



The Girlington Centre

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# ANNUAL REPORT 2023-2024

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**AGM December 2024**

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**Call Us: 01274 547118**



**Address: Girlington Road,  
Bradford, BD8 9NN**



**Email: [info@girlington.org.uk](mailto:info@girlington.org.uk)**



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# From our Leadership Team:

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*Our CEO, Rubina Burhan, Co-CEO, Fozia Shaheen and  
Our Chair of Trustees, Val Rowland and Ruby Bhatti*

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We are pleased to be presenting The Girdlington Centre's Annual Report for the year 2023-2024, showcasing our continuous efforts to enhance the core services offered at our centre, including welfare advice, volunteering and community development and our out of hours service.

At the heart of our mission is our dedicated advice team who provide our core service to the local community, navigating people through the complex systems. The team's unwavering support and tireless efforts have been pivotal to significantly impact the local community.

We are proud to report that we have continued to expand our services and improve access for everyone. This includes our advice team collaborating with our in-house Mental Health and Befriending teams to provide a holistic service, to support people with Severe Mental Illnesses and complex needs.

Our achievements this year reflects the remarkable efforts and commitment of our amazing advice team, board members, supporters, and partners, all of whom have demonstrated resilience, collaboration, and responsiveness over the past year.

## **Financial Challenges and Restructuring**

The initial half of the year (April 2023 to July 2023) presented significant financial challenges, particularly for our welfare benefits advice service. This service was sub-commissioned through the Citizen Advice Bureau but was terminated in April 2023 when the centre lost approximately £98,000 of funding. This had a detrimental impact on our service delivery for advice and on staffing.

In response, we restructured our service model to prioritize support for vulnerable users, including the elderly and the less-abled. This allowed us to continue to develop and maintain our core services. While we had to reduce drop-in services due to increased demand, our advice team worked diligently to ensure that benefits and immigration assistance remained accessible through two-day telephone advice, face-to-face appointments, and home visits when necessary. These adaptations allowed us to maximize our limited resources while addressing the urgent needs of our service users.

## **New Funding and Collaborative Partnerships**

From July 2023 to March 2024, we secured funding from the Big Lottery to address the cost-of-living crisis and support the rising demand for our services. Additionally, we partnered with the Integrated Care Board (ICB) to maintain and diversify our offerings

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from April 2023 to March 2025,  
enabling us to respond

mindful of the fact that some aspects  
of the Centre's delivery in the future

effectively to emerging community  
needs.

We are pleased to share that we continue to work collaboratively with Bradford Council, Red Letter Project, Bradford VCS, HALE, and Equality Together, ensuring that the Girlington Centre continues to offer multi-faceted services for clients. This allows The Girlington Centre to act as a community-based hub offering support to clients in a holistic way. The case studies included in this report illustrate the complexity of the work carried out at the Centre and the comprehensive support provided to our clients.

### **Leadership and Organisational Development**

In January 2024, we welcomed Fozia Shaheen as our new Co-CEO. With her diverse experience, Fozia is poised to help drive the centre's growth and development. In addition, we have taken significant steps in enhancing our management systems, policies, and procedures, along with the training and development of staff and volunteers. These improvements ensure that our services remain aligned with the needs of the community.

### **Future Outlook and Community Asset Transfer**

The Girlington Centre applied to Bradford Council for a community asset transfer. However, our efforts have not been successful. While we remain committed to improving our facilities and services, the Board are

can be impacted by the current lease situation. Any decisions moving forward will involve careful consideration and input from key stakeholders and community members to mitigate any potential negative impacts.

As we look to the future, we recognize the necessity to continue to change and evolve to meet the increasing demands of the communities. Despite the challenges we face, we are confident as we enter 2024-2025. Our strong track record, robust partnerships, and our commitment to community-centred decision-making empower us to navigate the future successfully.

We would like to extend our heartfelt gratitude to our staff members, Management Committee, and volunteers for their unwavering dedication to providing exceptional services. We would also like to thank our funders, partners, and supporters for their understanding and generosity, which has been instrumental in our ability to serve the community. Together, we continue to make a positive impact. Thank you!

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# ABOUT US

With over 25 years of experience, The Girlington Centre (TGC) is a vital community organisation dedicated to addressing poverty and inequality. To empower disadvantaged and deprived communities, we offer welfare advice, volunteering and community development opportunities and out of hours service, responsive to the diverse needs of our community. At TGC, we believe in fostering a supportive environment where everyone has the opportunity to thrive.

## Our Mission:

Our mission is to alleviate poverty and address the distress and health challenges it brings, by advancing education, promoting well-being and providing high-quality advice to the residents of Girlington and the surrounding areas.

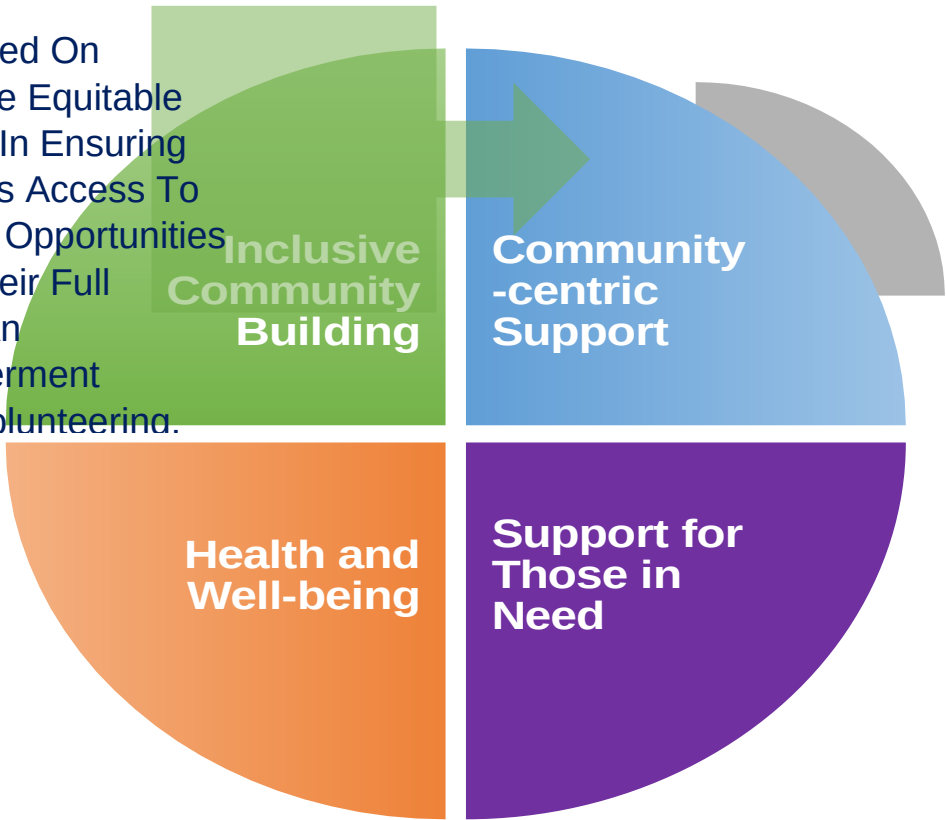
***“How a society treats its most vulnerable is always the measure of its humanity.”***

