

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

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

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

Cox Costello & 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 2022**

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CENTRE FOR ARMENIAN INFORMATION AND ADVICE**REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2022**

TRUSTEES

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

Trustees retiring by rotation

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

COMPANY SECRETARY

K Alexanian

REGISTERED OFFICE

Hayashen
105a Mill Hill Road
Acton
London
W3 8JF

REGISTERED COMPANY NUMBER

04195084 (England and Wales)

REGISTERED CHARITY NUMBER

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AUDITORS

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

CHIEF EXECUTIVE OFFICER

M Ohanian

PRINCIPAL BANKERS

HSBC
281 Chiswick High Road
Chiswick
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W4 4HJ

WEBSITEwww.caia.org.uk

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

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

1) OBJECTIVES AND ACTIVITIES

1.1 Mission statement

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

1.2 Aims

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

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

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

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

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

1.3 Statement of public benefit

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

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

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

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

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

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

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

OBJECTIVES AND ACTIVITIES

1.4 Grant making

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

1.5 Volunteers

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

2) ACHIEVEMENT AND PERFORMANCE

2.1 Charitable activities

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

3) WELFARE PROGRAMME

3.1 Advisory support service

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

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

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

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

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

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

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

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

ACHIEVEMENT AND PERFORMANCE

Charitable activities

3) WELFARE PROGRAMME

3.1 Advisory support service – continued

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

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

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

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

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

Equal Access

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

Fuel Poverty

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

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022****ACHIEVEMENT AND PERFORMANCE****Charitable activities****3) WELFARE PROGRAMME****3.1 Advisory support service – continued****Addressing Food Poverty**

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

Improving Employability Skills

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

Feedback from Service Users

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

These comments included:

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

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Case studies

Housing/Welfare Benefits:

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

Immigration

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

3.2 Health and Care Service

Supporting Carers & Cared-for

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

Befriending Project

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

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

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4) EDUCATION AND TRAINING

4.1 English for Beginners

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

4.2 Digital Inclusion Project

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

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

The key difference and activities the project delivered.

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

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

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

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

One-to-One sessions with learners

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

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

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

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Devices & Connectivity

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

Accessibility - Digital Coffee Mornings/Home visit

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

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

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

Workshops & Digital Awareness

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

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

Helping Clients Collaboratively

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

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

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

Sample comments from service users over the year included:

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

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

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

4.3 Pre-School Learning Provisions and Summer Holiday Project

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

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

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

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

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

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

4.4 Hayashen Armenian Youth Club (HAYC)

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

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

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

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

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

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Three major popular outings were also successfully organised:

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

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

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

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

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

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

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

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

4.5 Hayashen Library and Intergenerational Cultural Activities

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

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

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

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

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

5) PUBLICATIONS, COMMUNICATIONS AND DIGITAL PLATFORMS

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

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

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

The website was supported by our social media platforms:

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

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

6) COOPERATION WITHIN THE VOLUNTARY AND COMMUNITY SECTOR

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

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

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

Below is some of the feedback from the EAF meetings:

- *Another great forum, looking forward to attending the next one!*
- *It was lovely to see you too, although I could not participate fully as I had some system issues. I'm glad to have made it. It was a good meeting and very good discussion and connections.*
- *Thank you so much for letting me speak in the meeting today. Apologies that I missed the second half as we lost Wi-Fi in the office. But I am back at home now and able to get a bit more work done! Thanks again and see you at the next forum.*
- *Thank you for the invitation and the newsletter. Could you please also add my colleague to the database*

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

- *Ealing Advice and Information oversight group*
- *Community Meeting on Ukraine organised by Ealing Council*
- *Ealing Digital Task Force*
- *The 25th Anniversary Celebration of the Bosnia and Herzegovina Community Advice Centre*
- *Membership of Advice UK, Ealing Community Network, Ealing Hounslow CVS, Brent CVS, and Hammersmith & Fulham CVS continued.*
- *Helped establish a new Black, Asian and Minority Ethnic Advice Providers Network (London) in partnership with several BMER advice organisations facilitated by the Advice Services Alliance (ASL) supported by the Trust for London.*

