining the building in an excellent state of repair.

All assets are initially recognised at cost and subsequently carried at cost less accumulated depreciation. The cost of an asset initially recognised includes its purchase price and any cost that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management. The cost of properties is their purchase price together with the cost of improvement works.

1.7) Heritage Asset

The charity has a heritage asset in the form of its library. The contents of the library have been built up over a number of years, many of the books and periodicals were gifted. The charity does not have information about the costs and deemed costs of the contents of the library and the trustees have decided not to obtain a professional valuation as they consider the cost of obtaining such a valuation

NOTES TO THE FINANCIAL STATEMENTS

would not benefit the readers of the financial statements nor be a good use of the charity's resources.

1.8) Taxation

The charity is an institution which is established for charitable purposes within the meaning of the Charities Act 2011 and as such is a charity within the meaning of Para 1 of Schedule 6 to the Finance Act 2010. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Sections 478-488 of the Corporation Tax Act 2010 (formerly enacted in Section 505 of the Income and Corporation Taxes Act 1988) or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to exclusively charitable purposes. The charity receives no similar exemption in respect of Value Added Tax. For this reason, the charity is generally unable to recover input VAT it suffers on goods and services purchased. The charity is not registered for VAT, as the trustees have taken professional advice and consider the charity's sources of income are exempt from VAT. Irrecoverable VAT is included within the attributable cost under resources expended.

1.9) Fund accounting

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

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

Restricted funds can only be used for restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for restricted purposes.

Transfers are made from unrestricted to restricted funds to cover any overspends on restricted projects during the year where cost will not be met by the funder. Transfers between restricted funds and from restricted to unrestricted funds are made with the permission of the funder.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

1.10) Fund accounting

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments including trade and other debtors and trade creditors and other creditors. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2. DONATIONS

	31.3.24	31.3.23
	£	£
Membership fees	4,643	5,157
Donations	35,889	22,374
Gift aid	15,621	2,591
Other fundraising income	<u>6,778</u>	<u>7,157</u>
	<u>62,931</u>	<u>37,279</u>

NOTES TO THE FINANCIAL STATEMENTS

3. INCOME FROM CHARITABLE ACTIVITIES

		31.3.24	31.3.23
	Activity	£	£
Grants	Advice and Information (A&I)	49,158	39,815
Grants	Advice Workforce Development Programme (AWDP)	10,000	-
Grants	Children's / Youth Project (ACPG/YP)	17,880	16,380
Grants	Cultural / Educational Expenditure and Library (CEE&L)	1,440	4,746
Grants	Digital Inclusion Project (DIP)	4,859	47,074
Grants	Elderly Club / Carers break (EAP)	7,646	11,292
Grants	Health and Care Support Project (H&CS)	-	3,800
Grants	Household Winter & Cost of Living Support (HW&CLS)	<u>28,129</u>	<u>12,990</u>
		<u>119,112</u>	<u>136,097</u>

Grants received, included in the above, are as follows:

		31.3.24	31.3.23
		£	£
FUNDERS			
	Barkev Kassardjian Sis Trust (ACPG/YP)	500	500
	BBC Children in Need (ACGP/YP)	9,980	10,480
	Benlian Trust (ACPG)	500	500
	British Science Association (ACGP/YP)	500	500
	City Bridge Foundation (A&I)	34,920	35,140
	Institute of Development Studies / Art & Health Project (ACGP/YP)	1,500	-
	Jack Petchey Foundation (YP)	1,900	900
	Local Giving & Post Code Community (EAP)	500	-
	London Borough of Ealing (Adult Learning)	1,440	4,746
	London Borough of Ealing / Carers Respite/Dementia Concern (EAP)	5,646	11,292
	London Borough of Ealing / Connecting Communities (EAP)	4,859	-
	London Borough of Ealing /EAS Mencap (A&I)	4,238	4,175
	London Borough of Ealing/Household Support Fund (HWS)	18,245	12,990
	London Borough of Ealing/Warming Space (HW&CLS)	1,500	-
	London Borough of Ealing-Digital Inclusion (DIP)	-	1,000
	London Borough of Hounslow (Community Engagement)	-	3,800
	London Churches Refugees Funds	-	500
	London Community Foundation (HW&CLS)	9,884	-
	London Legal Trust (ADWP)	10,000	-
	National Lottery Reaching Community Fund (DIP)	-	46,074
	Pathways Trust (A&I)	10,000	-
	Young Ealing Foundation (ACPG/YP)	<u>3,000</u>	<u>3,500</u>
		<u>119,112</u>	<u>136,097</u>

NOTES TO THE FINANCIAL STATEMENTS

4. CHARITABLE ACTIVITIES COSTS

	Direct costs	Support costs	Totals
	(See note 5)		
	£	£	£
Advice and Information (A&I)	47,594	14,940	62,534
Advice Workforce Development Programme (AWDP)	10,000	2,721	12,721
Children's & Youth Project (ACPGNP)	16,348	6,635	22,983
Cultural Educational Expenditure and Library (CEE&L)	1,440	392	1,832
Digital Inclusion Project (DIP)	7,609	2,071	9,680
Elderly Club/Carers Break (EAP)	7,327	2,408	9,735
Humanitarian Relief Efforts (HRE)	8,678	-	8,678
Health and Care Support Project (H&CS)	22,555	6,137	28,692
Household Winter & Cost of Living Support (HW&CLS)	<u>23,187</u>	<u>12,596</u>	<u>35,783</u>
TOTAL EXPENDITURE	<u>144,738</u>	<u>47,900</u>	<u>192,638</u>

5. SUPPORT COSTS

		£	£
Charitable expenditure	Basis of Allocation	31.3.24	31.12.23
Salaries and wages	Estimate of the time	24,563	11,555
Office costs	Based on the needs of the projects	6,269	5,709
Furniture / equipment	Usage	505	174
Refreshments / catering	Based on the needs of the projects	410	572
Repairs & maintenance	Based on the needs of the projects	3,663	17,452
Insurance	Based on the needs of the projects	2,342	2,209
Travel expenses	Based on the needs of the projects	437	411
Sundry expenses	Based on the needs of the projects	145	84
Volunteers' expenses	Based on the needs of the projects	565	200
Subscription / membership	Based on the needs of the projects	246	194
Depreciation	Based on the needs of the projects	943	1,492
Marketing / Publications / newsletters	Based on the needs of the projects	2,157	7,268
Bad debt written off	Based on the needs of the project	<u>550</u>	<u>100</u>
		<u>42,795</u>	<u>47,420</u>
Governance costs			
Independent Examiner's / Auditors' remuneration	Based on the needs of the project	2,700	3,986
Bookkeeping/payroll	Based on the needs of the project	<u>2,405</u>	<u>3,085</u>
		<u>5,105</u>	<u>7,071</u>
Total Support Costs		<u>47,900</u>	<u>54,491</u>

Office costs include the following items: premises repairs and maintenance; light and heat; water rates; phones; postage and printing.

6. NET INCOME / (EXPENDITURE)

	£	£
Net income / (expenditure) is stated after charging:	31.3.24	1.3.23
Independent Examiner's / Auditors' remuneration	2,700	2,650
Independent Examiners' / Auditors' remuneration – Other Services	-	1,336
Depreciation - owned assets	943	1,492

NOTES TO THE FINANCIAL STATEMENTS

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

Trustees' expenses represent the reimbursement of travel costs totalling £185 (2022/23: £92) incurred by 1 (2022/23:1) trustee member relating to attendance at meetings of the trustees.

8. STAFF COSTS	31.3.24	1.3.23
	£	£
Wages and Salaries	114,236	107,435
Social Security Costs	<u>10,743</u>	<u>10,286</u>
	<u>124,979</u>	<u>117,721</u>

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

	31.3.24	31.3.23
Advice and Information	1	1
Health Advocacy Project	1	1
Administration and governance	1	1
Digital Inclusion Project Co-Ordinator	<u>1</u>	<u>1</u>
	<u>4</u>	<u>4</u>

No employees received emoluments in excess of £60,000 (2023: £60,000).

Key Management Remuneration

The key management personnel of the charity comprise the chief Executive Officer. The total wage costs of the key management personnel of the charity were £51,621 (2023: £49,675)

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted Funds	Restricted Funds	Total funds
	£	£	£
INCOME FROM:			
Donations	37,279	-	37,279
Charitable activities			
Advice and Information (A&I)	-	39,815	39,815
Children's/Youth Project (ACPG/YP)	-	16,380	16,380
Cultural/Educational Expenditure and Library (CEE&L)	-	4,746	4,746
Digital Inclusion Project (DIP)	-	47,074	47,074
Elderly Club/Carers Break (EAP)	-	11,292	11,292
Health and Care Support Project (H&CS)	-	3,800	3,800
Household Winter Support (HWS)	-	12,990	12,990
Deposit Account Interest	<u>2,938</u>	-	<u>2,983</u>
	<u>40,217</u>	<u>136,097</u>	<u>176,314</u>

NOTES TO THE FINANCIAL STATEMENTS

9.COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted Funds	Restricted Funds	Total funds
	£	£	£
EXPENDITURE ON:			
Advice and Information (A&I)	12,995	40,315	53,310
Children's / Youth Project (ACPG/YP)	5,763	17,880	23,643
Cultural / Educational Expenditure and Library (CEE&L)	1,701	5,277	6,978
Digital Inclusion Project (DIP)	14,287	44,323	58,610
Elderly Club / Carers Break (EAP)	3,640	11,292	14,932
Health and Care Support Project (H&CS)	4,588	14,233	18,821
Household Winter Support (HWS)	<u>4,187</u>	<u>12,990</u>	<u>17,177</u>
Total	<u>47,161</u>	<u>146,310</u>	<u>193,471</u>
NET EXPENDITURE	(6,944)	(10,213)	(17,157)
Transfer between funds	<u>(531)</u>	<u>531</u>	-
Net movements in funds	(7,475)	(9,682)	(17,157)
Total funds brought forward	<u>428,507</u>	<u>43,425</u>	<u>471,932</u>
TOTAL FUNDS CARRIED FORWARD	<u>421,032</u>	<u>33,743</u>	<u>454,775</u>

10. TANGIBLE FIXED ASSETS

	Freehold property	Equipment, fixtures and fittings	Motor vehicle	Totals
	£	£	£	£
Cost				
As at 1 April 2023	216,712	6,966	28,277	251,955
As at 31 March 2024	<u>216,712</u>	<u>6,966</u>	<u>28,277</u>	<u>251,955</u>
Depreciation				
As at 1 April 2023	-	2,281	28,277	30,558
Charge for year	-	943	-	943
As at 31 March 2024	-	<u>3,224</u>	<u>28,277</u>	<u>31,501</u>
NET BOOK VALUE				
As at 31 March 2024	<u>216,712</u>	<u>3,742</u>	=	<u>220,454</u>
As at 31 March 2023	<u>216,712</u>	<u>4,685</u>	=	<u>221,397</u>

NOTES TO THE FINANCIAL STATEMENTS

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade debtors	333	5,300
Other debtors	43	43
Prepayment and accrued income	<u>2,140</u>	<u>272</u>
	<u>2,516</u>	<u>5,615</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.24	31.3.23
	£	£
Trade creditors	768	379
Accrued expenses	<u>2,700</u>	<u>3,874</u>
	<u>3,468</u>	<u>4,253</u>

13. MOVEMENT IN FUNDS

	At 1.4.23	Net movements in funds	At 31.3.24
	£	£	£
Unrestricted funds			
General Fund	114,320	21,270	135,589
<u>Designated Funds</u>			
Building and equipment fund	50,000	-	50,000
Contingency fund	40,000	-	40,000
Freehold property fund	<u>216,712</u>	-	<u>216,712</u>
	421,032	21,270	442,302
Restricted funds			
Advice and Information (A&I)	-	-	-
Advice Workforce Development Programme (AWDP)	-	-	-
Capital Expenditure and Building Costs	2,150	-	2,150
Children' s / Youth Project (ACPG/YP)	-	-	-
Cultural / Educational Expenditure end Library (CEE&L)	-	-	-
Digital Inclusion Project (DIP)	3,465	(2,750)	715
Elderly Club / Carers Break (EAP)	-	-	-
Health and Care Support Project (H&CS)	28,128	(22,555)	5,573
Household Winter & Cost of Living Support (HW&CLS)	-	-	-
	<u>33,743</u>	<u>(25,305)</u>	<u>8,438</u>
TOTAL FUNDS	<u>454,775</u>	<u>(4,035)</u>	<u>450,740</u>

NOTES TO THE FINANCIAL STATEMENTS

13. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Fund	69,491	(48,221)	21,270
Restricted funds			
Advice and Information (A&I)	49,158	(49,158)	-
Advice Workforce Development Programme (AWDP)	10,000	(10,000)	-
Children' s/Youth Project (ACPGNP)	17,880	(17,880)	-
Cultural/Educational Expenditure end Library (CEE&L)	1,440	(1,440)	-
Digital Inclusion Project (DIP)	4,859	(7,609)	(2,750)
Elderly Club/Carers Break (EAP)	7,646	(7,646)	-
Health and Care Support Project (H&CS)	-	(22,555)	(22,555)
Household Winter & Cost of Living Support (HW&CLS)	<u>28,129</u>	<u>(28,129)</u>	-
	119,112	(144,417)	(25,305)
TOTAL FUNDS	<u>188,603</u>	<u>(192,638)</u>	<u>(4,035)</u>

	At 1.4.22 restated £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	138,295	(6,944)	(17,031)	114,320
Designated Funds:				
Building and equipment fund	40,000	-	10,000	50,000
Contingency fund	33,500	-	6,500	40,000
Freehold property fund	<u>216,712</u>	-	-	<u>216,712</u>
	428,507	(6,944)	(531)	421,032
Restricted funds				
Advice and Information (A&I)	500	(500)	-	-
Capital Expenditure and Building Costs	2,150	-	-	2,150
Children's/Youth Project (ACPG/YP)	1,500	(1,500)	-	-
Cultural/Educational Expenditure and Library (CEE&L)	-	(531)	531	-
Digital Inclusion Project (DIP)	714	2,751	-	3,465
Health and Care Support Project (H&CS)	38,561	(10,433)	-	28,128
	<u>43,425</u>	<u>(10,213)</u>	<u>531</u>	<u>33,743</u>
TOTAL FUNDS	<u>471,932</u>	<u>(17,157)</u>	<u>-</u>	<u>454,775</u>

NOTES TO THE FINANCIAL STATEMENTS

13. MOVEMENT IN FUNDS – continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	40,217	(47,161)	(6,944)
Restricted funds			
Advice and Information (A&I)	39,815	(40,315)	(500)
Children's/Youth Project (ACPG/YP)	16,380	(17,880)	(1,500)
Cultural/Educational Expenditure and Library (CEE&L)	4,746	(5,277)	(531)
Digital Inclusion Project (DIP)	47,074	(44,323)	2,751
Elderly Club/Carers Break (EAP)	11,292	(11,292)	-
Health and Care Support Project (H&CS)	3,800	(14,233)	(10,433)
Household Winter & cost of living Support (HWS)	12,990	(12,990)	-
	136,097	(146,310)	(10,213)
TOTAL FUNDS	176,314	(193,471)	(17,157)

Purposes of restricted funds

The nature of the restricted funds is self-explanatory. These funds are held to further charitable activities as explained in the Report of the Trustees.

Purposes of Designated funds

Building and equipment fund: The trustees have designated funds to enable the charity to preserve the high-quality condition of the charity's freehold property, to fund any legal issues if they arise in relation to that building and to replace the charity's other fixed assets as and when they reach the end of their economic lives.

Contingency fund: The Trustees have designated funds to enable the charity to function if adversely affected by unforeseen circumstances. This fund would allow the charity to meet contractual obligations in respect of staff salaries, running and legal costs and client service provisions.

Freehold property fund: This fund represents the carrying value of freehold property. The Trustees consider that the property is critical for the operation of the charity and thus feel that it is appropriate to 'ringfence' the reserves represented by this asset.

Transfers between funds

During the year transfer made between general funds to contingency fund in the amount of £nil (2023: £6,500).

During the year transfer made between general funds to buildings and equipment fund in the amount of £nil (2023: £10,000).

NOTES TO THE FINANCIAL STATEMENTS

14. RELATED PARTY DISCLOSURES

Other than Trustees' expenses disclosed in Note 7 and Key management remuneration disclosed in Note 8, there were no related party transactions for the year ended 31 March 2024 nor for the year ended 31 March 2023.

15. CONTINGENT LIABILITY

If the charity's freehold property is disposed of within a period of 80 years from 2004, then a refurbishment grant received would become repayable amounting to £144,919. The trustees have no plan to dispose of the property considering the property to be vital to the operations of the charity.

16. HERITAGE ASSETS

The charity's library is a major resource centre, which documents the history, culture and other subjects related to Armenians. The library holds a wealth of material relating to the Armenian history, people, literature, art, politics, Armenian Genocide and language.

Library opening hours are from 9:00 – 16:00 by appointment

The charity has adopted criteria to ascertain whether an item should be acquired or not. These are as follows:

- Author may be Armenian
- Topic must relate to Armenian matters
- Materials should relate to Armenia or Armenians

The materials so far held by the charity are in the form of books, journals, maps, photographs, paintings, newspapers, newsletters, calendars, DVDs, CDs, cassettes, videos, and various other artefacts relating to Armenia or Armenians. Collection materials are classified and kept for permanent preservation. Any item held which is not deemed to be suitable for the charity will be returned to the donor or by request of the donor will be disposed of by the charity. The charity does not generally purchase items from the public. However, in very rare cases if they are considered extremely important to the aims of the library, the charity will consider making purchases in exceptional circumstances.

The detailed cataloguing of the library is an on-going process.

17. COMPANY LIMITED BY GUARANTEE

The charitable company is limited by guarantee and has no share capital. Every member of the company undertakes to contribute to the assets of the company in the event of its being wound up, for payments of the debts and liabilities of the company, such amount as may be required, not exceeding £1.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024
(These pages do not form part of the Statutory Annual Report)**

	31.3.24	31.3.23
	£	£
INCOME		
Donations		
Membership fees	4,643	5,157
Donations	35,889	22,374
Gift aid	15,621	2,591
Other fundraising income	6,778	7,157
	62,931	37,279
Investment income		
Deposit account interest	6,560	2,938
Charitable activities		
Statutory grants	35,928	37,003
Grants from trusts	83,184	99,094
	119,112	136,097
Total incoming resources	188,603	176,314
EXPENDITURE		
Charitable activities		
Wages	89,830	96,015
Social security	5,586	5,150
Subcontractor labour	9,233	9,629
Publications / newsletters	320	233
Refreshments / catering	1,695	2,070
Events and outings	10,153	7,641
Minibus	2,032	2,095
Donations (Humanitarian Relief Efforts)	8,678	1,270
Travel expenses	55	1,329
Training	-	942
Volunteers' expenses	79	69
Subscription / membership	561	50
Compliance costs	114	1,251
Household & Cost of Living Support (H&CLS)	16,402	11,236
	144,738	138,980

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2024 -continued
(These pages do not form part of the Statutory Annual Report)**

	31.3.24	31.3.23
	£	£
Support costs		
Charitable activities		
Salaries and wages	24,406	11,420
Social security	157	135
Office costs	6,269	5,709
Furniture / equipment	505	174
Refreshments / catering	410	572
Repairs & maintenance	3,663	17,452
Insurance	2,342	2,209
Travel expenses	437	411
Sundry expenses	145	84
Volunteers' expenses	565	200
Subscription / membership	246	194
Depreciation	943	1,492
Marketing / Publications / newsletters	2,157	7,268
Bad debt write-off	550	100
	42,795	47,420
Governance costs		
Independent Examiner's/ Auditors' remuneration	2,700	3,986
Bookkeeping/payroll	2,405	3,085
	5,105	7,071
Total resources expended	192,638	193,471
Net (Expenditure)	<u>(4,035)</u>	<u>(17,157)</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

England & Wales - Charity number 1088534

Accounts

REGISTERED COMPANY NUMBER: 04195084 (England and Wales)
REGISTERED CHARITY NUMBER: 1088534 (England and Wales)

**CENTRE FOR ARMENIAN INFORMATION AND ADVICE
(A COMPANY LIMITED BY GUARANTEE)**

**REPORT OF THE TRUSTEES AND
ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2023**

**Cox Costello & Horne
Chartered Accountants and Statutory Auditors
Batchworth Lock House
99 Church Street, Rickmansworth
WD3 1JJ**

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

**CONTENTS OF THE ANNUAL REPORT
FOR THE YEAR ENDED 31 MARCH 2023**

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CENTRE FOR ARMENIAN INFORMATION AND ADVICE

**REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2023**

TRUSTEES

V Keshishi - Chair
F Mansurian, Treasurer
V Nicholls
K Alexanian, Secretary
A Der Hacopian
A Sarkis

Trustees retiring by rotation

One third of the Directors shall retire from office, being those who have been longest in office as Directors. The retiring Directors shall be eligible for re-election.

COMPANY SECRETARY

K Alexanian

REGISTERED OFFICE

Hayashen
105a Mill Hill Road
Acton
London
W3 8JF

REGISTERED COMPANY NUMBER

04195084 (England and Wales)

REGISTERED CHARITY NUMBER

1088534 (England and Wales)

AUDITORS

Cox Costello & Horne
Chartered Accountants and Statutory Auditors
Batchworth Lock House
99 Church Street, Rickmansworth
WD3 1JJ

CHIEF EXECUTIVE OFFICER

M Ohanian

PRINCIPAL BANKERS

HSBC
281 Chiswick High Road
Chiswick
London
W4 4HJ

WEBSITE

www.caia.org.uk

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. Report of the Trustees also represents the Directors' report as required by Company Law. The financial statements have been prepared in accordance with the accounting policy set out in the note to the financial statements. The annual report complies with the charity's governing document, the requirements of the Companies Act 2006 and the trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statement in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 31 January 2022), the Charity SORP.

1) OBJECTIVES AND ACTIVITIES

1.1 Mission statement

The Centre for Armenian Information and Advice (CAIA) seeks to enhance the quality of life for disadvantaged members of the Armenian community in London, specifically those in poverty, isolation and distress. The charity supports their diverse needs through the provision of welfare, education and cultural services at a welcoming centre for all Armenians.

1.2 Aims

CAIA exists primarily to relieve poverty, sickness and distress amongst the 18,000-20,000 strong Armenian communities in the UK (https://en.wikipedia.org/wiki/Armenians_in_the_United_Kingdom) and those connected with Armenians. Another prime aim is to advance the education of Armenians in London.

These aims are pursued through the following strands of work:

- Information, advisory and advocacy services for refugees, senior citizens, carers, women, disadvantaged Armenians and those connected to them on issues such as immigration, housing, health and welfare rights
- Specific social, educational and supportive activities for adults, children and young people
- Cultural events, publications and resources

During 2022/2023, CAIA provided a wide range of relevant services to diverse age groups, and those in disadvantaged circumstances within the Armenian community in London. In particular, the organisation provided:

- Advice, information and integration support for refugees and migrants, senior citizens and unemployed people
- A befriending service
- Digital Inclusion Project
- Pre-school services for parents and Toddlers, and activities over School Holidays
- A weekly social club for older people and respite provision for Carers
- Mini-bus transportation enabling frail elderly people to access CAIA services
- After school Youth Club and outings for teenagers;
- Diverse inter-generational social, cultural and educational training events and lectures
- A library comprising Armenian community archives and multilingual literary resources
- Networking and co-operation with voluntary and statutory organisations on common areas of work in order to promote the needs of disadvantaged Armenians.

1.3 Statement of public benefit

The objectives and activities, and achievement and performance sections of this report set out the activities that CAIA undertakes for the public benefit.

The Trustees confirm that they have complied with the duty in section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission in determining the activities undertaken by the charity.

Many of CAIA's beneficiaries have very limited financial means. Access to activities or services are offered at highly discounted rates or free of charge in certain cases.

The Trustees make the following observations on two key principles of public benefit.

- 1: There must be an identifiable benefit or benefits and it must be clear what the benefits are; and the benefits must be related to the aims; and the benefits must be balanced against any detriment or harm
- 2: Benefit must be to the public or a section of the public; and the beneficiaries must be appropriate to the aims; and where the benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted by geographical or other restrictions; or by the ability to pay any fees charged; and people in poverty must not be excluded from the opportunity to benefit; and any private benefits must be incidental.

A number of private benefits do necessarily arise from the activities of the charity. In particular, the charity finds it essential to employ and remunerate staff. Individual members of the charity will benefit in the widest sense from the activities they undertake. Private benefits are purely incidental as they are a necessary by-product of carrying out the charity's aims.

OBJECTIVES AND ACTIVITIES

1.4 Grant making

CAIA is not a grant making charity but may act as intermediary between grant making organisations such as the London Boroughs of Ealing and Hounslow and the individuals who benefit from the grants.

1.5 Volunteers

Volunteers help out at many of the charity's activities and represent the charity at various meetings in the borough. Many of the charity's participants have continued to become volunteers at sessions, which in turn give them valuable experience. CAIA's volunteers make a vital contribution to the charity, enabling the charity to provide many more activities than the charity could otherwise do. Examples follow of the important role played by volunteers who add value to the charity by

- Undertaking interpretation/translation for advice clients or accompanying newly arrived refugees to their accommodation.
- Helping out with administration and office management.
- Helping catalogue/maintain community library, archival and cultural resources.
- Volunteer musician and cooks enhance social cultural and fundraising events at the Centre or public festivals.
- Helping with the publications by writing/proofreading and distribution of CAIA's Newsletter.
- Academics/experts volunteer their time and knowledge by speaking at CAIA in a voluntary capacity or deliver various workshops on diverse topics such as career development, history, Art and Culture.
- Volunteers maintain courtyard garden.

2) ACHIEVEMENT AND PERFORMANCE

2.1 Charitable activities

Below is a summary of the charity's activities and services carried out in 2022/23 which reflect how we as a UK based charity have dealt with various local and international anxieties, digital exclusion financial hardship, food poverty and the cost-of-living crisis experienced by disadvantaged UK Armenians, and those connected to them. Also the multi-layered impact on UK Armenians in the aftermath of attacks against the sovereign territory of the Republic of Armenia in September 2022, the continued existential threat facing Armenians in Artsakh (Nagorno-Karabakh) by aggressive neighbouring states and Ukrainian Armenians seeking sanctuary in the UK, many of them refugees for a second time in their lifetimes. Post the accounting period, following Azerbaijan's military attack on Artsakh in September 2023, most of the 120,000 inhabitants of Artsakh have now abandoned their homes and become refugees in the Republic of Armenia.

3) WELFARE PROGRAMME

3.1 Advisory support service

CAIA continued to deliver vital advisory and integration services for marginalised Armenians and those connected to them, many of them refugees or newly arrived migrants and others subsisting on low incomes. As a result, culturally sensitive information and practical support was provided to more than 546 people who were born in 28 different countries such as Armenia, Russia, Iran, Lebanon, Bulgaria, Poland, Syria and Ukraine as well as other socially/politically unstable parts of the world. 25% were new clients, 75% were clients from previous years who returned with new and challenging issues.

This work led to reductions in poverty, improved housing, and economic circumstances and increased resilience among these beneficiaries. The majority of those supported were residents of the London Borough of Ealing (232), followed by Hounslow, Brent, Hammersmith & Fulham, Hillingdon, Harrow, Enfield, Havering as well as others further afield.

CAIA's Advisory Support service includes issues relating to Housing, Welfare Benefits and Immigration and Nationality. The latter is quality marked by OISC (Office of the Immigration Services Commissioner) at level 1. The Advisory service operated 240 days during the reporting year, providing face-to-face, online, phone and e-mail support to Armenians and those connected with them irrespective of background, gender, faith, age, sexual orientation, political views or disability in a safe, secure and welcoming environment in accordance with CAIA's Equality and Diversity Policy. The age range of the majority of beneficiaries was 25-64 years old (287 out of 546), while 20% struggled to speak/write or communicate in the English language effectively.

During the year, CAIA's Advice Officer Arthur Manouk Cahill progressed cases until resolved in accordance with the Advice Quality Standard (AQS) for Housing matters with Casework, Welfare Benefits with Casework, and Immigration and Nationality Casework.

CAIA's Advice Officer intervened, liaised and conducted regular dialogue with various statutory and non-statutory bodies to address diverse barriers clients experience in accessing services, improving communications and generally assisting clients to resolve their pressing problems. This involved completing forms, writing letters on behalf of clients, providing letters of support, making referrals, social housing applications online, telephone calls, sending e-mails, and interpreting and translating vital information for clients.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

3) WELFARE PROGRAMME

3.1 Advisory support service – continued

During the reporting period, a total of 4,800+ instances of bespoke advice and interventions were provided to clients, which resulted in improvements of living standards, increased awareness about rights and confidence to live and manage independently in UK. The charity received 100% positive feedback from 65 advice clients via formal questionnaire as well as several heart-warming letters of thanks from service users during the year.

In addition, CAIA has maintained excellent working relationships with various statutory agencies, organisations and decision makers including several West London local authorities, the Department for Work and Pensions (DWP), Job Centres, Housing Associations, West London MPs, councillors and local specialist law firms and solicitors.

- As a result of our intervention a total of £712,572 was raised in financial support and welfare benefits which otherwise would not have been claimed or received. (£317,735 in 2021/22).
- This included successful claims for Universal Credit, Council Tax, Housing Benefit and Discretionary Housing Payment, Local Welfare Assistance payment, Warm Home Discount, Pension Credit, State Pension, Personal Independence Payment (PIP), Attendance Allowance, Carers Allowance and funeral costs.

Non-financial Support

Immigration

- Supported 96 ethnic Armenians and family members with Ukrainian nationality with practical support to arrive in the UK and be accommodated via the Homes for Ukraine Scheme. This included meeting and greeting them when they first arrived, helping them to obtain NI Numbers, assisting them to enrol their children in school, providing small sums of financial support thanks to the London Churches Refugee (Hardship) Fund and much more.
- 34 people gained refugee status/indefinite leave to remain, visitor or visa extensions, settled /pre-settled status, British citizenship naturalisation/registration, renewal or first passport.

Housing

- 427 interventions were made resulting in 14 households securing permanent accommodation.
- 10 families were helped to gain temporary /private rented accommodation thus avoiding becoming homeless.
- 9 households improved their living conditions through repairs/lodging complaints to landlords.
- 6 households were helped to improve 'Locata' online housing registration to more favourable bands.

Equal Access

- 13 disabled /elderly people were successfully awarded a blue badge/Freedom pass/Over 60s Oyster subsidised travel though the Dial A Ride/London Taxi and Oyster Card Schemes.

