

**HARLOW CITIZENS
ADVICE LIMITED**

Company number 07013193

Charity number 1135235

**FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**



HARLOW CITIZENS ADVICE LIMITED

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HARLOW CITIZENS ADVICE LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION FOR THE YEAR ENDED 31 MARCH 2024

Registered company number	07013193
Registered charity number	1135235
Registered address	Floor 2 Westgate House West Square Harlow Essex CM20 1YS
Directors	J. Barber (resigned 30 November 2023) G Clark (Chairperson) A Diejomah R Lane R Lee D Murray E Onyema K Smith A Whybrow C Nweke
Independent Examiner:	Community360 Winsley's House High Street Colchester Essex CO1 1UG
Bankers:	Unity Trust Bank Nine Brindley Place Birmingham B1 2HB
Solicitors	Attwaters Jameson & Hill 2nd Floor, Rothwell House The High Harlow Essex CM20 1LQ

HARLOW CITIZENS ADVICE LIMITED

TRUSTEES ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2024

Helping the people of Harlow navigate the cost of living crisis

Chair's Foreword

Each year presents its own set of challenges, and this year has been no exception. Our staff, both paid and unpaid, have once again demonstrated remarkable resilience and dedication in delivering high-quality services to Harlow residents.

While inflation has begun to ease, it remains high, compounding the double-digit increases we saw in the previous year. Many people are still struggling with the cost of living. Although volatility in energy markets has lessened, energy prices remain elevated too. High interest rates have further increased living expenses for both renters and homeowners, driving demand for our services to unprecedented levels.

In 2023/24, we assisted more people than ever before, and our turnover reached record levels. In this report Ayub, our CEO, provides more detailed insights into our performance.

At Citizens Advice Harlow, we operate under a balanced set of strategic objectives that underpin our vision which is for residents to have the knowledge and confidence they need to find a way forward whoever they are and whatever problem they face. Our aim is to provide outstanding quality advice to our clients, delivered by well-trained, motivated, and happy staff. This is supported by robust processes that we are constantly looking to improve. None of this would be possible without our funding, so I'd like to extend our deepest thanks to our funders noting that your support is crucial to our work. We would also like to extend our thanks to our colleagues at Citizens Advice Essex for their continued success in bidding for new services which has enabled us to expand the scope of our services to the community.

The Board places strong emphasis on governance as well as financial and risk management. Our Finance and Remuneration sub-committee of the Board works to ensure strong financial management and that our staff are compensated competitively. This remains an ongoing priority. Additionally, we have appointed thematic leads for each strategic objective, which strengthens the link between our vision and daily operations. We have also appointed a lead for Equality, Diversity, and Inclusion to ensure these values are woven into everything we do.

I'd like to take this opportunity to thank our Treasurer, Andrew Whybrow, for his excellent stewardship over our finances. Andrew joined the Board in 2014 when turnover was £139,000 and leaves us now with a significantly higher turnover of £484,000. Thank you, Andrew, for your dedication and support over the last 10 years.

Looking ahead, we aim to expand our reach and assist more people through a variety of access points. As always, the challenge lies in securing adequate resources. With growth comes the necessity for even more robust processes and governance. As Trustees, we set the course for our organisation, navigating through both calm and stormy seas. We are not afraid to re-evaluate our path and anticipate the challenges ahead.

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With the new government, there is talk that things might need to get worse before they can get better. This could lead to increased demand for our services, while at the same time, we face the risk of reduced funding for charities. Even if things don't worsen, it's fair to say that the true position is that demand always exceeds our supply and that's a challenge we must continually address.

At Citizens Advice Harlow, we recognise the importance of taking a holistic approach, valuing consolidation where it makes sense and seeking the benefits of economies of scale, particularly in shared services. We also believe in the efficiency of a "one-call centre" approach, streamlining our operations to better serve our community. These are developments that we will continue to address over the coming year.

We've recently welcomed two new trustees and a paid part-time finance officer to further strengthen our team. We are confident that we will continue to deliver excellent value for money and look forward to the year ahead as we serve the people of Harlow.

Thank you to everyone.

