

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 Re-elected 22 May 2021
R M Anooshian Retired 22 May 2021

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

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
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W4 4HJ

WEBSITE

www.caia.org.uk

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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

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 extremal 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 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.

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.

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

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.

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

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.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021

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 environments. 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 Petchey 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.

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.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

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

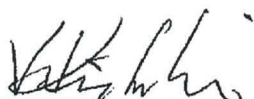
12) STATEMENT OF TRUSTEES RESPONSIBILITIES-(Continued)

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

		Unrestricted funds	Restricted funds	31.3.21 Total funds	31.3.20 Total funds
	Notes	£	£	£	£
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	14				
Unrestricted funds				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	2,145	14,090
	<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	14,411	-	14,411
Total	37,294	82,252	119,546
NET INCOME/(EXPENDITURE)	13,852	(13,998)	(146)
Transfers between funds	20,737	(20,737)	-
Net movement in funds	34,589	(34,735)	(146)
RECONCILIATION OF FUNDS			
Total funds brought forward	20,552	290,441	310,993
TOTAL FUNDS CARRIED FORWARD	55,141	255,706	310,847

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>-</u>	<u>217,031</u>
At 31 March 2020	<u>216,712</u>	<u>456</u>	<u>-</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
	145,261	(145,261)	-
TOTAL FUNDS	290,458	(178,168)	(112,290)

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	20,552	-	-	20,552
	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	-
	290,441	(13,998)	(20,737)	255,706
TOTAL FUNDS	310,993	(146)	-	310,847

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2021**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)
	68,254	(82,252)	(13,998)
TOTAL FUNDS	119,400	(119,546)	(146)

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.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2021**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	-
		219,982	96,701
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
		7,408	3,022

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 expediently 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
	55,665	26,180
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
	11,365	21,649
Total resources expended	178,168	119,546
Net (expenditure)/income	112,290	(146)

CENTRE FOR ARMENIAN
INFORMATION AND ADVICE

RESOURCES EXPENDED
PER FUND ANALYSIS
FOR THE YEAR ENDED
31 MARCH 2021

	Restricted Funds							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/Corr breaks	Health Care Support Project	Training Programm es	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	-	-	-	9,776	7,487	-	-	88,821	86,072
Subcontractor labour	-	4,880	-	-	4,160	-	-	-	-	-	-	-	-	9,040	9,980
Office costs	-	-	-	-	-	-	21	-	-	3,635	-	-	1,143	4,799	7,893
Publications/newsletters	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Furniture/equipment	-	-	-	-	-	-	-	-	-	-	-	-	-	-	58
Refreshments/catering	-	162	36	1,284	289	-	-	-	-	-	-	-	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	-	-	107	-	-	60	2,357	2,822
Training	-	-	-	1,890	140	-	2,400	-	-	-	-	-	-	4,430	70
Personal Protective Equipment	-	-	920	-	-	-	-	-	-	-	-	-	-	920	-
Sundry expenses	-	-	-	-	-	-	-	-	-	-	-	-	10	10	16
Volunteers expenses	-	182	857	-	-	-	-	-	13	-	-	-	-	1,062	458
Digital communications/zoom/website expenses	-	-	670	3,546	-	-	-	-	5,201	-	-	-	-	9,417	511
Subscription/membership	-	1,240	-	-	-	-	-	-	-	26	35	-	180	1,491	1,170
Donations for humanitarian aid	-	-	-	-	-	-	-	-	-	-	-	-	3,000	3,000	-
Maintenance contract/repairs	-	-	-	-	-	-	-	-	-	16,395	-	-	13,389	28,784	-
Recruitment costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Consultancy/research costs	-	-	-	-	-	-	-	-	-	-	-	-	250	250	-
Legal & professional	1,125	-	-	-	-	-	-	-	-	-	-	-	5,796	6,921	-
Sound and vision productions	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Depreciation	-	-	-	-	-	-	-	-	-	-	-	-	137	137	91
Bookkeeping/payroll	-	-	-	-	-	-	-	787	-	-	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	5,201	30,869	7,578	13	24,796	178,168	119,546

This page does not form part of the statutory financial statements