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

- *'Understanding perspectives on funding challenges and inequalities experienced by small Black, Asian and minority ethnic (BAME) led voluntary sector groups in the London Borough of Ealing'.*
- *Research about Accessing public services online such as Universal Credit, for the Work Rights Centre*
- *London Voice: the journey to full participation – December 2021 by the Young Europeans Network.* This research project is an initiative from Trust for London on behalf of the Citizenship and Integration Initiative, and the UK Democracy Fund, a Joseph Rowntree Reform Trust initiative.
- *Community Conversations Discussion initiated by Greater London Authority contributed to research undertaken by CooperGibsonResearch – July 2021*

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

- CAIA cooperated and maintained good relations with various Armenian organisations in UK, specifically on the ongoing existential threat being faced by the Armenians living in the Republic of Armenia and Artsakh (Nagorno-Karabakh) due to the aggressive behaviour of neighbouring governments of Azerbaijan and Turkey which continue to physically threaten Armenians in those regions, causing a great deal of trauma and distress to all Armenians irrespective of where they live.

7) FINANCIAL REVIEW**7.1 Investment policy and objectives**

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

7.2 Reserves policy

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

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

7.3 Purpose

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

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

7.4 Procedures

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

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

The Statement of Financial Activities shows a net surplus for the year of £48,795 (2021: £112,290) and our total reserves as at 31 March 2022 amounted to £471,932 (2017: £423,137).

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

8) FUTURE PLANS

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

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

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

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

9.2 Charity status

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

9.3 Membership

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

9.4 Financial statements

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

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

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

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

10.2 Induction and training of new Trustees

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

10.3 Organisational structure

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

Following is a brief summary of the achievements of the Board of Trustees during 2021/2022:

- Held 12 Board Meetings face to face allowing some Board members to join online due to various circumstances such as health and working from home. Additional meetings were held between the CEO, Chair, Treasurer and Company Secretary in between meetings for the purposes of banking, meeting with funders, accounting and general administration of the charity.
- Offered training opportunities to individual Board Members, staff and volunteers to enable them to become more knowledgeable, motivated and skilled in the operations and management of CAIA including *Induction training for newly appointed trustees, Safeguarding Children & Adults, Befriending, Risk Assessment, Creating infographics and Online reports, Fire Marshall Training, and First Aid.*
- The Board worked diligently on reviewing and improving CAIA's policies and procedures in the Organisation Manual.
- Held a successful AGM in May 2021. Submitted CAIA's audited financial statements to both the Charity Commission and Company House as required.
- Various external functions were attended by Board members to represent the CAIA.
- Continued to make improvements and maintain overall quality standard of the property (Hayashen) for the benefit of visitors, staff and service users, including installing a new more secure digital entry phone system.
- Successfully transferred the Hayashen property to the incorporated CAIA Charity Company thanks to the efforts of Faegre Baker Daniels LLP.
- The CAIA Board of Trustee's expressed their sadness to the unexpected passing of Carol Kilbey and acknowledge her dedicated services to CAIA for over a decade.

10.4 Related parties

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

11) STRUCTURE, GOVERNANCE AND MANAGEMENT

11.1 Risk management

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

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

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022****Risk management-** continue

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

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

12) TRUSTEES' RESPONSIBILITIES

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

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

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

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

In so far as the Trustees are aware:

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

Reappointment of Auditors

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

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

09 December 2022

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

DocuSigned by:

V Keshishi

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V Keshishi

Chair, Board of Trustees

DocuSigned by:

F Mansurian

.....D7118EEACC97476.....