Graham Clark
Chair of the Trustees

CEO introduction

This past year (2023-24) has been fraught with significant challenges, including a cost-of-living crisis, record-high inflation, and rising energy costs, all of which have put unprecedented strain on our service at Citizens Advice Harlow. Despite these difficulties, we provided essential advice and support to **4,467 individuals, (more than double the 2,205 we assisted in the previous year)** addressing a wide range of complex issues such as financial uncertainty, debt, access to benefits, and housing.

The financial strain that many people in our community experience is reflected in our data, which reveals demand, especially in areas like benefits, debt management, and housing. We assisted clients with **1,388 debt issues, 3,542 benefit-related issues, and 1,511 housing issues.**

We continued to broaden our outreach efforts, connecting with more people who would not have used our services otherwise. This included advice in GP surgeries and our Macmillan Welfare benefits advice service. However, the increased demand for our telephone advice service has highlighted the critical need for more trained advisers and resources.

Despite these pressures, our interventions led to significant outcomes, **including £1,552,741 (£229,770 in the previous year) in income gains for clients and the write-off of £154,063 in debts.** We served a diverse community, with a significant portion of our clients being women, people with disabilities, and individuals from various ethnic backgrounds.

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As we look ahead, we are committed to continuing our vital work, advocating for our clients, and securing the necessary resources to meet the growing demands of our community. The need for our services has never been greater, and we remain committed to providing support to every Harlow resident in need.

As always, our good work cannot be achieved without a dedicated team of paid staff and volunteers. A special mention to our Trustees who continue to provide support, challenge, and good governance. #TeamHarlow is a special group of people to work with, and I am incredibly grateful for their dedication and hard work.

Ayub Khan

Chief Executive

Who we are:

Our mission - To provide advice that helps people to overcome their problems.

Our vision - For people to have the knowledge and confidence they need to find their way forward, whoever they are and whatever problem they face.

Our values - Values are hugely important, they are our culture, the way we work, what we expect of one another and what our clients can expect of us. Our values govern everything we do at every level.

- We are open and transparent
- We continue to learn and grow • We have trust in each other
- We aim for quality, whatever our role

Our strategy



HARLOW CITIZENS ADVICE LIMITED

TRUSTEES ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2024

Our advice model has the following aims:

- Keep people in employment or helping them get back to work
- Preventing housing evictions and statutory homelessness
- Reducing the demand for mental health services
- Reducing the demand for GP services
- Improved mental wellbeing
- Improved positive functioning
- Improved family relationships

The story of our year – What we achieved

The cost of living crisis, record high inflation, and the spike in energy costs saw a surge in demand for our services placing unprecedented pressure on our resources. In a year marked by continued economic uncertainty and growing financial hardship for all sections of the community, Citizens Advice Harlow provided a lifeline for thousands. **We supported 4,467 individuals**, each grappling with the complexities of modern life, from financial instability to navigating the complex welfare benefits system. Our data illustrated demand characterised by:

Addressing 3,542 issues **relating to Benefits and Tax Credit alone and 799 relating to Universal Credit**

- **Debt crisis:** The demand in debt-related issues, totalling 1,388, demonstrated the financial pressure that many of our clients faced. Fuel debts, council tax arrears, and rent arrears were among the most common issues, reflecting the dire consequences of economic pressures on household finances.
- **Housing struggles:** The 1,511 housing issues we handled underscore the ongoing housing crisis, with many residents seeking support in an increasingly unaffordable housing market be it renting, paying council tax, rent or mortgage. We also provided advice to people who were living in poor-quality housing and advocating with their landlord for repairs.
- **Addressing the energy crisis:** The energy crisis impacted on all Harlow residents, and households facing energy challenges. Our advisers have provided one-on-one advice helping them navigate issues such as energy debt, billing disputes, and energy efficiency improvements. Through our service, clients have saved **£749,851** by switching to more affordable energy tariffs and accessing grants for home energy improvements.

HARLOW CITIZENS ADVICE LIMITED

TRUSTEES ANNUAL REPORT FOR THE YEAR ENDED 31 MARCH 2024

Reaching more people through outreach

Despite the mounting challenges, we have expanded our reach significantly. By extending our presence in the community, we have connected with more individuals who might not have otherwise accessed our services. Working with partners such as the community hub has been crucial in ensuring that the most vulnerable receive the support they desperately need. In this year we also launched advice services based in GP surgeries across Harlow addressing the wider determinants of health through prevention. We also provided a dedicated outreach to staff at Princess Alexandra Hospital who were impacted by the cost of living crisis.