-Statement by Ambassador Matthew Rycroft of the UK Mission to the UN at the Security Council Open debate on Children and Armed Conflict

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**OUR ETHOS:**

Our Leadership Is Focused On Addressing the Needs of Those Who Are Excluded/ Discriminated. Building A Stronger, More Equitable Community. We Believe In Ensuring That Every Individual Has Access To The Tools, Support, And Opportunities They Need To Reach Their Full Potential. By Fostering An Environment Of Empowerment Through Training And Volunteering.



# Overview

Our Welfare Benefits Advice team provides comprehensive assistance, and advice, supporting our clients from the initial contact through to preparation and representation, where required.

We deal with all welfare benefits initial queries, claims, overpayments reviews, consumer debt, fuel poverty, employment, immigration, and housing applications.

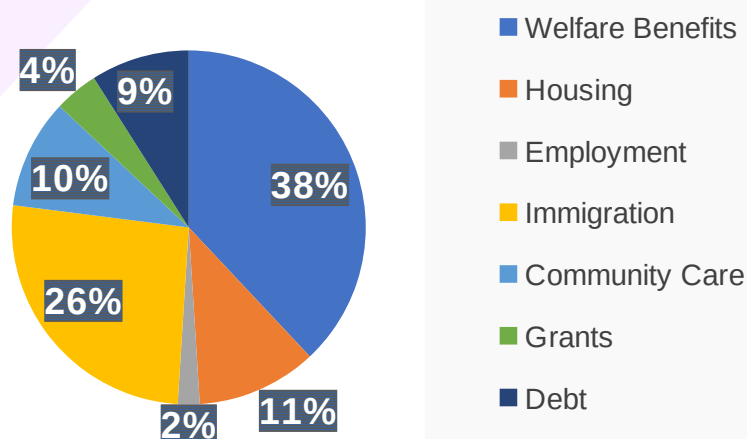
We take huge pride in providing advice services and solutions for our clients and the local community especially those who are vulnerable and in high risk of neglect.

Our team of generalist advisers complete benefit applications,

reports, lodge appeals and complete grant applications and local welfare schemes so we are able to maximise our clients' income and start the process of helping them out of hardship.

We are able to achieve this as we can complete the clients' journey in house and assist with the overall case as we also provide

## Welfare Support Available



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specialist welfare advice services,  
which are listed below:

- Drafting submissions
- Preparation of clients bundle for tribunal hearings
- Representation in court

Furthermore, this also includes the overlap of the clients' immigration status, which affects their eligibility to benefits.

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# Year In Retrospect

Positive Domestic Violence outcomes for Clients, which enabled Clients to access Public Funds and secure their stay in UK.

Advice Team were able to continue home visits to ensure Clients who have physical & mobility restrictions were receiving Advice and Assistance.

Effective/ Gainful weekly outreach sessions completed at Roshni Ghar & at Great Horton Hub profitable.