Fuel Poverty

- 86 queries/ advice matters relating to consumer services related to fuel poverty. We helped with registering and navigating online accounts with various consumer service providers, gaining cheaper household utility costs/ water fees through the Watersure Discount Scheme /obtaining smart meters /pursuing compensation through the Ombudsman Complaints scheme.
- We generated awareness to a significant number of our clients about the government £650.00 Cost of Living Payments and £150.00 Disability Cost of Living Payment, helping them set up direct debits, or complete the online form with their local council.

Addressing Food Poverty

- 25+ households have continued to collect weekly food boxes from CAIA thanks to our agreement with London City Harvest and The Felix Project.
- Thanks to a successful grant application to Ealing Council Household Support Fund, CAIA provided 60 households struggling with food poverty, identified and supported by CAIA's Advice Worker, with £100 shopping vouchers. In addition, as part of the project budget, food worth £3000 was purchased and distributed.
- Three families were enabled to secure free school meals for their children /Healthy Start Vouchers/School Oyster Cards.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

3) WELFARE PROGRAMME

3.1 Advisory support service – continued

Improving, empowering and upskilling of clients

CAIA's advisory services are about much more than doing things for people to enable them to gain access to their statutory and legal rights in terms of immigration, entitlements, housing and employment or crisis resolutions. We also show them how to do things for themselves which takes time for our advice worker. We accompany the disadvantaged, voiceless and marginalised in their life journey to greater independence, empowerment and fulfilment, with a view to achieving improvements in the quality of their lives.

We also teach and upskill them via various workshops. For example:

- 10 advice clients increased their knowledge and confidence in claiming Universal Credit and managing this online benefit thanks to a workshop delivered by CAIA's Advice Worker in May 2022
- Thanks to funding from Ealing Adult Learning, CAIA's advice services collaborated with professional trainer and career coach Alison Shuttle during September-October 2022, to deliver two workshops to help people with job search skills and, the creation of CVs, and also to provide one-to-one career advice and employability support in seeking work. This benefited 30 people. CAIA also provided volunteering opportunities at CAIA to job seekers and references when they applied for jobs

Feedback from service users

100% of advisory service users based on 65 feedback questionnaires were satisfied with the professional knowledge and efficiency of the advisor and felt more knowledgeable, confident, less stressed and better able to cope with their problems.

These comments included:

- *I was in difficult position having to pick up the pieces following mum's death a few months ago. Finding CAIA was the best solution to go to and ask for help. It was the best I could do, and I am very satisfied with the help.*
- *I came with multiple issues. The Advice worker, whom I trust, helped me navigate through the problems with ease.*
- *We are in a desperate situation with our housing. We're at risk of losing the home and seeking advice and assistance from the CAIA. CAIA helped us a lot.*
- *I came to CAIA to receive help with completing an application for the Council Tax Rebate. They helped me to achieve this.*
- *I want to say my big gratitude towards the great work you did for my parents, helping them to get a Visa according to the Ukrainian Scheme.*
- *My health is not so good. I have been struggling financially, because I cannot work due to my health. The CAIA Advisory Service helped me apply for Personal Independence Payment. The application was successful - thank you*
- *My family and I have been without a home of our own for many years. After we were eligible and applied for housing, we were informed that something would be available, however nothing materialised. It was not until we contacted the CAIA Advisory service who wrote to the Council, then relatively soon afterwards, we were invited for a viewing. We liked the property and signed the tenancy. Me and my children are so pleased.*
- *I came to CAIA today for help with renewing my passport. The CAIA did this for me online as I cannot use computers. Also, I cannot manage utility bills, because they are all online*
- *Our income is low. The Advice Worker attended our home and helped us complete the necessary forms to receive more support.*
- *I needed help to apply for British Citizenship and a passport. The CAIA Advisor did this for me with great success.*
- *Without the CAIA I wouldn't be able to survive, or at least, it would be very difficult to do so.*
- *There is nowhere else for Armenians to turn to for this type of support*
- *I would like to say thank you for everything the CAIA has done to help us.*

Case studies

Housing

Miss A is partially blind and in her early 80s. She came to England with her parents and brother after escaping the troubles in Iran. The family lived in private rented accommodation in Ealing Borough for over 30 years. During this period, her parents had passed away. The property was in long term disrepair and neglected by their landlord, who commenced possession proceedings to take it back two years ago. Both Miss A and her brother were facing homelessness. The CAIA Advisory Service helped both brother and sister obtain a Legal Aid Solicitor and defend their possession proceedings. Unfortunately, during the process, Miss A suffered a mental breakdown and was hospitalised which led to her welfare benefits being cut off by the DWP. The CAIA Advisory Service continued to advocate with the London Borough of Ealing, DWP and their Solicitor. Through the perseverance of the CAIA Advice Worker, Miss A was repaid over £20k of benefit arrears by the DWP. In addition, both Miss A and her brother were provided with long term Sheltered Housing within Ealing thanks to the support of CAIA. While Miss A is still struggling with her mental health, her housing and financial situation has stabilised and greatly improved as a result of the CAIA interventions.

Welfare Benefits

Mr and Mrs T are elderly Armenians in their late 70s and early 80s. They have lived in London for a lengthy period of time and held EEA status as they are originally from Bulgaria. Mrs T suffers from a chronic heart condition and poor mobility. She has many other chronic ailments affecting her ability to carry out basic day to day tasks. As Mrs T's health deteriorated, she was assisted by the CAIA Advisory Service in registering Mr T as her sole carer and enabling him to successfully gain Carers Allowance. In addition, Mr T was assisted by the CAIA Advisory Service in applying for British Citizenship, and subsequently being successfully naturalised. In recent months however, Mr T has been diagnosed with terminal cancer. Adding to this, Mrs T suffered a fall which resulted in her breaking her arm, which rendered her even further immobile. A home visit was arranged whereby the CAIA Advisory Service advocated for a revised award of Carers Allowance. In addition, both Mr and Mrs T were assisted to receive Attendance Allowance. The CAIA Advisory Service has also advocated for both Mr and Mrs T to receive other forms of assistance from the London Borough of Ealing to help them function in day-to-day life following the deterioration of their health.

Immigration

Mr S is a 48-year-old Armenian man who grew up in Iraq until the first US led invasion, when he and his family fled to Sweden. He left that country and arrived in England in 2014 following increasing racial tensions in Sweden. The CAIA Advisory Service at that time advocated prior to Brexit to help him to legalise and integrate into the British system as an EEA job seeker and subsequently an EEA worker having access to welfare benefits. Mr S further approached the CAIA Advisory Service to gain job search skills and subsequently obtained permanent employment. When Mr S's permanent status came up for maturity following the expiry of over 5 year's residence, CAIA advised to pass his Life in the UK test and English Language examination, following which, CAIA's advisor assisted him in completing his application for naturalisation which he subsequently gained to become a British Citizen. Mr S demonstrated his gratitude to CAIA by subscribing as a member.

3.2 Health and Care Service

Supporting Carers & Cared-for

CAIA delivered 48 sessions of its Friday Elders club/Carers respite provision which is part of the Carers Pathways Consortium composed of several local charities led by Dementia Concern funded by Ealing Council. The activities provided respite and short breaks for Carers while the people they look after were provided with free door-to-door transport by CAIA's minibus so that they could enjoy a hot meal and stimulating social and cultural activities in a safe, secure, and trusted setting at CAIA. The break enables the Carers to have some time for themselves to do routine activities such as go shopping, see their GP's, go to the hairdresser or do something else they need or wish to do.

Befriending Project

CAIA's Befriending project continued to address the needs of Armenians who experience social and cultural isolation and loneliness. The project was launched during the Covid-19 pandemic but has continued because there are Armenians dispersed across London and beyond who are either housebound, live alone, cannot travel long distances or do not have close relatives or carers.

During the reporting period, Melanie, CAIA's Befriending worker, who is fluent in English, Armenian, Spanish and Portuguese, made and maintained contact with 52 people to offer personalised confidential one-to-one support. A sympathetic listening ear and support was provided via regular phone-calls or, digitally via WhatsApp and Google Meet video calls. 48 spoke Armenian while 4 preferred to communicate in English.

The majority of the project beneficiaries were women born in 14 different countries who were struggling to cope with anxiety, depression or dementia.

4) EDUCATION AND TRAINING

4.1 Digital Inclusion Project

After 2 successful years this last 3rd year of the project was even more successful than the first two. The reason was the normalisation of life post the Covid-19 pandemic, allowing us to engage more directly with people; this is reflected in the numbers, service delivery and reach of the project.

Zarine, CAIA's Digital Champion continued to support digitally excluded Armenians from all backgrounds and of all ages with multiple deprivations such as those:

- Coping on low incomes who cannot afford IT devices or the high costs of Wi-Fi subscription
- experiencing language barriers, lacking IT skills and/ or being unfamiliar with the digital world for day-to-day living
- struggling with navigating/accessing various on-line services/statutory provisions.

The key difference and activities the project delivered were:

- 76 people became more knowledgeable and skilled as a result of 130 one-to-one sessions and Group workshops.
- They learned how to use Google email/apps such as Calendar and, Google Meet, send attachments, etc.
- Some registered for further learning which led them to gain qualifications.

8 learners enrolled for *Learn My Way* where they successfully completed the following modules:

- Online Basics (introduction to basic IT skills, using the internet, using search engines for information).
- How to stay safe online.
- Office Programme (creating Word Documents, Excel sheets) on smart phones and tablets.
- Using a computer or a device (e.g. a mouse, a keyboard, a touchscreen).

One-to-One sessions with learners

15 clients received one-to-one lessons on how to use their IT/mobile devices.

As a result of one-to-one sessions learners were able to:

- Renew their insurances online,
- Extend or find more cost-effective broadband contracts,
- Apply for Armenian passports or travel visas,
- Create CVs and, open LinkedIn accounts,
- Renew their mobile contracts,
- Find the perfect course for their career development,
- Open online electricity/gas/water accounts,
- Start using the NHS app on their mobile phones,
- Register for council tax online,
- Use online bidding for council houses (Locata etc.),
- Manage Universal Credit online account,
- Apply for jobs and volunteer.

Devices & Connectivity

- Following an agreement with the Raspberry Pi Foundation, CAIA donated 36 Raspberry Pi Pc sets for school children aged 6-18 years from low-income families who are in full time education to assist them with their homework.
- 4 people on low-income/benefits received refurbished laptops as a result of our referral to the Re-Klaim IT Ealing Device & Distribution Project initiated by Ealing Council.
- Thanks to The Good Things foundation via The National Databank, we gave away 27 free preloaded SIM cards to qualifying people in need.

Workshops & Digital Awareness

Three workshops were delivered during 2022/23 benefiting 50 participants in total.

- **13th September 2022** - 'CV writing and Job search'

Delivered jointly with a professional career advisor, the Digital Champion helped participants with their online CV writing and, opening LinkedIn profiles and taught them how to apply for jobs. As a result, 3 participants found jobs subsequently.

- **24th January 2023** – "LinkedIn: How to register and use LinkedIn" (24th January 2023)

A more detailed workshop about improving job prospects including maintaining LinkedIn profiles, learning how to apply for jobs online, using online career advice services, discovering different job finding platforms and much more.

- **7th February 2023** - 'TikTok and other social media applications'.

Social media skills, including, introduction to and using WhatsApp, Facebook, Instagram and, Twitter and, watching and listening online, for example learning how to use YouTube and, different platforms for listening to podcasts.

- **Online Lessons via regular weekly Digital Coffee Mornings**

Held 40 sessions with 10 participants during which time they were able to network about being online, technical problems, online safety etc. This was an enjoyable and inclusive way of connecting without the need for them to travel to the Centre. This led to more intensive one-two-one support via Google Meet/Zoom

Helping Clients Collaboratively

Our project also made a difference locally and regionally because we cooperated with others on common challenges facing our community and others regarding digital exclusion. For example:

- Contributed to the *Ealing Digital Task Force* in partnership with the *Ealing Community Network*.
- Collaborated with the *HEAR Equality and Human Rights Network* on various mini projects including the production of a short video outlining how we made a difference during Covid 19.

The Digital Champion continued to work closely with CAIA's Advice Worker to make mutual referrals to each other and support each other due to the multiple needs and demographics of CAIA's clients.

The overwhelming beneficiaries of the project were women. 100% of the 24 learners who gave feedback via a survey said they were much more confident in using digital communications and grateful for this project.

Sample comments from service users over the year included:

- Zarine goes out of her way to help which is extremely commendable
- Very well informed, kind, understanding and very helpful person at any time during learning.
- Zarine is an accomplished professional at every level. She tackles all answers and queries promptly and efficiently.
- Zarine introduced me to various useful apps, supported me specifically with my device security enabling me to make online purchases or manage my bank account etc.
- Learned how to share online documents and photos
- Started using LinkedIn
- I have learned how to do safe searching and recognise online scams
- I am able to recognise online risks and how to avoid them.
- I have expanded my social interaction with family and friends, reading news and learning about events and listening to music and watching movies.
- I can now use council services, how to make NHS appointments and some other services online thanks to Zarine.
- I am now more confident with filling online forms and do online shopping
- I have learnt to fill online job applications, write letters, register to online courses and make improvements to my CV.

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4.3 Pre-School Learning Provision and Summer Holiday Project

The Armenian Community Pre-School Group (ACPG) operates twice weekly in the mornings and also during school holidays when the older school children attend and benefit also from the diverse activities and outings. The ACPG helps to sustain the cultural heritage of children through multi-lingual learning, play and school preparation. The provision also enables opportunities for new parents to connect, reduce isolation and provide mutual support to each other.

In the reporting period:

- 76 children benefited from the activities.
- 36 Boys/40 Girls (44 lived in LB of Ealing, 6 in LB of Hounslow, 4 in LB of Hammersmith & Fulham, 3 in Royal Borough of Kensington and Chelsea, 2 in LB of Brent, 2 in Lambeth, 2 in Richmond and the rest in other parts of London).
- The ethnicity of the children was 62 Armenian and 14 from mixed heritage such as Greek, Albanian, English, Italian, Polish.

In addition to the regular sessions, special events such as Xmas and Easter celebrations took place. The 2023 Easter Egg Hunt was made into a short video and displayed on CAIA's YouTube Channel.

The Pre-School provision is voluntarily registered with OFSTED and offers various training to staff and volunteer parents such as safeguarding and first aid.

The CAIA charity wishes to acknowledge and thank *The Benlian Trust* and the *Barkev Kassardjian Sis Trust* and the *Young Ealing Foundation* for their support for this work.

We are grateful to our group leader Armine Sargsyan, who speaks English, Armenian and Russian, for her hard work throughout the year and to all the dedicated parents who brought their children regularly to the ACPG.

4.4 Hayashen Armenian Youth Club (HAYC)

Thanks to funding from *BBC Children in Need*, the *Young Ealing Foundation*, the *Jack Petchey Foundation* and a small grant from the *British Science Week*, CAIA's Youth Club delivered 15 after school sessions in a safe, secure environment at Hayashen and three stimulating outings.

These created opportunities for young people to engage and socialise with each other, share positive experiences and learn from and engage with our youth worker Venetia Abrahamian as well as with invited guest speakers. See below for a full list of various interactive workshops, presentations and outings:

- Planning /consulting about HAYC forthcoming events
- End of Exams Celebration and Reflection
- Turning your Creative Passion into a Career
- Outing to Chessington World of Adventure
- Contemporary Dance Workshop
- Boxing Workshop
- Table tennis competition
- Halloween Party
- Go Karting Fun Day
- CV writing Workshop
- Books For Hope Presentation (Books for Armenian village children)
- Christmas Party
- Calligraphy Workshop
- Survival Workshop
- My Journey into Law/Workshop
- Outing to the Theatre – Wicked Musical
- Presentation by the local police on how to stay safe
- British Science Week Event

Free snacks and light refreshments are also provided to the youths to encourage them to sit and have supper together to connect in a spirit of sharing and cooperation. Throughout these youth club workshops, the young people played a dynamic role in their own learning, offering ideas, asking questions and generally engaging positively in the workshop discussions.

In addition, the youth club offered enjoyable recreational activities such as Armenian television, pool, table tennis, table football, board games and arts and crafts. Young people were also encouraged to organise their birthday parties at the Club, creating shared memories and enabling new friendships.

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HAYC annually recognises and nominates three young people for the prestigious *Jack Patchey Foundation* Young Achievement award. A major event was held in February 2023 at Greenford Hall to acknowledge and celebrate them along with over one hundred other local Young Achiever award winners.

During the reporting period over 100 young Armenians benefited from HAYC which:

- Enabled the youth to interact with their peers and, helped to build the confidence and self-esteem necessary to develop their abilities and broaden their horizons
- Provided guidance and mentoring support and, empowered young people via team building activities to develop their individual aspirations in order to reach their full potential
- Organised diverse and motivational activities in a Youth Club setting in order to avoid drifting into anti-social behaviour
- Increased volunteering and involvement of young people within the Armenian and wider community by providing creative and appropriate opportunities for engagement
- Helped to alleviate the social isolation and alienation experienced by first- and second-generation young Armenians living in London
- Supported them to make and share new memories and lasting friendships

HAYC also cooperated and interacted with various professionals to promote positive role models to the youth.

CAIA acknowledges the diverse support it received from the *Young Ealing Foundation*, *London Youth* and *NRCSE (National Resources Centre for Supplementary Education)*. This support enabled CAIA to access new funds and training opportunities for its staff, volunteers and youth, for which we are grateful.

Below are the comments of the young people:

- *Amazing time, thank you. We forgot for a day our problems as refugees.*
- *Thank you. It was so nice to go out with my friends and challenges ourselves.*
- *The youth club is very important to me because it helps me maintain my identity.*

Below are the comments of some parents:

- *The club helps my child socialise and interact with other youth*
- *Help my child learn new things for her personal development*
- *Offers safe, secure & friendly environment for my child*
- *Everything is great, I agree with all organized events, because they are very educational and interesting.*

4.5 Hayashen Library and Intergenerational Cultural Activities

CAIA seeks to provide holistic services (from birth to old age) to vulnerable, isolated and disadvantaged members of the Armenian community, including those connected to them, with a view to strengthening community cohesion and identity. Below are some of the highlights of how this was implemented during 2022/2023.

- 18 volunteers contributed 1,300 hours to the work of CAIA via its various projects and services including the CAIA Library, Elders Club activities, production of digital media, interpretation, delivering food packs and much more.
- In the library volunteers focused on re-shelving, cataloguing and organising the over 5,000 books and other community cultural archives that are stored.
- Some of the main challenges facing the accessibility to the library remains the need to fund the binding periodicals and the need to recruit more skilled volunteers to manage the increasing number of donated books.

Thanks to funding from Ealing Adult Learning, the "Introduction to Armenian History, Culture and Heritage" course was delivered for the 14th successive year during February and March 2023 over 6 Sundays. For the first time ever, the course was delivered by one person. So, we were grateful to Alyson Wharton-Durgaryan who lectures in the School of History and Heritage at the University of Lincoln, UK. The focus of Alyson's six illustrative talks covered broadly Armenian architecture, art, history, culture, identity, the UK Armenian community, Armenians in the Ottoman Empire, Russian Empire, Soviet Union and the Diaspora.

All 6 sessions were digitally recorded and can be viewed via CAIA's YouTube Channel.

<https://www.youtube.com/user/CAIAHayashen>

Over 50 people from various backgrounds and ages benefited from the sessions and follow up Q&A's and discussions.

5) PUBLICATIONS, COMMUNICATIONS AND DIGITAL PLATFORMS

Armenian Voice is CAIA's most consistent publicity tool. First published in 1987, it is the longest continuous Armenian publication in the history of UK Armenians.

The publication reflects on its activities and promotes its services within the dispersed UK Armenian community. One issue (No 75) was published in 2022/23 due to the increasing high printing and postage costs as it is mailed free to 3,000 UK Armenian homes.

CAIA's monthly Hayashen News eBulletin was published regularly throughout the reporting period and reached over 3,000 UK Armenians to promote forthcoming activities, outings and news.

The CAIA website was also maintained throughout the year and proved itself to be an important channel for promoting and reporting CAIA's work.

CAIA also uses the following social media platforms to engage with Armenians in the UK and further afield:

- **Facebook** (<http://www.facebook.com/Hayashen>) has 2200 followers. (an increase of 100 from year before)
- **Instagram** (https://www.instagram.com/caia_hayashen/) reaches young Armenians, promoting the library and our events, and is popular among the community with 439 followers (an increase of 34)
- **Twitter** (https://twitter.com/caia_hayashen), with 276 followers is mainly used to interact with other organisations and update about events (an increase of 35)
- **YouTube** which is updated with promotional videos and short films about our activities has 146 subscribers (an increase of 39)
- **LinkedIn** with over 1638 professional and individual followers (an increase of 480) is located at <https://www.linkedin.com/company/centre-for-armenian-information-and-advice>

We continued to increase the use of social media to promote CAIA's services and profile and engagement with UK Armenians. This has resulted in an increasing number of people contacting CAIA from across the UK and abroad about our various services.

6) COOPERATION WITHIN THE VOLUNTARY AND COMMUNITY SECTOR

CAIA engaged, collaborated and worked responsibly with other local voluntary agencies and stakeholders in pursuing its objectives. Activities in 2022/23 included:

- Servicing, leading and administering bi-monthly meetings of the *Ealing Advice Forum (EAF)* attended by 100+ representatives of 30+ different organisations. The EAF is a network of all the non-profit advice providers in the London Borough of Ealing and acts as the main point of contact for information, consultation and communication on all advice and information issues that are relevant and important to the advice and information providers in the borough. The EAF is funded by Ealing Council via the Ealing Advice Service Consortium led by Ealing Mencap. CAIA also published EAF's e-Bulletin 8 times which was emailed to 420+ voluntary and statutory organisations. We also continued to maintain the EAF website at <https://ealingadviceforum.org.uk/>

Attended and contributed to various forums, focus groups, networks and events including:

- *Ealing Advice and Information oversight group*
- *Community Meeting on Ukraine organised by Ealing Council*
- *Ealing Digital Task Force*
- *The Ealing Cost of Living Partnership Group*
- *Contributed to the Black, Asian and Minority Ethnic Advice Providers Network (London) in partnership with several BMER advice organisations facilitated by the Advice Services Alliance (ASA) supported by the Trust for London.*

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Contributed to various research projects and surveys to share its experience and learning with the wider voluntary sector. Some of these were published and disseminated widely. Specifically:

- Collaborated with *HEAR Equality & Human Rights Network*
- Ealing Climate Essentials Onboarding
- Hounslow Resident Engagement survey
- *Superhighways* Data Journeys research report

CAIA cooperated and maintained good relations with various Armenian organisations in UK.

- CAIA cooperated and maintained good relations with various Armenian organisations in UK, specifically on the ongoing existential threat being faced by the Armenians living in the Republic of Armenia and Artsakh (Nagorno-Karabakh) which continues to cause a great deal of trauma and distress to all Armenians irrespective of where they live.

7) FINANCIAL REVIEW

7.1 Investment policy and objectives

Under the Articles of Association, CAIA has the power to invest monies which are not immediately required for its purposes, in or upon such investments or property as may be thought fit. At the present time, the Trustees' policy is to maintain all such monies in liquid cash form, on deposits earning a market rate of interest. The Trustees consider that this is the most appropriate form of investment in the current climate.

7.2 Reserves policy

It is always difficult to plan or develop services within a voluntary organisation, with its constant need to find funding and in an atmosphere of insecurity of long-term funding agreements. Our reserves policy is set to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain income for longer than required.

7.3 Purpose

The following reserves policy is in line with guidance issued by the Charity Commission, and enables CAIA's Board appropriately to designate funds from its unrestricted reserves in order to protect the CAIA against a drop in income or to allow it to take advantage of new opportunities:

- Fund specific projects at short notice, or for which no funding can be raised, which further CAIA's charitable aims as stated in its governing document
- Cover administration and support costs without which CAIA could not function
- Protect against risks and unforeseen expenditures which may arise that are beyond the CAIA's control, and cannot be met from existing income, and are in line with its stated objectives
- Ensure the viability of the CAIA beyond the immediate future, and enable it to provide reliable and ongoing services over the longer term
- Maintain the high-quality condition of CAIA's freehold property (Hayashen) at 105a Mill Hill Road, Acton, London W3 8JF
- Close-down the charity in an orderly and proper fashion in the event of it winding up

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7.4 Procedures

The Board may designate unrestricted reserves money to cover CAIA's financial responsibility as follows:

- Unrestricted free reserves (i.e., not represented by fixed assets or having been designated), to enable CAIA to function by meeting contractual obligations in respect of staff salaries, running and legal costs, and client service provision, should represent at minimum three months and at maximum six months charitable operating costs (as calculated on the basis of its annual expenditure excluding depreciation). The trustees are currently reviewing the appropriateness of this policy and are considering increasing the minimum to 6 months and the maximum to 9 months.
- Should these reserves fall below the calculated minimum, the Board will take all reasonable steps to raise and designate additional unrestricted funds against the deficit.
- Should these reserves exceed the calculated maximum, the Board will arrange for expenditure of the surplus during the current or following financial year, in line with CAIA's charitable aims.
- No more than 20% of annual income shall normally be allocated to unrestricted reserves.
- No more than £20,000 from the unrestricted reserves shall be expended or accumulated in any one financial year except in a situation where such expenditure is essential to the continued operation of the CAIA during a financial crisis or until an alternative source of income can be resourced or come on stream. Any such exceedance to be specifically agreed by resolution of the Board.
- The level of reserves will be reviewed quarterly by the Board.
- The policy will be reviewed annually by the Board and specific minimum and maximum reserve levels set in the CAIA's current and following financial year projections.
- This policy will be included, whether in whole or abridged form, in CAIA's annual financial statements.

The Statement of Financial Activities shows a net surplus/(deficit) for the year of (£17,157) (2022: £48,795) and our total reserves as at 31 March 2023 amounted to £454,775 (2022: £471,932). Our free reserves amounted to £114,320 (2022: £138,295) which represent approximate 7 months expenditure. Due to the current level of inflation the trustees decided to increase the charity's contingency fund and building and equipment fund, see note 13.

8) FUTURE PLANS

Major challenges and tasks facing CAIA in the coming year include:

- Generate income to sustain services during a difficult economic and funding climate.
- Increase CAIA's capacity through diverse forms of fundraising to develop new services and projects.
- Deliver services in accordance with relevant quality standards, including Advice Quality Standard, OFSTED and exemption from OISC (Office of the Immigration Services Commissioner) to provide immigration advice.
- Continually review the needs of the most disadvantaged and vulnerable sections within the community as well as any new emerging needs and the aspirations of the wider community in order to address these as much as it is feasible within its available resources.
- Engage with and maintain good links with local and wider voluntary and statutory agencies and other stakeholders including other Armenian organisations in order to cooperate and collaborate on a mutually beneficial basis and to develop new partnerships.
- Encourage and enable volunteers and members to become more knowledgeable, skilled and involved in CAIA for the long-term sustainability of the organisation and as a means of succession planning.
- Maintain the physical premises of (Hayashen) it operates from to a high standard.
- Complete a review of CAIA's governing documents with the help of external expert advice to ensure that these comply with the latest changes in charity and company law and are also transparent to CAIA's members.
- Continue to periodically review and update internal policies and procedures.

8) FUTURE PLANS-continue

- Offer quality training, motivate, support and retain staff, volunteers and board members to continue their vital contribution to CAIA's services and governance.
- Undertake annual risk assessments.
- Continually review and develop the quality and scope of CAIA's digital profile and website to further develop external interest and support for CAIA services and projects
- Maintain updated IT hardware, software and IT security within the organisation and comply with relevant data protection legislation.
- Seek to further implement back-office systems in order to maximise staff efficiency and provide CAIA with sustainable systems moving forward.

9) STRUCTURE, GOVERNANCE AND MANAGEMENT

9.1 Governing document

The Centre for Armenian Information and Advice (CAIA) was established on 5 April 2001 under a Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association.

9.2 Charity status

CAIA was registered as a charity on 21 September 2001. CAIA is a charitable company limited by guarantee, as defined by the Companies Act 2006, and is a registered charitable company with the Charity Commission.

9.3 Membership

Membership under the Articles of Association is open to all persons who satisfy the membership requirements. Individual voting members shall have limited liability and corporate members shall have no liability. Every individual voting member of the charitable company undertakes to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up.

9.4 Financial statements

The audited financial statements comply with the Charities Statement of Recommended Practice - Accounting and Reporting by Charities FRS 102 effective January 2019, the Companies Act (2006). The Report of the Trustees and financial statements are submitted to the Charity Commission and Companies House following approval by the membership at the AGM.

10) STRUCTURE, GOVERNANCE AND MANAGEMENT

10.1 Recruitment and appointment of new Trustees

Trustees are appointed under the terms of the Articles of Association. The Trustees consider that having skills and awareness appropriate to the nature of the work of CAIA is more important than having numerous Trustees. The Trustees actively seek to identify and address gaps in their knowledge and skills in order to ensure the good governance of the charity.

10.2 Induction and training of new Trustees

The Trustees offer a wide range of skills and experience essential to the good governance of the charity. New Trustees are invited to take part in an informal induction programme. On an informal basis, new Trustees undergo orientation to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association and decision-making process, meet key persons of the charity, and become familiar with the business plan and recent financial performance of the charity. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role and other aspects of CAIA's work. The Trustees review their written procedures in line with all other procedural documents on a regular basis.

10.3 Organisational structure

Governance and accountability of CAIA operates at three levels with clear reporting lines and links. The top level of governance is provided by the Board of Trustees. This is the senior decision-making body of CAIA. Staff and volunteers are led by the CEO, Misak Ohanian, who carries out the day-to-day management of the charity. In addition to the CEO being Line-managed by the Chair on behalf of the Board, his work is reviewed and monitored at Board meetings to ensure CAIA is meeting its aims and objectives efficiently and effectively in line with agreed budgets and work programme.

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The following is a brief summary of the achievements of the Board of Trustees during 2022/2023:

- Held 9 Board Meetings face to face allowing some Board members to join online due to various personal circumstances. Additional meetings were held between the CEO and chair, Treasurer and Company Secretary in between meetings for the purposes of banking, meeting with funders, staff annual appraisals, accounting and general administration of the charity.
- Offered training opportunities to individual Board Members, staff and volunteers to enable them to become more knowledgeable, motivated and skilled in the operations and management of CAIA including *Induction training for newly appointed trustees, Safeguarding Children & Adults, Carer's Short Break Training, Creating a digital strategy, Creating infographics and Online reports, Digital Communications & Social Media Introduction, Project Management & Risks, Fire Marshall Training, and First Aid.*
- The Board worked diligently on reviewing and improving CAIA's policies and procedures in the Organisation Manual.
- Held a successful AGM in May 2022. Submitted CAIA's audited accounts to both the Charity Commission and Company House as required.
- Various external functions were attended by Board members to represent the CAIA.
- Continued to make improvements and maintain overall quality standard of the property (Hayashen) for the benefit of visitors, staff and service users.