Continued high demand for telephone advice and the need for resources

The demand for our phone service has reached unprecedented levels, reflecting the growing need for accessible advice and support. The average wait time over the year was 19 minutes. The pressure on our telephone advice line can only be alleviated through the recruitment of additional trained advisers. These advisers are essential in managing the initial influx of inquiries, ensuring that clients receive timely assistance. While we are committed to reducing the wait time and meeting demand, it is clear that bolstering our phone service capacity will require additional resources and investment.

Fundraising and the need for fair settlements from funders

While we are doing all we can to fundraise and boost our resources, the sustainability of our services hinges on securing contracts and grants that recognise the true cost of delivering high-quality advice and that acknowledges the extensive work required to meet the growing needs of our community.

Life-changing outcomes amidst growing challenges

Despite the immense pressures on our service, we delivered tangible outcomes for our clients:

- **Income gains:** Our interventions led to a total income gain of £1,552,741 for clients. Funds that were not just financial support but lifelines that kept families afloat in trying times. This figure highlights our role as a crucial advocate for those navigating the often impenetrable welfare system.
- **Debt relief:** In a year where many faced the overwhelming burden of debt, we were able to secure the write-off of £154,063 in debts, providing critical relief to those most in need. Additionally, reimbursements and loans amounting to £10,313 were facilitated, offering further financial respite to struggling households.
- **MacMillan welfare support:** Our service provides free, confidential advice and support to people affected by cancer, helping them with financial issues, benefits, and other practical matter. In 2023-24 we helped clients obtain income of **£863,018**

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Serving a diverse community

Our service's impact was felt across a broad demographic, reflecting the diversity of those we assist:

- **Gender and disability:** The data reveals a significant proportion of female clients, (62%) and a notable 58% of clients reported living with disabilities or long-term health conditions. This underscores the essential role we play in supporting those who are often the most marginalised and in need of targeted, compassionate assistance.
- **Ethnic diversity:** The wide range of ethnic backgrounds represented among our clients highlights our commitment to inclusivity and ensuring that our services are accessible to every member of our community, regardless of their background.
- **Channel Delivery**

In the past year, our service has continued to provide essential support through a variety of channels, ensuring that our clients can access advice in the way that suits them best. From face-to-face appointments, outreach, to expanding our digital and telephone services, we have strived to meet the changing needs of our community. By embracing new technology and adapting our traditional services, we have maintained high levels of accessibility and support, even in the face of ongoing challenges. In 2023-24 advice was delivered through the following channels:

- Telephone advice = 44%
- Face to face = 9%
- Email advice = 33%
- Letter = 2%
- Other = 5%*
- Admin = 7%*

In the Casebook system, the "Other" channel serves as a flexible option for recording any contact types that are not listed in the predefined categories. Advisers can use the accompanying free text field to provide additional details, allowing them to document interactions such, social media exchanges, WhatsApp messages, and more.

The "Admin" channel in Casebook is designated exclusively for non-advice tasks. This includes activities such as casework preparation or administrative tasks like sending SMS reminders, closing cases, or uploading files. It should be used for any actions that do not involve direct contact with clients or third parties in the process of resolving a client's issue.

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Client satisfaction is a key focus for us, and this year's results reflect our commitment to helping people. While **55%** of clients found our services easy to access, we acknowledge that high demand, especially for our telephone service, meant that more people experienced longer wait times. Despite this, **83%** said we helped them find a way forward, **64%** were able to resolve their problems, and **82%** would recommend us to others, showing the trust and value clients place in our advice service.

Value for Money:

Citizens Advice Harlow delivers exceptional value for money by offering free, impartial, and confidential advice to individuals facing a wide range of issues. Through early intervention and expert guidance, we help people resolve problems before they escalate, reducing the strain on public services such as healthcare, housing, and welfare. Our service across Harlow not only improves individual well-being but also contributes to the broader community by promoting financial stability, reducing poverty, and enhancing social cohesion, ultimately providing a significant return on investment for society as a whole.