# Year In Figures

**Total  
numbers of  
Clients:  
1862**

**Total Number  
of Enquiries/  
Cases:  
2743**

**Total Number  
of Advice  
Referrals  
Recieved:  
227**

**Telephone  
Advice  
Interactions:  
1739**

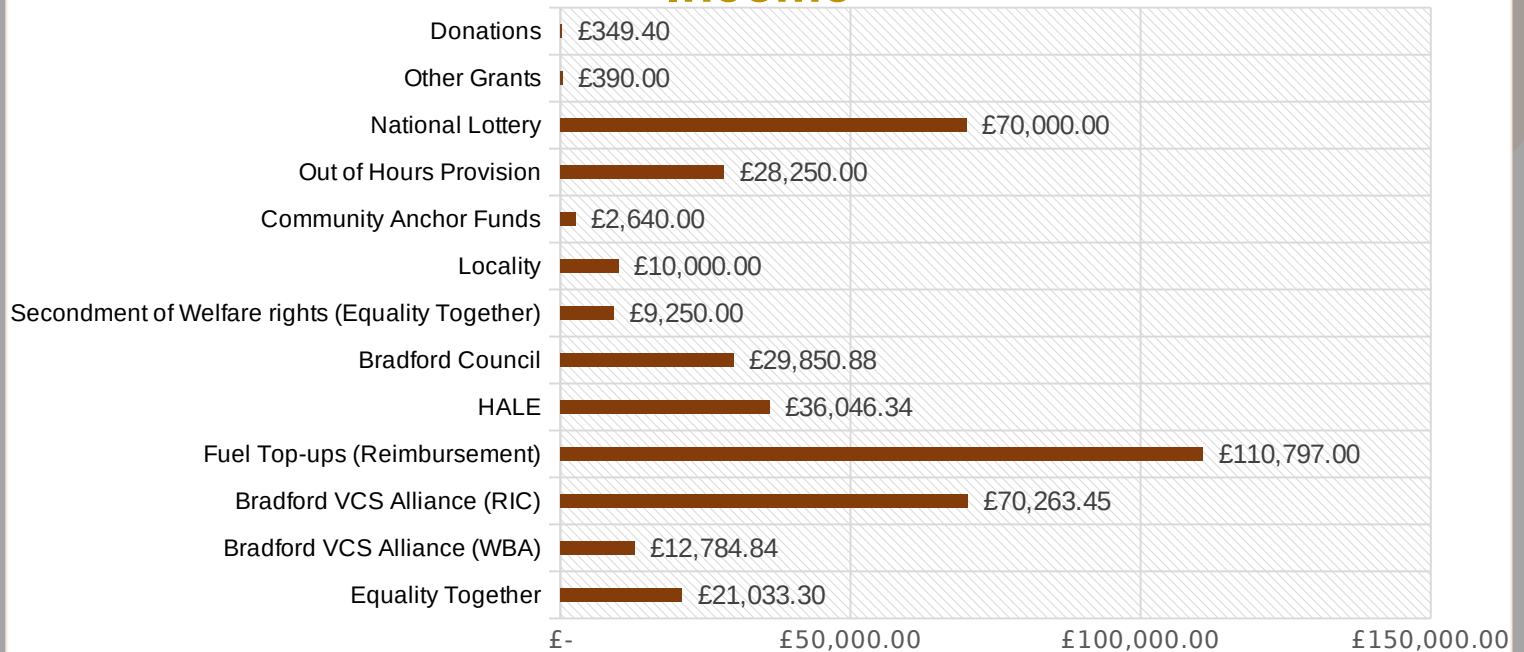
## Key Achievements

**Debt successfully resolved:  
168,423**

**Financial Gains:  
£1, 325, 130.39  
(Just over a MILLION!)**

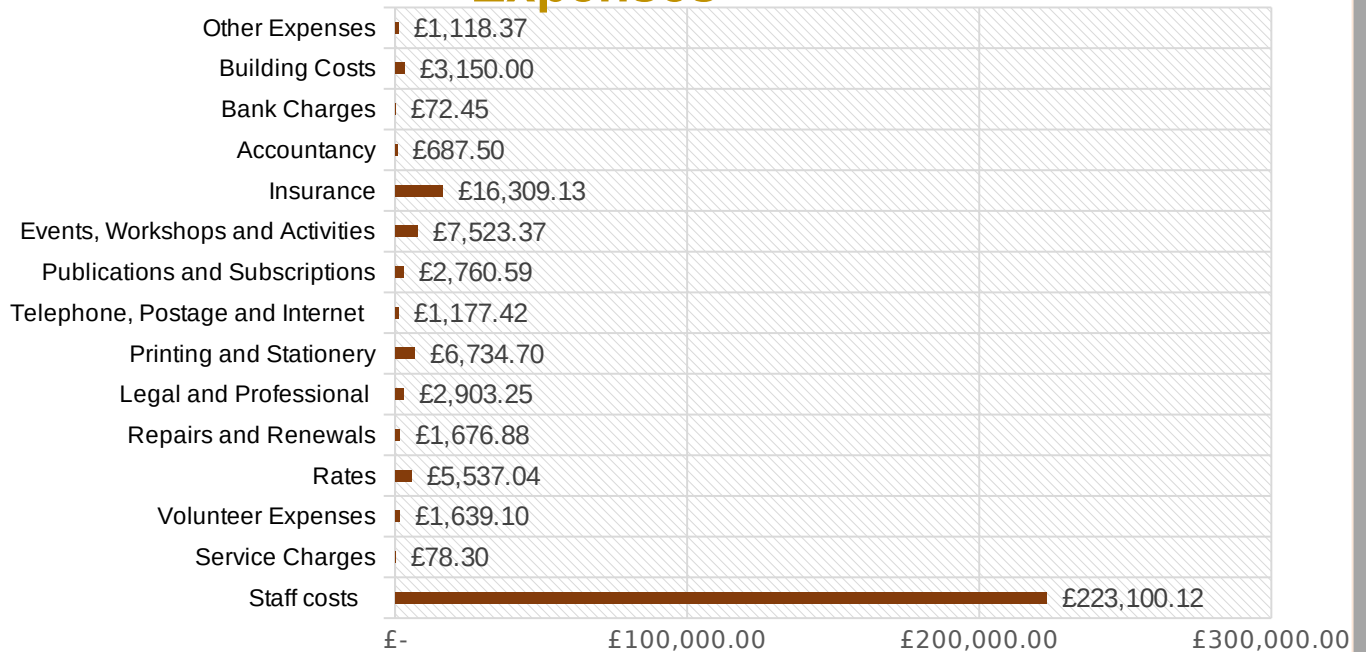
## Income

■ Grants & Donations



## Expenses

■ Expenses



# Our Impact





Case Study 1:  
**Disability  
Living  
Allowance  
(Severe  
Mental Illness)**

**Issue:**

Client A is a single parent and a carer to a 13-year-old daughter, who is severely depressed and engages in frequent self-harm as a coping mechanism. Due to daughter's ill health, Client has been receiving significant support from Child and Adolescent Mental Health Services (CAMHS). However, client is struggling to balance the financial and emotional demands of supporting the daughter.

**Support Provided:**

1-2-1 support was provided due to the client's language barriers, which gave confidence in the client. A comprehensive benefits check was conducted, in which it was found that the client did not receive Disability Living Allowance (DLA), despite being entitled to it. Client was informed of the application process, and was given relevant support such as to complete the form and obtain medical evidence. Additionally, several home visits were made to conduct follow-ups, considering the nature of the daughter's illness. Once financial assessment was completed, client received advice, information and support to manage finances more effectively including guidance on budgeting.

**Outcome:**

The DLA application was successful, resulting in DLA payments of £184 per week; a further £198 per month was added for the carer premium; and an additional disability element of £487.58 per month to Universal Credit. This has led to an extra income of £17,794.60, helping the client to overcome the financial hardship, allowing them to focus on their own wellbeing. The client was also offered weekly wellbeing calls with the welfare benefits advisor to check on the client's wellbeing and determine if any additional support is needed.