10.4 Related parties

The Trustees are aware of the guidance given by the Charity Commission, including the risk posed by transactions with close family members, and are of the opinion that no transactions have arisen concerning related parties other than remuneration paid to Key Management Personnel.

11) STRUCTURE, GOVERNANCE AND MANAGEMENT

11.1 Risk management

The Trustees are aware of the major risks to which CAIA is exposed and systems have been established to manage and minimise those risks. Policies and procedures are reviewed annually or more often if there are changes in legislation, and Trustees are made aware of urgent matters between meetings. As part of those procedures, the Trustees established a risk register which is reviewed annually. The main risks are financial, as identified in the annual risk review. The Trustees look to manage financial risks by approving an annual budget and, regular consideration of the financial results, variance from budgets and non-financial performance indicators. A key element in the management of financial risk is the setting of a reserves policy.

The Trustees are aware of the short-term nature of the charity's income, which makes long-term planning more difficult. The Trustees are seeking more than ever to diversify the charity's income base including charging for activities and looking at innovative fundraising models.

The Trustees also have a duty to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The systems of internal controls for the charity are designed to provide reasonable, but not absolute, assurance against material misstatement or loss.

The Trustees remain confident that the high standard of service and professionalism of the charity's staff continue to place the charity in a good position for the future.

Trustees:

The following served as Trustees on the date that this report is signed or during the reporting period

TRUSTEES

V Keshishi - Chair	
F Mansurian - Treasurer	
V Nicholls - Vice Chair	
K Alexanian - Secretary	
A Der Hacopian - Vice Treasurer	Elected 14 May 2022
A Sarkis	Appointed 17 September 2022

Trustees retiring by rotation

One third of the Directors shall retire from office, being those who have been longest in office as Directors. The retiring Directors shall be eligible for re-election.

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FOR THE YEAR ENDED 31 MARCH 2023

12) TRUSTEES' RESPONSIBILITIES

The Trustees (who are also the Directors of the Centre for Armenian Information and Advice for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland."

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

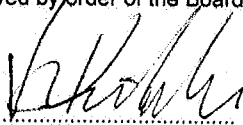
- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Reappointment of Auditors


The auditors, Cox Costello and Horne, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the Board of Trustees on 18 November 2023 and signed on its behalf by:



V Keshishi
Chair, Board of Trustees



F Mansurian
Treasurer, Board of Trustees

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CENTRE FOR ARMENIAN INFORMATION AND ADVICE**

Opinion

We have audited the financial statements of Centre for Armenian Information and Advice (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' 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 charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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 statement, 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 Report of the Trustees.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CENTRE FOR ARMENIAN INFORMATION AND ADVICE

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate 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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We considered the nature of the charity's industry and its control environment and reviewed the charity's documentation of their policies and procedures relating to fraud and compliance with laws and regulations. We also enquired of management, and others within the entity about their own identification and assessment of the risks of irregularities.

We obtained an understanding of the legal and regulatory frameworks that the charity operates in, and identified the key laws and regulations that:

- had a direct effect on the determination of material amounts and disclosures in the financial statements. These included the Charity's constitution, tax legislation and Companies Act 2006; and
- do not have a direct effect on the financial statements but compliance with which may be fundamental to the charity's ability to operate or to avoid a material penalty. These included the Charity Commission for England and Wales (Charity Commission) regulations, fundraising regulations and Data protection; Child safeguarding, health and Safety Act, employment law, pensions legislation, Charities Act.

We discussed among the audit engagement team regarding the opportunities and incentives that may exist within the charity for fraud and how and where fraud might occur in the financial statements.

As a result of performing the above, we identified the greatest potential for fraud in the following areas, and our specific procedures performed to address them are described below:

- Recognition of grant income: this involves judgement around whether grants have performance conditions attached to them which have to be met before income can be recognised, as well as judgement over whether or not those conditions have been satisfied. On a sample basis, we have assessed the judgements and estimates made by management in the recognition of this income.
- Appropriate allocation of restricted income: there is a risk that restricted income may not have been identified and allocated as such. We reviewed the allocation of income to restricted or unrestricted funds on initial recognition to ensure restrictions were appropriately identified and applied, and we reviewed fund transfers from restricted to unrestricted funds to assess the rationale for those movements.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments; assessed whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluated the operations rationale of any significant transactions that are unusual or outside the normal course of operations.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CENTRE FOR ARMENIAN INFORMATION AND ADVICE**

In addition to the above, our procedures to respond to the risks identified included the following:

- reviewing financial statement disclosures by testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- enquiring of management concerning actual and potential litigation and claims, and instances of non-compliance with laws and regulations; and
- reading minutes of meetings of those charged with governance, reviewing correspondence with HMRC and with the Charity Commission.
- Ensuring that testing undertaken on both the Statement of Financial Activity (SoFA) and the Balance Sheet includes a number of items selected on a random basis.

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 Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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.



Michael F Cox BSc FCA (Senior Statutory Auditor)
for and on behalf of Cox Costello & Horne
Chartered Accountants and Statutory Auditors
Batchworth Lock House
99 Church Street, Rickmansworth
WD3 1JJ

Date: 18 November 2023

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
INCOME AND EXPENDITURE					
Donations	2	37,279	-	37,279	40,280
Charitable activities	3				
Advice and Information (A&I)		-	39,815	39,815	46,903
Befriending Project (BFP)		-	-	-	9,470
Children's/Youth Project (ACPG/YP)		-	16,380	16,380	16,023
Covid 19 Support and Assistance (CSA)		-	-	-	36,007
Cultural/Educational Expenditure and Library (CEE&L)		-	4,746	4,746	1,746
Digital Inclusion Project (DIP)		-	47,074	47,074	36,793
Elderly Club/Carers Break (EAP)		-	11,292	11,292	11,292
Health and Care Support Project (H&CS)		-	3,800	3,800	1,469
Household Winter Support (HWS)		-	12,990	12,990	8,321
Training Programmes (TP)		-	-	-	844
Deposit Account Interest		<u>2,938</u>	-	<u>2,938</u>	<u>57</u>
Total		40,217	136,097	176,314	209,205
EXPENDITURE ON					
Charitable activities	4				
Advice and Information (A&I)		12,995	40,315	53,310	43,315
Befriending Project (BFP)		-	-	-	9,470
Children's/Youth Project (ACPG/YP)		5,763	17,880	23,643	14,523
Covid 19 support and Assistance (CSA)		-	-	-	33,971
Cultural/Educational Expenditure and Library (CEE&L)		1,701	5,277	6,978	1,746
Digital Inclusion Project (DIP)		14,287	44,323	58,610	35,459
Elderly Club/Carers Break (EAP)		3,640	11,292	14,932	11,292
Health and Care Support Project (H&CS)		4,588	14,233	18,821	1,469
Household Winter Support (HWS)		4,187	12,990	17,177	8,321
Training Programmes (TP)		-	-	-	844
Total		47,161	146,310	193,471	160,410
NET INCOME/(EXPENDITURE)		(6,944)	(10,213)	(17,157)	48,795
Transfers between funds	13	<u>(531)</u>	<u>531</u>	-	-
Net movements in funds		(7,475)	(9,682)	(17,157)	48,795
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>428,507</u>	<u>43,425</u>	<u>471,932</u>	<u>423,137</u>
TOTAL FUNDS CARRIED FORWARD		<u>421,032</u>	<u>33,743</u>	<u>454,775</u>	<u>471,932</u>

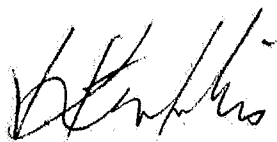
CENTRE FOR ARMENIAN INFORMATION AND ADVICE

BALANCE SHEET
AT 31 MARCH 2023

	Notes	Unrestricted funds £	Restricted funds £	31.3.23 Total funds £	31.3.22 Total funds £
FIXED ASSETS					
Tangible assets	10	221,397	-	221,397	221,889
CURRENT ASSETS					
Debtors	11	-	5,615	5,615	7,696
Cash at bank and in hand		199,635	32,381	232,016	247,701
		199,635	37,996	237,631	255,397
CREDITORS					
Amounts falling due within one year	12	-	(4,253)	(4,253)	(5,354)
NET CURRENT ASSETS		<u>199,635</u>	<u>33,743</u>	<u>233,378</u>	<u>250,043</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>421,032</u>	<u>33,743</u>	<u>454,775</u>	<u>471,932</u>
NET ASSETS		<u>421,032</u>	<u>33,743</u>	<u>454,775</u>	<u>471,932</u>
FUNDS	13				
Unrestricted funds				421,032	428,507
Restricted funds				33,743	43,425
TOTAL FUNDS				<u>454,775</u>	<u>471,932</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 18 November 2023 and were signed on its behalf by:



V Keshishi - Chair



F Mansurian - Treasurer

REGISTERED CHARITY NUMBER: 1088534 (England and Wales)
REGISTERED COMPANY NUMBER: 04195084 (England and Wales)

1. ACCOUNTING POLICIES

1.1) Basis of preparing the financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statement in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charity SORP (FRS 102)), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are prepared in sterling. Which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

1.2) Preparation of the financial statements on a going concern basis

The financial statements are drawn up on the going concern basis which assumes that CAIA will continue in operational existence for the foreseeable future. The Trustees have given due consideration to the working capital and cash flow requirements of Charity and consider that the charity's current and forecasted cash resources are sufficient to cover the working capital requirements of the charity for at least 12 months from the date of signing the financial statements.

1.3) Critical accounting judgements and key sources of estimation uncertainty

The preparation of the financial statements requires the Trustees to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for income and expenditure during the period. However, the nature of estimation means that actual outcomes could differ from those estimates.

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

1.4) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. Income received in advance of a service is deferred until the criteria for income recognition are met. Income arises in the United Kingdom.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

Interest receivable on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Unrestricted charitable donations are recognised in the financial statements when the charitable donation has been received, or if, before receipt, there is sufficient evidence to provide the necessary certainty that the donation will be received, and the value of the incoming resources can be measured with sufficient reliability.

Donated services, goods and facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time is not recognised. On receipt, donated services, goods and facilities are recognised as a donation on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

1. ACCOUNTING POLICIES - continued

Income-Cont'd

Legacies are accounted for as incoming resources either upon receipt or where the receipt of the legacy is probable. The receipt is probable when: confirmation has been received from the representatives of the estate(s) that probate has been granted, the executors have established that there are sufficient assets in the estate to pay the legacy, and all conditions attached to the legacy have been fulfilled or are within the charity's control. If there is uncertainty as to the amount of the legacy and it cannot be reliably estimated, then the legacy is shown as a contingent asset until all of the conditions for income recognition are met.

1.5) 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. A further analysis of this expenditure is given in the notes to the financial statements.

- Cost of raising funds comprises associated support costs.
- Expenditure on charitable activities includes the costs of the charity's services undertaken to further the purpose of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Governance costs as 'the costs associated with the governance arrangements of the charity which relate to the general running of the charity as opposed to those costs associated with fundraising or charitable activity. The costs include auditors' remuneration, legal advice for trustees and costs associated with constitutional and statutory requirements e.g. the cost of trustee meetings and preparing statutory financial statements. Included within this category are any costs associated with the strategic as opposed to day-to-day management of the charity's activities.

1.6) Tangible fixed assets

Freehold land is not depreciated. Depreciation is provided on other tangible fixed assets at the following annual rates in order to write off each asset over its estimated useful life.

Freehold building	- 0%
Equipment, fixtures and fittings	- 25% on reducing balance
Motor vehicle	- 10% on cost

Freehold buildings are considered to have a residual value substantially in excess of cost and thus no depreciation has been charged. The trustees keep this policy under constant review and are also committed to maintaining the building in an excellent state of repair.

All assets are initially recognised at cost and subsequently carried at cost less accumulated depreciation. The cost of an asset initially recognised includes its purchase price and any cost that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management. The cost of properties is their purchases price together with the cost of improvement works.

1.7) Heritage Asset

The charity has a heritage asset in the form of its library. The contents of the library has been built up over a number of years, many of the books and periodicals were gifted. The charity does not have information about the costs and deemed costs of the contents of the library and the trustees have decided not to obtain a professional valuation as they consider the cost of obtaining such a valuation would not benefit the readers of the financial statement nor be a good use of the charity's resources.

1.8) Taxation

The charity is an institution which is established for charitable purposes within the meaning of the Charities Act 2011 and as such is a charity within the meaning of Para 1 of Schedule 8 to the Finance Act 2010. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Sections 478-488 of the Corporation Tax Act 2010 (formerly enacted in Section 505 of the Income and Corporation Taxes Act 1988) or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to exclusively charitable purposes. The charity receives no similar exemption in respect of Value Added Tax. For this reason, the charity is generally unable to recover input VAT it suffers on goods and services purchased. The charity is not registered for VAT, as the trustees have taken professional advice and consider the charity's sources of income are exempt from VAT. Irrecoverable VAT is included within the attributable cost under resources expended.

1. ACCOUNTING POLICIES - continued

1.9) Fund accounting

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

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.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Transfers are made from unrestricted to restricted funds to cover any overspends on restricted projects during the year where cost will not be met by the funder. Transfers between restricted funds and from restricted to unrestricted funds are made with the permission of the funder.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

1.10) Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments including trade and other debtors and trade creditors. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2. DONATIONS

	31.3.23	31.3.22
	£	£
Membership fees	5,157	5,458
Donations	22,374	26,151
Gift aid	2,591	1,868
Other fundraising income	<u>7,157</u>	<u>6,803</u>
	<u>37,279</u>	<u>40,280</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2023**

3. INCOME FROM CHARITABLE ACTIVITIES

		31.3.23	31.3.22
	Activity	£	£
Grants	Advice and Information (A&I)	39,815	46,903
Grants	Befriending Project (BFP)	-	9,470
Grants	Children's/Youth Project (ACPG/YP)	16,380	16,023
Grants	Covid 19 Support and Assistance (CSA)	-	36,007
Grants	Cultural/Educational Expenditure and Library (CEE&L)	4,746	1,746
Grants	Digital Inclusion Project (DIP)	47,074	36,793
Grants	Elderly Club/Carers break (EAP)	11,292	11,292
Grants	Health and Care Support Project (H&CS)	3,800	1,469
Grants	Household Winter Support (HWS)	12,990	8,321
Grants	Training Programmes (TP)	-	844
		<u>136,097</u>	<u>168,868</u>

Grants received, included in the above, are as follows:

		31.3.23	31.3.22
		£	£
A2Dominion Group		-	500
Barkev Kassardjian Sis Trust (ACPG/YP)		500	500
BBC Children in Need (ACGP/YP)		10,480	9,980
Benlian Trust (ACPG)		500	1,000
City Bridge Trust (A&I)		35,140	31,000
EACH Test & Trace (Covid 19)		-	6,000
Young Ealing Foundation (ACPG/YP)		3,500	4,543
Jack Petchey Foundation (YP)		900	1,849
London Community Foundation Wave 5 (Covid 19)		-	30,007
London Borough of Ealing (Family Learning)		4,746	2,590
London Borough of Ealing/Carers Respite/Dementia Concern (EAP)		11,292	11,292
London Borough of Ealing/EAS Mencap (A&I)		4,175	4,175
London Borough of Ealing/Household Winter Support (HWS)		12,990	9,790
National Lottery Reaching Community Fund (DIP)		46,074	45,172
National Lottery- Celebration		-	1,000
Voice for Change England (BFP)		-	9,470
London Borough of Hounslow (Community Engagement)		3,800	-
London Churches Refugees Funds		500	-
British Science Association		500	-
London Borough of Ealing-Digital Inclusion (DIP)		1,000	-
		<u>136,097</u>	<u>168,868</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2023

4. CHARITABLE ACTIVITIES COSTS

	Direct costs £	Support costs (See note 5) £	Totals £
Advice and Information (A&I)	41,024	12,286	53,310
Children's/Youth Project (ACPG/YP)	13,807	9,836	23,643
Cultural/Educational Expenditure and Library (CEE&L)	4,386	2,592	6,978
Digital Inclusion Project (DIP)	39,402	19,208	58,610
Elderly Club/Carers Breaks (EAP)	12,500	2,432	14,932
Health and Care Support Project (H&CS)	13,596	5,225	18,821
Household Winter Support (HWS)	12,995	4,182	17,177
	<u>137,710</u>	<u>55,761</u>	<u>193,471</u>

5. SUPPORT COSTS

	Charitable activities £	Governance costs £	Totals £
Support Costs	<u>48,690</u>	<u>7,071</u>	<u>55,761</u>

	Basis of allocation	31.3.23 £	31.3.22 £
Charitable activities			
Salaries and wages	Estimate of the time	11,555	12,051
Office costs	Based on the needs of the various projects	5,709	11,273
Furniture/equipment	Usage	174	284
Refreshments/catering	Based on the needs of the various projects	572	1,213
Repairs & maintenance	Based on the needs of the various projects	17,452	-
Insurance	Based on the needs of the various projects	2,209	1,673
Travel expenses	Based on the needs of the various projects	411	334
Sundry expenses	Based on the needs of the various projects	84	76
Volunteers' expenses	Based on the needs of the various projects	200	173
Subscription/membership	Based on the needs of the various projects	194	203
Depreciation	Based on the needs of the various projects	1,492	562
Legal and professional	Based on the needs of the various projects	-	630
Marketing/Publications/newsletters	Based on the needs of the various projects	7,268	1,282
Donation (Humanitarian relief for Armenia)	Based on the agreement	1,270	350
Consultancy/research costs	Based on the needs of the various projects	-	1,110
Bad debt w/off	Based on the needs of the various projects	100	-
		<u>48,690</u>	<u>31,194</u>
		<u>48,690</u>	<u>31,194</u>
Governance costs			
Auditors' remuneration	Based on the needs of the various projects	3,986	3,000
Bookkeeping/payroll	Based on the needs of the various projects	3,085	2,067
		<u>7,071</u>	<u>5,067</u>

Office costs include the following items: premises repairs & maintenance, light and heat, water rates, phones/fax, postage and printing.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2023**6. NET INCOME**

Net income is stated after charging:

	31.3.23	31.3.22
	£	£
Auditors' remuneration	2,650	2,050
Auditors' remuneration – Other Services	1,336	950
Depreciation - owned assets	<u>1,492</u>	<u>582</u>

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

8. STAFF COSTS

	31.3.23	31.3.22
	£	£
Wages and Salaries	107,435	100,390
Social Security Costs	10,286	9,177
Other Pension Costs	-	72
	<u>117,721</u>	<u>109,639</u>

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

	31.3.23	31.3.22
Advice and Information	1	1
Health Advocacy Project	1	1
Administration and governance	1	1
Digital Inclusion Project Co-Ordinator	<u>1</u>	<u>1</u>
	<u>4</u>	<u>4</u>

No employees received emoluments in excess of £60,000 (2022: £60,000).

Key Management Remuneration

The key management personnel of the charity comprise the Chief Executive Officer. The total wages of the key management personnel of the charity were £49,875 (2022: £48,207).

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME FROM			
Donations	40,280	-	40,280
Charitable activities			
Advice and Information (A&I)	-	46,903	46,903
Befriending Project (BFP)	-	9,470	9,470
Children's/Youth Project (ACPG/YP)	-	16,023	16,023
Covid 19 Support and Assistance (CSA)	-	36,007	36,007
Cultural/Educational Expenditure and Library (CEE&L)	-	1,746	1,746
Digital Inclusion Project (DIP)	-	36,793	36,793
Elderly Club/Carers Break (EAP)	-	11,292	11,292
Health and Care Support Project (H&CS)	-	1,469	1,469
Household Winter Support (HWS)	-	8,321	8,321
Training Programme (TP)	-	844	844
Investment Income	<u>57</u>	<u>-</u>	<u>57</u>
Total	40,337	168,868	209,205

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2023

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON			
Charitable activities			
Advice and Information (A&I)	912	42,403	43,315
Befriending Project (BFP)	-	9,470	9,470
Children's/Youth Project (ACPG/YP)	-	14,523	14,523
Covid 19 Support and Assistance (CSA)	-	33,971	33,971
Cultural/Educational Expenditure and Library (CEE&L)	-	1,746	1,746
Digital Inclusion Project (DIP)	-	35,459	35,459
Elderly Club/Carers Break (EAP)	-	11,292	11,292
Health and Care Support Project (H&CS)	-	1,469	1,469
Household Winter Support (HWS)	-	8,321	8,321
Training Programmes (TP)	-	844	844
Total	912	159,498	160,410
NET INCOME			
	39,425	9,370	48,795
Transfers between funds	4,620	(4,620)	-
Net movement in funds	44,045	4,750	48,795
RECONCILIATION OF FUNDS			
Total funds brought forward	384,462	38,675	423,137
TOTAL FUNDS CARRIED FORWARD	428,507	43,425	471,932

10. TANGIBLE FIXED ASSETS

	Freehold property £	Equipment, fixtures and fittings £	Motor vehicle £	Totals £
COST				
At 1 April 2022 and 31 March 2023	216,712	5,967	28,277	250,956
Additions	-	1,000	-	1,000
At 31 March 2023	216,712	6,967	28,277	251,956
DEPRECIATION				
At 1 April 2022	-	790	28,277	29,067
Charge for year	-	1,492	-	1,492
At 31 March 2023	-	2,282	28,277	30,559
NET BOOK VALUE				
At 31 March 2023	216,712	4,685	-	221,397
At 31 March 2022	216,712	5,177	-	221,889

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2023

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade debtors	5,300	3,514
Other debtors	43	39
Prepayment and accrued income	<u>272</u>	<u>4,143</u>
	<u>5,615</u>	<u>7,696</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.23	31.3.22
	£	£
Trade creditors	379	2,304
Accrued expenses and deferred income	<u>3,874</u>	<u>3,050</u>
	<u>4,253</u>	<u>5,354</u>

13. MOVEMENT IN FUNDS

	At 1.4.22 restated £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	138,295	(6,944)	(17,031)	114,320
Designated Funds:				
Building and equipment fund	40,000	-	10,000	50,000
Contingency fund	33,500	-	6,500	40,000
Freehold property fund	<u>216,712</u>	-	-	<u>216,712</u>
	428,507	(6,944)	(531)	421,032
Restricted funds				
Advice and Information (A&I)	500	(500)	-	-
Capital Expenditure and Building Costs	2,150	-	-	2,150
Children's/Youth Project (ACPG/YP)	1,500	(1,500)	-	-
Cultural/Educational Expenditure and Library (CEE&L)	-	(531)	531	-
Digital Inclusion Project (DIP)	714	2,751	-	3,465
Health and Care Support Project (H&CS)	<u>38,561</u>	<u>(10,433)</u>	-	<u>28,128</u>
	43,425	(10,213)	531	33,743
TOTAL FUNDS	<u>471,932</u>	<u>(17,157)</u>	-	<u>454,775</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2023

13. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	40,217	(47,161)	(6,944)
Restricted funds			
Advice and Information (A&I)	39,815	(40,315)	(500)
Befriending and Outreach Project (BOP)	-	-	-
Children's/Youth Project (ACPG/YP)	16,380	(17,880)	(1,500)
Covid 19 Support and Assistance (CSA)	-	-	-
Cultural/Educational Expenditure and Library (CEE&L)	4,746	(5,277)	(531)
Digital Inclusion Project (DIP)	47,074	(44,323)	2,751
Elderly Club/Carers Break (EAP)	11,292	(11,292)	-
Health and Care Support Project (H&CS)	3,800	(14,233)	(10,433)
Household Winter Support (HWS)	12,990	(12,990)	-
Training Programmes (TP)	-	-	-
	<u>136,097</u>	<u>(146,310)</u>	<u>(10,213)</u>
TOTAL FUNDS	<u>176,314</u>	<u>(193,471)</u>	<u>(17,157)</u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted Funds				
General fund	94,250	39,425	4,620	138,295
Building and equipment fund	40,000	-	-	40,000
Contingency fund	33,500	-	-	33,500
Designated funds	<u>216,712</u>	-	-	<u>216,712</u>
	<u>384,462</u>	<u>39,425</u>	<u>4,620</u>	<u>428,507</u>
Restricted Funds				
Advice and Information (A&I)	-	4,500	(4,000)	500
Capital Expenditure and Building Costs	2,150	-	-	2,150
Children's/Youth Project (ACPG/YP)	-	1,500	-	1,500
Digital Inclusion Project (DIP)	-	1,334	(620)	714
Health and Care Support Project (H&CS)	<u>36,525</u>	<u>2,036</u>	-	<u>38,561</u>
	<u>38,675</u>	<u>9,370</u>	<u>(4,620)</u>	<u>43,425</u>
TOTAL FUNDS	<u>423,137</u>	<u>48,795</u>	-	<u>471,932</u>

13. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources	Resources expended restated	Movement in funds restated
	£	£	£
Unrestricted funds			
General fund	40,337	(912)	39,425
Restricted funds			
Advice and Information (A&I)	46,903	(42,403)	4,500
Befriending and Outreach Project (BOP)	9,470	(9,470)	-
Children's Youth Project (ACPG/YP)	16,023	(14,523)	1,500
Covid 19 Support and Assistance (CSA)	30,007	(30,007)	-
Cultural/Educational Expenditure and Library (CEE&L)	1,746	(1,746)	-
Digital Inclusion Project (DIP)	36,793	(35,459)	1,334
Elderly Club/Carers Break (EAP)	11,292	(11,292)	-
Health and Care Support Project (H&CS)	7,469	(5,433)	2,036
Household Winter Support (HWS)	8,321	(8,321)	-
Training Programmes (TP)	844	(844)	-
	<u>168,868</u>	<u>(159,498)</u>	<u>9,370</u>
TOTAL FUNDS	<u>209,205</u>	<u>(160,410)</u>	<u>48,795</u>

Purposes of restricted funds

The nature of the restricted funds are self-explanatory. These funds are held to further charitable activities as explained in the Report of the Trustees'.

Purposes of Designated funds

Building and equipment fund: Building and equipment fund – The trustees have designated funds to enable the charity to preserve the high-quality condition of the Charity's freehold property, to fund any legal issues if they arise in relation to that building and to replace the charity's other fixed assets as and when they reach the end of their economic lives.

Contingency fund: The Trustees have designated funds to enable the charity to function if adversely affected by unforeseen circumstances. This fund would allow the charity to meet contractual obligations in respect of staff salaries, running and legal costs and client service provisions.

Freehold property fund: This fund represents the carrying value of freehold property. The Trustees consider that the property is critical for the operation of the charity and thus feel that it is appropriate to 'ringfence' the reserves represented by this asset.

Transfers between funds

During the year transfer made between restricted funds to general funds in the amount of £nil (2022: £4,620) in order to correct the misallocation of fund balances in the 2021/22 financial year.

During the year transfer made between general funds to restricted funds in the amount of £531 (2022: £nil) in order to cover support costs arising on individual projects in the 2022/23 financial year.

During the year transfer made between general funds to contingency fund in the amount of £6,500 (2022: £nil) to reflect the expected cost of living rises to keep up with inflation.

During the year transfer made between general funds to buildings and equipment fund in the amount of £10,000 (2022: £nil) to expected cost of living rises to keep up with inflation.

14. RELATED PARTY DISCLOSURES

Other than key management Compensation disclosed in Note 9, there were no related party transactions for the year ended 31 March 2023 nor for the year ended 31 March 2022.

15. DEFERRED INCOME

	31.3.23	31.3.22
	£	£
Balance as at 1 st April	-	8,470
Amount released to income in the year	-	(8,470)
Amount deferred in the year	-	-
	<u>-</u>	<u>-</u>
Balance as at 31 st March	<u>-</u>	<u>-</u>

16. CONTINGENT LIABILITY

If the charity's freehold property is disposed of within a period of 80 years from 2004, then a refurbishment grant received would become repayable amounting to £144,919. The trustees have no plan to dispose of the property considering the property to be vital to the operations of the charity.

17. RECLASSIFICATIONS AND COMPARATIVE FIGURES

Historically, the charity recognised the net book value of its tangible fixed assets as a restricted fund. The Trustees have reconsidered the appropriateness of this policy and have determined that it would be more appropriate to classify the net book value of the charity's freehold property as a designated fund. This resulted in an adjustment to the charity's reserves as at 1 April 2020, resulting in £216,712 being reclassified as unrestricted. Equipment with a net book value of £319 was also reclassified as unrestricted but is not part of the designated fund.

18. HERITAGE ASSETS

CAIA library is a major resource centre, which documents the history, culture and other subjects related to Armenians. The library holds a wealth of material relating to the Armenian history, people, literature, art, politics, Armenian Genocide and language.

Library opening hours are from 9:00 – 16:00 by appointment.

CAIA have adopted criteria to ascertain whether an item should be acquired or not. These are as follows:

- Author may be Armenian
- Topic must relate to Armenian matters
- Materials should relate to Armenia or Armenians

The materials so far held by the CAIA is in the form of books, journals, maps, photographs, paintings, newspapers, newsletters, calendars, DVDs, CDs, cassettes, videos, and various other artifacts relating to Armenia or Armenians. Collection materials are classified and kept for permanent preservation. Any item held which is not deemed to be suitable for the CAIA will be returned to the donor or by request of the donor will be disposed of by the CAIA. The CAIA does not generally purchase items from the public. However, in very rare cases if they are considered extremely important to the aims of the library, CAIA will consider making purchases in exceptional circumstances.

The detailed cataloguing of the library is an on-going process.