F Mansurian

Treasurer, Board of Trustees

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

Opinion

We have audited the financial statements of Centre for Armenian Information and Advice (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Other information

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

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statement, or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

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

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

Our responsibilities for the audit of the financial statements

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

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

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

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

- had a direct effect on the determination of material amounts and disclosures in the financial statements. These included the Trust Deed, tax legislation and Companies Act 2006; and
- do not have a direct effect on the financial statements but compliance with which may be fundamental to the charity's ability to operate or to avoid a material penalty. These included the Charity Commission for England and Wales (Charity Commission) regulations, fundraising regulations and Anti-Money Laundering Regulations (including Proceeds of Crime Act 2002 and Terrorism Act 2000); Child safeguarding, health and Safety Act, employment law, pensions legislation, Charities Act.

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

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

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

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

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

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

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

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:



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Michael F Cox BSc FCA (Senior Statutory Auditor)
for and on behalf of Cox Costello & Horne
Chartered Accountants and Statutory Auditors
26 Main Avenue
Moor Park
HA6 2HJ

09 December 2022

Date:

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022**

		Unrestricted funds	Restricted funds	31.3.22 Total funds	31.3.21 Total funds
	Notes	£	£	£	restated £
INCOME AND EXPENDITURE					
Donations and Legacies	2	40,280	-	38,850	144,540
Charitable activities	3				
Advice and Information (A&I)		-	46,903	46,903	45,671
Befriending Project (BFP)		-	9,470	9,470	-
Children's/Youth Project (ACPG/YP)		-	16,023	16,023	15,775
Covid 19 Support and Assistance (CSA)		-	36,007	36,007	11,500
Cultural/Educational Expenditure and Library (CEE&L)		-	1,746	1,746	938
Digital Inclusion Project (DIP)		-	36,793	36,793	44,255
Elderly Club/Carers Break (EAP)		-	11,292	11,292	11,292
Health and Care Support Project (H&CS)		-	1,469	1,469	5,084
Household Winter Support (HWS)		-	8,321	8,321	-
Training Programmes (TP)		-	844	844	11,246
Investment Income		57	-	57	157
Total		40,337	168,868	209,205	290,458
EXPENDITURE ON					
Charitable activities	4				
Advice and Information (A&I)		912	42,403	43,315	53,912
Befriending Project (BFP)		-	9,470	9,470	-
Children's/Youth Project (ACPG/YP)		-	14,523	14,523	18,597
Covid 19 support and Assistance (CSA)		-	33,971	33,971	9,930
Cultural/Educational Expenditure and Library (CEE&L)		-	1,746	1,746	-
Digital Inclusion Project (DIP)		-	35,459	35,459	68,893
Elderly Club/Carers Break (EAP)		-	11,292	11,292	10,800
Health and Care Support Project (H&CS)		-	1,469	1,469	2,738
Household Winter Support (HWS)		-	8,321	8,321	-
Training Programmes (TP)		-	844	844	4,932
Fundraising and Publicity		-	-	-	8,366
Total		912	159,498	160,410	178,168
NET INCOME		39,425	9,370	48,795	112,290
RECONCILIATION OF FUNDS					
Total funds brought forward		384,462	38,675	423,137	310,847
TOTAL FUNDS CARRIED FORWARD		423,887	48,045	471,932	423,137

CENTRE FOR ARMENIAN INFORMATION AND ADVICE (REGISTERED NUMBER: 04195084)**BALANCE SHEET
AT 31 MARCH 2022**

				31.3.22	31.3.21 restated
	Notes	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
FIXED ASSETS					
Tangible assets	10	221,889	-	221,889	217,031
CURRENT ASSETS					
Debtors	11	-	7,696	7,696	2,328
Cash at bank and in hand		201,998	45,703	247,701	219,856
		201,998	53,399	255,397	222,184
CREDITORS					
Amounts falling due within one year	12	-	(5,354)	(5,354)	(16,078)
NET CURRENT ASSETS		201,998	48,045	250,043	206,106
TOTAL ASSETS LESS CURRENT LIABILITIES		423,887	48,045	471,932	423,137
NET ASSETS		423,887	48,045	471,932	423,137
FUNDS	13				
Unrestricted funds				423,887	384,462
Restricted funds				48,045	38,675
TOTAL FUNDS				471,932	423,137