Evidencing value for money:

The Greater Manchester Combined Authority (GMCA) Research Team has developed an innovative financial modelling tool, which was recognised as supplementary guidance to HM Treasury's Green Book in 2014. This tool helps evaluate the value for money of various interventions, focusing on how effectively taxpayers' money is used and the potential savings compared to standard practices. The Cost-Benefit Analysis (CBA) model is outcome-based, providing estimates on the return on investment (ROI) for these interventions.

Using this model, we are able to calculate the following value:

1. **Financial savings** to local (Harlow Council) and national Government due to fewer payments for out-of-work benefits, costly evictions, re-housing evicted tenants, and less demand on the NHS.
2. **Public value:** When people have fewer problems they have higher levels of well-being, participation in society, and productivity.
3. **Value to the people we help:** We help individual clients to achieve financial outcomes like getting backdated benefits, writing-off debts, and refunds for consumer issues.

In 2023 24:

- **For every £1 invested in our service we achieved £16.01 of public value**

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- Through our advice service, we helped Harlow Council save £119,293, by preventing homelessness and housing evictions and rescheduling Council tax payments
 - We saved the NHS £164,447 by reducing the use of mental health service and GP services and keeping people in work
 - We helped save the housing sector, £329,717 by working with housing providers to prevent homelessness and evictions

Critical insights and the road ahead:

The story of our year is how we helped a community with financial, housing, and health-related challenges. The surge in demand for our specialised and general advice service, coupled with the substantial outcomes we have achieved, underscores both the essential nature of our work and the immense pressure we face in meeting the needs of our community. The increasingly complex issues have stretched our team of staff and volunteers, as casework continues to take more time.

As we move forward, the insights gained from this challenging year will guide our strategic planning. We are more determined than ever to advocate for our clients, to secure the resources necessary to continue our work, and to push for systemic changes that address the root causes of the issues our clients face. This includes working with partners including the West Essex Integrated Care Board, as we address the wider determinants of health prevention through our advice service.

It is clear that the need for our service has never been greater, and we remain committed to being the unwavering support that our community relies on. However, it is crucial that we secure fair contracts and sufficient funding to maintain and expand our services, ensuring that every Harlow resident can access the help they need when they need it most.

FINANCIAL REVIEW

- Firstly, we would like to record our thanks to our various funders in 2023/24 in what has proved to be another challenging period. These funders being Harlow Council (Advice Contract & Partnership Grant) & Essex County Council. Additionally, projects that were run on behalf of Essex Warmer Homes, Essex Warm Start, Macmillan Cancer, United Kingdom Power Networks (UKPN) & The Mulberry Trust in respect of Debt Relief Orders, the full list of funders is listed later in the accounts. Successful partnerships have been forged with Rainbow Services & The Trussell Trust in connection with The Harlow Community Hub & Harlow Foodbank continue to work effectively.
- In 2024/25 we recorded a deficit of £45047. That deficit has reduced our reserves to £158547. It is to be noted that on 31st March 2024 a total amount of £51579 was owed on work completed but not paid for by our partners, these have subsequently been paid. For the financial year 2024/25 we will move to an accrual basis for income & expenditure.

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- In 2024/25 we expect funding to be challenging again, however working in partnership with Essex Citizens Advice will open an increasing number of projects which will provide additional funds.
 - National Citizens Advice continues to require all Citizens Advice offices to complete a quarterly return declaring our financial performance compared to our budget. The data submitted is then compared to their expectation benchmark, we are pleased to advise that we continue to achieve the required standard.
 - The Trustees review all the costs, and a strict Budgetary policy remains in force. During 2024/25 the Trustees will continue to encourage our CEO to bid for projects to develop our services & boost income.

INVESTMENT POWERS & POLICY

- Having regard to the liquidity requirements of Citizens Advice Harlow the Trustees have decided to invest our available funds in organisations where funds are accessible without excessive notice of withdrawal having to be given.
- As of 31st March 2024, we held the following accounts.
 1. Saffron Building Society - withdrawals are subject to 90 days' notice or 90 days loss or 90 days loss of interest for immediate withdrawals.
 2. Virgin Money - withdrawals are not subject to notice or loss of interest.
 3. Unity Trust Bank Savings - withdrawals are not subject to notice or loss of interest.
 4. The remaining funds are held in the current account held with Unity Trust Bank.
- With the Bank of England Base Rate now (September 2024) at 5%, we are receiving the benefit of a good interest rate on the reserves held with Saffron Building Society. The account tracks the Bank of England Base Rate with a premium of 1.25% so effectively the rate we receive currently is 6.25%.
- The Trustees will only deposit funds with Banks or Building Societies who are members of the Financial Services Compensation Scheme (FSCS). The current limit for compensation is £85,000.