19. COMPANY LIMITED BY GUARANTEE

The charitable company is limited by guarantee and has no share capital. Every member of the company undertakes to contribute to the assets of the company in the event of its being wound up, for payments of the debts and liabilities of the company, such amount as may be required, not exceeding £1.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023**

	31.3.23 £	31.3.22 £
INCOME		
Donations		
Membership fees	5,157	5,458
Donations	22,374	26,151
Gift aid	2,591	1,868
Other fundraising income	<u>7,157</u>	<u>5,373</u>
	37,279	38,850
Investment income		
Deposit account interest	2,938	57
Charitable activities		
Statutory grants	37,003	27,847
Grants from trusts	<u>99,094</u>	<u>142,451</u>
	136,097	170,298
Total Incoming resources	176,314	209,205
EXPENDITURE		
Charitable activities		
Wages	96,015	85,532
Social security	5,150	7,984
Subcontractor labour	9,629	10,380
Publications/newsletters	233	-
Refreshments/catering	2,070	570
Events and outings	7,641	6,905
Minibus	2,095	2,158
Travel expenses	1,329	905
Training	942	678
Sundry expenses	-	1,370
Volunteers' expenses	69	1,354
Digital communications/zoom/web	-	1,080
Subscription/membership	50	559
Compliance costs	1,261	114
Household Winter Support	<u>11,236</u>	<u>4,560</u>
	137,710	124,149

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023**

	31.3.23 £	31.3.22 £
Support costs		
Charitable activities		
Wages	11,420	10,858
Social security	135	1,193
Office costs	5,709	11,273
Marketing/Publications/newsletters	7,268	1,262
Furniture/equipment	174	284
Refreshments/catering	572	1,213
Insurance	2,209	1,673
Travel expenses	411	334
Sundry expenses	84	76
Subscription/membership	194	203
Legal and Professional	-	630
Donation	1,270	350
Consultancy/research costs	-	1,110
Depreciation	1,492	562
Volunteers' expenses	200	173
Repairs & maintenance	17,452	-
Bad debt w/off	100	-
	<u>48,690</u>	<u>31,194</u>
Governance costs		
Auditors' remuneration	3,986	3,000
Bookkeeping/payroll	3,085	2,067
	<u>7,071</u>	<u>5,067</u>
Total resources expended	193,471	160,410
Net Income	<u>(17,157)</u>	<u>48,795</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

England & Wales - Charity number 1088534

Accounts

REGISTERED COMPANY NUMBER: 04195084 (England and Wales)
REGISTERED CHARITY NUMBER: 1088534 (England and Wales)

CENTRE FOR ARMENIAN INFORMATION AND ADVICE
(A COMPANY LIMITED BY GUARANTEE)

REPORT OF THE TRUSTEES AND
ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2022

Cox Costello & Home
Chartered Accountants and Statutory Auditors
26 Main Avenue
Moor Park
HA6 2HJ

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

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FOR THE YEAR ENDED 31 MARCH 2022**

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CENTRE FOR ARMENIAN INFORMATION AND ADVICE

**REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2022**

TRUSTEES

V Keshishi - Chair	
F Mansurian, Treasurer	Re-elected 14 May 2022
V Nicholls	
K Alexanian, Secretary	
A Der Hacopian	Elected 14 May 2022
S Grigorian	Retired 14 May 2022
A Sarkis	Appointed 17 September 2022

Trustees retiring by rotation

One third of the Directors shall retire from office, being those who have been longest in office as Directors. The retiring Directors shall be eligible for re-election.

COMPANY SECRETARY

K Alexanian

REGISTERED OFFICE

Hayashen
105a Mill Hill Road
Acton
London
W3 8JF

REGISTERED COMPANY NUMBER

04195084 (England and Wales)

REGISTERED CHARITY NUMBER

1088534 (England and Wales)

AUDITORS

Cox Costello & Horne
Chartered Accountants and Statutory Auditors
26 Main Avenue
Moor Park
HA6 2HJ

CHIEF EXECUTIVE OFFICER

M Ohanian

PRINCIPAL BANKERS

HSBC
281 Chiswick High Road
Chiswick
London
W4 4HJ

WEBSITE

www.caia.org.uk

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. Report of the Trustees also represents the Directors' report as required by Company Law. The financial statements have been prepared in accordance with the accounting policy set out in the note to the financial statements. The annual report complies with the charity's governing document, the requirements of the Companies Act 2006 and the trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statement in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Charity SORP.

1) OBJECTIVES AND ACTIVITIES

1.1 Mission statement

The Centre for Armenian Information and Advice (CAIA) seeks to enhance the quality of life for disadvantaged members of the Armenian community in London, specifically those in poverty, isolation and distress. The charity supports their diverse needs through the provision of welfare, education and cultural services at a welcoming centre for all Armenians.

1.2 Aims

CAIA exists primarily to relieve poverty, sickness and distress amongst the 18,000-20,000 strong Armenian communities in the UK and those connected with Armenians. Another prime aim is to advance the education of Armenians in London.

These aims are pursued through the following main strands of work:

- Information, advisory and advocacy services for refugees, senior citizens, carers, women, disadvantaged Armenians and those connected to them on issues such as immigration, housing, health and welfare rights
- Specific social, educational and supportive activities for children and young people
- Cultural events, publications and resources

During 2021/2022, CAIA provided a wide range of relevant services to diverse age groups and disadvantaged circumstances within the Armenian community in London. In particular, organisation provided:

- Advice, information and integration support for refugees and migrants, senior citizens and unemployed people
- A new befriending service
- Digital Inclusion Project
- Pre-school services for parents and Toddlers, and activities over School Holidays
- A weekly social club for older people and respite provision for Carers
- Mini-bus transportation enabling frail elderly people to access CAIA services
- After school Youth Club and outings for teenagers;
- Diverse inter-generational social, cultural and educational training events and lectures
- A library comprising Armenian community archives and multilingual literary resources
- Networking and co-operation with voluntary and statutory organisations on common areas of work in order to promote the needs of disadvantaged Armenians

1.3 Statement of public benefit

The objectives and activities, and achievement and performance sections of this report set out the activities that CAIA undertakes for the public benefit.

The Trustees confirm that they have complied with the duty in section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission in determining the activities undertaken by the charity.

Many of CAIA's beneficiaries have very limited financial means. Access to activities or services are offered at highly discounted rates or free of charge in certain cases.

The Trustees make the following observations on two key principles of public benefit.

- 1 There must be an identifiable benefit or benefits and it must be clear what the benefits are; and the benefits must be related to the aims; and the benefits must be balanced against any detriment or harm
- 2 Benefit must be to the public or a section of the public; and the beneficiaries must be appropriate to the aims; and where the benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted by geographical or other restrictions; or by the ability to pay any fees charged; and people in poverty must not be excluded from the opportunity to benefit; and any private benefits must be incidental

A number of private benefits do necessarily arise from the activities of the charity. In particular, the charity finds it essential to employ and remunerate staff. Individual members of the charity will benefit in the widest sense from the activities they undertake. Private benefits are purely incidental as they are a necessary by-product of carrying out the charity's aims.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

OBJECTIVES AND ACTIVITIES

1.4 Grant making

CAIA is not a grant making charity but may act as intermediary between grant making organisations such as London Boroughs of Ealing and Hounslow and the individuals who benefit from the grants.

1.5 Volunteers

Volunteers help out at many of the charity's activities and represent the charity at various meetings in the borough. Many of the charity's participants have continued to become volunteers at sessions, which in turn give them valuable experience. CAIA's volunteers make a vital contribution to the charity, enabling the charity to provide many more activities than the charity could otherwise do.

2) ACHIEVEMENT AND PERFORMANCE

2.1 Charitable activities

Below is a summary of the charity's activities and services carried out in 2021/2022 as we gradually exited from the COVID-19 pandemic. However, much of the uncertainties, anxieties, financial and food poverty continued to be experienced by our service users because while in 2020/21 we managed to adapt and confront the challenges of the pandemic, there were further challenges following the aftermath of the attacks against the Armenians of *Artsakh (Nagorno Karabakh)* and the destructive effect of the Beirut explosion on the Lebanese-Armenian community. During 2021/22, CAIA has had to focus on helping disadvantaged Armenians cope with the cost-of-living crisis and Ukrainian Armenians seeking sanctuary in the UK, many of them refugees for a second time.

3) WELFARE PROGRAMME

3.1 Advisory support service

CAIA continued to deliver vital advisory and integration services for marginalised Armenians and those connected to them, many of them refugees or newly arrived migrants and others subsisting on low incomes. As result, culturally sensitive information and practical support was provided to more than 488 people who were born in 25 different countries such as Armenia, Russia, Iran, Lebanon, Bulgaria, Poland, Syria and Ukraine as well as other socially/politically unstable parts of the world.

This work led to reductions in poverty, improved housing, economic circumstances and increased resilience among these beneficiaries. The majority of those supported were residents of the London Borough of Ealing (198), followed by Hounslow, Brent, Hammersmith & Fulham, Hillingdon, Barnet, Islington as well as others further afield.

CAIA's Advisory Support service is quality marked and Office of the Immigration Services Commissioner (OISC) audited and operated 240 days during the year, providing face-to-face, online, phone and e-mail support to Armenians and those connected with them irrespective of background, gender, faith, age, sexual orientation, political views or disability in a safe, secure and welcoming environment in accordance to CAIA's Equality and Diversity Policy. The age range of the majority of beneficiaries was 25-64 years old. (276 out of 488), while 20% struggled to speak/write or communicate in the English language effectively.

During the year, CAIA's Advice Officer Arthur Manouk Cahill progressed cases until resolved in accordance with the Advice Quality Standard (AQS) for Housing with Casework, Welfare Benefits with Casework, and Immigration Casework Level 1.

CAIA's Advice Officer intervened, liaised and entered into regular dialogue with various statutory and non-statutory bodies to address diverse barriers they experience in accessing services, improving communications and generally assisting clients to resolve their pressing problems. This involved completing forms, writing letters on behalf of clients, providing letters of support, making referrals, social housing applications online, telephone calls, sending e-mails, and interpreting and translating vital information for clients.

During the reporting period, a total of 4042 instances of bespoke advice and interventions were provided to clients, which resulted in improvements of living standards, increased awareness about rights and confidence to live and manage independently in UK. The charity received positive feedback from almost 50 people via formal questionnaire as well as several heart-warming letters of thanks from service users during the year.

In addition, CAIA has maintained excellent working relationships with various statutory agencies, organisations and decision makers including several West London local authorities, the Department for Work and Pensions (DWP), Job Centres, Housing Associations, West London MPs, councillors and local specialist law firms and solicitors.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

ACHIEVEMENT AND PERFORMANCE

Charitable activities

3) WELFARE PROGRAMME

3.1 Advisory support service – continued

- As a result of our intervention, we enabled our clients to secure a total of £317,735 in financial support and welfare benefits. This includes gaining Universal Credit, Council Tax, Housing Benefit and Discretionary Housing Payment, Local Welfare Assistance payment, Warm Home Discount, Covid Support Payment Pension Credit, State Pension, Personal Independence Payment (PIP), Attendance Allowance, Carers Allowance and funeral cost.
- 11 people within 4 households benefited from essential medical treatments /dental reparation following a complaint /refund of NHS charges in respect of medical care and treatment.
- 42 people benefited from payments totalling £4,950 during the 2021 Christmas period from the *London Armenian Poor Relief Society Trust* as a result of CAIA's referral.
- £10,000 worth of household adaptations for an elderly disabled woman to benefit for a walk-in wet room.
- 2 young people gained student scholarships from an Armenian Educational Trust totalling £7,802.

Additionally, non-financial immigration/legal support was provided, resulting in:

- 41 people benefited from Immigration advice and practical support to gain 'Schengen' Family Visa, proving their right to remain in the UK post-Brexit, spouse extension visas, obtain settled/pre-settled status, obtained British citizens naturalisation/registration, renew or helped their passport, assisted in repatriating back to Armenia.
- Helped 3 people to obtain grant of probate following bereavement and a further 2 people to obtain power of attorney/appointee ship the with the DWP.
- 2 people obtained their *Life in the UK* tests and /or English Language tests.
- Assisted 2 families with the repatriation of their dead relative to Armenia during the Covid-19 pandemic.
- 2 children secured new school/nursery/benefit from free school meals /Healthy Start Vouchers/ child Oyster Card
- Acted as referee for several children applying for their first British passport.
- Armenian to English translation of official documents benefiting 3 people.

Housing – 227 interventions for the benefit of 336 clients relating to housing and homelessness.

- This included registering clients for the 'Locata' online bidding scheme and subsequently communicating/negotiating and often changing Locata bands to more favourable bands for clients as the majority of our clients are unable to do this on their own for various reasons.
- Escalated complaints directly within the Council /Ombudsman /their Councillors /MPs where clients were not getting a satisfactory response from the local council or landlords, whether for private rented, or Housing associations.
- Provided information on homelessness and advised clients of action to take when facing homelessness. During the reporting year, all of our clients who were forced down the homeless route were provided with accommodation by their Local Authority thanks to our interventions.
- A combination of 20 clients were either accepted/obtained improved banding on the Locata scheme /avoided homelessness /obtained a combination of permanent and temporary housing /benefited from improved living conditions / housing repairs.

Equal Access

- 9 disabled /elderly people were successfully awarded a blue badge/Freedom pass/Over 60s Oyster/ apply for subsidised travel though the Dial A Ride/London Taxi and Oyster Card Schemes.
- 8 elderly people with limited mobility benefited from renewal of resident parking permits/blue disabled badges.
- Enabled an elderly amputee gentleman to park his motor vehicle securely near his home by obtaining a lock up garage.
- 1 person within a family of 4 people obtain a UK Driver's License.
- Helped an elderly disabled couple replace costly car park key fobs by liaising with landlord.
- Signposted 8 people to improve English language skills (delivered at CAIA until September 2021) to Acton-based '*Global Skills London*'.
- Provide volunteering opportunities for those seeking work or youth not in education or employment.

Fuel Poverty

- 50 families benefited from the Government's roll out of a *Winter Support Payment* totalling £5,000. CAIA received grant from Ealing Council to meet its target of reaching disadvantaged people who were struggling to pay their energy/water costs.
- 18 people registered with cheaper household utility providers/secure access to cheaper water through the 'Watersure Discount Scheme'/access online digital utility accounts/obtain a smart meter/pursue compensation through the Ombudsman Complaints scheme.

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ACHIEVEMENT AND PERFORMANCE

Charitable activities

3) WELFARE PROGRAMME

3.1 Advisory support service – continued

Addressing Food Poverty

- 20 families of all ages struggling with spiralling food costs were given food parcels each week during the 2021/22 reporting period. During January to March 2022, we also delivered weekly food parcels within Ealing borough to housebound people thanks to a grant from the Household Support Fund. We are grateful to our volunteers for helping with the deliveries as well to the Felix Project, City Harvest for the food they provided.
- Helped a mother of young 2 children secure new school / nursery / benefit from free school meals /Healthy Start Vouchers /School Oyster Card.

Improving Employability Skills

- CAIA's advisory services are much more than being about helping people gain access to their statutory and legal rights about immigration, entitlements, housing and employment. We accompany the disadvantaged, voiceless and marginalised in their life journey to greater independence, empowerment and fulfilment for improvements the quality of their lives. A successful path of empowering them has been delivering workshops to upskill them, impart knowledge and instil confidence to do things for themselves as much as possible.
- During the two months between September and October 2021, workshops were organised that were complemented with bespoke 1-2-1 career advice and guidance benefiting 30+ advice clients of working age, mainly women. They gained new skills and improved their resilience in managing their affairs. The workshops and guidance were delivered by professional career coach Alison Shuttle thanks to funding from Ealing Adult Learning.
- Thirteen (13) people of working age improved their job prospects by being provided with references following volunteering with CAIA. Assistance was given in producing CV's, gain national insurance numbers and helped with opening UK bank accounts.
- In June 2021 we organised a presentation entitled "Introduction to the IT sector" delivered by Director and business consultant Aram Andreasyan who sharing his extensive knowledge and experience within the IT industry which he had gained over several years the hard way.

Feedback from Service Users

100% of advisory service users based on feedback questionnaires were satisfied with the professional knowledge and efficiency of the advisor and felt more knowledgeable, confident, less stressed and better able to cope with their problems.

These comments included:

- *We came with an immigration issue and received comprehensive information.*
- *They are very kind and always helpful.*
- *I more able to speak freely and comfortably with the CAIA. They are like my family.*
- *We came to CAIA at difficult time following bereavement. The Advisor helped steer us through the information we needed to know to help us get through this stressful time.*
- *Whenever I have a problem, I come to CAIA and the Advice Service helps me. I am a carer and they advocate for me and my disabled care patient.*
- *I came to the CAIA with a benefit related question. The DWP have stopped payment for my Universal Credit based on case law. We looked at my circumstances and prepared a challenge, so that they will change their decision.*
- *Enabled my parents obtain a 2-bedroom bungalow from Newham Council.*
- *Both myself and my son need bathroom adaptations. It's because of our limited mobility. The CAIA is advocating for us to have proper washing facilities.*
- *If CAIA did not exist, I would be in despair. No other organisation would offer this level of help as an Armenian. They empower me to keep going and help me face my difficulties.*
- *I think it's good to have such a centre for Armenians. Without the CAIA, we would simply become lost and isolated.*
- *It is the only Armenian Charity in England that does this work.*

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Case studies

Housing/Welfare Benefits:

Mister M is in his early 60s. He came to England some years ago after escaping the troubles in Iran. He has lived in the Ealing Borough for a number of years with no fixed abode. Mr M had no source of income and suffers from a number of mental health ailments, together with chronic pain. These severely impacted on his relations with other people and ability to partake in everyday tasks. He approached the CAIA Advisory service under extremely desperate circumstances, principally with no home or income and struggling with health. The CAIA Advisory Service by adopting a holistic approach was able to facilitate an urgent intervention to both the local authority for housing and Department for Work and Pensions (DWP) for financial assistance. Through the perseverance of the CAIA Advice Worker, Mr M was successful in gaining permanent housing in sheltered accommodation and an award made for Pensions Credit. Furthermore, due to his disability, a successful application for a Personal Independence Payment was made to the DWP. Mr M is still struggling with his health-related conditions; however, his quality of life and dignity has been greatly improved as a result of the CAIA Advisory Service.

Immigration

Master G is a 17-year-old adolescent who arrived in England to start a new life with his Armenian parents. The family arrived over 10 years ago via Lithuania. It was the second occasion they had to move to a new country to start again. Previously, they escaped the difficulties in Armenia following the early years of independence. The CAIA Advisory Service helped his parents to obtain permanent residence in this country in the lead up and settled status under the new rules post BREXIT in order to maintain their legal presence in England. Master G accompanied by his parents was able to approach the CAIA Advice Service, who proceeded with an application to register him as a British Citizen. After successfully obtaining British Citizenship Master G was assisted by the CAIA Advisory Service in applying for his first British passport. The family with the exception of Master G's father are British Citizens thanks to the advocacy of the CAIA Advice Service.

3.2 Health and Care Service

Supporting Carers & Cared-for

CAIA delivered 48 sessions of its Friday Elders Club/Carers respite provision which is part of the *Carers Pathways Consortium* composed of several local charities led by *Dementia Concern* funded by *Ealing Council*. The activities provided respite and short breaks for Carers while the people they look after were provided with free door-to-door transport by CAIA's minibus so that they could enjoy a hot meal and stimulating social cultural activities in a safe, secure, and trusted setting. The break enables the Carers to have some time for themselves to do routine activities such as go shopping, see their GP's, the hairdresser or something else they need or wish to do.

Befriending Project

*Thanks to a successful small grant application to **Voice4Change England**, the CAIA initiated a new Befriending project to address the needs of Armenians who were experiencing isolation, loneliness or feeling helpless during and post Covid-19 challenging times. The project was so successful that the CAIA decided to continue to deliver the project past the small grant. During April 2021 to March 2022, Melanie, CAIA's Befriending worker, made and maintained contact with 74 people living throughout London to offer personalised confidential one-to-one support. A sympathetic listening ear and support was provided via regular phone-calls, digitally via *WhatsApp* and *Google Meet* video calls. A total of 7 home visits were also made to those who are housebound or have physical disabilities once the lockdown was lifted by the Government.*

The majority of the project beneficiaries were women who were struggling to cope with anxiety, depression or dementia. During the project, Melanie also promoted the importance of Covid vaccinations thanks to a grant from *EACH Counselling and Support* as part of a consortium supported by *Ealing Council*.

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4) EDUCATION AND TRAINING

4.1 English for Beginners

During 2021/22, CAIA in partnership with Acton based *Global Skills Training Limited* continued to deliver free English language classes twice a week at Hayashen. However, as students successfully gained City & Guilds Functional Skills qualification in English at Entry 1, the numbers attending were no longer viable for *Global Skills Training Limited* to continue to operate the classes at CAIA by the end of 2021.

4.2 Digital Inclusion Project

After a successful first year of this three-year project funded by *The National Lottery Community Fund*, the Project Coordinator resigned from the post end of May 2021 as she found full-time work. She was replaced in June 2021 by Zarine Avagimyan following an open and transparent recruitment process. CAIA was very pleased to welcome Zarine who seamlessly continued to deliver the project activities to assist those experiencing digital exclusion as a result of

- low incomes/unemployment/cannot afford to devices or Wi-Fi.
- language barriers / unfamiliarity with the digital world for day-to-day living compounded by low levels of digital/computer skills.
- difficulties navigating/accessing various rights/services many of which are now online.
- Insecure immigration status/poor housing/childcare issues.
- Mobility problems.

The key difference and activities the project delivered.

65 people became more knowledgeable and skilled as a result of:

- Learning and using Google email/apps such as calendar, Google meet, sending attachments, etc. (delivered via one-to-one sessions and Group workshops).
- Registering in further learning which led them to gain qualifications such as in Food Hygiene and Paediatric First Aid Certificates service.

8 learners enrolled to *Learn My Way* where they successfully completed the following modules:

- Registering in further learning which led them to gain qualifications such as in Food Hygiene and Paediatric First Aid Certificates service.
- Online Basics (introduction to basic IT skills, using the internet, using the search engines for the information).
- How to stay safe online.
- Office Programme (creating Word Documents, Excel sheets) on smart phones and tablets.
- Using a computer or a Device (using a mouse, a keyboard, a touchscreen).

One-to-One sessions with learners

15 clients received one-to-one lessons on how to use their IT/mobile devices.

As a result of one-to-one sessions learners were able to:

- Renew their insurances online.
- Extend their broadband contracts.
- Apply for Armenian passport or travel visa.
- Create CVs, open LinkedIn accounts.
- Renew their mobile contracts.
- Find the perfect course for their career developments.
- Open online electricity/gas account.
- Download, register and use their NHS COVID pass app.
- Register for council tax online.
- Use online bidding for council houses (Locata etc.).
- Manager Universal credit online account.
- Apply for jobs and volunteer.

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Devices & Connectivity

- In collaboration with *Hounslow & Ealing CVS* we obtained and gifted 6 Laptops to clients who needed an IT device. These were previously owned by *Hounslow Council*. The digital champion taught them how to use the devices. As a result of this one of the children who received a tablet was awarded with *Platinum Level Award* by *The Harefield Academy* for her exceptional level of learning. The tablet helped her to complete her homework and attend online lessons during the COVID-19 pandemic.
- The project successfully applied and received 30 sim cards from *The Unconnected*, *The Good Things foundation* via *The National Databank*, *HEAR*, for those who are unable to afford broadband at home, including newly arrived Ukrainian Armenian refugees to help address digital exclusion. SIM cards were vital for our clients because many didn't have IT devices and broadband at home and relied hugely on their mobile phones.

Accessibility - Digital Coffee Mornings/Home visit

In March 2022, Zarine started new innovative sessions called '*Digital Coffee Morning*' for those who cannot attend the CAIA (whether they have a disability or they are still scared of the COVID-19 virus, live far away, they are carers etc.) – see publicity poster <https://caia.org.uk/digital-coffee-morning/>

These sessions were extremely useful and welcomed because they are an informal way for the Digital Champion to offer IT/digital support as well as the opportunity for digitally excluded members of the Armenian community to share their experiences in tackling this.

3 home visits were also made by the Digital Champion to three older/housebound people to assist with their devices/accessing social media.

Workshops & Digital Awareness

Two workshops were devised and delivered by the Digital Champion to increase confidence, knowledge and skills of people to enable them to participate in the digital world to improve people's lives. A total of 24 people benefited from these sessions.

- '*How to design with Canva*' on 23rd November 2021. Learning to use online graphic platform '*Canva*' helped one of our clients to create a logo for her new company, others have started using it for their personal reasons such as business cards, birthday party invitation, etc.
- '*How to use eBay, Vinted and other buying & selling apps*' on 25th January 2022. Learning how to use *eBay* and other buying/selling apps motivated learners to not only declutter but also consider starting their own businesses and generate income.

Helping Clients Collaboratively

The other positive difference the Digital Champion made was to work closely with CAIA's Advice Worker to make mutual referrals to each other and support each other due to the multiple needs and demographics of CAIA's clients.

Almost 80% of the digital inclusion project beneficiaries were women. Over 50% were residents of LB of Ealing, followed by LB of Brent, and Hammersmith & Fulham. Most of the learners were multilingual speaking English Armenian, Farsi, Bulgarian and Russian. They were born in various countries, the majority of which in Armenia, Iran, Cyprus, Bulgaria and other parts of the former Soviet Union.

- 100% of learners who gave feedback (survey) said they were much more confident in using digital communications and also grateful for the holistic delivery of the project.

Sample comments from service users over the year included:

- *I'm grateful for the help provided by CAIA, in particular providing me with a laptop for work. This will not only support me in my work, but also with my financial education.*
- *We like to thank Zarine for her visit to help us with our computer and install the antivirus. Zarine is very knowledgeable, kind, lovely and friendly young lady and helped us greatly. She did perfect jobs for us and we are very happy and satisfied.*
- *I learned using Canva and how to making Christmas cards.*
- *I have an Armenian keyboard and now I can write in Armenian*
- *I gained more knowledge of how to use the internet, being safe online.*
- *I learned how to protect my personal data online*
- *Gained experience to use the online service confidently, safely when saving passwords*
- *I feel even more confident and understand better the risks of what to not click online.*
- *I am now able to speaking with my friends and family online*
- *I can use video Calling and texting*

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- *I learned how to use Google Meet and Zoom*
- *I can do online shopping and pay the bills online.*
- *I can check opening hours for shops*
- *I can now use Canva for presentations at my work*
- *I learned how to do shopping online as I am newcomer*
- *An invaluable service for digitally excluded - thank you*

4.3 Pre-School Learning Provisions and Summer Holiday Project

The Armenian Community Pre-School Group (ACPG) operates twice weekly in the mornings and helps to sustain cultural heritage through multi-lingual learning, play and preparation for nursery school to under 5s. The provision also enables opportunities for new parents to connect, reduce isolation and provide mutual support to each other.

During 2021/22 a total of 80 sessions took place which also included school holiday activities for older children under 12 years of age. Over sixty children from diverse backgrounds including those from low income, ethnically mixed and/or single parent families attended 300+ times. Through these social and cultural interactions, young children enjoyed Easter and Christmas parties together.

The ACPG Christmas party took place in December 2021 unlike the previous year when it was cancelled due to the pandemic.

The Pre-School provision is voluntarily registered with OFSTED and offers various training to staff and volunteer parents such as safeguarding and first aid.

The CAIA charity wishes to acknowledge and thank *The Benlian Trust* and the *Barkev Kassardjian Sis Trust* for their support for this work.

We are grateful to our group leader Armine Sargsyan for her hard work throughout the year and to all the dedicated parents who brought their children regularly to the ACPG.

4.4 Hayashen Armenian Youth Club (HAYC)

Thanks to funding from *BBC Children in Need* and the *Young Ealing Foundation*, CAIA's Youth Club sessions took place 19 times, majority after school sessions in a safe, secure environment at Hayashen.

These created opportunities for young people to engage and socialise with each other, share positive experiences, and engage with our youth worker Venetia Abrahamian as well as with invited guest speakers who led a variety of interactive workshops on different interesting subjects such as:

- Filmmaking - delivered by a skills volunteer parent which led to the production of a short promotional video about HAYC. (*available to view on CAIA's YouTube Channel*)
- CANVA Graphic tool Workshop
- Origami Workshop
- Accordion Music Workshop
- Publishing Workshop led by one of the youths
- LEGO Workshop
- Screening of *Armenia Uncovered* documentary, followed by a discussion
- How to Manage your Pocket Money
- The Meaning of St Valentine
- A Cooking Workshop led by two youths which was made into a short video. (*available to view on CAIA's YouTube Channel*)
- How to Control You Emotions Workshop
- Team Building Workshop
- A Halloween party in October and a Christmas celebration in December 2021 were held.

Free snacks and light refreshments are also provided to the youths to encourage them to sit and have supper together to connect in a spirit of sharing and cooperation. Throughout these youth club workshops, the young people played a dynamic role in their own learning, offering ideas, asking questions and generally engaging positively in the workshop discussions.

In addition, the youth club offered enjoyable recreational activities such as Armenian television, pool; table tennis, table football, board games arts and crafts. Young people were also encouraged to organise their birthday parties at the Club, which created shared memories, enabling new friendships.

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Three major popular outings were also successfully organised:

- Thorpe Park all day outing 31st August 2021 (*video on CAIA's YouTube Channel*)
- Go Karting Fun Day on 26th October 2021 at Brentwood (*video on CAIA's YouTube Channel*)
- Group visit to the musical *FROZEN* at Drury Lane Theatre on 3rd February 2022

A major event held in March 2022 at Ealing Town Hall by the *Jack Petchey Foundation* acknowledged and celebrated over one hundred local Young Achiever award winners. We were very proud and honoured that four of our recent *Jack Petchey Foundation* Youth Achievement Award scheme winners were invited and recognised for their various accomplishments in school, sports and arts. All were called up on the stage during the evening where they received Gold Medals from the local mayor and other dignitaries. HAYC annually recognises and nominates three young people to this prestigious award.

During the course of 2021/22 the year over 100 young Armenians benefited from HAYC which:

- Enabled the youth to interact with their peers, helped to build their confidence and self-esteem necessary to develop their abilities and broaden their horizons
- Provided guidance and mentoring support, empowered young people via team building activities to develop their individual aspirations in order to reach their full potential
- Organised diverse and motivational activities in a Youth Club setting in order to avoid drifting into anti-social behaviour
- Increased volunteering and involvement of young people within the Armenian and wider community by providing creative and appropriate opportunities for engagement
- Helped to alleviate the social isolation and alienation experienced by first- and second-generation young Armenians and children living in London

HAYC provides a platform for them to come together, learn from each other, cooperate and interact with various professionals and positive role models from within and outside the Armenian community irrespective of their country of origin, their backgrounds, or their ability to communicate in the Armenian language.

CAIA is grateful for the diverse support it received from the *Young Ealing Foundation*, *London Youth* and *NRCSE (National Resources Centre for Supplementary Education)*. Their support enabled CAIA to access new funds and training opportunities for its staff, volunteers and youth, for which we are grateful.

Below are the comments of our *BBC Children in Need* grants officer:

Thank you for recently returning your report form, which I have now read and signed off. This was a lovely report to read and I enjoyed learning about the varied range of activities for young people that culminated in their improved social skills, confidence and ability to join in the activities they would not typically have access to. You have provided excellent evidence and it was wonderful to see the videos of days out and young people learning and sharing culinary skills; sharing food with their peers is such a great way to forge relationships. The report was additionally strengthened with comments from young people to evidence the impact of their experience.

4.5 Hayashen Library and Intergenerational Cultural Activities

CAIA seeks to provide holistic services (from birth to old age) to vulnerable, isolated and disadvantaged members of the Armenian community, including those connected to them, with a view to strengthening community cohesion and identity. Below are some of the highlights of how this was implemented during 2021/2022.

- 15 volunteers contributed 1,200 hours to the work of CAIA via its various projects and services including the CAIA Library, Elders Club activities, production of digital media, interpretation, delivering food packs and much more.
- In the library volunteers focused on re-shelving, cataloguing and organising the over 5000 books and other community cultural archives that are stored.
- Some of the main challenges facing the accessibility to the library remains the need to fund the binding periodicals and the need to recruit more skilled volunteers to manage the increasing number of donated books. Sadly, during the course of the reporting period we lost one of our most diligent and experienced library volunteers, Carol Kilby, who died unexpectedly. CAIA would like to acknowledge and thank Carol for her years of dedicated support to our charity.