### **Issue:**

Client B was recommended The Girlington Centre by their friend. The client has a history of significant, long-standing health conditions that has had an adverse effect on their life, which exempts him from paying such fines. The client had received several letters from the NHS business services authority with five fines totaling £620.

### **Support Provided:**

After enquiring with the relevant departments, it was found that the client's Employment and Support Allowance (ESA) claim was the initial matter of concern, which led to the suspension of their payments. This, in turn, affected their eligibility for exceptions, ultimately resulting in fines. This was especially problematic as the client only source of income were these benefits. Therefore, emails and calls were made to various DWP/HMRC teams to resolve this issue. Additionally, an appeal was registered with NHS Business Services for the fines to be waived, which was followed by many calls to ensure prompt resolution. The client was contacted throughout the process to exchange information.

Whilst the client's payments were suspended, the center provided regular food parcels, along with gas and electricity fuel top-ups to ensure that the client had the necessities needed.

### **Outcome:**

The appeal was successful, which led to the fines being overturned and the ESA payments were reinstated. For future prevention, an exemption certificate was issued and the client was advised to ensure such letters were promptly responded to.



## **Case Study 2: Appeal for NHS Fines**



### Case Study 3: Immigration and Mental Health Needs

#### **Issue:**

Client C came to the UK in 1998 as a spouse of a British national. Over the years, the client faced domestic abuse, which led to their separation from their children and eventual detention. Additionally, the client has been diagnosed with severe depression, psychosis, and experiences auditory and visual hallucinations.

They had previously been granted leave to remain on the basis of their family and private life under Article 8 of the Human Rights Act 1998. However, due to their lack of understanding and capacity, the client overstayed their visa in 2016, which led to difficulties in maintaining their legal status. Their most recent leave to remain was set to expire in July 2023, and they are ineligible for indefinite Leave to Remain (ILR). The client lives in supported accommodation, and their children are placed under the care of the Bradford Local Authority and other family members.

#### **Support Provided:**

Recognising the client's vulnerable situation, TGC, in collaboration with the mental health team, took a proactive approach to securing the client's immigration status, by assisting the client in obtaining further leave to remain in 2017. As the client's current visa approached its expiration in July 2023, TGC applied for a fee waiver, given that the client was receiving means-tested benefits and living in supported accommodation. Additionally, TGC requested the removal of the 'No recourse to public Funds' condition, acknowledging the client's need for access to public funds due to their vulnerability and reliance on continued support.

#### **Outcome:**

The application for the fee waiver was successful, and TGC proceeded to apply for further leave to remain under the same category before the client's visa expired. This application was also successful, resulting in the client being granted leave to remain for an additional 30 months. This will allow the client to continue their journey towards completing the required 120 months (10 years) of lawful residence, after which they will be eligible to apply for ILR.

Additionally, by removing the 'No Recourse to Public Funds'



#### Case Study 4: **Claim for Benefits**

##### **Issue:**

Client D approached The Girlington Centre in January 2024, to initially enquire, whether they were receiving all the benefits they were entitled to. They hoped to purchase an iPad for their daughter but was feeling overwhelmed by their current commitments. However, it was found that the client has a long-standing history of health conditions such as fibromyalgia, IBS, Sciatica and chronic back and spine pain, which have a considerable impact on their daily life. Due to these health issues, they find it extremely difficult to access services and request for the support they need. The client is also a full-time carer for their disabled daughter, who suffers from ADHD and Autism.

##### **Support Provided:**

A comprehensive benefit check was conducted to ensure that the client was receiving the correct benefits and elements that they were entitled to. Following this, the client was informed about the Family Fund and was assisted with the grant's application.

Additionally, a financial assessment form and a priority bills check-up were carried out to ensure income maximization and to ensure all bills were up-to-date. Practical support was provided in Money Management, along with information on services available to assist with financial matters.

The client was also referred to carers' resources for further support in caring for their child.

##### **Outcome: Positive**

The client was granted an iPad for their daughter, which had a positive impact on the child and on the client's wellbeing. Practical support from carers resource, has also helped the client with their caring responsibilities.

## Case Study 5: Severe Mental Illness (SMI)



### **Issue:**

Client E suffers from severe anxiety, depression, persistent low mood, social anxiety and panic attacks, which stem from past trauma and abuse. The client has three children, who are currently living with the client's ex-partner but the client sees them regularly. Client has initially contacted us regarding their various debts and inability to manage finances. This is due to anhedonia, poor concentration and lack of motivation to carry out any daily tasks, requiring support and guidance. The client's financial problems were causing them additional distress and making their mental health worse.

### **Support Provided:**

By contacting the creditors and supporting the client to make online payments, we assisted the client to sort out various debts to avoid further escalation of the situation leading to court proceedings, or involvement of bailiffs e.tc. Additionally, the client had previously been unsuccessful in her PIP claim as she was not able to navigate the application process without support. Therefore, we assisted her with a fresh PIP claim. During the application process, the client required substantially more support than usual due to mental health issues, which led to additional time added onto the client's appointments. The client struggled to attend the appointments due to anxiety and was unable to remain focused for prolonged periods, and hence, needed staggered appointments, due to feeling lethargic and fatigued, impacting the client's ability to engage. Additionally, the client was unable to process and retain information and needed everything repeating due to the client's short attention span. Client is a poor communicator, which can be attributed to the client's quiet and withdrawn nature. The client needed constant probing and the adviser had to be patient, empathetic and give constant reassurance.

### **Outcome:**

Whilst, the initial claim was unsuccessful, we were able to successfully challenge the decision at the Tribunal. DWP finally, acknowledged her mental health difficulties and awarded her the enhanced rate of the daily living component of PIP.

# Client Feedback



"I had poor Mental Health before the assistance, I had received. After receiving the service, I feel relaxed and relived."