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

09 December 2022

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

DocuSigned by:

V Keshishi

B071C763C2DD456...
V Keshishi - Chair

DocuSigned by:

F Mansurian

D7118EEACC97476...
F Mansurian - Treasurer

REGISTERED CHARITY NUMBER: 1088534

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

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

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

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

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

Preparation of the financial statements on a going concern basis

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

Critical accounting judgements and key sources of estimation uncertainty

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

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

Income

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

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

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

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

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

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022****1. ACCOUNTING POLICIES - continued****Income-Cont'd**

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

Expenditure

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

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

Tangible fixed assets

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

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

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

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

Heritage Asset

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

Taxation

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

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022****1. ACCOUNTING POLICIES - continued****Fund accounting**

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

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

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

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

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

Financial instruments

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

2. DONATIONS AND LEGACIES

	31.3.22	31.3.21
	£	£
Membership fees	5,458	4,707
Donations	26,151	16,666
Legacy	-	117,079
Gift aid	1,868	3,943
London Legal Support Trust	1,430	-
Other fundraising income	<u>5,373</u>	<u>2,145</u>
	<u>40,280</u>	<u>144,540</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022****3. INCOME FROM CHARITABLE ACTIVITIES**

	Activity	31.3.22 £	31.3.21 £
Grants	Advice and Information (A&I)	46,903	45,671
Grants	Befriending Project (BFP)	9,470	-
Grants	Children's/Youth Project (ACPG/YP)	16,023	15,775
Grants	Covid 19 Support and Assistance (CSA)	36,007	11,500
Grants	Cultural/Educational Expenditure and Library (CEE&L)	1,746	938
Grants	Digital Inclusion Project (DIP)	36,793	44,255
Grants	Elderly Club/Carers break (EAP)	11,292	11,292
Grants	Health and Care Support Project (H&CS)	1,469	5,084
Grants	Household Winter Support (HWS)	8,321	-
Grants	Training Programmes (TP)	844	11,246
		<u>168,868</u>	<u>145,761</u>

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

	31.3.22 £	31.3.21 £
A2Dominion Group	500	-
Barkev Kassardjian Sis Trust (ACPG/YP)	500	500
BBC Children in Need (ACGP/YP)	9,980	9,875
Benlian Trust (ACPG)	1,000	1,000
Catalyst (Covid 19)	-	500
Church Urban Fund (Near Neighbours' Grants-TP)	-	3,071
City Bridge Trust (A&I)	31,000	31,000
EACH Test & Trace (Covid 19)	6,000	1,000
Young Ealing Foundation (ACPG/YP)	4,543	3,000
Good Things Foundation (CEE&L)	-	938
Jack Petchey Foundation (YP)	1,849	750
LBE (Covid 19-Emergency Grant)	-	2,500
London Community Foundation Wave 3 (TP)	-	8,175
London Community Foundation Wave 5 (Covid 19)	30,007	7,500
London Borough of Ealing (Family Learning)	2,590	-
London Borough of Ealing/Carers Respite/Dementia Concern (EAP)	11,292	11,292
London Borough of Ealing/EAS Mencap (A&I)	4,175	4,175
London Borough of Ealing/Household Winter Support(HWS)	9,790	-
London Youth Microgrant (YP)	-	650
People Health Trust (H&CS)	-	5,084
National Lottery Reaching Community Fund (DIP)	45,172	44,255
National Lottery- Celebration	1,000	-
REAP/HEAR (Support Cost)	-	500
Pathways (A&I)	-	9,996
Voice for Change England (BFP)	9,470	-
	<u>168,868</u>	<u>145,761</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022