The *"Introduction to Armenian History, Culture and Heritage"* course which CAIA has delivered for over 13 years during February and March was held in 2022 over 6 Sundays. Thanks to funding from *Ealing Adult Learning* and also from *A2Dominion* (for the first time), 5 of the sessions were also digitally recorded and can be viewed via CAIA's YouTube Channel. <https://www.youtube.com/user/CAIAHayashen>

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- Over 40 people from various backgrounds and ages benefited from the following very interesting sessions and follow up discussions including Q & As:
 - Sunday 20 February 2022 – *Morphia and Melisende, the Armenian Queens of Jerusalem* - Illustrated talk by Katherine Pagonis, a British historian with some Armenian heritage.
 - Sunday 27 February 2022 – *The Armenian Genocide Legacy* by Mr Demirdjian, editor and co-author of “*The Armenian Genocide Legacy*” (Palgrave Macmillan 2015) and has published several articles in the field of international criminal law.
 - Sunday 6 March 2022 - *Armenia’s path to catastrophic war, security crisis and ways out of it* - Lilit Gevorgyan is a Senior Economist at IHS Global Insight, a UK-based business intelligence company.
 - Sunday 13 March 2022 - *The diaspora and the challenge of State building* - Dr. Tigrane Yegavian who spoke online from France.
 - Sunday 20 March 2022 – *Women and the Armenian Church through Centuries* - Illustrated talk by Dr David Zakarian who is a Associate Member of the Faculty of Oriental Studies at the University of Oxford.
 - Sunday 27 March 2022 – *Exploring the Life Journey of Armenians in London* - Dr Scarlet Sarksan, a Counselling Psychologist & Psychotherapist, with an academic Doctoral background and 12 years of work experience.

5) PUBLICATIONS, COMMUNICATIONS AND DIGITAL PLATFORMS

Armenian Voice is CAIA's main media source for promotion of its work, profile and services within the Armenian community. One issue (No 74) was published in 2021/22 and posted to 3,000 UK Armenian homes. (*Armenian Voice* was first published in 1987 and is the longest continuous Armenian publication in the history of UK Armenians).

CAIA's monthly *Hayashen News* ebulletin was published regularly throughout the reporting period and reached over 2,000 UK Armenians to promote forthcoming activities, outings and news.

The CAIA website was also maintained throughout the year, and proved itself to be an important channel for promoting and reporting CAIA's work.

The website was supported by our social media platforms:

- **Facebook** (<http://www.facebook.com/Hayashen>) has 2200 followers. (an increase of 50 from year before)
- **Instagram** (https://www.instagram.com/caia_hayashen/) reaches young Armenians, promoting the library and our events, and is popular among the community with 405 followers (an increase of 65)
- **Twitter** (https://twitter.com/caia_hayashen), with 241+ followers is mainly used to interact with other organisations and update about events (an increase of 21)
- **YouTube** which is updated with promotional videos and short films about our activities has 107 subscribers (an increase of 31)
- **LinkedIn** with over 1203 professional and individual followers (an increase of 626) is located at <https://www.linkedin.com/company/centre-for-armenian-information-and-advice>

We continued to increase the use of social media to promote CAIA's services and profile. This has resulted in an increase of Armenians contacting CAIA from across UK and abroad seeking advice and information on a range of diverse issues.

6) COOPERATION WITHIN THE VOLUNTARY AND COMMUNITY SECTOR

CAIA engaged, collaborated and worked responsibly with other local voluntary agencies and stakeholders in pursuing its objectives. Activities in 2021/22 included:

- Servicing, leading and administering bi-monthly meetings of the *Ealing Advice Forum (EAF)* attended by 100+ representatives of 30+ different organisations. The EAF is a network of all the non-profit advice providers in the London Borough of Ealing and acts as the main point of contact for information, consultation and communication on all advice and information issues that are relevant and important to the advice and information providers in the borough. The EAF is funded by *Ealing Council* via the *Ealing Advice Service Consortium* led by *Ealing Mencap*. CAIA also published EAF's e-Bulletin 6 times which was emailed to 400+ organisations including key decision makers. We also continued to maintain the *EAF* website at <https://ealingadviceforum.org.uk/>

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Below is some of the feedback from the EAF meetings:

- *Another great forum, looking forward to attending the next one!*
- *It was lovely to see you too, although I could not participate fully as I had some system issues. I'm glad to have made it. It was a good meeting and very good discussion and connections.*
- *Thank you so much for letting me speak in the meeting today. Apologies that I missed the second half as we lost Wi-Fi in the office. But I am back at home now and able to get a bit more work done! Thanks again and see you at the next forum.*
- *Thank you for the invitation and the newsletter. Could you please also add my colleague to the database*

Attended and contributed to various forums, focus groups, networks and events including:

- *Ealing Advice and Information oversight group*
- *Community Meeting on Ukraine organised by Ealing Council*
- *Ealing Digital Task Force*
- *The 25th Anniversary Celebration of the Bosnia and Herzegovina Community Advice Centre*
- *Membership of Advice UK, Ealing Community Network, Ealing Hounslow CVS, Brent CVS, and Hammersmith & Fulham CVS continued.*
- *Helped establish a new Black, Asian and Minority Ethnic Advice Providers Network (London) in partnership with several BMER advice organisations facilitated by the Advice Services Alliance (ASL) supported by the Trust for London.*

Contributed to various research and surveys to share its experience and learning with the wider voluntary sector. Some of these were published and disseminated widely. Mainly:

- *'Understanding perspectives on funding challenges and inequalities experienced by small Black, Asian and minority ethnic (BAME) led voluntary sector groups in the London Borough of Ealing'.*
- *Research about Accessing public services online such as Universal Credit, for the Work Rights Centre*
- *London Voice: the journey to full participation – December 2021 by the Young Europeans Network. This research project is an initiative from Trust for London on behalf of the Citizenship and Integration Initiative, and the UK Democracy Fund, a Joseph Rowntree Reform Trust initiative.*
- *Community Conversations Discussion initiated by Greater London Authority contributed to research undertaken by CooperGibsonResearch – July 2021*

CAIA cooperated and maintained good relations with various Armenian organisations in UK.

- *CAIA cooperated and maintained good relations with various Armenian organisations in UK, specifically on the ongoing existential threat being faced by the Armenians living in the Republic of Armenia and Artsakh (Nagorno-Karabakh) due to the aggressive behaviour of neighbouring governments of Azerbaijan and Turkey which continue to physically threaten Armenians in those regions, causing a great deal of trauma and distress to all Armenians irrespective of where they live.*

7) FINANCIAL REVIEW

7.1 Investment policy and objectives

Under the Articles of Association, CAIA has the power to invest monies which are not immediately required for its purposes, in or upon such investments or property as may be thought fit. At the present time, the Trustees' policy is to maintain all such monies in liquid cash form, on deposits earning a market rate of interest. The Trustees consider that this is the most appropriate form of investment in the current climate.

7.2 Reserves policy

It is always difficult to plan or develop services within a voluntary organisation, with its constant need to find funding and in an atmosphere of insecurity of long-term funding agreements. Our reserves policy is set to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain income for longer than required.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

7.3 Purpose

The following reserves policy is in line with guidance issued by the Charity Commission, and enables CAIA's Board appropriately to designate funds from its unrestricted reserves in order to protect the CAIA against a drop in income or to allow it to take advantage of new opportunities:

- Fund specific projects at short notice, or for which no funding can be raised, which further CAIA's charitable aims as stated in its governing document
- Cover administration and support costs without which CAIA could not function
- Protect against risks and unforeseen expenditures which may arise that are beyond the CAIA's control, and cannot be met from existing income, and are in line with its stated objectives
- Ensure the viability of the CAIA beyond the immediate future, and provide reliable and ongoing services over the longer term
- Maintain the high-quality condition of CAIA's freehold property (Hayashen) at 105a Mill Hill Road, Acton, London W3 8JF and to fund any legal issues that arise.
- Close-down the charity in an orderly and proper fashion in the event of it winding up

7.4 Procedures

The Board may designate unrestricted reserves money to cover CAIA's financial responsibility as follows:

- Unrestricted reserves, to enable CAIA to function by meeting contractual obligations in respect of staff salaries, running and legal costs, and client service provision, should represent at minimum three months and at maximum six months charitable operating costs (as calculated on the basis of its annual expenditure).
- Should these reserves fall below the calculated minimum, the Board will take all reasonable steps to raise and designate additional unrestricted funds against the deficit.
- Should these reserves exceed the calculated maximum, the Board will arrange for expenditure of the surplus during the current or following financial year, in line with CAIA's charitable aims.
- No more than 20% of annual income shall normally be allocated to unrestricted reserves.
- No more than £20,000 from the unrestricted reserves shall be expended or accumulated in any one financial year except in a situation where such expenditure is essential to the continued operation of the CAIA during a financial crisis or until an alternative source of income can be resourced or come on stream. Any such exceedance to be specifically agreed by resolution of the Board
- The level of reserves will be reviewed quarterly by the Board.
- The policy will be reviewed annually by the Board and specific minimum and maximum reserve levels set in the CAIA's current and following financial year projections.
- This policy will be included, whether in whole or abridged form, in CAIA's annual financial statements.

The Statement of Financial Activities shows a net surplus for the year of £48,795 (2021: £112,290) and our total reserves as at 31 March 2022 amounted to £471,932 (2017: £423,137).

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

8) FUTURE PLANS

Major challenges and tasks facing CAIA in the coming year include:

- Generate income to sustain services during a difficult economic and funding climate
- Increase CAIA's capacity through diverse forms of fundraising to develop new services and projects
- Deliver services in accordance to relevant quality standards, including Advice Quality Standard, OFSTED and exemption from Office of the Immigration Services Commissioner (OISC) to provide immigration advice
- Continually review the needs of the most disadvantaged and vulnerable sections within the community as well as any new emerging needs and the aspirations of the wider community in order to address these as much as it is feasible within its available resources
- Engage with and maintain good links with local and wider voluntary and statutory agencies and other stakeholders including other Armenian organisations in order to cooperate and collaborate on a mutually beneficial basis and to develop new partnerships
- Encourage and enable volunteers and members to become more knowledgeable, skilled and involved in CAIA for the long-term sustainability of the organisation and as a means of succession planning
- Maintain the physical premises of (Hayashen) it operates from to a high standard
- Complete a review of CAIA's governing documents with the help of external expert advice to ensure that these comply with the latest changes in charity and company law and are also transparent to CAIA's members
- Continue to periodically review and update internal policies and procedures
- Offer quality training, motivate, support and retain staff, volunteers and board members to continue their vital contribution to CAIA's services and governance;
- Undertake annual risk assessments
- Continually review and develop the quality and scope of CAIA's digital profile and website to further develop external interest and support for CAIA services and projects
- Maintain updated IT hardware, software and IT security within the organisation and comply with relevant data protection legislation.
- Seek to further implement back-office systems in order to maximise staff efficiency and provide CAIA with sustainable systems moving forward

9) STRUCTURE, GOVERNANCE AND MANAGEMENT

9.1 Governing document

Centre for Armenian Information and Advice (CAIA) was established on 5 April 2001 under a Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association.

9.2 Charity status

CAIA was registered as a charity on 21 September 2001. CAIA is a charitable company limited by guarantee, as defined by the Companies Act 2006, and is a registered charitable company with the Charity Commission.

9.3 Membership

Membership under the Articles of Association is open to all persons who satisfy the membership requirements. Individual voting members shall have limited liability and corporate members shall have no liability. Every individual voting member of the charitable company undertakes to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up.

9.4 Financial statements

The audited financial statements comply with the Charities Statement of Recommended Practice - Accounting and Reporting by Charities FRS 102 effective January 2019, the Companies Act (2006). The Report of the Trustees and financial statements are submitted to the Charity Commission and Companies House following approval by the membership at the AGM.

10) STRUCTURE, GOVERNANCE AND MANAGEMENT

10.1 Recruitment and appointment of new Trustees

Trustees are appointed under the terms of the Articles of Association. The Trustees consider that having appropriate skills and awareness appropriate to the nature of the work of CAIA is more important than having numerous Trustees. The Trustees actively seek to identify and address gaps in their knowledge and skills in order to ensure the good governance of the charity.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

10.2 Induction and training of new Trustees

The Trustees offer a wide range of skills and experience essential to the good governance of the charity. New Trustees are invited to take part in an informal induction programme. On an informal basis, new Trustees undergo orientation to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association and decision-making process, meet key persons of the charity, and become familiar with the business plan and recent financial performance of the charity. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role and other aspects of CAIA's work. The Trustees review their written procedures in line with all other procedural documents on a regular basis.

10.3 Organisational structure

Governance and accountability of CAIA operates at three levels with clear reporting lines and links. The top level of governance is provided by the Board of Trustees. This is the senior decision-making body of CAIA. Staff and volunteers are led by the CEO, Misak Ohanian, who carries out the day-to-day management of the charity. This work is reviewed and monitored at Board meetings to ensure CAIA is meeting its aims and objectives efficiently and effectively in line with agreed budgets and work programme.

Following is a brief summary of the achievements of the Board of Trustees during 2021/2022:

- Held 12 Board Meetings face to face allowing some Board members to join online due to various circumstances such as health and working from home. Additional meetings were held between the CEO, Chair, Treasurer and Company Secretary in between meetings for the purposes of banking, meeting with funders, accounting and general administration of the charity.
- Offered training opportunities to individual Board Members, staff and volunteers to enable them to become more knowledgeable, motivated and skilled in the operations and management of CAIA including *Induction training for newly appointed trustees, Safeguarding Children & Adults, Befriending, Risk Assessment, Creating infographics and Online reports, Fire Marshall Training, and First Aid.*
- The Board worked diligently on reviewing and improving CAIA's policies and procedures in the Organisation Manual.
- Held a successful AGM in May 2021. Submitted CAIA's audited financial statements to both the Charity Commission and Company House as required.
- Various external functions were attended by Board members to represent the CAIA.
- Continued to make improvements and maintain overall quality standard of the property (Hayashen) for the benefit of visitors, staff and service users, including installing a new more secure digital entry phone system.
- Successfully transferred the Hayashen property to the incorporated CAIA Charity Company thanks to the efforts of Faegre Baker Daniels LLP.
- The CAIA Board of Trustee's expressed their sadness to the unexpected passing of Carol Kilbey and acknowledge her dedicated services to CAIA for over a decade.

10.4 Related parties

The Trustees are aware of the guidance given by the Charity Commission, including the risk posed by transactions with close family members, and are of the opinion that no transactions have arisen concerning related parties other than remuneration paid to Key Management Personal.

11) STRUCTURE, GOVERNANCE AND MANAGEMENT

11.1 Risk management

The Trustees are aware of the major risks to which CAIA is exposed and systems have been established to manage and minimise those risks. Policies and procedures are reviewed annually or more often if there are changes in legislation, and Trustees are made aware of urgent matters between meetings. As part of those procedures, the Trustees established a risk register which is reviewed annually. The main risks are financial, as identified in the annual risk review. The Trustees look to manage financial risks by approving an annual budget, regular consideration of the financial results, variance from budgets and non-financial performance indicators. A key element in the management of financial risk is the setting of a reserves policy.

The Trustees are aware of the short-term nature of the charity's income, which makes long-term planning more difficult. The Trustees are seeking more than ever to diversify the charity's income base including charging for activities and looking at innovative fundraising models.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

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

Risk management- continue

The Trustees also have a duty to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The systems of internal controls for the charity are designed to provide reasonable, but not absolute, assurance against material misstatement or loss.

The Trustees remain confident that the high standard of service and professionalism of the charity's staff continue to place the charity in a good position for the future.

12) TRUSTEES' RESPONSIBILITIES

The Trustees (who are also the Directors of the Centre for Armenian Information and Advice for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland."

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Reappointment of Auditors

The auditors, Cox Costello and Horne, will be proposed for re-appointment at the forthcoming Annual General Meeting.

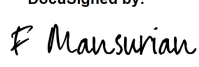
This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

09 December 2022

Approved by order of the Board of Trustees on and signed on its behalf by:

DocuSigned by:

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V Keshishi
Chair, Board of Trustees

DocuSigned by:

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F Mansurian
Treasurer, Board of Trustees

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CENTRE FOR ARMENIAN INFORMATION AND ADVICE

Opinion

We have audited the financial statements of Centre for Armenian Information and Advice (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' 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 charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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 statement, 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 Report of the Trustees.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CENTRE FOR ARMENIAN INFORMATION AND ADVICE

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate 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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We considered the nature of the charity's industry and its control environment and reviewed the charity's documentation of their policies and procedures relating to fraud and compliance with laws and regulations. We also enquired of management, and others within the entity about their own identification and assessment of the risks of irregularities.

We obtained an understanding of the legal and regulatory frameworks that the charity operates in, and identified the key laws and regulations that:

- had a direct effect on the determination of material amounts and disclosures in the financial statements. These included the Trust Deed, tax legislation and Companies Act 2006; and
- do not have a direct effect on the financial statements but compliance with which may be fundamental to the charity's ability to operate or to avoid a material penalty. These included the Charity Commission for England and Wales (Charity Commission) regulations, fundraising regulations and Anti-Money Laundering Regulations (including Proceeds of Crime Act 2002 and Terrorism Act 2000); Child safeguarding, health and Safety Act, employment law, pensions legislation, Charities Act.

We discussed among the audit engagement team regarding the opportunities and incentives that may exist within the charity for fraud and how and where fraud might occur in the financial statements.

As a result of performing the above, we identified the greatest potential for fraud in the following areas, and our specific procedures performed to address them are described below:

- Recognition of grant income: this involves judgement around whether grants have performance conditions attached to them which have to be met before income can be recognised, as well as judgement over whether or not those conditions have been satisfied. On a sample basis, we have assessed the judgements and estimates made by management in the recognition of this income.
- Appropriate allocation of restricted income: there is a risk that restricted income may not have been identified and allocated as such. We reviewed the allocation of income to restricted or unrestricted funds on initial recognition to ensure restrictions were appropriately identified and applied, and we reviewed fund transfers from restricted to unrestricted funds to assess the rationale for those movements.

In common with all audits under ISAs (UK), we are also required to perform specific procedures to respond to the risk of management override. In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments; assessed whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluated the operations rationale of any significant transactions that are unusual or outside the normal course of operations.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CENTRE FOR ARMENIAN INFORMATION AND ADVICE**

In addition to the above, our procedures to respond to the risks identified included the following:

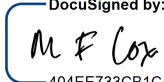
- reviewing financial statement disclosures by testing to supporting documentation to assess compliance with provisions of relevant laws and regulations described as having a direct effect on the financial statements;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- enquiring of management concerning actual and potential litigation and claims, and instances of non-compliance with laws and regulations; and
- reading minutes of meetings of those charged with governance, reviewing correspondence with HMRC and with the Charity Commission.
- Ensuring that testing undertaken on both the Statement of Financial Activity (SoFA) and the Balance Sheet includes a number of items selected on a random basis.

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 Report of the Independent Auditors.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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.

DocuSigned by:



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Michael F Cox BSc FCA (Senior Statutory Auditor)
for and on behalf of Cox Costello & Horne
Chartered Accountants and Statutory Auditors
26 Main Avenue
Moor Park
HA6 2HJ

09 December 2022

Date:

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022

		Unrestricted funds	Restricted funds	31.3.22 Total funds	31.3.21 Total funds
	Notes	£	£	£	restated £
INCOME AND EXPENDITURE					
Donations and Legacies	2	40,280	-	38,850	144,540
Charitable activities	3				
Advice and Information (A&I)		-	46,903	46,903	45,671
Befriending Project (BFP)		-	9,470	9,470	-
Children's/Youth Project (ACPG/YP)		-	16,023	16,023	15,775
Covid 19 Support and Assistance (CSA)		-	36,007	36,007	11,500
Cultural/Educational Expenditure and Library (CEE&L)		-	1,746	1,746	938
Digital Inclusion Project (DIP)		-	36,793	36,793	44,255
Elderly Club/Carers Break (EAP)		-	11,292	11,292	11,292
Health and Care Support Project (H&CS)		-	1,469	1,469	5,084
Household Winter Support (HWS)		-	8,321	8,321	-
Training Programmes (TP)		-	844	844	11,246
Investment Income		57	-	57	157
Total		40,337	168,868	209,205	290,458
EXPENDITURE ON					
Charitable activities	4				
Advice and Information (A&I)		912	42,403	43,315	53,912
Befriending Project (BFP)		-	9,470	9,470	-
Children's/Youth Project (ACPG/YP)		-	14,523	14,523	18,597
Covid 19 support and Assistance (CSA)		-	33,971	33,971	9,930
Cultural/Educational Expenditure and Library (CEE&L)		-	1,746	1,746	-
Digital Inclusion Project (DIP)		-	35,459	35,459	68,893
Elderly Club/Carers Break (EAP)		-	11,292	11,292	10,800
Health and Care Support Project (H&CS)		-	1,469	1,469	2,738
Household Winter Support (HWS)		-	8,321	8,321	-
Training Programmes (TP)		-	844	844	4,932
Fundraising and Publicity		-	-	-	8,366
Total		912	159,498	160,410	178,168
NET INCOME		39,425	9,370	48,795	112,290
RECONCILIATION OF FUNDS					
Total funds brought forward		384,462	38,675	423,137	310,847
TOTAL FUNDS CARRIED FORWARD		423,887	48,045	471,932	423,137

CENTRE FOR ARMENIAN INFORMATION AND ADVICE (REGISTERED NUMBER: 04195084)**BALANCE SHEET
AT 31 MARCH 2022**

	Notes	Unrestricted funds £	Restricted funds £	31.3.22 Total funds £	31.3.21 restated Total funds £
FIXED ASSETS					
Tangible assets	10	221,889	-	221,889	217,031
CURRENT ASSETS					
Debtors	11	-	7,696	7,696	2,328
Cash at bank and in hand		<u>201,998</u>	<u>45,703</u>	<u>247,701</u>	<u>219,856</u>
		201,998	53,399	255,397	222,184
CREDITORS					
Amounts falling due within one year	12	-	(5,354)	(5,354)	(16,078)
NET CURRENT ASSETS		<u>201,998</u>	<u>48,045</u>	<u>250,043</u>	<u>206,106</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>423,887</u>	<u>48,045</u>	<u>471,932</u>	<u>423,137</u>
NET ASSETS		<u>423,887</u>	<u>48,045</u>	<u>471,932</u>	<u>423,137</u>
FUNDS	13				
Unrestricted funds				423,887	384,462
Restricted funds				<u>48,045</u>	<u>38,675</u>
TOTAL FUNDS				<u>471,932</u>	<u>423,137</u>


These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

09 December 2022

The financial statements were approved by the Board of Trustees and authorised for issue on and were signed on its behalf by:

DocuSigned by:

 B071C763C2DD458...
 V Keshishi - Chair

DocuSigned by:

 D7118EEACC97476...
 F Mansurian - Treasurer

REGISTERED CHARITY NUMBER: 1088534

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

1. ACCOUNTING POLICIES**Basis of preparing the financial statements**

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statement in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) – (Charity SORP (FRS 102)), The Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are prepared in sterling. Which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The charitable company has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

Preparation of the financial statements on a going concern basis

The financial statements are drawn up on the going concern basis which assumes that CAIA will continue in operational existence for the foreseeable future. The Trustees have given due consideration to the working capital and cash flow requirements of Charity and consider that the charity's current and forecasted cash resources are sufficient to cover the working capital requirements of the charity for at least 12 months from the date of signing the financial statements.

Critical accounting judgements and key sources of estimation uncertainty

The preparation of the financial statements requires the Trustees to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for income and expenditure during the period. However, the nature of estimation means that actual outcomes could differ from those estimates.

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. Income received in advance of a service is deferred until the criteria for income recognition are met. Income arises in the United Kingdom.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

Interest receivable on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Unrestricted charitable donations are recognised in the financial statements when the charitable donation has been received, or if, before receipt, there is sufficient evidence to provide the necessary certainty that the donation will be received, and the value of the incoming resources can be measured with sufficient reliability.

Donated services, Goods and facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time is not recognised. On receipt, donated services, goods and facilities are recognised as a donation on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022****1. ACCOUNTING POLICIES - continued****Income-Cont'd**

Legacies are accounted for as incoming resources either upon receipt or where the receipt of the legacy is probable. The receipt is probable when: confirmation has been received from the representatives of the estate(s) that probate has been granted, the executors have established that there are sufficient assets in the estate to pay the legacy, and all conditions attached to the legacy have been fulfilled or are within the charity's control. If there is uncertainty as to the amount of the legacy and it cannot be reliably estimated, then the legacy is shown as a contingent asset until all of the conditions for income recognition are met.

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. A further analysis of this expenditure is given in the notes to the financial statements.

- Cost of raising funds comprises the costs of commercial trading and their associated support costs.
- Expenditure on charitable activities includes the costs of the charity's services undertaken to further the purpose of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Tangible fixed assets

Freehold land is not depreciated. Depreciation is provided on other tangible fixed assets at the following annual rates in order to write off each asset over its estimated useful life.

Freehold building	- 0%
Equipment, fixtures and fittings	- 25% on reducing balance
Motor vehicle	- 10% on cost

Freehold buildings are considered to have a residual value substantially in excess of cost and thus no depreciation has been charged. The trustees keep this policy under constant review and are also committed to maintaining the building in an excellent state of repair.

All assets are initially recognised at cost and subsequently carried at cost less accumulated depreciation. The cost of an asset initially recognised includes its purchase price and any cost that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management. The cost of properties is their purchases price together with the cost of improvement works.

Heritage Asset

The charity has a heritage asset in the form of its library. The contents of the library has been built up over a number of years, many of the books and periodicals were gifted. The charity does not have information about the costs and deemed costs of the contents of the library and the trustees have decided not to obtain a professional valuation as they consider the cost of obtaining such a valuation would not benefit the readers of the financial statement nor be a good use of the charity's resources.

Taxation

The charity is an institution which is established for charitable purposes within the meaning of the Charities Act 2011 and as such is a charity within the meaning of Para 1 of Schedule 6 to the Finance Act 2010. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Sections 478-488 of the Corporation Tax Act 2010 (formerly enacted in Section 505 of the Income and Corporation Taxes Act 1988) or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to exclusively charitable purposes. The charity receives no similar exemption in respect of Value Added Tax. For this reason, the charity is generally unable to recover input VAT it suffers on goods and services purchased. The charity is not registered for VAT, as the trustees have taken professional advice and consider the charity's sources of income are exempt from VAT. Irrecoverable VAT is included within the attributable cost under resources expended.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022****1. ACCOUNTING POLICIES - continued****Fund accounting**

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

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.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Transfers are made from unrestricted to restricted funds to cover any overspends on restricted projects during the year where cost will not be met by the funder. Transfers between restricted funds and from restricted to unrestricted funds are made with the permission of the funder.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments including trade and other debtors and trade creditors. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

2. DONATIONS AND LEGACIES

	31.3.22	31.3.21
	£	£
Membership fees	5,458	4,707
Donations	26,151	16,666
Legacy	-	117,079
Gift aid	1,868	3,943
London Legal Support Trust	1,430	-
Other fundraising income	<u>5,373</u>	<u>2,145</u>
	<u>40,280</u>	<u>144,540</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022

3. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.22 £	31.3.21 £
Grants	Advice and Information (A&I)	46,903	45,671
Grants	Befriending Project (BFP)	9,470	-
Grants	Children's/Youth Project (ACPG/YP)	16,023	15,775
Grants	Covid 19 Support and Assistance (CSA)	36,007	11,500
Grants	Cultural/Educational Expenditure and Library (CEE&L)	1,746	938
Grants	Digital Inclusion Project (DIP)	36,793	44,255
Grants	Elderly Club/Carers break (EAP)	11,292	11,292
Grants	Health and Care Support Project (H&CS)	1,469	5,084
Grants	Household Winter Support (HWS)	8,321	-
Grants	Training Programmes (TP)	844	11,246
		<u>168,868</u>	<u>145,761</u>

Grants received, included in the above, are as follows:

	31.3.22 £	31.3.21 £
A2Dominion Group	500	-
Barkev Kassardjian Sis Trust (ACPG/YP)	500	500
BBC Children in Need (ACGP/YP)	9,980	9,875
Benlian Trust (ACPG)	1,000	1,000
Catalyst (Covid 19)	-	500
Church Urban Fund (Near Neighbours' Grants-TP)	-	3,071
City Bridge Trust (A&I)	31,000	31,000
EACH Test & Trace (Covid 19)	6,000	1,000
Young Ealing Foundation (ACPG/YP)	4,543	3,000
Good Things Foundation (CEE&L)	-	938
Jack Petchey Foundation (YP)	1,849	750
LBE (Covid 19-Emergency Grant)	-	2,500
London Community Foundation Wave 3 (TP)	-	8,175
London Community Foundation Wave 5 (Covid 19)	30,007	7,500
London Borough of Ealing (Family Learning)	2,590	-
London Borough of Ealing/Carers Respite/Dementia Concern (EAP)	11,292	11,292
London Borough of Ealing/EAS Mencap (A&I)	4,175	4,175
London Borough of Ealing/Household Winter Support(HWS)	9,790	-
London Youth Microgrant (YP)	-	650
People Health Trust (H&CS)	-	5,084
National Lottery Reaching Community Fund (DIP)	45,172	44,255
National Lottery- Celebration	1,000	-
REAP/HEAR (Support Cost)	-	500
Pathways (A&I)	-	9,996
Voice for Change England (BFP)	9,470	-
	<u>168,868</u>	<u>145,761</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022

4. CHARITABLE ACTIVITIES COSTS

	Direct costs	Support costs (See note 5)	Totals
	£	£	£
Advice and Information (A&I)	40,430	2,885	43,315
Children's/Youth Project (ACPG/YP)	12,639	1,884	14,523
Befriending Project (BFP)	6,042	3,428	9,470
Cultural/Educational Expenditure and Library (CEE&L)	1,474	272	1,746
Covid 19 Support and Assistance (CSA)	3,964	30,007	33,971
Digital Inclusion Project (DIP)	18,779	16,680	35,459
Elderly Club/Carers Breaks (EAP)	7,515	3,777	11,292
Health and Care Support Project (H&CS)	1,469	-	1,469
Household Winter Support (HWS)	6,276	2,045	8,321
Training Programmes (TP)	844	-	844
	<u>99,432</u>	<u>60,978</u>	<u>160,410</u>

5. SUPPORT COSTS

	Charitable activities	Governance costs	Totals
	£	£	£
Support Costs	<u>55,911</u>	<u>5,067</u>	<u>60,978</u>
	Basis of allocation	31.3.22	31.3.21
		£	£
Charitable activities			
Salaries and wages	Estimate of the time	12,051	11,293
Office costs	Based on the needs of the various projects	11,273	34,562
Furniture/equipment	Usage	284	-
Refreshments/catering	Based on the needs of the various projects	1,213	28
Insurance	Based on the needs of the various projects	1,673	1,723
Travel expenses	Based on the needs of the various projects	334	167
Sundry expenses	Based on the needs of the various projects	76	10
Volunteers' expenses	Based on the needs of the various projects	173	13
Subscription/membership	Based on the needs of the various projects	203	251
Depreciation	Based on the needs of the various projects	562	137
Legal and professional	Based on the needs of the various projects	630	5,796
Publications/newsletters	Based on the needs of the various projects	1,262	5,201
Donation (Hayastan All Armenia Fund)	Based on the needs of the various projects	-	3,000
Donation (Humanitarian Aid Relief Trust)	Based on the agreement	350	-
Consultancy/research costs	Based on the needs of the various projects	1,110	250
		<u>31,194</u>	<u>62,431</u>
	Basis of allocation	31.3.22	31.3.21
		£	£
Governance costs			
Auditors' remuneration	Based on the needs of the various projects	3,000	3,000
Bookkeeping/payroll	Based on the needs of the various projects	2,067	843
		<u>5,067</u>	<u>3,843</u>

Office costs include the following items: premises repairs & maintenance, light and heat, water rates, phones/fax, postage and printing.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022****6. NET INCOME**

Net income is stated after charging:

	31.3.22	31.3.21
	£	£
Auditors' remuneration	2,050	2,050
Auditors' remuneration – Other Services	950	950
Depreciation - owned assets	<u>562</u>	<u>137</u>

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

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

8. STAFF COSTS

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

	31.3.22	31.3.21
Advice and Information	1	1
Health Advocacy Project	1	1
Administration and governance	1	1
Digital Inclusion Project Co-Ordinator	<u>1</u>	<u>1</u>
	<u>4</u>	<u>4</u>

No employees received emoluments in excess of £60,000 (2021: nil).