"I was treated with respect, as the staff is non-judgemental and felt heard"



"The staff are very professional and polite"

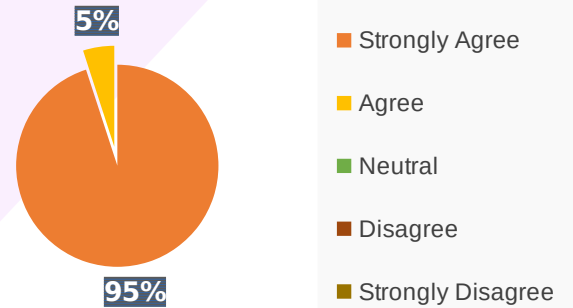
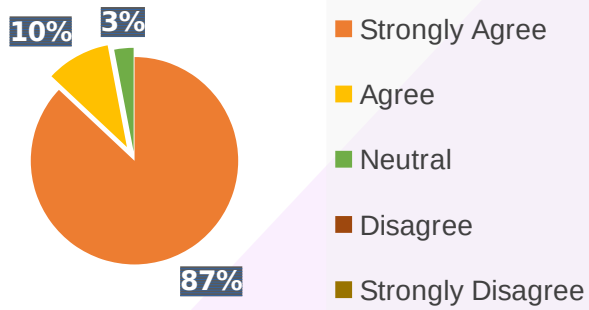


"The service has exceeded my expectations"

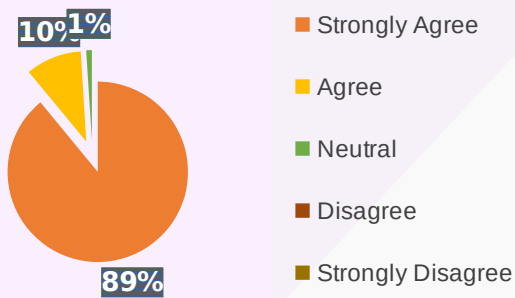
"I was overwhelmed with the financial outcome as this helped me to overcome the financial uncertainties I was facing. I am very grateful for the support as it now allows me to focus on my wellbeing. Overall, the service I have received as had a positive impact on my mental health"

**"My Query was dealt with adequately (in a timely and professional manner)."**

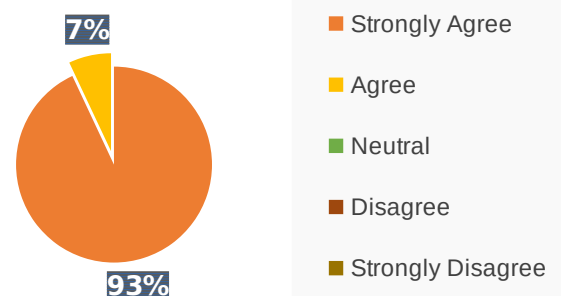
**"I was treated with respect and felt heard."**



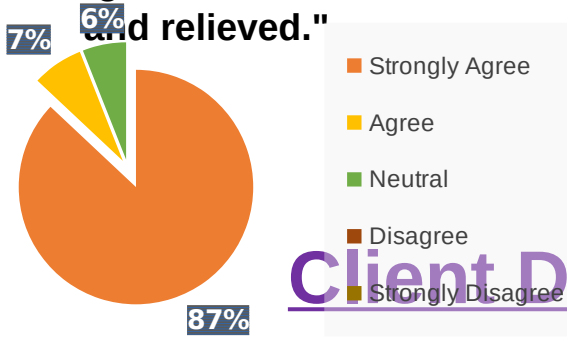
**"I was given appropriate level of support and advice."**



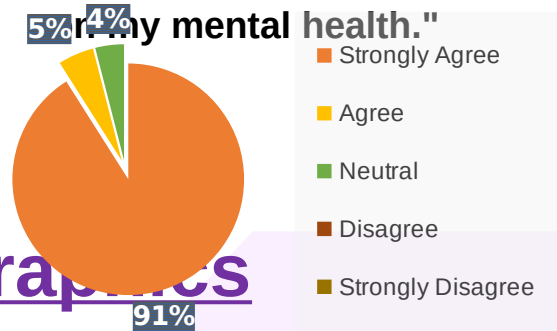
**"Having a bilingual advisor made it easier to explain my problem and understand the advice given."**



"After receiving the service, I feel relaxed and relieved."

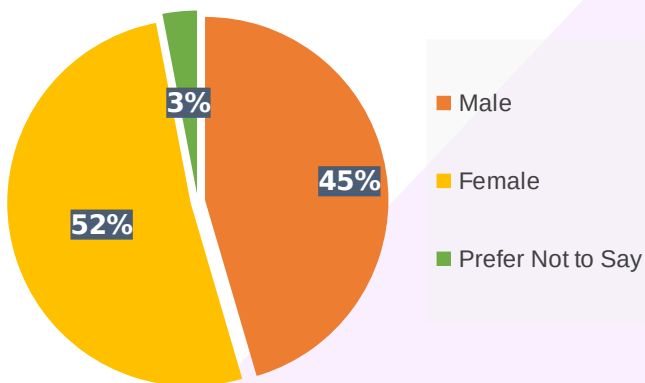


"The service had a positive impact on my mental health."