4. CHARITABLE ACTIVITIES COSTS

	Direct costs	Support costs (See note 5)	Totals
	£	£	£
Advice and Information (A&I)	40,430	2,885	43,315
Children's/Youth Project (ACPG/YP)	12,639	1,884	14,523
Befriending Project (BFP)	6,042	3,428	9,470
Cultural/Educational Expenditure and Library (CEE&L)	1,474	272	1,746
Covid 19 Support and Assistance (CSA)	3,964	30,007	33,971
Digital Inclusion Project (DIP)	18,779	16,680	35,459
Elderly Club/Carers Breaks (EAP)	7,515	3,777	11,292
Health and Care Support Project (H&CS)	1,469	-	1,469
Household Winter Support (HWS)	6,276	2,045	8,321
Training Programmes (TP)	844	-	844
	<u>99,432</u>	<u>60,978</u>	<u>160,410</u>

5. SUPPORT COSTS

	Charitable activities	Governance costs	Totals
	£	£	£
Support Costs	<u>55,911</u>	<u>5,067</u>	<u>60,978</u>

	Basis of allocation	31.3.22 £	31.3.21 £
Charitable activities			
Salaries and wages	Estimate of the time	12,051	11,293
Office costs	Based on the needs of the various projects	11,273	34,562
Furniture/equipment	Usage	284	-
Refreshments/catering	Based on the needs of the various projects	1,213	28
Insurance	Based on the needs of the various projects	1,673	1,723
Travel expenses	Based on the needs of the various projects	334	167
Sundry expenses	Based on the needs of the various projects	76	10
Volunteers' expenses	Based on the needs of the various projects	173	13
Subscription/membership	Based on the needs of the various projects	203	251
Depreciation	Based on the needs of the various projects	562	137
Legal and professional	Based on the needs of the various projects	630	5,796
Publications/newsletters	Based on the needs of the various projects	1,262	5,201
Donation (Hayastan All Armenia Fund)	Based on the needs of the various projects	-	3,000
Donation (Humanitarian Aid Relief Trust)	Based on the agreement	350	-
Consultancy/research costs	Based on the needs of the various projects	1,110	250
		<u>31,194</u>	<u>62,431</u>

	Basis of allocation	31.3.22 £	31.3.21 £
Governance costs			
Auditors' remuneration	Based on the needs of the various projects	3,000	3,000
Bookkeeping/payroll	Based on the needs of the various projects	2,067	843
		<u>5,067</u>	<u>3,843</u>

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

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022****6. NET INCOME**

Net income is stated after charging:

	31.3.22	31.3.21
	£	£
Auditors' remuneration	2,050	2,050
Auditors' remuneration – Other Services	950	950
Depreciation - owned assets	<u>562</u>	<u>137</u>

7. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

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

8. STAFF COSTS

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

	31.3.22	31.3.21
Advice and Information	1	1
Health Advocacy Project	1	1
Administration and governance	1	1
Digital Inclusion Project Co-Ordinator	<u>1</u>	<u>1</u>
	<u>4</u>	<u>4</u>

No employees received emoluments in excess of £60,000 (2021: nil).

Key Management Remuneration

The key management personnel of the charity comprise the Chief Executive Officer. The total wages of the key management personnel of the charity were £48,207 (2021: £45,173).

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME FROM			
Donations and legacies	144,540	-	144,540
Charitable activities			
Advice and Information (A&I)	500	45,171	45,671
Children's/Youth Project (ACPG/YP)	-	15,775	15,775
Covid 19 Support and Assistance (CSA)	-	11,500	11,500
Cultural/Educational Expenditure and Library (CEE&L)	-	938	938
Digital Inclusion Project (DIP)	-	44,255	44,255
Elderly Club/Carers Break (EAP)	-	11,292	11,292
Health and Care Support Project (H&CS)	-	5,084	5,084
Training Programme (TP)	-	11,246	11,246
Investment Income	<u>157</u>	<u>-</u>	<u>157</u>
Total	145,197	145,261	290,458