Key Management Remuneration

The key management personnel of the charity comprise the Chief Executive Officer. The total wages of the key management personnel of the charity were £48,207 (2021: £45,173).

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME FROM			
Donations and legacies	144,540	-	144,540
Charitable activities			
Advice and Information (A&I)	500	45,171	45,671
Children's/Youth Project (ACPG/YP)	-	15,775	15,775
Covid 19 Support and Assistance (CSA)	-	11,500	11,500
Cultural/Educational Expenditure and Library (CEE&L)	-	938	938
Digital Inclusion Project (DIP)	-	44,255	44,255
Elderly Club/Carers Break (EAP)	-	11,292	11,292
Health and Care Support Project (H&CS)	-	5,084	5,084
Training Programme (TP)	-	11,246	11,246
Investment Income	<u>157</u>	<u>-</u>	<u>157</u>
Total	145,197	145,261	290,458

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	restated Unrestricted funds £	restated Restricted funds £	restated Total funds £
EXPENDITURE ON			
Charitable activities			
Advice and Information (A&I)	10,209	43,703	53,912
Children's/Youth Project (ACPG/YP)	3,431	15,166	18,597
Covid 19 Support and Assistance (CSA)	1,810	8,120	9,930
Digital Inclusion Project (DIP)	12,556	56,337	68,893
Elderly Club/Carers Break (EAP)	1,968	8,832	10,800
Health and Care Support Project (H&CS)	499	2,239	2,738
Training Programmes (TP)	899	4,033	4,932
Fundraising and Publicity	<u>1,535</u>	<u>6,831</u>	<u>8,366</u>
Total	32,907	145,261	178,168
NET INCOME BEFORE TRANSFERS	112,290	-	112,290
Transfers between funds	217,031	(217,031)	-
NET INCOME	329,321	(217,031)	112,290
RECONCILIATION OF FUNDS			
Total funds brought forward	55,141	255,706	310,847
TOTAL FUNDS CARRIED FORWARD	<u>384,462</u>	<u>38,675</u>	<u>423,137</u>

10. TANGIBLE FIXED ASSETS

	Freehold property £	Equipment, fixtures and fittings £	Motor vehicle £	Totals £
COST				
At 1 April 2021 and 31 March 2022	216,712	46,407	28,277	291,396
Additions	-	5,420	-	5,420
Disposals	<u>-</u>	<u>(45,860)</u>	<u>-</u>	<u>(74,137)</u>
At 31 March 2022	<u>216,712</u>	<u>5,967</u>	<u>28,277</u>	<u>222,679</u>
DEPRECIATION				
At 1 April 2021	-	46,088	28,277	74,365
Charge for year	-	562	-	562
Eliminated on disposals	<u>-</u>	<u>(45,860)</u>	<u>-</u>	<u>(74,137)</u>
At 31 March 2022	<u>-</u>	<u>790</u>	<u>28,277</u>	<u>790</u>
NET BOOK VALUE				
At 31 March 2022	<u>216,712</u>	<u>5,177</u>	<u>-</u>	<u>221,889</u>
At 31 March 2021	<u>216,712</u>	<u>319</u>	<u>-</u>	<u>217,031</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade debtors	3,514	100
Other debtors	39	26
Prepayment and accrued income	<u>4,143</u>	<u>2,202</u>
	<u><u>7,696</u></u>	<u><u>2,328</u></u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade creditors	2,304	4,408
Accrued expenses and deferred income	<u>3,050</u>	<u>11,670</u>
	<u><u>5,354</u></u>	<u><u>16,078</u></u>

Included within creditors is deferred income of £nil (2021: £8,470). Deferred income relates to funds received in advance from Voice 4 Change £nil (2021: £8,470).

13. MOVEMENT IN FUNDS

	At 1.4.21 restated	Net movement in funds	Transfers between funds	At 31.3.22
	£	£	£	£
Unrestricted funds				
General fund	94,250	39,425	4,620	138,295
<u>Designated Funds:</u>				
Building and equipment fund	40,000	-	-	40,000
Contingency fund	33,500	-	-	33,500
Freehold property fund	<u>216,712</u>	-	-	<u>216,712</u>
	384,462	39,425	4,620	428,507
Restricted funds				
Advice and Information (A&I)	-	4,500	(4,000)	500
Capital Expenditure and Building Costs	2,150	-	-	2,150
Children's/Youth Project (ACPG/YP)	-	1,500	-	1,500
Digital Inclusion Project (DIP)	-	1,334	(620)	714
Health and Care Support Project (H&CS)	<u>36,525</u>	<u>2,036</u>	-	<u>38,561</u>
	38,675	9,370	(4,620)	43,425
	<u>423,137</u>	<u>48,795</u>	-	<u><u>471,932</u></u>
TOTAL FUNDS				

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022

13. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	40,337	(912)	39,425
Restricted funds			
Advice and Information (A&I)	46,903	(42,403)	4,500
Befriending and Outreach Project (BOP)	9,470	(9,470)	-
Children's/Youth Project (ACPG/YP)	16,023	(14,523)	1,500
Covid 19 Support and Assistance (CSA)	30,007	(30,007)	-
Cultural/Educational Expenditure and Library (CEE&L)	1,746	(1,746)	-
Digital Inclusion Project (DIP)	36,793	(35,459)	1,334
Elderly Club/Carers Break (EAP)	11,292	(11,292)	-
Health and Care Support Project (H&CS)	7,469	(5,433)	2,036
Household Winter Support (HWS)	8,321	(8,321)	-
Training Programmes (TP)	844	(844)	-
	<u>168,868</u>	<u>(159,498)</u>	<u>9,370</u>
TOTAL FUNDS	<u>209,205</u>	<u>(160,410)</u>	<u>(48,795)</u>

Comparatives for movement in funds

	At 1.4.20 restated £	Net movement in funds restated £	Transfers between funds restated £	At 31.3.21 restated £
Unrestricted Funds				
General fund	34,591	112,290	(52,631)	94,250
Building and equipment fund	-	-	40,000	40,000
Contingency fund	20,552	-	12,948	33,500
Designated funds	<u>216,712</u>	-	-	<u>216,712</u>
	<u>271,855</u>	<u>112,290</u>	<u>317</u>	<u>384,462</u>
Restricted Funds				
Advice and Information (A&I)	-	1,468	(1,468)	-
Capital Expenditure and Building Costs	2,150	-	-	2,150
Children's/Youth Project (ACPG/YP)	-	609	(609)	-
Covid 19 Support and Assistance (CSA)	-	3,380	(3,380)	-
Cultural/Educational Expenditure and Library (CEE&L)	-	938	(938)	-
Digital Inclusion Project (DIP)	-	(12,082)	12,082	-
Elderly Club/Carers break (EAP)	-	2,460	(2,460)	-
Health and Care Support Project (H&CS)	36,842	2,845	(3,162)	36,525
Training Programmes (TP)	-	7,213	(7,213)	-
Fundraising and Publicity (FP)	-	(6,831)	6,831	-
	<u>38,992</u>	<u>-</u>	<u>(317)</u>	<u>38,675</u>
TOTAL FUNDS	<u>310,847</u>	<u>112,290</u>	<u>-</u>	<u>423,137</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022

13. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended restated £	Movement in funds restated £
Unrestricted funds			
General fund	145,197	(32,907)	112,290
Restricted funds			
Advice and Information (A&I)	45,171	(43,703)	1,468
Children's /Youth Project (ACPG/YP)	15,775	(15,166)	609
Covid 19 Support and Assistance (CSA)	11,500	(8,120)	3,380
Cultural/Educational Expenditure and Library (CEE&L)	938	-	938
Digital Inclusion Project (DIP)	44,255	(56,337)	(12,082)
Elderly Club/Carers Break (EAP)	11,292	(8,832)	2,460
Health and Care Support Project (H&CS)	5,084	(2,239)	2,845
Training Programmes (TP)	11,246	(4,033)	7,213
Fundraising and Publicity (FP)	-	(6,831)	(6,831)
	<u>145,261</u>	<u>(145,261)</u>	<u>-</u>
TOTAL FUNDS	<u>290,458</u>	<u>(178,168)</u>	<u>(112,290)</u>

Purposes of restricted funds

These funds are held to further charitable activities as explained in the Report of the Trustees'.

Purposes of Designated funds

Building and equipment fund: Building and equipment fund – The trustees have designated funds to enable the charity to preserve the high-quality condition of the Charity's freehold property, to fund any legal issues if they arise in relation to that building and to replace the charity's other fixed assets as and when they reach the end of their economic lives.

Contingency fund: The Trustees have designated funds to enable the charity to function if adversely affected by unforeseen circumstances. This fund would allow the charity to meet contractual obligations in respect of staff salaries, running and legal costs and client service provisions.

Freehold property fund: This fund represents the carrying value of freehold property. The Trustees consider that the property is critical for the operation of the charity and thus feel that it is appropriate to 'ringfence' the reserves represented by this asset.

Transfers between funds

During the year subsidies were made between restricted funds in the amount of £nil (2021: £39,857) in order to cover support costs arising on individual projects in the 2021/22 financial year.

During the year a transfer made between general fund to contingency fund £nil (2021: £12,948) in accordance with the reserves policy.

During the year a transfer made between general fund to building and equipment fund £nil (2021: £40,000).

During the year transfer made between restricted funds to general funds in the amount of £4,620 (2021: £nil) in order to correct the misallocation of fund balances in the 2021/22 financial year.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022****14. RELATED PARTY DISCLOSURES**

Other than key management Compensation disclosed in Note 9, there were no related party transactions for the year ended 31 March 2022 nor for the year ended 31 March 2021.

15. DEFERRED INCOME

	31.3.22	31.3.21
	£	£
Balance as at 1 st April	8,470	-
Amount released to income in the year	(8,470)	-
Amount deferred in the year	<u>-</u>	<u>8,470</u>
Balance as at 31 st March	<u>-</u>	<u>8,470</u>

16. CONTINGENT LIABILITY

If the charity's freehold property is disposed of within a period of 80 years from 2004, then a refurbishment grant received would become repayable amounting to £144,919. The trustees have no plan to dispose of the property considering the property to be vital to the operations of the charity.

17. RECLASSIFICATIONS AND COMPARATIVE FIGURES

Historically, the charity recognised the net book value of its tangible fixed assets as a restricted fund. The Trustees have reconsidered the appropriateness of this policy and have determined that it would be more appropriate to classify the net book value of the charity's freehold property as a designated fund. This resulted in an adjustment to the charity's reserves as at 1 April 2020, resulting in £216,712 being reclassified as unrestricted. Equipment with a net book value of £319 was also reclassified as unrestricted, but is not part of the designated fund.

18. HERITAGE ASSETS

CAIA library is a major resource centre, which documents the history, culture and other subjects related to Armenians. The library holds a wealth of material relating to the Armenian history, people, literature, art, politics, Armenian Genocide and language.

Library opening hours are from 9:00 – 16:00 by appointment.

CAIA have adopted criteria to ascertain whether an item should be acquired or not. These are as follows:

- Author may be Armenian
- Topic must relate to Armenian matters
- Materials should relate to Armenia or Armenians

The materials so far held by the CAIA is in the form of books, journals, maps, photographs, paintings, newspapers, newsletters, calendars, DVDs, CDs, cassettes, videos, and various other artifacts relating to Armenia or Armenians. Collection materials are classified and kept for permanent preservation. Any item held which is not deemed to be suitable for the CAIA will be returned to the donor or by request of the donor will be disposed of by the CAIA. The CAIA does not generally purchase items from the public. However, in very rare cases if they are considered extremely important to the aims of the library, CAIA will consider making purchases in exceptional circumstances.

The detailed cataloguing of the library is an on-going process.

19. COMPANY LIMITED BY GUARANTEE

The charitable company is limited by guarantee and has no share capital. Every member of the company undertakes to contribute to the assets of the company in the event of its being wound up, for payments of the debts and liabilities of the company, such amount as may be required, not exceeding £1.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022**

	31.3.22 restated £	31.3.21 restated £
INCOME		
Donations and legacies		
Membership fees	5,458	4,707
Donations	26,151	16,666
Legacy	-	117,079
Gift aid	1,868	3,943
Other fundraising income	<u>5,373</u>	<u>2,045</u>
	38,850	144,440
Investment income		
Deposit account interest	57	157
Charitable activities		
Statutory grants	27,847	18,067
Grants from trusts	<u>142,451</u>	<u>127,794</u>
	<u>170,298</u>	<u>145,861</u>
Total incoming resources	209,205	290,458
EXPENDITURE		
Charitable activities		
Wages	85,532	78,726
Social security	7,984	3,216
Subcontractor labour	10,380	9,040
Publications/newsletters	-	2,604
Furniture/equipment	-	552
Refreshments/catering	570	1,761
Events and outings	6,905	5,775
Minibus	2,158	2,147
Travel expenses	905	1,540
Training	678	2,030
Sundry expenses	1,370	1,391
Volunteers' expenses	1,354	648
Digital communications/zoom/web	1,080	670
Subscription/membership	559	555
Compliance costs	114	1,239
Household Winter Support	<u>4,560</u>	-
	124,149	111,894

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

England & Wales - Charity number 1088534

Accounts

REGISTERED COMPANY NUMBER: 04195084 (England and Wales)
REGISTERED CHARITY NUMBER: 1088534

REPORT OF THE TRUSTEES AND
AUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021
FOR

CENTRE FOR ARMENIAN INFORMATION AND ADVICE
(A COMPANY LIMITED BY GUARANTEE)

Cox Costello & Horne
Chartered Accountants and Statutory Auditors
26 Main Avenue
Moor Park
HA6 2HJ

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

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FOR THE YEAR ENDED 31 MARCH 2021

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CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2021

TRUSTEES	V Keshishi - Chair S Grigorian F Mansurian, Treasurer V Nicholls K Alexanian, Secretary R M Anooshian	Re-elected 22 May 2021 Retired 22 May 2021
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Trustees retiring by rotation

One third of the Directors shall retire from office, being those who have been longest in office as Directors. The retiring Directors shall be eligible for re-election.

COMPANY SECRETARY	K Alexanian
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REGISTERED OFFICE	Hayashen 105A Mill Hill Road Acton London W3 8JF
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REGISTERED COMPANY NUMBER	04195084 (England and Wales)
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REGISTERED CHARITY NUMBER	1088534
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AUDITORS	Cox Costello & Horne Chartered Accountants and Statutory Auditors 26 Main Avenue Moor Park HA6 2HJ
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CHIEF EXECUTIVE OFFICER	M Ohanian
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PRINCIPAL BANKERS	HSBC 281 Chiswick High Road Chiswick London W4 4HJ
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WEBSITE	www.caia.org.uk
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CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

The trustees who are also Directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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).

1) OBJECTIVES AND ACTIVITIES

1.1 Mission statement

The Centre for Armenian Information and Advice (CAIA) seeks to enhance the quality of life for disadvantaged members of the Armenian community in London, specifically those in poverty, isolation and distress. The charity supports their diverse needs through the provision of welfare, education and cultural services at a welcoming centre for all Armenians.

1.2 Aims

CAIA exists primarily to relieve poverty, sickness and distress amongst the 18,000-20,000 strong Armenian communities in the UK and those connected with Armenians. Another prime aim is to advance the education of Armenians in London.

These aims are pursued through the following main strands of work:

- Information, advisory and advocacy services for refugees, senior citizens, carers, women, disadvantaged Armenians and those connected to them on issues such as immigration, housing, health and welfare rights
- Specific social, educational and supportive activities for children and young people
- Cultural events, publications and resources

During 2020/2021, CAIA provided a wide range of relevant services to diverse age groups and disadvantaged circumstances within the Armenian community in London. In particular, organisation provided:

- Advice, information and integration support for refugees and migrants, senior citizens and unemployed people
- A vibrant health and wellbeing programme
- Pre-school services for parents and Toddlers, and activities over School Holidays
- A weekly social club for older people and respite provision for Carers
- Mini-bus transportation enabling frail elderly people to access CAIA services
- After school Youth Club and outings for teenagers;
- Diverse inter-generational social, cultural and educational training events and lectures
- A library comprising Armenian community archives and multilingual literary resources
- Networking and co-operation with voluntary and statutory organisations on common areas of work in order to promote the needs of disadvantaged Armenians

1.3 Statement of public benefit

The objectives and activities, and achievement and performance sections of this report set out the activities that CAIA undertakes for the public benefit.

The Trustees confirm that they have complied with the duty in section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission in determining the activities undertaken by the charity.

Many of CAIA's beneficiaries have very limited financial means. Access to activities or services are offered at highly discounted rates or free of charge in certain cases.

The Trustees make the following observations on two key principles of public benefit.

- 1: There must be an identifiable benefit or benefits and it must be clear what the benefits are; and the benefits must be related to the aims; and the benefits must be balanced against any detriment or harm
- 2: Benefit must be to the public or a section of the public; and the beneficiaries must be appropriate to the aims; and where the benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted by geographical or other restrictions; or by the ability to pay any fees charged; and people in poverty must not be excluded from the opportunity to benefit; and any private benefits must be incidental

A number of private benefits do necessarily arise from the activities of the charity. In particular, the charity finds it essential to employ and remunerate staff. Individual members of the charity will benefit in the widest sense from the activities they undertake. Private benefits are purely incidental as they are a necessary by-product of carrying out the charity's aims.

OBJECTIVES AND ACTIVITIES

1.4 Grantmaking

CAIA is not a grantmaking charity but may act as intermediary between grantmaking organisations such as London Boroughs of Ealing and Hounslow and the individuals who benefit from the grants.

1.5 Volunteers

Volunteers help out at many of the charity's activities and represent the charity at various meetings in the borough. Many of the charity's participants have continued to become volunteers at sessions, which in turn give them valuable experience. CAIA's volunteers make a vital contribution to the charity, enabling the charity to provide many more activities than the charity could otherwise do.

2) ACHIEVEMENT AND PERFORMANCE

2.1 Charitable activities

Below is a summary of the charity's activities and services carried out in 2020/21, which was overshadowed by the Covid-19 pandemic and several lockdowns which dramatically increased the fear, anxieties, financial situation and food poverty experienced by a number of our service users. Despite this pandemic, our local knowledge and commitment to our community enabled us to adapt not only our services and the way we delivered these during the pandemic in compliance with government/NHS guidelines successfully, but also demonstrated our resilience in the face of other external factors which threatened to overshadow our organisation and community. Namely, the emotional stresses/trauma of the war between Armenia and Azerbaijan during September and October 2020, as well as with the explosion in Beirut in an area where large numbers of Armenians live. Many of our service users have family and friends in the UK who were impacted by these events. Armenians continue to experience inter-generational trauma as a result of the 1915 genocide and the 44-day conflict only came to reinforce these feelings of guilt, mental anguish and helplessness.

3) WELFARE PROGRAMME

3.1 Advisory support service

CAIA continued to deliver vital advisory and integration services for marginalised Armenians and those connected to them, many of them refugees or newly arrived migrants and others subsisting on low incomes. As a result, culturally sensitive information and practical support was provided to more than 441 people who were born in 25 different countries. This work led to reductions in poverty, improved housing, economic circumstances and increased resilience among these beneficiaries. The majority of those supported were residents of the London Borough of Ealing (205), followed by Hounslow, Hammersmith & Fulham, Brent, Hillingdon, Newham, Islington as well as others further afield.

CAIA's Advisory Support service is quality marked and OISC (Office of the Immigration Services Commissioner) audited and operated 240 days during the year, providing face-to-face, phone and e-mail support to all Armenians and those connected with them irrespective of background, gender, faith, age, sexual orientation, political views or disability in a safe, secure and welcoming environment in accordance to CAIA's Equalities and Diversity Policy. The majority of clients were from the countries of the former Soviet Union, Eastern Europe and socially unstable parts of the Middle East including Iran, Iraq, Syria, Lebanon and Turkey.

During the year, despite the pandemic disruptions, CAIA's Advice Officer Arthur Manouk Cahill progressed cases until resolved in accordance with the Advice Quality Standard (AQS) for Housing with Casework, Welfare Benefits with Casework, Immigration Casework Level 1.

CAIA's Advice Officer intervened, liaised and entered into regular dialogue with various statutory and non-statutory bodies to address diverse barriers they experience in accessing services, improving communications and generally assisting clients to resolve their pressing problems. This involved completing forms, writing letters on behalf of clients, providing letters of support, making referrals, social housing applications online, telephone calls, sending e-mails, and interpreting and translating vital information for clients.

During the reporting period, a total of 6,681 instances of bespoke advice and interventions were provided to clients, which resulted in improvements of living standards, increased awareness about rights and confidence to live and manage independently in UK. The charity received positive feedback from more than 63 people via formal questionnaire as well as several heart-warming letters of thanks from service users during the year.

In addition, CAIA has maintained excellent working relationships with various statutory agencies, organisations and decision makers including several West London local authorities, the Department for Work and Pensions (DWP), Job Centres, West London MPs, councillors and local specialist law firms and solicitors.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

ACHIEVEMENT AND PERFORMANCE

Charitable activities

3) WELFARE PROGRAMME

3.1 Advisory support service – continued

The charity helped clients obtain over £360,860 (£338,100 in 2019/20) in entitlements. Some of the most significant achievements of the service include that:

- 39 people within 16 households benefitted from Universal Credit. This involved not only them gaining Universal Credit but also shown how communicate online with their local authorities following the increased digital rollout. The Universal Credit contributed towards their rent costs, which ensured that they did not become homeless.
- 5 people in 2 households benefited from Housing Benefit.
- 19 people within 5 households received Discretionary Housing Payment.
- 3 people within 1 household received help with a Local Welfare Assistance payment.
- 8 people within 6 households benefitted from Council Tax Support.
- 6 people within 2 households benefitted from a Warm Home Discount payment.
- 9 people within 4 households benefitted from Pension Credit and State Pension.
- 8 people within 3 households benefitted Personal Independence Payments.
- 2 people within 2 households benefitted from Attendance Allowance.
- 10 people within 3 household benefitted from Tax Credits, Child Benefit/Child Tax Credit.
- 2 people within 2 households benefit from a Bereavement Payment.
- 22 people within 21 ill and low-income households directly benefitted from payments totalling £6,850.00 over the Christmas period from the *Armenian Poor Relief Society* as a result of recommendations from CAIA.
- 4 people within 1 household benefitted from cancelled and refunded NHS charges of £4,348.81 in respect of urgent medical care.
- 2 people within 1 household benefitted from recovered wages.
- 4 people in 1 household benefitted from a £4000 student scholarship thanks to CAIA's reference.
- 2 people within 1 household benefitted from £3,000 bail bond to enable travel to England.

Additionally, non-financial support was provided, resulting in:

- 24 people on low income from 15 households benefitted from various utility bill reductions such as with pay bills online, migrating to cheaper tariffs, cheaper water services through the "Watersure" Discount Scheme.
- 31 people accepted / obtained improved banding on the Locata scheme / avoid homelessness / obtain a combination of permanent and temporary housing / benefitted from improved living conditions / housing repairs.
- 4 people within 1 household benefitted from help in opening a bank account.
- 2 people obtained a visitor visa.
- 4 people obtained a Home Office Travel Document.
- 15 people obtained EEA settled/pre-settled status, indefinite leave to remain /permanent residence / leave to remain / spouse settled status.
- 17 people obtained their *Life in the UK Test* /British citizenship /obtained /renewed their British and non-British passports. 1 person obtained their Biometric Residence Permit and 3 people cancelled their lost passports.
- 9 people were helped to enrol and improve their English language to improve job prospects and 4 people obtained permission to work in the UK / obtain a national insurance number /have their international qualifications recognised in the UK through UK NARIC (recently changed to UK ENIC)
- 7 people found work as a result of being helped with their CV/volunteering opportunities. Provided a reference for a household to access pro-bono legal advice from Central London Law Firm, *DLA Piper*.
- 3 disabled people helped successfully gain a blue badge / freedom pass / Over 60s Oyster/ apply for subsidised travel though the Dial A Ride / London Taxi Card Schemes / referred for additional support.
- A mother with 2 children was helped to secure a nursery place /free school meals /Healthy Start Vouchers.
- Translated official documents from Armenian into English benefitting 44 people.
- Encouraged and helped 50 people who were digitally excluded, elderly or illiterate to successfully complete their *2021 Census* online. CAIA was awarded a Recognition Certificate for this by Census organisers.
- 100% of advisory service users based on feedback questionnaires were satisfied with the professional knowledge and efficiency of the advisor and felt more knowledgeable, confident, less stressed and better able cope with their problems.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

3) WELFARE PROGRAMME

3.1 Advisory support service – continued

These comments included:

- *The service was friendly, official and efficient. I felt at ease during what is a very stressful time.*
- *I am really happy. The service was excellent. I feel that I have been listened to and my problem is less of a burden.*
- *CAIA is very important, not only for my family, but all Armenian here in England, especially those who do not speak English.*
- *I was approaching retirement age when I was made redundant due to the Coronavirus. CAIA provided me with helpful guidance as to what is available for me next.*
- *Very helpful with providing information jobs, employment rights, pension entitlements, tenancy rights as I had problem with my neighbour.*
- *The service helped me a lot. I even heard of it when we were in Yerevan.*
- *My dad passed away and I find the centre very helpful with paperwork and advice.*
- *Without the CAIA, I would have nowhere else to go as an Armenian. I do not have any money and rely on help from the community. CAIA is central to this Community.*
- *I became more confident when I came to CAIA. This makes me more than happy to ask the CAIA's help again for the next step in my life journey here in England.*
- *I have been living in Ealing for 40 years, the CAIA have been here for most of this time. Ealing is my local Borough and I am happy that the only CAIA is located here. I am isolated where I live and having the only Charity dedicated to our community locally here helps me keep going.*
- *I have tried various lawyers; however, I have run out of money to pay them. Charities closer to where I live helped, but only with printing. There is no other Charity that I know of in London which helps Armenians. I feel that this is my home.*
- *There is nowhere else that I could go in London dedicated for Armenians. I'm really grateful that such a service exists for our Community here. It was professional didn't cost me anything financially. My mind is now at rest that there is somewhere to turn in an emergency where they speak my language and understand my problems as an immigrant.*
- *Without CAIA, Life would be awful as an Armenian struggling to survive in London. We would be really isolated. almost impossible to resolve any problems with settling into life here in UK.*
- *The CAIA are advocating and making my voice be heard, because without them, the landlord was simply ignoring my cries for help.*
- *There is really nowhere else to go, especially as an Armenian. The Citizen's Advice are closed at this time, they don't speak my language, so it is difficult to explain my issues.*
- *There is no other service available to Armenians. I trust the CAIA and how it supports our community.*
- *I tried my GP Surgery, they were no good. The CAB who fobbed me off. Essentially, there are no services available to me now at this difficult time.*

Below are some case studies about those who benefited from CAIA's advisory services in 2020/21.

Housing /immigration/Welfare Benefits: Mr A is 71, came to North London with his wife from Ukraine 8 years ago to join their only daughter who is married to an EEA citizen. They are existing clients of the CAIA Advisory Service. Prior to BREXIT, we helped them settle as part of an EEA family and claim Pension Credit when he became eligible. In 2018, his wife passed away after a lengthy battle with cancer which effected the whole family. Up until then, he, his wife, daughter and son in law and their two young children all lived under one overcrowded roof. The bereavement and the overcrowded accommodation during the pandemic led to the deterioration of his relationship with his daughter who had lost her job. In 2020, we helped Mr A secure sheltered accommodation. To achieve this CAIA worked closely with Mr A and his daughter by providing supporting letters and undertaking a range of interventions. Considering the fragility of his EEA status and BREXIT, Mr A has since sought to apply for British Citizenship. In view of his age, Mr A was exempt from English language and Life in the UK Tests. CAIA's Advisory Service guided his daughter through the application process and mandatory documents necessary for the application to be a successful. Mr A has subsequently attended his Citizenship ceremony and was awarded British citizenship.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

3) WELFARE PROGRAMME

3.1 Advisory support service – continued

Housing and benefits: Mr R who is in his 60s was unable to return to his mortgaged matrimonial home following the marriage breakdown in 2020. He took to alcohol and his mental health deteriorated. He subsequently lost his job. He moved into the Sheltered home where his 80+ year old mother resides in LB of Ealing. She could not look after both her care needs and his or has the skills to navigate the challenges her son was facing. She approached the CAIA's Advisory Service and they advocated successfully after many attempts with the Council for Mr R to obtain temporary accommodation. An application was also made for Housing Benefit to help with rental cost. Arrears continued to accumulate to the extent that eviction was threatened. The CAIA Advisory Service continued to advocate and succeeded in getting Mr R's rent arrears cleared and housing benefit into payment. A number of referrals were made for support with mental health services. His housing case continues. A further application was also made for financial support for Universal Credit, however this is an online benefit requiring digital skills which Mr R does not possess or is in a state of mind to learn or manage. Thankfully, a friend of Mr R intervened and liaised with CAIA to help manage his Universal Credit account. Despite the mental capacity and circumstances of Mr R, DWP showed no flexibility toward him and it was only after several / multiple applications to the DWP, followed up by a complaint by CAIA that the Universal Credit application was successful. The CAIA Advisory Service continues to advocate for more permanent housing for Mr R. The case continues.