RESERVES POLICY AND GOING CONCERN (DESIGNATED FUND)

- Reserves are needed to bridge the gap between spending and receiving income and to cover unplanned emergency repairs to our premises, redundancy payments and rent/ service charge liabilities in the event of the closure of the company, along with an amount to cover the cost of finding/refitting alternative premises if we are forced to move at short notice.

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- The amount allocated remains at £85,000.

FINANCIAL PLANS FOR 2023/2024

- We will continue to look for both unrestricted & restricted funding during 2024/25, but our finances as of 31st March 2024 remain healthy.

PAY POLICY FOR SENIOR STAFF

- All Trustees give their time freely and no Trustees received any remuneration or expenses in 2023/24. The senior management are responsible for controlling, running, and operating the business on a day-to-day basis.
- The Trustees review the salaries of the senior management on an annual basis and there was an increase in salaries for all staff effective from April 2024.

WORKPLACE PENSIONS

- We had 16 colleagues (an increase of 3) who were members of our Workplace Pension scheme via National Employers Savings Trust (NEST) as of 31st March 2024.

RISK MANAGEMENT

- The Trustees have a Risk Management Strategy which comprises:
- An annual review of principal risks and uncertainties the charity faces.
- The establishment of policies, systems and procedures to mitigate those risks identified in the annual review.
- The implementation of procedures designed to minimise any potential impact on the charity should those risks materialise.



Andrew Whybrow
Treasurer

Date 10 October 2024

HARLOW CITIZENS ADVICE LIMITED

INDEPENDENT EXAMINER'S REPORT FOR THE YEAR ENDED 31 MARCH 2024

I report on the accounts of Harlow Citizens Advice Limited for the year ended 31 March 2024 which are set out on pages 13 to 20.

Respective responsibilities of trustees and examiner

The Charity's Trustees are responsible for the preparation of the accounts. The Charity's Trustees consider that an audit is not required for this year (under section 144 (2) of the Charities Act 2011 (The Act) but that an independent examination is needed.

It is my responsibility to:

- Examine the accounts under section 145 of the Charities Act,
- To follow the procedures laid down in the General Directions given by the Charity Commissioners (under section 145(5)(b) of the Charities Act, and
- To state whether particular matters have come to my attention.

Basis of independent examiner's Statement

My examination was carried out in accordance with the General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the Charity and a comparison of the accounts presented with those records. It also includes considerations of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently I do not express an audit opinion on the view given by the accounts.

Independent examiner's statement

In the course of my examination, no material matters have come to my attention which gives me cause to believe that in, any material respect:

- the accounting records were not kept in accordance with section 130 of the Charities Act; or
- the accounts did not accord with the accounting records; or
- the accounts did not comply with the applicable requirements concerning the form and content of the accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair' view which is not a matter considered as part of an independent examination.

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

Shelley-Marie Rudling FMAAT AATQB for and on behalf of:

Community360

Winsley's House, High Street, Colchester, Essex



Date

11/10/2024

HARLOW CITIZENS ADVICE LIMITED

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

	Note	Unrestricted Total £	Restricted Total £	2024 Total £	2023 Total £
Incoming resources					
Donations and legacies		1,020	-	1,020	396
Income from investments		6,190	-	6,190	2,585
Income from charitable activities	2	51,006	433,063	484,069	368,011
Total incoming resources		58,216	433,063	491,279	370,992
Resources expended					
Charitable activities	3	93,409	442,917	536,326	387,122
Total resources expended		93,409	442,917	536,326	387,122
Net incoming resources		(35,193)	(9,854)	(45,047)	(16,130)
Prior year adjustment		10,759	(10,759)	-	-
Funds at 1 April 2023		200,741	2,853	203,594	219,724
Funds at 31 March 2024		176,307	(17,760)	158,547	203,594