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022

9. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	restated Unrestricted funds £	restated Restricted funds £	restated Total funds £
EXPENDITURE ON			
Charitable activities			
Advice and Information (A&I)	10,209	43,703	53,912
Children's/Youth Project (ACPG/YP)	3,431	15,166	18,597
Covid 19 Support and Assistance (CSA)	1,810	8,120	9,930
Digital Inclusion Project (DIP)	12,556	56,337	68,893
Elderly Club/Carers Break (EAP)	1,968	8,832	10,800
Health and Care Support Project (H&CS)	499	2,239	2,738
Training Programmes (TP)	899	4,033	4,932
Fundraising and Publicity	1,535	6,831	8,366
Total	32,907	145,261	178,168
NET INCOME BEFORE TRANSFERS	112,290	-	112,290
Transfers between funds	217,031	(217,031)	-
NET INCOME	329,321	(217,031)	112,290
RECONCILIATION OF FUNDS			
Total funds brought forward	55,141	255,706	310,847
TOTAL FUNDS CARRIED FORWARD	384,462	38,675	423,137

10. TANGIBLE FIXED ASSETS

	Freehold property £	Equipment, fixtures and fittings £	Motor vehicle £	Totals £
COST				
At 1 April 2021 and 31 March 2022	216,712	46,407	28,277	291,396
Additions	-	5,420	-	5,420
Disposals	-	(45,860)	-	(74,137)
At 31 March 2022	216,712	5,967	28,277	222,679
DEPRECIATION				
At 1 April 2021	-	46,088	28,277	74,365
Charge for year	-	562	-	562
Eliminated on disposals	-	(45,860)	-	(74,137)
At 31 March 2022	-	790	28,277	790
NET BOOK VALUE				
At 31 March 2022	216,712	5,177	-	221,889
At 31 March 2021	216,712	319	-	217,031

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade debtors	3,514	100
Other debtors	39	26
Prepayment and accrued income	<u>4,143</u>	<u>2,202</u>
	<u>7,696</u>	<u>2,328</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade creditors	2,304	4,408
Accrued expenses and deferred income	<u>3,050</u>	<u>11,670</u>
	<u>5,354</u>	<u>16,078</u>

Included within creditors is deferred income of £nil (2021: £8,470). Deferred income relates to funds received in advance from Voice 4 Change £nil (2021: £8,470).

13. MOVEMENT IN FUNDS

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

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022

13. MOVEMENT IN FUNDS - continued

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

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

Comparatives for movement in funds

	At 1.4.20 restated £	Net movement in funds restated £	Transfers between funds restated £	At 31.3.21 restated £
Unrestricted Funds				
General fund	34,591	112,290	(52,631)	94,250
Building and equipment fund	-	-	40,000	40,000
Contingency fund	20,552	-	12,948	33,500
Designated funds	216,712	-	-	216,712
	271,855	112,290	317	384,462
Restricted Funds				
Advice and Information (A&I)	-	1,468	(1,468)	-
Capital Expenditure and Building Costs	2,150	-	-	2,150
Children's/Youth Project (ACPG/YP)	-	609	(609)	-
Covid 19 Support and Assistance (CSA)	-	3,380	(3,380)	-
Cultural/Educational Expenditure and Library (CEE&L)	-	938	(938)	-
Digital Inclusion Project (DIP)	-	(12,082)	12,082	-
Elderly Club/Carers break (EAP)	-	2,460	(2,460)	-
Health and Care Support Project (H&CS)	36,842	2,845	(3,162)	36,525
Training Programmes (TP)	-	7,213	(7,213)	-
Fundraising and Publicity (FP)	-	(6,831)	6,831	-
	38,992	-	(317)	38,675
TOTAL FUNDS	310,847	112,290	-	423,137