Housing/immigration/Welfare Benefits: Ms Y is a 36-year-old woman and mother of two children under 5 who attends CAIA's Parents & Toddler group. We have previously helped her with her immigration status as a dependent partner. In 2020, she left her matrimonial home with her children as a result of an abusive husband. We helped her during this crisis, finally securing private rented accommodation, together with housing and welfare benefits. Earlier in 2021, she became the victim of crime by having her handbag stolen, with her personal banking details and passports inside. She approached the CAIA Advisory Service who intervened by informing the bank, and subsequently advocated with the Home Office in order to successfully issue replacement passports. As the lockdown restrictions eased and children were encouraged to return to formal education, the CAIA Advisory Service helped Ms Y with securing nursery vouchers and registering the children with a local nursery. Additional complications arose due to the fact that Ms Y was benefit capped, resulting in Universal Credit making deductions from her rent award. The result of this was to push her into rent debt. She had to increasingly rely on the weekly CAIA food packs we received from the *Felix Project* and *City Harvest Trust*. She was able to use her Universal Credit basic award money to maintain rental payments. This was however unsustainable in the medium and long term. Following a referral, Ms Y received 1-2-1 professional career guidance advice and produced a new CV. This enabled her secure part time work to subsidise the negative effects of the benefit cap. The CAIA Advisory Service further advocated with the Council for her to be successfully awarded a Discretionary Housing Payment, which compensated for the shortfall of the rental award. Her journey continues.

3.2 Health and Care Service

Supporting Carers & Cared-for

In a normal year, CAIA organises 48 sessions of its Friday Elders Club/Carers respite provision which is part of the *Carers Pathways Consortium* funded from Ealing Council. Normally respite and short breaks are provided for Carers so that the people they look after are provided with free door to door transport by CAIA's minibus so that they enjoy lunch and stimulating social activities in a safe, secure, and trusted setting. The break enables the Carers to have some time for themselves to do routine activities such as go shopping, see their GP's, the hairdresser or something else they need to do.

However, between March 2020 and March 2021, there were three lock-downs due to the COVID-19 pandemic which meant that CAIA had to adapt its operations three times, restructuring the way it delivers its service for the Armenian community and same time comply with government regulations. The pandemic was a particularly difficult and anxious time for vulnerable older people who had to self-isolate and protect themselves from the pandemic. CAIA recognised the negative impact this was having so it suspended its popular and vital weekly lunch club three times which many older/disabled people and carers rely on for respite. At each time CAIA organised weekly deliveries of free food parcels to those who were self-isolating or housebound. Due to the limited number of volunteer drivers, we prioritised those who were unable to shop, cook and were struggling on their own due to the lock-down. Where we could not help directly, we referred the vulnerable to local food banks, other charities and other local councils to help.

CAIA helped form the *ACEMC (Armenian Community Emergency Management Committee)* which delivered over 690 food parcels to 161 vulnerable Armenian households who were residents across the following London boroughs such as Ealing, Hounslow, Kensington, Brent, Southwark, Hammersmith & Fulham.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

3) WELFARE PROGRAMME

3.2 Health and Care Service – continued

We are grateful for several volunteers and food provided by the *Felix Project*, *City Harvest*, *Ealing Food Bank*, *Morrisons* supermarket Acton amongst others.

Additional support came from DEFRA thanks to a successful consortium bid led by the Young Ealing Foundation. From the start of the pandemic, CAIA became also part of the “*Ealing Together*” umbrella agency composed of various statutory agencies such as Ealing Council, Ealing CCG, DWP and many voluntary and community groups who stayed in touch regularly to ensure that government messages to stay indoors in order to protect the NHS and save lives, were being implemented practically at grassroots level. CAIA also contributed to the Mayor of London’s “*London Together*” initiative by contributing to various surveys and consultations, including about how we all can rebuild better.

Needless to say, CAIA’s annual seaside outing and Christmas party in December 2020 were cancelled.

The drop-in sessions of CAIA’s Mental Well Being group took place weekly online via *Google Meet* and ensured that during those difficult and uncertain times people had the space to talk with each other and offer mutual support. A regular theme of the discussions was how to cope with the negative impact of COVID-19 such as anxiety, stress and staying indoors. This project came to an end in 2020 with an excellent evaluation report entitled *People’s Health Trust: Active Communities publishes Case Study of CAIA’s Armenian Mental Wellbeing Project*. The report can be read online via the following link <https://caia.org.uk/peoples-health-trust-active-communities-publishes-case-study-of-caias-armenian-mental-wellbeing-project/>

4) EDUCATION AND TRAINING

4.1 English for Beginners

During 2020/21, CAIA in partnership with Acton based *Global Skills Training Limited* delivered free English language classes twice a week at Hayashen. Despite the various lockdowns, students managed to successfully gain City & Guilds Functional Skills qualification in English at Entry 1. In addition, with this qualification, some students have now progressed and found work or are taking further adult classes elsewhere.

4.2 Digital Inclusion project

Thanks to 3-year funding from *The National Lottery Community Fund - Reaching Communities England*, CAIA successfully delivered its first-year work programme despite the fact our work was overshadowed by the Covid-19 pandemic and several lockdowns. The funding and activities came at a very opportune time because sections of the Armenian community already suffered severely from digital exclusion which was greatly exacerbated by the pandemic. The flexibility of offering 1-2-1 digital support/learning was very welcome providing support and attracting learners during the height of the pandemic. Considerable time, effort was also provided for learners to use *Zoom* and *Google Meet* so that 1-2-1 sessions could take place remotely without the necessity of having to travel during the lockdown. Enabling remote appointments and support was no mean task as this took place not just in English but also in the Armenian and Russian languages. Most of the 72 project beneficiaries were multilingual and born in various countries and resident of several London Boroughs.

The key achievements of the project included:

- 43 learners enrolled to *Learn My Way* online platform to learn modules such as *Online Basics* (introduction to basic IT skills, using the internet, using the search engines for the information)
- *How to stay safe online*.
- *Office Programme (creating Word Documents, Excel sheets) on smart phones and tablets*.
- *Using a Computer or a Device* (using a mouse, a keyboard, a touchscreen)
- 26 took part in the *Good Things Foundations Make It Click* employability improvement project completing 90 modules.

+ Learners becoming more knowledgeable and skilled in using for example.

- Google email/apps such as calendar, Google meet, sending attachments, etc.
- Using new digital skills to gain qualifications such as in *Food Hygiene* and used UK NARIC Comparability Certificates service.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

4) EDUCATION AND TRAINING

4.2 Digital Inclusion project – continued

- + Learning becoming more confident in
 - Engaging with statutory such as NHS, local authorities, DWP, TfL, HMRC securely. Evidence of this is that some started to make appointment online, registered with a GP, opened Oyster Card accounts, wrote letters to MPs, made their view known in local online consultations/petitions about issues affecting them locally, etc. The confidence gained enabled them to also use private services such as online banking/shopping.
- + Learners improving employment prospects
 - 16 unemployed people, mainly women benefited from a 6-day training March-April 2021 in a Covid safe environment. The training covered the following topic:
 - o Using a Computer or a Device
 - o Using the Internet and Online Forms
 - o Using Google Apps
 - o Using Office Programme
 - o Using Social Media
 - o Online Safety
 - o E-commerce

As a result, they were able to create *LinkedIn* profile online, improved their CV, learned how to apply for jobs online, use online career advice service as well as improved their social media communication skills. Several also found employment or volunteering places with CAIA and elsewhere to gain work experience using their digital skills.

- 100% of learners who took part in feedback survey said they were much more confident in using digital communications.

Comments from the survey included:

- o *I appreciate for all I have learned today, especially about how to use my smart phone.*
- o *I am able to recognise and deal with online risks; less anxious /more confident when communicating online because I know how to protect my personal data online.*
- o *I have gained access to information on Ealing Council, NHS, CAIA websites as a result of learning to use the internet.*
- o *The most important skills I learned is to do job search online and fill in application forms and attach a CV and accompanying letter.*
- o *I have learned how to do online shopping, banking, exercise my consumer rights, arranged my utility bills.*
- o *I learned how to upload my homework online.*
- o *I have applied for another broadband company via online chat, something which I could not do before.*

4.3 Pre-School Learning Provisions and Summer Holiday Project

The Armenian Community Pre-School Group (ACPG) drop-in provision operates twice weekly in the mornings. Sixty children from diverse backgrounds including those low income, ethnically mixed and/or single parent families attended 340+ times. This was lower from previous years due to the Covid-19 Pandemic lockdowns. Despite these 80 sessions were held during 2020/2021, including several online during the first lockdown between April until the end of July 2020 which made it harder to keep records /register their details as some new children/parents joined occasionally, some for the first time who live outside London. The online sessions during the first lockdown ensured that social interactions were maintained, under 5's continued to learn, play and sing together to keep spirits high, helped reduce parents and children's anxieties, fears and stress of staying indoors during uncertain times.

Once it was safe to do so, the ACPG restarted to operate at Hayashen within social distancing guidelines in a safe and secure environment. The ACPG helps to sustain cultural heritage through multi-lingual learning, play and preparation for nursery school. The CAIA charity wishes to acknowledge and thank *The Benlian Trust* and the *Barkev Kassardjian Sis Trust* for their support for this work.

The Pre-School provision continued to maintain its voluntary registration with OFSTED and offered various training to staff and parents such as safeguarding and first aid.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

4) EDUCATION AND TRAINING

4.3 Pre-School Learning Provisions and Summer Holiday Project– *continued*

The annual ACPG Christmas party was cancelled in 2020 due to the pandemic and a much shorter scaled down summer holiday activities took place.

We are grateful to our group leader Armine Sargsyan for her hard work throughout the year and to all the dedicated parents who brought their children regularly to our Parents and Toddler Group.

4.4 Hayashen Armenian Youth Club (HAYC)

Thanks to funding from *BBC Children in Need* and despite the disruptions caused by the Covid-19 Pandemic lockdowns CAIA's Youth Club sessions took place 19 times, majority after school sessions in a safe, secure environment at Hayashen but some online during the lockdowns.

These created opportunities for young people to engage and socialise with each other, share positive experiences, and engage with our youth worker Venetia Abrahamian as well as invited guest speakers who led a variety of interactive workshops on various topics. These included:

- Discussion on the lock-down.
- Interactive virtual talent show,
- Online Games session
- Online Quiz games
- Animation
- Social & Emotional Well-being
- Photography
- How to stay safe during the pandemic
- Famous Quotes,
- Presentation about Mandala
- Presentation to Jack Petchy Young Achievers award winners. We are very proud to be part of the *Jack Petchey Foundation's* Youth Achievement Award scheme. The scheme recognises young people for their achievements. During the reporting period three young people were nominated by HAYC for this prestigious award on the basis of their various achievements in school, sports and arts.

Free snacks and soft drinks are also provided with young people encouraged to sit and have supper together in a spirit of sharing and cooperation. Throughout these youth club workshops, the young people played a dynamic role in their own learning, offering ideas, asking questions and generally engaging positively in the workshop discussions.

In addition, the youth club offered enjoyable recreational activities such as Armenian TV, pool; table tennis, table football, board games arts and crafts. Young people were also encouraged to organise their birthday parties at the Club, which created shared memories, enabling new friendships.

Other activities/outings included:

- All-day visit by coach to *Legoland* in August 2020.
- All-day Go-Karting Fun Day at *Brentwood Raceway* during October 2020 half term school holiday. The group travelled by Coach from CAIA, Acton in the morning and returned late tired but happy.
- As the theatres were closed, we held two shows at CAIA within government guidelines.
On 17th April 2021- Entertainer Mr Kev Orkian inspired young people with the challenge of growing up as a young Armenian in London, played the piano, told jokes for 90 minutes to 22 young people with another 78 views subsequently online. (Live streamed on CAIA's YouTube channel)
29th May 2021- ALADDIN Panto was performed at CAIA enjoyed by 45 youth in attendance with another 55 views subsequently online. (Live streamed on CAIA's YouTube channel)

Throughout the year, HAYC:

- Enabled young Armenians to interact with their peers, helping to build the confidence and self-esteem necessary to develop their abilities and broaden their horizons.
- Provided guidance and mentoring support, empowered young people via team building activities to develop their individual aspirations in order to reach their full potential.
- Organised diverse and motivational activities in a Youth Club setting in order to avoid drifting into anti-social behaviour.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

ACHIEVEMENT AND PERFORMANCE

Charitable activities

4) EDUCATION AND TRAINING

4.4 Hayashen Armenian Youth Club (HAYC)- continued

- Increased volunteering and involvement of young people within the Armenian and wider community by providing creative and appropriate opportunities for engagement.
- Helped to alleviate the social isolation and alienation experienced by first- and second-generation young Armenians and children living in London.

HAYC provided a platform to come together, learn from each other, cooperate and interact with various professionals and positive role models from within and outside the Armenian community irrespective of their country of origin, their backgrounds, or their ability to communicate in the Armenian language. As a result, community cohesion was increased among 100+ young people who participated in HAYC during 2020/21.

CAIA is grateful for the diverse support it received throughout a challenging year from the *Young Ealing Foundation*, *London Youth* and *NRCSE (National Resources Centre for Supplementary Education)*. Their support enabled CAIA to access new funds and training opportunities for its staff, volunteers and youth, for which we are grateful.

4.5 Hayashen Library and Intergenerational Cultural Activities

CAIA seeks to provide holistic services (from birth to old age) to vulnerable, isolated and disadvantaged members of the Armenian community, including those connected to them, with a view to strengthening community cohesion and identity. Below, are some of the highlights of how this was implemented during 2020/2021.

- 20 volunteers contributed 1,500 hours to the work of CAIA via its various projects and services including the CAIA Library, Elders Club activities, production of digital media, interpretation, delivering food packs during the pandemic lock-down.
- Volunteers focused on re-shelving, cataloguing and organising the library.
- The addition of new shelves in the library was a valuable improvement, allowing us to organise over 5000 books in a sustainable, meaningful way. The majority of the physical collection are now correctly shelved and being checked against the catalogue.
- Some of the main challenges of the library remain funding for binding periodicals and having enough time and resources to deal with the increasing number of Armenian book donations.
- The *"Introduction to Armenian History, Culture and Heritage"* course which CAIA operates over 6 Sundays thanks to funding from *Ealing Adult Learning* and normally held normally during February and March was deferred until May/June 2021. More than 40 people from various backgrounds and ages benefited from the course. The presentations delivered are listed below:
 - Sunday 2 May 2021 – *The Second Karabakh War: Karabakh, Armenia, and the Armenian Diaspora* - Vicken Cheterian (Journalist and political analyst from Geneva)
 - Sunday 9 May 2021 – *Why be Armenian in Europe today? 10 Reasons why you are lucky to be Armenian (or to know one)* - Nicolas Tavitian (specialist of EU advocacy and of civil society organisations from Brussels)
 - Sunday 16 May 2021 - *A Smoking Gun? Talaat Pasha's Report on the Armenian Genocide* - Ara Sarafian (Gomidas Institute)
 - Sunday 23 May 2021 - *I Ask You, Ladies and Gentlemen* by Leon Surmelian. The journey behind the book, selected readings and some insights into the author's other works - Presentation by Richard M. Anooshian, (Armenian Institute)
 - Sunday 30 May 2021 – *Reading Silences: Essays on Women, Memory and War in 20th Century Turkey* – Suzan Meryem Rosita Kalaycı, (Co-Founder and Director of Oxford Network for Armenian Genocide Research (ONAGR))
 - Sunday 6 June – *Armenia at a Crossroads: Reviving the National Project after the Second Karabakh War* - Dr. Kevork Oscanian (Honorary Research Fellow at the University of Birmingham's Department of Political Science & International Studies – POLSIS)

ACHIEVEMENT AND PERFORMANCE

Charitable activities

5) PUBLICATIONS, COMMUNICATIONS AND DIGITAL PLATFORMS

Armenian Voice is CAIA's main media source for promotion of its work, profile and services within the Armenian community. Two issues (No 72 & 73) were published in 2020/21 and posted to 3,000 UK Armenian homes. (*Armenian Voice* was first published in 1987 and is the longest continuous Armenian publication in the history of UK Armenians)

Our monthly *Hayashen News* ebulletin was published regularly throughout the reporting period and reached 2,000 UK Armenians to promote our activities, events, outings and news.

CAIA website was also maintained throughout the year and proved itself to be an important channel for publicising our regular activities and events.

The website was supported by our social media platforms

- **Facebook** (<http://www.facebook.com/Hayashen>) has 2,135 followers. An increase of 250 from year before.
- **Instagram** (https://www.instagram.com/caia_hayashen/) reaches young Armenians, promoting the library and our events, and is popular among the community with 340+ followers
- **Twitter** (https://twitter.com/caia_hayashen), with 220 followers is mainly used to interact with other organisations and update about events
- **YouTube** which is updated with promotional videos and short films about our activities. 76 subscribers (an increase of 50+)
- **LinkedIn** with over 580 professional and individual followers (an increase of 500+) is located at <https://www.linkedin.com/company/2706396/admin/>

We continued to increase the use of social media to promote CAIA's services and profile. This has resulted in an increase of Armenians contacting CAIA from across UK and abroad seeking advice and information on a range of diverse issues.

6) COOPERATION WITHIN THE VOLUNTARY AND COMMUNITY SECTOR

CAIA engaged, collaborated and worked responsibly with other local voluntary agencies and stakeholders in pursuing its objectives. Activities in 2020/21 included:

- Servicing, leading and administering bi-monthly meetings of the *Ealing Advice Forum (EAF)* attended by 157 representatives of 30+ different organisations. The EAF is a network of all the non-profit advice providers in the London Borough of Ealing and acts as the main point of contact for information, consultation and communication on all advice and information issues that are relevant and important to the advice and information providers in the borough. The EAF is funded by *Ealing Council* via the *Ealing Advice Service Consortium* led by *Ealing Mencap*. CAIA also published EAF's E-Bulletin 5 times which was emailed to 400+ organisations including key decision makers.
- During a year of pandemic related challenges when meetings could not take place face-to-face, EAF meetings were held virtually enabling many more groups/individuals to take part. The CAIA as the lead administrator of the EAF collaborated with "*Ealing Together*" and GLA led "London Together" umbrella bodies that strengthen the collectively effort by the voluntary and statutory sector in addressing the pressing issues everyone was experiencing. A significant contribution and milestone during the year for EAF was established its website which can be viewed at <https://ealingadviceforum.org.uk/>
- Membership of *Advice UK*, *Ealing Community Network*, *Ealing Hounslow CVS*, *Brent CVS*, and *Hammersmith & Fulham CVS* continued.
- Contributed to various researches and surveys to share its experience and learning with the wider voluntary sector. Some of these were published or disseminated widely. Most notably:
 - *The Value of Small Charities During the Covid-19 Pandemic*, Research about how small charities in England and Wales are responding to the Covid-19 pandemic commissioned by the *Lloyds Bank Foundation for England and Wales*.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

ACHIEVEMENT AND PERFORMANCE Charitable activities

6) COOPERATION WITHIN THE VOLUNTARY AND COMMUNITY SECTOR- continued

- *Impact of Covid-19 Pandemic on the voluntary sector* produced by the *Young Ealing Foundation* commissioned by *Ealing Council*.
 - *Voluntary, Community & Social Enterprise Survey 2021* – Finding report commissioned by *Hounslow Council*.
 - *Supporting small advice organisation working with London's ethnically diverse communities - A short investigation into the organisations challenges and support needs* published by the *Advice Service Alliance* funded by the *Trust for London*. The research was been guided and overseen by an advisory group made up of leaders within advice organisations that work with diverse communities including CAIA's CEO.
- CAIA cooperated and maintained good relations with various Armenian organisations in UK, specifically with the ACC, the Armenian Church and others with regard to:
 - supporting the most isolated housebound elderly or disabled Armenians across London during the pandemic.
 - supporting the fundraising effort for the benefit of the Lebanese Armenian community following the Beirut bomb explosion in August 2020
 - CAIA also contributed £3000 from its unrestricted funds towards the humanitarian effort for those effected from the war waged against Artsakh (Nagorno-Karabakh) during Sept-October 2020.

7) FINANCIAL REVIEW

7.1 Investment policy and objectives

Under the Articles of Association, CAIA has the power to invest monies which are not immediately required for its purposes, in or upon such investments or property as may be thought fit. At the present time the Trustees' policy is to maintain all such monies in liquid cash form, on deposits earning a market rate of interest. The Trustees consider that this is the most appropriate form of investment in the current climate.

7.2 Reserves policy

It is always difficult to plan or develop services within a voluntary organisation, with its constant need to find funding and in an atmosphere of insecurity of long-term funding agreements. Our reserves policy is set to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain income for longer than required.

7.3 Purpose

The following reserves policy is in line with guidance issued by the Charity Commission, and enables CAIA's Board appropriately to designate funds from its unrestricted reserves in order to protect the CAIA against a drop in income or to allow it to take advantage of new opportunities:

- Fund specific projects at short notice or for which no funding can be raised, which further CAIA's charitable aims as stated in its governing document.
- Cover administration and support costs without which CAIA could not function.
- Protect against risks and unforeseen expenditures which may arise that are beyond the CAIA's control, and cannot be met from existing income, and are in line with its stated objectives.
- Ensure the viability of the CAIA beyond the immediate future, and provide reliable and ongoing services over the longer term.
- Maintain the high-quality condition of CAIA's freehold property (Hayashen) at 105A Mill Hill Road, Acton, London W3 8JF.
- Close-down the charity in an orderly and proper fashion in the event of it winding up.

7) FINANCIAL REVIEW

7.4 Procedures

The Board may designate unrestricted reserves money to cover CAIA's financial responsibility as follows:

- Unrestricted reserves, to enable CAIA to function by meeting contractual obligations in respect of staff salaries, running and legal costs, and client service provision, should represent at minimum three months and at maximum six months charitable operating costs (as calculated on the basis of its annual expenditure).
- Should these reserves fall below the calculated minimum, the Board will take all reasonable steps to raise and designate additional unrestricted funds against the deficit.
- Should these reserves exceed the calculated maximum, the Board will arrange for expenditure of the surplus during the current or following financial year, in line with CAIA's charitable aims.
- No more than 20% of annual income shall be allocated to unrestricted reserves.
- No more than £20,000 from the unrestricted reserves shall be expended or accumulated in any one financial year except in a situation where such expenditure is essential to the continued operation of the CAIA during a financial crisis or until an alternative source of income can be resourced or come on stream. Any such exceedance to be specifically agreed by resolution of the Board.
- The level of reserves will be reviewed quarterly by the Board.
- The policy will be reviewed annually by the Board and specific minimum and maximum reserve levels set in the CAIA's current and following financial year projections.
- This policy is to be included whether in whole or abridged form, in CAIA's annual accounts statements.

The Statement of Financial Activities shows a net Surplus/(deficit) for the year of £112,290 (2020: (£146)) and our total reserves as at 31 March 2021 amounted to £423,137 (2020: £310,847).

8) FUTURE PLANS

Major challenges and tasks facing CAIA in the coming year include:

- Generate income to sustain services during difficult economic and funding climate
- Increase CAIA's capacity through diverse forms of fundraising to develop new services and projects
- Deliver services in accordance to relevant quality standards, including Advice Quality Standard, OFSTED and exemption from OISC (Office of the Immigration Services Commissioner) to provide immigration advice.
- Continually review the needs of the most disadvantaged and vulnerable sections within the community as well as any new emerging needs and the aspirations of the wider community in order to address these as much as it is feasible within its available resources.
- Engage with and maintain good links with local and wider voluntary and statutory agencies and other stakeholders including other Armenian organisations in order to cooperate and collaborate on a mutually beneficial basis and to develop new partnerships.
- Encourage and enable volunteers and members to become more knowledgeable, skilled and involved in CAIA for the long-term sustainability of the organisation and as a means of succession planning.
- Maintain the physical premises to a high standard.
- Progress with the transfer of CAIA property to the incorporated CAIA.
- Complete a review of CAIA's governing documents with the help of external expert advice to ensure that these comply with the latest changes in charity and company law and are also transparent to CAIA's members.
- Continue to periodically review and update internal policies and procedures.
- Offer quality training, motivate, support and retain staff, volunteers and board members to continue their vital contribution to CAIA's services and governance.
- Undertake annual risk assessments
- Continually review and develop the quality and scope of CAIA's digital profile and website to further develop external interest and support for CAIA services and projects
- Maintain updated IT hardware, software and IT security within the organisation and comply with relevant data protection legislation.
- Seek to further implement back-office systems in order to maximise staff efficiency and provide CAIA with sustainable systems moving forward.

9) STRUCTURE, GOVERNANCE AND MANAGEMENT

9.1 Governing document

Centre for Armenian Information and Advice (CAIA) was established on 5 April 2001 under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

9.2 Charity status

CAIA was registered as a charity on 21 September 2001. CAIA is a charitable company limited by guarantee, as defined by the Companies Act 2006, and is a registered charitable company with the Charity Commission

9.3 Membership

Membership under the Articles of Association is open to all persons who satisfy the membership requirements. Individual voting members shall have limited liability and corporate members shall have no liability. Every individual voting member of the charitable company undertakes to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up.

9.4 Financial statements

The audited financial statements comply with the Charities Statement of Recommended Practice - Accounting and Reporting by Charities FRS 102 effective January 2019, the Charities Act 2011, the Companies Act (2006) and the Charities (Accounts and Reports) Regulations 2008. The trustees' report and financial statements are submitted to the Charity Commission following approval by the membership at the AGM.

10) STRUCTURE, GOVERNANCE AND MANAGEMENT

10.1 Recruitment and appointment of new trustees

Trustees are appointed under the terms of the Articles of Association. The Trustees consider that having appropriate skills and awareness appropriate to the nature of the work of CAIA is more important than having numerous Trustees. The Trustees actively seek to identify and address gaps in their knowledge and skills in order to ensure the good governance of the charity.

10.2 Induction and training of new trustees

The Trustees offer a wide range of skills and experience essential to the good governance of the charity. New Trustees are invited to take part in an informal induction programme. On an informal basis, new Trustees undergo orientation to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association and decision-making process, meet key persons of the charity, and become familiar with the business plan and recent financial performance of the charity. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role and other aspects of CAIA's work. The Trustees review their written procedures in line with all other procedural documents on a regular basis.

10.3 Organisational structure

Governance and accountability of CAIA operates at three levels with clear reporting lines and links. The top level of governance is provided by the Board of Trustees. This is the senior decision-making body of CAIA. Staff and volunteers are led by the CEO, Misak Ohanian, who carries out the day-to-day management of the charity. This work is reviewed and monitored at Board meetings to ensure CAIA is meeting its aims and objectives efficiently and effectively in line with agreed budgets and work programme.

Following is a brief summary of the achievements of the board of directors/trustees during 2020/21:

- Held 12 Board Meetings both face to face and virtually due to the pandemic restrictions (9 in 2019/20). Additional meetings were held between the CEO, Chair, Treasurer and Company Secretary in between meetings for the purposes of banking, meeting with funders, accounting and general administration of the charity.
- Offered training opportunities to individual Board Members, staff and volunteers to enable them to become more knowledgeable, motivated and skilled in the operations and management of CAIA such as for example strategic marketing, safeguarding children and families, and First Aid.
- The Board worked on improving CAIA's policies and procedures in the Organisation Manual, including an in-depth piece of work on the annual risk assessment that required additional attention due to Covid-19 pandemic.
- Held Deferred its 35th AGM in November 2020 due Covid-19 pandemic until May 2021. Throughout this time, Board published announcements and maintained excellent communications with members and service users about the operational adjustment's CAIA was making to reassure them. Despite the challenges the Board of Directors successfully submitted CAIA's audited accounts to both the Charity Commission and Company House on schedule.
- Various external functions were attended by Board members to represent the CAIA.
- Continued to make improvements and maintain overall quality standard of the property for the benefit of visitors and service users, including the replacing the roof, lighting, flooring, as well as painting and decorating the hall.

10) STRUCTURE, GOVERNANCE AND MANAGEMENT

10.3 Organisational structure - Continued

- The CAIA Board of Directors acknowledge and express their utmost gratitude to the late Mrs Lala Colton for the generous bequest she made in her will to CAIA which has and will continue to assist financing the aims of the charity, including maintaining the high standard of the CAIA's registered office building (Hayashen).
- Continued to deal with the outstanding issue of the transfer of the CAIA property deed to the incorporated CAIA Charity Company by working closely with *Faegre Baker Daniels LLP*, and the Charity Commission.

10.4 Related parties

The Trustees are aware of the guidance given by the Charity Commission, including the risk posed by transactions with close family members, and are of the opinion that no transactions have arisen concerning related parties.

11) STRUCTURE, GOVERNANCE AND MANAGEMENT

11.1 Risk management

The Trustees are aware of the major risks to which CAIA is exposed and systems have been established to manage and minimise those risks. Policies and procedures are reviewed annually or more often if there are changes in legislation, and Trustees are made aware of urgent matters between meetings. As part of those procedures, the Trustees established a risk register which is reviewed annually. The main risks are financial, as identified in the annual risk review. The Trustees look to manage financial risks by approving an annual budget, regular consideration of the financial results, variance from budgets and non-financial performance indicators. A key element in the management of financial risk is the setting of a reserves policy.

The Trustees are aware of the short-term nature of the charity's income, which makes long-term planning more difficult. The Trustees are seeking more than ever to diversify the charity's income base including charging for activities and looking at innovative fundraising models.

The Trustees also have a duty to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The systems of internal controls for the charity are designed to provide reasonable, but not absolute, assurance against material misstatement or loss.

The Trustees remain confident that the high standard of service and professionalism of the charity's staff continue to place the charity in a good position for the future.

12) STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Centre for Armenian Information and Advice for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

- There is no relevant audit information of which the charitable company's auditors are unaware; and
- The trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

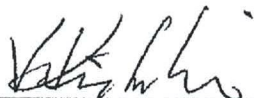
12) STATEMENT OF TRUSTEES RESPONSIBILITIES-(Continued)

AUDITORS

The auditors, Cox Costello & Horne, will be proposed for re-appointment at the forthcoming Annual General Meeting.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 13/11/2021 and signed on its behalf by:



V Keshishi - Chair, Board of Trustees



F Mansurian - Treasurer, Board of Trustees

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CENTRE FOR ARMENIAN INFORMATION AND ADVICE

Opinion

We have audited the financial statements of Centre for Armenian Information and Advice (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet 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 (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for small entities, in the circumstances set out in note 15 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

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 statement, 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 this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 Report of the Trustees.