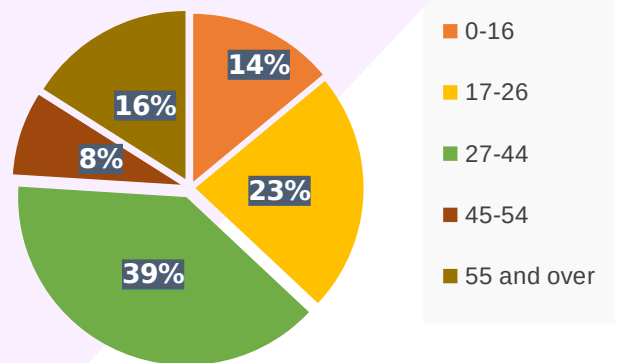


## Client Demographics

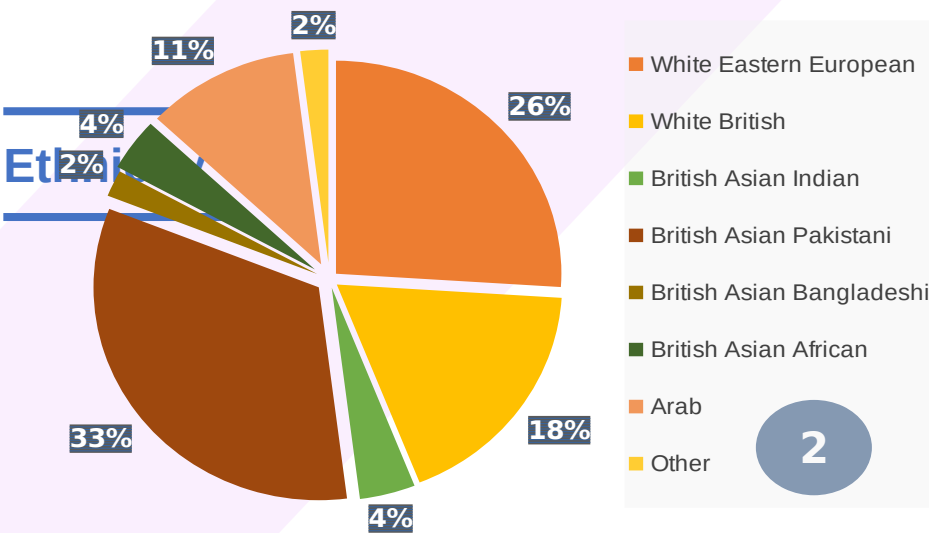
### Gender



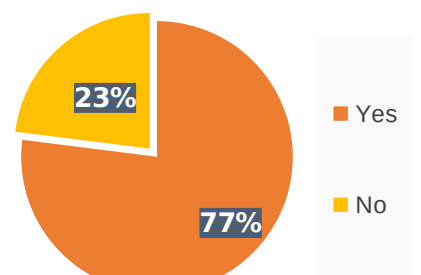
### Age



### Ethnicity



### Disabilities



## Standards, Advancement, and Oversight

At The Girlington Centre, we pride ourselves in ensuring that there are mechanisms in place to ensure staff are regularly given appropriate training that is up-to-date and relevant to the needs of our service users. This allows us to take steps to adapt to the changing landscape and combat risk factors that can threaten our service delivery.

### **Safeguarding:**

Safeguarding plays a fundamental role in our services. As an organization, we have an up-to-date knowledge of key legislation and the working frameworks for Safeguarding at local, regional and national levels. Additionally, we have robust policies and procedures in place to enable all staff, including volunteers to undertake relevant safeguarding training to carry out their roles with due diligence. Therefore, all our staff at The Girlington Centre, have level 1, 2 or 3 in safeguarding training for adults and children.

Moreover, our Advice team have a robust case management system in place, which forms part of our process in audits and allows regular checks through supervision to be taken place to ensure all staff are adhering to Safeguarding protocols. We also encourage staff and board members to take other relevant training by

attending seminars that can further support them in their role.

### **Feedback Sessions:**

We conduct many formal and informal feedback sessions throughout the year that helps service users to engage with our staff and board members. These enable discussions on vital and pressing issues that the center is facing and any improvements that service users feel should take place within our service delivery, based on their experience. This helps amplifying the voice of our service users in the decision-making process of our organization.

### **Governance:**

Our organization is committed to ensuring that the Center keeps progressing in a positive direction, despite the many challenges it faces. Therefore, to build on our strengths, the board and the CEOs conduct management committee meetings on a regular basis to ensure we take into account the impact of our services, hold ourselves accountable for any shortcomings and explore revenues and areas for further development of our organization.

In the upcoming annual year (2024-2025), our leadership team and board aim to build on the work of the previous year. This involves identifying and taking actions that will lead to an

even more impactful year with more

progressive outcomes.

## Our Team

### **Staff members between 1<sup>st</sup> of April 2023 and 31<sup>st</sup> of March 2024:**

- Rubina Burhan (Chief Executive Officer)
- Fozia Shaheen (Co-Chief Executive Officer)
- Rachel Abbey (Administrator until May 2023)
- Bushra Nisar (Administrator)
- Imaan Siddiqui (Finance Assistant)
- Heba Mals (Finance Assistant)
- Tahir Iqbal (Finance Assistant)
- Sabera Hafesji (Social Prescriber)
- Tatiana Gross (Social Prescriber)
- Shahraz Begum (Immigration advisor)
- Aklujan Wahab (Advice Worker)
- Farzana Hussain (Advice worker)
- Hifza Wajid (Advice Worker)
- Jana Elles (Advice worker)
- Guzula Nazir (Trainee Advice Worker)
- Sarka Dvorakova (Advice worker)
- Alema Kauser (Advice worker)
- Lorna Cook (Social Prescribing)
- Katarina Dome (Advice worker / Roma project)
- Asiylah Lal (Trainee advice worker)
- Amina Noureen (Advocacy Worker)
- Shaukat Hayat (Caretaker)
- Selma Ali (Specialist Adviser)
- Maryam Ibrar (Administration within Development Work)

### **Work Commissioned between 1<sup>st</sup> of April 2023 and 31<sup>st</sup> of March 2024:**

- S M Salam

### **Volunteers between 1<sup>st</sup> of April 2023 and 31<sup>st</sup> of March 2024:**

- Val Rowlands (Immigration specialist)
- Sharon Hachemi
- Amreen Kausar
- Dana Ginovo
- Zenat Jan
- Kafa Al Maghrabi
- Nayab Gohar
- Zyad Alsaka
- Irum
- Azra Tariq
- Khairul Amin
- Tessa Wainwright
- Rasha
- Tasneem
- Abdulkarem Alhomsy
- Shabnam Khaliq

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**Board Members between 1<sup>st</sup> of April 2023 and 31<sup>st</sup> of March 2024:**

- Val Rowlands
- Ruby Bhatti
- Fozia Shaheen (Until Dec 2023)
- Shazia Nisar
- Summaiya
- Adal
- Zulfiqar
- Mohammad Salim