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022

13. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended restated £	Movement in funds restated £
Unrestricted funds			
General fund	145,197	(32,907)	112,290
Restricted funds			
Advice and Information (A&I)	45,171	(43,703)	1,468
Children's /Youth Project (ACPG/YP)	15,775	(15,166)	609
Covid 19 Support and Assistance (CSA)	11,500	(8,120)	3,380
Cultural/Educational Expenditure and Library (CEE&L)	938	-	938
Digital Inclusion Project (DIP)	44,255	(56,337)	(12,082)
Elderly Club/Carers Break (EAP)	11,292	(8,832)	2,460
Health and Care Support Project (H&CS)	5,084	(2,239)	2,845
Training Programmes (TP)	11,246	(4,033)	7,213
Fundraising and Publicity (FP)	-	(6,831)	(6,831)
	145,261	(145,261)	-
TOTAL FUNDS	290,458	(178,168)	(112,290)

Purposes of restricted funds

These funds are held to further charitable activities as explained in the Report of the Trustees'.

Purposes of Designated funds

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

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

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

Transfers between funds

During the year subsidies were made between restricted funds in the amount of £nil (2021: £39,857) in order to cover support costs arising on individual projects in the 2021/22 financial year.

During the year a transfer made between general fund to contingency fund £nil (2021: £12,948) in accordance with the reserves policy.

During the year a transfer made between general fund to building and equipment fund £nil (2021: £40,000).

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

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2022****14. RELATED PARTY DISCLOSURES**

Other than key management Compensation disclosed in Note 9, there were no related party transactions for the year ended 31 March 2022 nor for the year ended 31 March 2021.

15. DEFERRED INCOME

	31.3.22	31.3.21
	£	£
Balance as at 1 st April	8,470	-
Amount released to income in the year	(8,470)	-
Amount deferred in the year	-	8,470
	<u>-</u>	<u>8,470</u>
Balance as at 31 st March	<u>-</u>	<u>8,470</u>

16. CONTINGENT LIABILITY

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

17. RECLASSIFICATIONS AND COMPARATIVE FIGURES

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

18. HERITAGE ASSETS

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

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

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

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

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

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

19. COMPANY LIMITED BY GUARANTEE

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

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022**

	31.3.22 restated £	31.3.21 restated £
INCOME		
Donations and legacies		
Membership fees	5,458	4,707
Donations	26,151	16,666
Legacy	-	117,079
Gift aid	1,868	3,943
Other fundraising income	5,373	2,045
	38,850	144,440
Investment income		
Deposit account interest	57	157
Charitable activities		
Statutory grants	27,847	18,067
Grants from trusts	142,451	127,794
	170,298	145,861
Total incoming resources	209,205	290,458
EXPENDITURE		
Charitable activities		
Wages	85,532	78,726
Social security	7,984	3,216
Subcontractor labour	10,380	9,040
Publications/newsletters	-	2,604
Furniture/equipment	-	552
Refreshments/catering	570	1,761
Events and outings	6,905	5,775
Minibus	2,158	2,147
Travel expenses	905	1,540
Training	678	2,030
Sundry expenses	1,370	1,391
Volunteers' expenses	1,354	648
Digital communications/zoom/web	1,080	670
Subscription/membership	559	555
Compliance costs	114	1,239
Household Winter Support	4,560	-
	124,149	111,894

CENTRE FOR ARMENIAN INFORMATION AND ADVICE**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022**

	31.3.22 restated £	31.3.21 restated £
Support costs		
Charitable activities		
Wages	10,858	10,190
Social security	1,193	1,103
Office costs	11,273	34,562
Publications/newsletters	1,262	5,201
Furniture/equipment	284	-
Refreshments/catering	1,213	28
Insurance	1,673	1,723
Travel expenses	334	167
Sundry expenses	76	10
Subscription/membership	203	251
Legal and Professional	630	5,796
Donation	350	3,000
Consultancy/research costs	1,110	250
Depreciation	562	137
Volunteers' expenses	173	13
	31,194	62,431
Governance costs		
Auditors' remuneration	3,000	3,000
Bookkeeping/payroll	2,067	843
	5,067	3,843
Total resources expended	160,410	178,168
Net income	48,795	112,290