Notes on pages 15 to 20 form part of these financial statements

HARLOW CITIZENS ADVICE LIMITED

BALANCE SHEET AS AT 31 MARCH 2024

	Note	2024 Total £	2023 Total £
Current assets			
Debtors	6	26,947	700
Cash at bank and in hand		156,829	209,968
		<u>183,776</u>	<u>210,668</u>
Current liabilities			
Creditors, amounts falling due within one year	7	25,228	7,074
Net current assets		158,547	203,594
Net assets		<u><u>158,547</u></u>	<u><u>203,594</u></u>
Funds			
Unrestricted funds	9	176,307	200,741
Restricted funds	9	(17,760)	2,853
		<u><u>158,547</u></u>	<u><u>203,594</u></u>

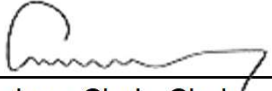
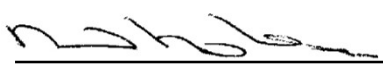
For the year ended 31 March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

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

The directors declare that they have approved the accounts above.

Signed	 _____ Graham Clark, Chair	Date	<u>10 October 2024</u>
Signed	 _____ Andrew Whybrow, Treasurer	Date	<u>10 October 2024</u>

HARLOW CITIZENS ADVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. Accounting Policies

1.1 Accounting convention and standards

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

Cashflow

The financial statements do not include a cash flow statement because the charity, as a small reporting entity, is exempt from the requirement to prepare such a statement under Financial Reporting Standard 1 "Cash flow statements".

1.2 Grants

Grants are recognised in full in the Statement Of Financial Activities in the year in which they are receivable.

1.3 Donations, legacies and voluntary income

Donations and voluntary income are recognised on a received basis and are allocated between restricted and unrestricted funds as required. The value of services provided by volunteers has not been included.

1.4 Expenditure

Resources expended are recognised in the period in which they are incurred and are charged to the service to which they relate. Resources expended include attributable VAT which cannot be recovered.

1.5 Taxation

The company, being a charity, is not liable to income or corporation tax. Tax deducted from interest received is reclaimed.

1.6 Depreciation

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost less estimated residual value of each asset over its expected life as follows:

Improvements to leasehold property	3 years straight line
Office equipment	25% reducing balance

1.7 Defined contribution pension scheme

Contributions are charged to the profit and loss account as they become payable in accordance with the rules of the scheme.

1.8 Unrestricted funds

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

HARLOW CITIZENS ADVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1.9 Restricted funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

1.10 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the Trustees is liable to contribute an amount not exceeding £1 towards the asset of the charity in the event of liquidation.

2. Income from	Unrestricted	Restricted	2024	2023
charitable activities	£	£	£	£
Harlow and District Council	40,000	-	40,000	40,000
Harlow and District Council Contract	-	90,000	90,000	90,000
Education referrals	4,900	-	4,900	6,000
Essex County Council	6,106	20,000	26,106	8,986
Essex CA (Uk Power Networks)	-	28,650	28,650	-
Additional Rooms	-	5,000	5,000	-
Essex Warm Start	-	71,960	71,960	37,710
Essex Cultural Diversity Grant	-	-	-	-
Harlow Foodbank	-	41,094	41,094	31,112
Harlow Community Hub	-	30,398	30,398	27,425
Contain Management Outbreak Fund	-	-	-	6,261
Essex Warmer Homes	-	-	-	24,034
The Mulberry Trust - DRO Project	-	15,500	15,500	15,500
Money Advice - Trainee	-	-	-	18,033
MacMillan Cancer	-	67,365	67,365	-
Harlow Healthcare - Debt Advice	-	-	-	5,000
ECF - Debt Advice	-	-	-	18,000
CITA - Cost of Living	-	51,362	51,362	15,000
Clinical Commissioning Grant	-	-	-	20,000
UKPN	-	11,735	11,735	-
Harlow Council	-	-	-	4,950
Permitted Development Grant	-	-	-	-
	51,006	433,063	484,069	368,011