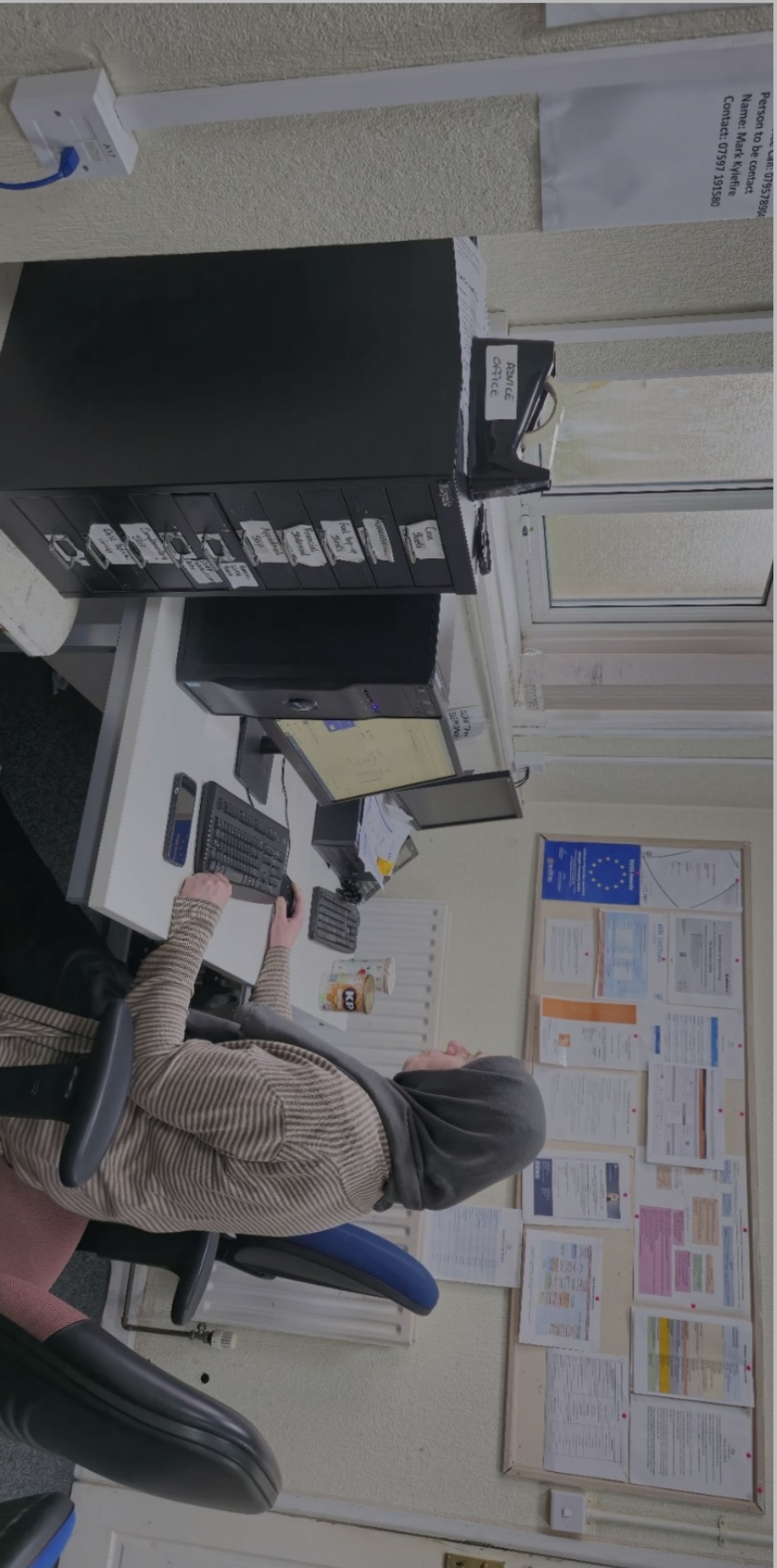
## Special Thanks To:

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### *Our Partner Organisations:*

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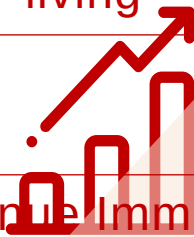
- Bradford Area West
- Bradford Metropolitan District Council
- Bradford VCS Alliance
- HALE (Health Action Local Engagement)
- Together 4 Health – CP4 Trident
- Equality Together
- Age UK
- Cancer Support
- BAME Mental Health Collaborative
- Red Letter Project
- University of Bradford
- Roshni Ghar
- & Our local school, religious institutes and community organisations



# Vision For 2024-25



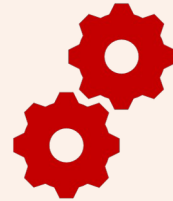
Continue supporting our clients who fall under the SMI and 65+ Older People categories through the cost of living



To continue Immigration, work up to OISC Level 3



Explore Further Funding for SMI/ complex care needs



To maintain our service provision to support our vulnerable clients



To continue with our holistic approach offering joint/ multiple series under one roof



Develop and maintain outreach services to reach older people within the community



## The Girlington Centre



**Call Us: 01274 547118**



**Address: Girlington Road,  
Bradford, BD8 9NN**



**Email: [info@girlington.org.uk](mailto:info@girlington.org.uk)**

**Charity number 1194595**  
**Company registration number 12042987**

**The Girlington Centre Limited**  
**Annual Report and Financial Statements**  
**for the year ended 31 March 2024**

**The Girlington Centre Limited**  
**Annual Report and Financial Statements**  
**for the year ended 31 March 2024**

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## **The Girlington Centre Limited**

### **Trustee's report for the year ended 31 March 2024**

#### **Reference and administrative details of the charity, its trustees and advisors**

The trustees during the financial year and up to and including the date the report was approved were:

| <b>Name</b>      | <b>Position</b> | <b>Dates</b>           |
|------------------|-----------------|------------------------|
| Fozia Shaheen    |                 | Resigned December 2023 |
| Ruby Bhatti      | Joint Chair     | January 2024           |
| Wakas Ahmed      |                 |                        |
| Val Rowlands     | Joint Chair     | January 2024           |
| Adal Ahmed       |                 |                        |
| Zulfiqar Hussain |                 |                        |
| Mohammed Salim   |                 |                        |
| Farooq Qureshi   |                 | Resigned June 2023     |

#### **Registered and Principal address**

The Girlington Centre Limited  
Girlington Road  
Bradford  
BD8 9NN

#### **Bankers**

Unity Trust Bank Plc  
9 Brindle Place  
Birmingham  
B1 2HB.