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CENTRE FOR ARMENIAN INFORMATION AND ADVICE

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate 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 take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

As explained more fully in the Statement of Trustees' Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

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

Based on our understanding of the charitable company and the industry and through discussion with the directors and other management (as required by auditing standards), we identified that the principal risks are:

- Non-compliance with the provisions of laws and regulations generally recognised (related to health and safety, anti-bribery, money laundering legislation and tax law) to have a direct effect on the determination of material amounts and disclosures in the financial statements;
- The risk of management override of internal controls for any evidence of bias by the directors that represented a risk of material misstatement due to fraud; and
- The risk of not identifying related party transactions.

Audit procedures performed by the engagement team

- Discussions with management and assessment of known or suspected instances of non-compliance with laws and regulations (including health and safety, anti-bribery, money laundering legislation and tax law) and fraud;
- Performing low level analytical procedures to any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- Reviews of minutes of meetings of those charged with governance;
- Identifying and assessing the design effectiveness of controls that management has in place to prevent and detect fraud; and
- Identifying and testing journal entries, in particular any manual entries made at the year end for financial statement preparation.

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

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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CENTRE FOR ARMENIAN INFORMATION AND ADVICE**

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' 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.



Michael F Cox BSc FCA (Senior Statutory Auditor)
for and on behalf of Cox Costello & Horne
Chartered Accountants and Statutory Auditors
26 Main Avenue
Moor Park
HA6 2HJ

Date: 13/11/21

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	144,540	-	144,540	50,055
Charitable activities	4				
Advice and Information (A&I)		-	45,171	45,171	12,702
Armenian Community Pre-school Group (ACPG)		-	-	-	1,500
Children's/Youth Project (ACPG/YP)		-	15,775	15,775	18,820
Covid 19 support and Assistance (CSA)		-	11,500	11,500	-
Cultural/Educational Expenditure and Library (CEE&L)		-	938	938	2,713
Digital Inclusion Project (DIP)		-	44,255	44,255	-
Elderly Club/Carers break (EAP)		-	11,292	11,292	11,625
Health and Care Support Project (H&CS)		-	5,084	5,084	20,894
Support Costs		500	-	500	500
Training Programmes (TP)		-	11,246	11,246	-
Investment income	3	157	-	157	591
Total		145,197	145,261	290,458	119,400
EXPENDITURE ON					
Charitable activities	5				
Advice and Information (A&I)		469	33,276	33,745	27,849
Children's/Youth Project (ACPG/YP)		51	11,548	11,599	11,598
Covid 19 support and Assistance (CSA)		-	6,183	6,183	-
Cultural/Educational Expenditure and Library (CEE&L)		-	-	-	320
Digital Inclusion Project (DIP)		-	42,896	42,896	-
Elderly Club/Carers break (EAP)		-	6,725	6,725	8,845
Health and Care Support Project (H&CS)		-	1,705	1,705	8,693
Support Costs		32,374	34,656	67,030	47,830
Training Programmes (TP)		-	3,071	3,071	-
Fundraising and publicity		13	5,201	5,214	14,441
Total		32,907	145,261	178,168	119,546
NET INCOME/(EXPENDITURE)		112,290	-	112,290	(146)
RECONCILIATION OF FUNDS					
Total funds brought forward		55,141	255,706	310,847	310,993
TOTAL FUNDS CARRIED FORWARD		167,431	255,706	423,137	310,847

The notes form part of these financial statements

CENTRE FOR ARMENIAN INFORMATION AND ADVICE (REGISTERED NUMBER: 04195084)

BALANCE SHEET
AT 31 MARCH 2021

	Notes	Unrestricted funds £	Restricted funds £	31.3.21 Total funds £	31.3.20 Total funds £
FIXED ASSETS					
Tangible assets	11	-	217,031	217,031	217,168
CURRENT ASSETS					
Debtors	12	-	2,328	2,328	1,939
Cash at bank and in hand		<u>167,431</u>	<u>62,425</u>	<u>219,856</u>	<u>94,762</u>
		167,431	54,753	222,184	96,701
CREDITORS					
Amounts falling due within one year	13	-	(16,078)	(16,078)	(3,022)
NET CURRENT ASSETS		<u>167,431</u>	<u>38,675</u>	<u>206,106</u>	<u>93,679</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>167,431</u>	<u>255,706</u>	<u>423,137</u>	<u>310,847</u>
NET ASSETS		<u>167,431</u>	<u>255,706</u>	<u>423,137</u>	<u>310,847</u>
FUNDS					
Unrestricted funds	14			167,431	55,141
Restricted funds				<u>255,706</u>	<u>255,706</u>
TOTAL FUNDS				<u>423,137</u>	<u>310,847</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 13/11/2021 and were signed on its behalf by:


V Keshishi - Chair


F Mansurian - Treasurer

REGISTERED CHARITY NUMBER: 1088534

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). The accounts are prepared in sterling. Which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The charitable company has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

Preparation of the financial statements on a going concern basis

The financial statements are drawn up on the going concern basis which assumes Centre For Armenian Information And Advice will continue in operational existence for the foreseeable future. The Board of Trustees have given due consideration to the working capital and cash flow requirements of Centre For Armenian Information And Advice. The Board of Trustees consider Centre For Armenian Information And Advice's current and forecast cash resources to be sufficient to cover the working capital requirements of the charity for at least 12 months from the date of signing the financial statements.

Critical accounting judgements and key sources of estimation uncertainty

The preparation of the financial statements requires the Board of Trustees to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for income and expenditure during the period. However, the nature of estimation means that actual outcomes could differ from those estimates.

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received, and the amount can be measured reliably. Income received in advance of a service is deferred until the criteria for income recognition are met. Income arises in the United Kingdom.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

Gifts in kind are valued at estimated value to the charity. They are included in the charity's financial statements if the estimated value is in excess of £500.

Interest receivable on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Unrestricted charitable donations are recognised in the financial statements when the charitable donation has been received, or if, before receipt, there is sufficient evidence to provide the necessary certainty that the donation will be received, and the value of the incoming resources can be measured with sufficient reliability.

Donated professional services and facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time is not recognised. On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

1. ACCOUNTING POLICIES - continued

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. A further analysis of this expenditure is given in the notes to the financial statements.

- Cost of raising funds comprises the costs of commercial trading and their associated support costs.
- Expenditure on charitable activities includes the costs of the charity's services undertaken to further the purpose of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Tangible fixed assets

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

Freehold property	- not provided
Equipment, fixtures and fittings	- 25% on reducing balance
Motor vehicle	- 10% on cost

Freehold property held in trust since the charity was established, is not depreciated as the historical cost between land and buildings cannot be reliably segregated. The trustees are satisfied, as the freehold properties are maintained to a good standard, that the aggregate value of the freehold property, without actually revaluing, at the reporting date is not less than the aggregate amount at which they are stated in the charity's financial statements. The freehold property is accordingly stated in the financial statements on the basis that the residual value is greater than the asset's carrying amount and the depreciation charge is zero until its residual value subsequently decreases to an amount below the carrying amount.

All assets are initially recognised at cost and subsequently carried at cost less accumulated depreciation. The cost of an asset initially recognised includes its purchase price and any cost that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management. The cost of properties is their purchases price together with the cost of improvement works.

All assets costing more than £250 are capitalised.

Taxation

The charity is an institution within the meaning of the Charities Act 2011 and as such is a charity within the meaning of Section 506(1) of the Taxes Act 1988. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains within categories covered by Section 505 of the Taxes Act 1988 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied exclusively to charitable purposes. The charity receives no similar exemption in respect of Value Added Tax.

The charity is an institution which is established for charitable purposes within the meaning of the Charities Act 2011 and as such is a charity within the meaning of Para 1 of Schedule 6 to the Finance Act 2010. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Sections 478-488 of the Corporation Tax Act 2010 (formerly enacted in Section 505 of the Income and Corporation Taxes Act 1988) or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to exclusively charitable purposes. The charity receives no similar exemption in respect of Value Added Tax. For this reason, the charity is generally unable to recover input VAT it suffers on goods and services purchased. The charity is not registered for VAT, as the trustees have taken professional advice and consider the charity's sources of income are exempt from VAT. VAT is included within the attributable cost under resources expended.

1. ACCOUNTING POLICIES - continued**Fund accounting**

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

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.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Transfers are made from unrestricted to restricted funds to cover any overspends on restricted projects during the year where cost will not be met by the funder. Transfers between restricted funds and from restricted to unrestricted funds are made with the permission of the funder.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Financial instruments

Financial assets (including cash and debtors) and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument. Additionally, all financial assets and liabilities are classified according to the substance of the contractual arrangements entered into.

Financial assets and liabilities are initially measured at transaction price (including transaction costs) and are subsequently remeasured where applicable at amortised cost.

Financial assets include cash, trade debtors, other debtors, prepayments and accrued income.

Financial liabilities include trade creditors, other creditors, accruals and deferred income.

2. DONATIONS AND LEGACIES

	31.3.21	31.3.20
	£	£
Membership fees	4,707	4,060
Donations	16,666	28,766
Legacy	117,079	-
Gift aid	3,943	3,139
Other fundraising income	<u>2,145</u>	<u>14,090</u>
	<u>144,540</u>	<u>50,055</u>

3. INVESTMENT INCOME

	31.3.21	31.3.20
	£	£
Deposit account interest	<u>157</u>	<u>591</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2021

4. INCOME FROM CHARITABLE ACTIVITIES

		31.3.21	31.3.20
	Activity	£	£
Grants	Advice and Information (A&I)	45,171	12,702
Grants	Armenian Community Pre-school Group (ACPG)	-	1,500
Grants	Children's/Youth Project (ACPG/YP)	15,775	18,820
Grants	Covid 19 Support and Assistance (CSA)	11,500	-
Grants	Cultural/Educational Expenditure and Library (CEE&L)	938	2,713
Grants	Digital Inclusion Project (DIP)	44,255	-
Grants	Elderly Club/Carers break (EAP)	11,292	11,625
Grants	Health and Care Support Project (H&CS)	5,084	20,894
Grants	Support Costs	500	500
Grants	Training Programmes (TP)	11,246	-
		<u>145,761</u>	<u>68,754</u>

Grants received, included in the above, are as follows:

		31.3.21	31.3.20
		£	£
	Barkev Kassardjian Sis Trust (ACPG)	500	500
	BBC Children in Need (YP)	9,875	9,875
	Benlian Trust (ACPG)	1,000	1,000
	Catalyst (Covid 19)	500	-
	Church Urban Fund (Near Neighbours' Grants-TP)	3,071	-
	City Bridge Trust (A&I)	31,000	-
	EACH Test & Trace (Covid 19)	1,000	-
	Young Ealing Foundation (YP)	3,000	3,000
	Good Things Foundation (CEE&L)	938	313
	Jack Petchey Foundation (YP)	750	750
	John Lyon's Charity (YP)	-	3,570
	LBE (Covid 19-Emergency Grant)	2,500	-
	London Community Foundation Wave 3 (TP)	8,175	-
	London Community Foundation Wave 2 (Covid 19)	7,500	-
	London Borough of Ealing (Family Learning)	-	2,400
	London Borough of Ealing/Carers Respite/Dementia Concern (EAP)	11,292	11,125
	London Borough of Ealing/EAS Mencap (A&I)	4,175	4,175
	London Borough of Hounslow Community Investment (H&CS)	-	8,183
	London Legal Support Trust (Support Cost)	-	5,000
	LocalGiving Post Code Community (EAP)	-	500
	London Sports/Young Ealing Foundation (YP)	-	598
	London Youth Microgrant (YP)	650	-
	People Health Trust (H&CS)	5,084	12,711
	National Lottery Reaching Community Fund (DIP)	44,255	-
	REAP/HEAR (Support Cost)	500	-
	SIMRA - Women & Girls (ACPG/YP)	-	1,027
	SIMRA - Advice (A&I)	-	1,027
	Percy Bilton Charity (Support Cost)	-	500
	Pathways (A&I)	9,996	2,500
		<u>145,761</u>	<u>68,754</u>

5. CHARITABLE ACTIVITIES COSTS

	Direct costs	Support costs (See note 6)	Totals
	£	£	£
Advice and Information (A&I)	33,745	-	33,745
Children's/Youth Project (ACPG/YP)	11,599	-	11,599
Covid 19 Support and Assistance (CSA)	6,183	-	6,183
Digital Inclusion Project (DIP)	42,896	-	42,896
Elderly Club/Carers breaks (EAP)	6,725	-	6,725
Health and Care Support Project (H&CS)	1,705	-	1,705
Support costs	-	72,244	72,244
Training Programmes (TP)	3,071	-	3,071
	<u>105,924</u>	<u>72,244</u>	<u>178,168</u>

6. SUPPORT COSTS

	Charitable activities	Governance costs	Totals
	£	£	£
Support Costs	<u>60,879</u>	<u>11,365</u>	<u>72,244</u>

	Basis of allocation	31.3.21 £	31.3.20 £
Charitable activities			
Salaries and wages	Staff time	9,776	30,753
Office costs	Actual	34,561	7,893
Furniture/equipment	Actual	-	58
Refreshments/catering	Actual	28	-
Events and outings	Actual	-	260
Insurance	Actual	1,723	258
Travel expenses	Actual	167	332
Sundry expenses	Actual	10	16
Volunteers' expenses	Actual	13	130
Website expenses	Actual	-	512
Subscription/membership	Actual	217	289
Depreciation	Actual	137	91
Legal and professional	Actual	5,796	-
Publications/newsletters	Actual	5,201	-
Donation (Hayastan All Armenia Fund)	Actual	3,000	-
Consultancy/research costs	Actual	250	-
		<u>60,879</u>	<u>40,592</u>

	Basis of allocation	31.3.21 £	31.3.20 £
Governance costs			
Salaries and wages	Staff time	7,487	16,982
Auditors' remuneration	Actual	3,000	3,000
Bookkeeping/payroll	Actual	843	1,443
Refreshments/catering	Actual	-	15
Volunteers' expenses	Actual	-	65
Subscription/membership	Actual	35	144
		<u>11,365</u>	<u>21,649</u>

Office costs include the following items: premises repairs & maintenance, light and heat, water rates, phones/fax, postage and printing.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2021

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	31.3.21	31.3.20
	£	£
Auditors' remuneration	3,000	3,000
Depreciation - owned assets	<u>137</u>	<u>91</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

9. STAFF COSTS

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

	31.3.21	31.3.20
Advice and Information	1	1
Health Advocacy Project	1	1
Administration and governance	1	1
Special Project Manager	0	1
Digital Inclusion Project Co-Ordinator	<u>1</u>	<u>0</u>
	<u>4</u>	<u>4</u>

No employees received emoluments in excess of £60,000.

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	50,055	-	50,055
Charitable activities			
Advice and Information (A&I)	-	12,702	12,702
Armenian Community Pre-school Group (ACPG)	-	1,500	1,500
Cultural/Educational Expenditure and Library (CEE&L)	-	2,713	2,713
Elderly Club/Carers break (EAP)	-	11,625	11,625
Health and Care Support Project (H&CS)	-	20,894	20,894
Children's/Youth Project (ACPG/YP)	-	18,820	18,820
Support Costs	500	-	500
Investment income	<u>591</u>	<u>-</u>	<u>591</u>
Total	51,146	68,254	119,400

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2021

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON			
Charitable activities			
Advice and Information (A&I)	-	27,849	27,849
Armenian Community Pre-school Group (ACPG)	-	-	-
Cultural/Educational Expenditure and Library (CEE&L)	-	320	320
Elderly Club/Carers break (EAP)	-	8,845	8,845
Health and Care Support Project (H&CS)	-	8,693	8,693
Children's/Youth Project (ACPG/YP)	-	11,598	11,598
Support Costs	22,883	24,947	47,830
Fundraising and publicity	<u>14,411</u>	-	<u>14,411</u>
Total	<u>37,294</u>	<u>82,252</u>	<u>119,546</u>
NET INCOME/(EXPENDITURE)	13,852	(13,998)	(146)
Transfers between funds	<u>20,737</u>	<u>(20,737)</u>	-
Net movement in funds	34,589	(34,735)	(146)
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>20,552</u>	<u>290,441</u>	<u>310,993</u>
TOTAL FUNDS CARRIED FORWARD	<u>55,141</u>	<u>255,706</u>	<u>310,847</u>

11. TANGIBLE FIXED ASSETS

	Freehold property £	Equipment, fixtures and fittings £	Motor vehicle £	Totals £
COST				
At 1 April 2020 and 31 March 2021	216,712	46,407	28,277	291,396
Addition	-	-	-	-
At 31 March 2021	<u>216,712</u>	<u>46,407</u>	<u>28,277</u>	<u>291,396</u>
DEPRECIATION				
At 1 April 2020	-	45,951	28,277	74,228
Charge for year	-	137	-	137
At 31 March 2021	-	<u>46,088</u>	<u>28,277</u>	<u>74,365</u>
NET BOOK VALUE				
At 31 March 2021	<u>216,712</u>	<u>319</u>	-	<u>217,031</u>
At 31 March 2020	<u>216,712</u>	<u>456</u>	-	<u>216,168</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2021

All tangible fixed assets are held by the Centre for Armenian Information and Advice. Substantially all are used for the charitable purposes of the charity.

The land and buildings were purchased by the charity many years ago. There is a historical dispute over the ownership of the freehold property, and in this regard, refer to the note at the end of the accounts. In the absence of a formal valuation, it is not considered practicable to quantify the market value of the land and buildings.

The trustees are not aware of any other material difference between the carrying value and the market value of land and buildings.

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Trade debtors	100	100
Other debtors	26	-
Prepayments	<u>2,202</u>	<u>1,839</u>
	<u>2,328</u>	<u>1,939</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.21	31.3.20
	£	£
Trade creditors	4,408	48
Other creditors	-	(26)
Accrued expenses and deferred income	<u>11,670</u>	<u>3,000</u>
	<u>16,078</u>	<u>3,022</u>

Included within creditors is deferred income of £8,470 (2020: £Nil). Deferred income relates to funds received in advance from Voice 4 Change £8,470 (2020: £Nil).

14. MOVEMENT IN FUNDS

	At 1.4.20	Net movement in funds	Transfers between funds	At 31.3.21
	£	£	£	£
Unrestricted funds				
General fund	34,589	112,290	(52,948)	93,931
Building and equipment fund	-	-	40,000	40,000
Contingency fund	<u>20,552</u>	<u>-</u>	<u>12,948</u>	<u>33,500</u>
	55,141	112,290	-	167,431
Restricted funds				
Advice and Information (A&I)	-	11,895	(11,895)	-
Capital Expenditure and Building Costs	2,150	-	-	2,150
Children's/Youth Project (ACPG/YP)	-	4,227	(4,227)	-
Covid 19 Support and Assistance (CSA)	-	5,317	(5,317)	-
Cultural/Educational Expenditure and Library (CEE&L)	-	938	(938)	-
Digital Inclusion Project (DIP)	-	1,359	(1,359)	-
Elderly/Carers break (EAP)	-	4,567	(4,567)	-
Health and Care Support Project (H&CS)	36,842	3,379	(3,379)	36,842
Support Costs	-	(39,857)	39,857	-
Tangible Fixed Assets	216,714	-	-	216,714
Training Programmes (TP)	<u>-</u>	<u>8,175</u>	<u>(8,175)</u>	<u>-</u>
	255,706	-	-	255,706
TOTAL FUNDS	<u>310,847</u>	<u>112,290</u>	<u>-</u>	<u>423,137</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2021

14. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	145,197	32,907	112,290
Restricted funds			
Advice and Information (A&I)	45,171	(33,276)	11,895
Children's/Youth Project (ACPG/YP)	15,775	(11,548)	4,227
Covid 19 Support and Assistance (CSA)	11,500	(6,183)	5,317
Cultural/Educational Expenditure and Library (CEE&L)	938	-	938
Digital Inclusion Project (DIP)	44,255	(42,896)	1,359
Elderly Club/Carers break (EAP)	11,292	(6,725)	4,567
Health and Care Support Project (H&CS)	5,084	(1,705)	3,379
Support Costs	-	(39,857)	(39,857)
Training Programmes (TP)	11,246	(3,071)	8,175
	<u>145,261</u>	<u>(145,261)</u>	<u>-</u>
TOTAL FUNDS	<u>290,458</u>	<u>(178,168)</u>	<u>(112,290)</u>

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted Funds				
General fund	-	13,852	20,737	34,589
Contingency fund	<u>20,552</u>	<u>-</u>	<u>-</u>	<u>20,552</u>
	20,552	13,852	20,737	55,141
Restricted Funds				
Advice and Information	-	(15,147)	15,147	-
Armenian Community Pre-School Group	12,786	-	(12,786)	-
Capital Expenditure and Building Costs	2,150	-	-	2,150
Children's/Youth Project	15,170	8,722	(23,892)	-
Cultural/Educational Expenditure and Library	-	2,393	(2,393)	-
Elderly Club/Carers break (EAP)	-	2,780	(2,780)	-
Health and Care Support Project	36,841	12,201	(12,200)	36,842
Refugees Relief Funds	355	-	(355)	-
Tangible Fixed Assets	216,714	-	-	216,714
Training Programmes	6,425	-	(6,425)	-
Support Costs	-	(24,947)	24,947	-
	<u>290,441</u>	<u>(13,998)</u>	<u>(20,737)</u>	<u>255,706</u>
TOTAL FUNDS	<u>310,993</u>	<u>(146)</u>	<u>-</u>	<u>310,847</u>

14. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	51,146	(37,294)	13,852
Restricted funds			
Advice and Information	12,702	(27,849)	(15,147)
Children's /Youth Project	20,320	(11,598)	8,722
Cultural/Educational Expenditure and Library	2,713	(320)	2,393
Elderly Club/Carers break (EAP)	11,625	(8,845)	2,780
Health and Care Support Project	20,894	(8,693)	12,201
Support Costs	-	(24,947)	(24,947)
	<u>68,254</u>	<u>(82,252)</u>	<u>(13,998)</u>
TOTAL FUNDS	<u><u>119,400</u></u>	<u><u>(119,546)</u></u>	<u><u>(146)</u></u>

Purposes of restricted funds

Tangible Fixed Assets: This comprises of the original donation of the freehold property and fixtures, fittings and equipment of the unincorporated charity.

Charitable Activities: These funds are held to further charitable activities as explained in the trustees' report.

Purposes of unrestricted funds**Designated funds**

Building and equipment fund: The trustees has designated funds for purchase of new equipment in the furtherance of charitable activities.

Contingency fund: The trustees has designated funds to enable the charity to function by meeting contractual obligations in respect of staff salaries, running and legal costs and client service provision.

Restricted Fund: Further details about the restricted fund briefly explain under trustees' report.

Transfers between funds

During the year subsidies were made between restricted funds in the amount of £39,857 (2020: £20,737) in order to cover support costs arising on individual projects in the 2020/21 financial year.

During the year a transfer made between general fund to contingency fund £12,948 (2020: £nil) in accordance with the reserves policy.

During the year a transfer made between general fund to building and equipment fund £40,000 (2020: £nil) due to an ongoing ownership dispute.

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2021.

16. FINANCIAL INSTRUMENTS

The charity has the following financial instruments:

	Note	31.03.21 £	31.03.20 £
Financial assets measured at amortised cost			
- Cash and cash equivalents		219,856	94,762
- Trade debtors	12	100	1,939
- Other debtors - excluding taxes	12	26	-
		<u>219,982</u>	<u>96,701</u>
Financial liabilities measured at amortised cost			
- Trade creditors	13	4,408	48
- Other creditors - excluding taxes	13	-	(26)
- Accruals and deferred income	13	3,000	3,000
		<u>7,408</u>	<u>3,022</u>

17. FREEHOLD PROPERTY

The freehold of the building at 105A Mill Hill Road occupied by the charitable company is registered in the name of three people who hold it in trust for the charity. At present there is a dispute as to the ownership of the property between the so-called trustees of the old unincorporated charity and the charitable company which was incorporated to run the charity's affairs.

The management committee of the charitable company have taken advice from the Charity Commission in addition to legal advice on this matter with the intention of resolving the situation as expeditiously as possible.

18. COMPANY LIMITED BY GUARANTEE

The charitable company is limited by guarantee and has no share capital. Every member of the company undertakes to contribute to the assets of the company in the event of its being wound up, for payments of the debts and liabilities of the company, such amount as may be required, not exceeding £1.

19. POST BALANCE SHEET EVENTS

At the date of approval of these financial statements, the world is in the midst of the Covid-19 global pandemic with some countries only now starting to release lockdown measures introduced to contain the spread of the virus. The extent of the global economy is uncertain, but there is an expectation of recessions in economies across the globe. The safety and well-being of the Charity's staff and service users are the overriding priority. We are also doing all we can to ensure operational continuity. However, there is a certain risk that we will see an adverse impact on the charity sector and its operations. This affected income and cash flow significantly but was mitigated to some extent by additional income generated from Covid -19 support grants from various charities and organisations to help and ensure sufficient operational cash flow remained available. At this point in time, the company trustees' have review future plans, budgets, cash and reserve levels as well as the risks and uncertainties to the end of October 2022, the trustees have concluded that the Centre For Armenian Information And Advice ability to continue, as a going concern is not significantly affected.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	31.3.21 £	31.3.20 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Membership fees	4,707	4,060
Donations	16,666	28,766
Legacy	117,079	-
Gift aid	3,943	3,139
Other fundraising income	<u>2,045</u>	<u>14,090</u>
	144,440	50,055
Investment income		
Deposit account interest	157	591
Charitable activities		
Statutory grants	18,067	68,754
Grants from trusts	<u>127,794</u>	<u>-</u>
	145,861	68,754
Total incoming resources	290,458	119,400
EXPENDITURE		
Charitable activities		
Wages	72,067	36,517
Social security	3,905	1,820
Subcontractor labour	9,040	9,980
Publications/newsletters	2,604	-
Furniture/equipment	552	-
Refreshments/catering	1,761	620
Events and outings	5,775	4,563
Minibus	2,147	-
Insurance	-	246
Travel expenses	1,540	2,490
Training	2,030	70
Sundry expenses	1,391	-
Volunteers' expenses	648	263
Digital communications/zoom/web	670	-
Subscription/membership	555	737
Compliance costs	<u>1,239</u>	<u>-</u>
	105,924	57,306
Fundraising and publicity		
Wages	-	12,797
Social security	-	974
Publications/newsletters	5,201	-
Events and outings	-	260
Volunteers' expenses	13	65
Website expenses	-	171
Subscription/membership	<u>-</u>	<u>144</u>
	5,214	14,411

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

	31.3.21 £	31.3.20 £
Support costs		
Charitable activities		
Wages	9,776	16,595
Social security	-	387
Office costs	34,562	7,893
Furniture/equipment	-	58
Refreshments/catering	28	-
Insurance	1,723	258
Travel expenses	167	332
Sundry expenses	10	16
Volunteers' expenses	-	65
Website expenses	-	340
Subscription/membership	216	145
Legal and Professional	5,796	-
Donation	3,000	-
Consultancy/research costs	250	-
Depreciation	137	91
	<u>55,665</u>	<u>26,180</u>
Governance costs		
Wages	7,073	16,595
Social security	414	387
Auditors' remuneration	3,000	3,000
Bookkeeping/payroll	843	1,443
Refreshments/catering	-	15
Volunteers' expenses	-	65
Subscription/membership	35	144
	<u>11,365</u>	<u>21,649</u>
Total resources expended	<u>178,168</u>	<u>119,546</u>
Net (expenditure)/income	<u>112,290</u>	<u>(146)</u>

CENTRE FOR ARMENIAN
INFORMATION AND ADVICE

RESOURCES EXPENDED
PER FUND ANALYSIS
FOR THE YEAR ENDED
31 MARCH 2021

	Restricted Funds										Unrestricted Funds			2021 Total	2020 Total	
	Advice and Information	Children's /Youth Project	Covid 19 Support and Assistance	Digital Inclusion Project	Elderly Club/Coor breaks	Health Care Support Project	Training Programm es	Restricted Funds		Unrestricted Funds						
								Management and Admin	Fundraising and Publicity	Support Costs	Management and Admin	Fundraising and Publicity	Support Costs			
Employment costs	32,117	-	3,700	34,626	410	1,705	-	-	-	-	-	-	-	-	88,821	86,072
Subcontractor labour	-	4,880	-	-	4,160	-	-	-	-	-	-	-	-	-	9,040	9,980
Office costs	-	-	-	-	-	-	21	-	-	-	-	-	-	-	4,799	7,893
Publications/newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Furniture/equipment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	58
Refreshments/catering	-	162	36	1,284	269	-	-	-	-	-	-	-	28	1,789	635	
Events and outings	-	5,125	-	-	-	-	-	-	-	-	-	-	-	5,125	4,823	
Mini bus	-	-	-	-	1,746	-	-	-	-	-	-	-	-	1,746	-	
Books, cd's and cassettes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Insurance	503	-	-	-	-	-	-	-	930	-	-	-	793	2,226	504	
Travel expenses	-	-	-	1,540	-	-	650	-	-	-	-	-	60	2,357	2,822	
Training	-	-	-	1,890	140	-	2,400	-	-	-	-	-	-	4,430	70	
Personal Protective Equipment	-	-	920	-	-	-	-	-	-	-	-	-	-	920	-	
Sundry expenses	-	-	-	-	-	-	-	-	-	-	-	-	-	10	16	
Volunteers expenses	-	182	857	-	-	-	-	-	-	-	-	-	-	1,062	458	
Digital communications/zoom/website expenses	-	-	670	3,546	-	-	-	-	-	5,201	-	-	-	9,417	511	
Subscriptions/membership	-	1,240	-	-	-	-	-	-	26	-	-	-	35	1,491	1,170	
Donations for humanitarian aid	-	-	-	-	-	-	-	-	-	-	-	-	-	3,000	-	
Maintenance contract/repairs	-	-	-	-	-	-	-	-	16,395	-	-	-	-	28,784	-	
Recruitment costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Consultancy/research costs	-	-	-	-	-	-	-	-	-	-	-	-	-	250	-	
Legal & professional	1,125	-	-	-	-	-	-	-	-	-	-	-	-	5,796	6,921	
Sound and vision productions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Depreciation	-	-	-	-	-	-	-	-	-	-	-	-	-	137	91	
Bookkeeping/payroll	-	-	-	-	-	-	-	767	-	-	-	-	56.00	843	1,443	
Auditors' remuneration	-	-	-	-	-	-	-	3,000	-	-	-	-	-	3,000	3,000	
Grand Total	33,745	11,599	6,183	42,896	6,725	1,705	3,071	3,787	30,869	5,201	13	7,578	24,796	178,168	119,546	

This page does not form part of the statutory financial statements