HARLOW CITIZENS ADVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

3. Costs of charitable activities	Unrestricted	Restricted	2024	2023
	£	£	£	£
Salaries and pensions	58,707	408,756	467,463	328,720
Training and travel	556	1,579	2,135	3,039
Rent and rates	9,304	19,507	28,811	11,882
Office expenses	19,503	11,441	30,944	25,297
Professional fees	1,149	737	1,886	1,379
Bank charges	229	-	229	215
Miscellaneous	188	897	1,085	3,812
Advertising and promotion	2,684	-	2,684	749
Grants paid	-	-	-	400
Premises costs	1,090	-	1,090	11,628
	93,409	442,917	536,326	387,122

4. Staff costs and emoluments

Total staff costs were as follows:

	2024	2023
	£	£
Wages & salaries	427,072	300,389
Social security costs	29,737	20,103
Pension costs	10,654	8,228
	467,463	328,720

Particulars of employees:

The average number of employees during the period, calculated on the basis of full time equivalents, was as follows:

2024	2023
18.1	8.6

No employee received emoluments of more than £60,000 during the year.

Key management personnel

During the year total remuneration of £113,862, (2023 £88,656) was paid to key management personnel. The remuneration of key management personnel is decided upon and authorised by the trustees.

5. Net incoming resources

This is stated after charging:

	2024	2023
	£	£
Independent examiner's fee	600	550

HARLOW CITIZENS ADVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

6. Debtors			2024	2023
			£	£
Debtors			26,048	-
Prepayments			899	700
			26,947	700
7. Creditors; amounts falling due within one year			2024	2023
			£	£
Deferred income			15,000	-
Company credit card			492	616
Taxation and social security			9,136	5,909
Accruals			600	550
			25,228	7,074
8. Analysis of net assets between funds			2024	2023
			£	£
Current assets - excluding cash		Unrestricted	26,947	700
Current assets - cash at bank		£	174,589	209,968
Current liabilities		Restricted	(25,228)	(7,074)
		£	176,307	203,594
9. Unrestricted funds			2024	2023
			£	£
General fund	01/04/23	Income	126,500	91,307
	£	£	58,216	
Reserve fund		Expenses	(93,409)	
		£	-	
		Transfer	-	
		£	-	
			211,500	176,307
			58,216	(93,409)
			-	-

HARLOW CITIZENS ADVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

Restricted funds	01/04/23	Income	Expenses	Transfer	31/03/24
	£	£	£	£	£
CITA - Cost of living	14,479	-	(14,479)		-
Essex CA (Uk Power Networks)	-	28,650	(28,650)		-
Essex Warmer Homes	(10,388)	-			(10,388)
Essex Warm Start	(13,300)	71,960	(63,097)		(4,437)
Essex CC Cost of Living	(6,147)	51,362	(45,214)		-
Harlow Community Hub	(3,776)	30,398	(24,795)		1,827
Probation Contract			(15,757)		(15,757)
UKPN	-	11,735	(11,660)		75
Clinical Commissioning grant	15,085	-	(15,085)		-
The Mulberry Trust - DRO Project	-	15,500	(15,500)		-
Essex County Council	-	20,000	(20,000)		-
Harlow Foodbank	11,081	41,094	(41,845)		10,330
Additional Rooms	-	5,000	(4,480)		520
Macmillan Cancer	(14,939)	67,365	(52,355)		71
Harlow Council	-	90,000	(90,000)		-
	(7,906)	433,063	(442,917)	-	(17,760)
Total funds	203,594	491,280	(536,326)	-	158,547

10. Related Parties

There were no related parties within the year.

11. Going Concern

The charity is operating on a going concern basis.

HARLOW CITIZENS ADVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

12. Previous Year Comparative Statement of Financial Activity

	Note	Unrestricted Total £	Restricted Total £	2023 Total £
Incoming resources				
Donations and Legacies		396	-	396
Income from Investments		2,585	-	2,585
Income from charitable activities	2	151,247	216,764	368,011
Total incoming resources		154,228	216,764	370,992
Resources expended				
Charitable activities	3	168,740	218,382	387,122
Total resources expended		168,740	218,382	387,122
Net incoming resources		(14,512)	(1,618)	(16,130)
Net income for the period		(14,512)	(1,618)	(16,130)
Funds at 1 April 2022		215,253	4,471	219,724
Funds at 31 March 2023		200,741	2,853	203,594