#### **Independent examiner**

Arshad Mahmood BA (Hons) FCCA  
For and on behalf of:

#### **Associate Accountancy Services**

Preston House Preston Street  
Bradford  
BD7 1JE.

#### **Structure, governance and management**

The charity is governed by a constitution adopted on 21 April 1998, and amended on 28 June 1999, 17 June 2002, 8 December 2006 and 25 October 2007.

#### **Method of recruitment and appointment of trustees**

The trustees of the charity are appointed by the members at the AGM.

#### **Objectives and activities**

##### **The charity's objectives**

To help relieve poverty, and the distress and sickness caused by it, and to help to advance the education and to preserve and protect good health among the inhabitants of Girlington and surroundings by the provision of quality information and advice service appropriate to the needs of the local people.

##### **The Charity's main activities**

The Girlington Centre Limited (TGAC) offers information, advice, and advocacy to the general public and helps to eliminate poverty. TGC also offers accredited training and raises public awareness on issues such as immigration, welfare benefits, health and education.

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**The Girlington Centre Limited**  
**Trustees/directors report for the year ended 31 March 2024**

**Statement of trustees/directors responsibilities**

The trustees/directors are responsible for preparing the directors' report and the financial statements in accordance with the applicable law and UK Accounting Standards.

Company law requires the directors to prepare financial accounts for each financial year which give a true and fair view of the state of affairs of the company and of the income and expenditure of the company for the year. In preparing these financial statements, the directors are required to:-

- 1) Select suitable accounting policies and apply them consistently
- 2) Make judgements and estimates that are reasonable and prudent
- 3) State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- 4) Prepare the accounts on going concern basis unless it is inappropriate to presume that the company will continue in operation.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy the financial position of the company. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The report has been prepared in accordance with the special provisions of the Companies Act 2006

Signed on behalf of the board of trustees/directors:-

Signed Val Rowlands

Name VAL ROWLANDS

Date 10 December 2024

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**The Girlington Centre Limited**  
**Leadership report for the year ended 31 March 2024**

**Leadership report : CEO, Rubina Burhan, Co-CEO, Fozia Shaheen and  
Chair of Trustees, Val Rowland and Ruby Bhatti**

We are pleased to be presenting **The Girlington Centre's** Annual Report for the year 2023-2024, showcasing our continuous efforts to enhance the core services offered at our centre, including welfare advice, volunteering and community development and our out of hours service.

At the heart of our mission is our dedicated advice team who provide our core service to the local community, navigating people through the complex systems. The team's unwavering support and tireless efforts have been pivotal to significantly impact the local community.

We are proud to report that we have continued to expand our services and improve access for everyone. This includes our advice team collaborating with our in-house Mental Health and Befriending teams to provide a holistic service, to support people with Severe Mental Illnesses and complex needs.

Our achievements this year reflects the remarkable efforts and commitment of our amazing advice team, board members, supporters, and partners, all of whom have demonstrated resilience, collaboration, and responsiveness over the past year.

**Financial Challenges and Restructuring**

The initial half of the year (April 2023 to July 2023) presented significant financial challenges, particularly for our welfare benefits advice service. This service was sub-commissioned through the Citizen Advice Bureau but was terminated in April 2023 when the centre lost approximately £98,000 of funding. This had a detrimental impact on our service delivery for advice and on staffing.

In response, we restructured our service model to prioritize support for vulnerable users, including the elderly and the less-abled. This allowed us to continue to develop and maintain our core services. While we had to reduce drop-in services due to increased demand, our advice team worked diligently to ensure that benefits and immigration assistance remained accessible through two-day telephone advice, face-to-face appointments, and home visits when necessary. These adaptations allowed us to maximize our limited resources while addressing the urgent needs of our service users.

## **New Funding and Collaborative Partnerships**

From July 2023 to March 2024, we secured funding from the Big Lottery to address the cost-of-living crisis and support the rising demand for our services. Additionally, we partnered with the Integrated Care Board (ICB) to maintain and diversify our offerings from April 2023 to March 2025, enabling us to respond effectively to emerging community needs.

We are pleased to share that we continue to work collaboratively with Bradford Council, Red Letter Project, Bradford VCS, HALE, and Equality Together, ensuring that the Girlington Centre continues to offer multi-faceted services for clients. This allows The Girlington Centre to act as a community-based hub offering support to clients in a holistic way. The case studies included in this report illustrate the complexity of the work carried out at the Centre and the comprehensive support provided to our clients.

## **Leadership and Organisational Development**

In January 2024, we welcomed Fozia Shaheen as our new Co-CEO. With her diverse experience, Fozia is poised to help drive the centre's growth and development. In addition, we have taken significant steps in enhancing our management systems, policies, and procedures, along with the training and development of staff and volunteers. These improvements ensure that our services remain aligned with the needs of the community.

## **Future Outlook and Community Asset Transfer**

The Girlington Centre applied to Bradford Council for a community asset transfer. However, our efforts have not been successful. While we remain committed to improving our facilities and services, the Board are mindful of the fact that some aspects of the Centre's delivery in the future can be impacted by the current lease situation. Any decisions moving forward will involve careful consideration and input from key stakeholders and community members to mitigate any potential negative impacts.

As we look to the future, we recognize the necessity to continue to change and evolve to meet the increasing demands of the communities. Despite the challenges we face, we are confident as we enter 2024-2025. Our strong track record, robust partnerships, and our commitment to community-centred decision-making empower us to navigate the future successfully.

We would like to extend our heartfelt gratitude to our staff members, Management Committee, and volunteers for their unwavering dedication to providing exceptional services. We would also like to thank our funders, partners, and supporters for their understanding and generosity, which has been instrumental in our ability to serve the community. Together, we continue to make a positive impact. Thank you!

**The Girlington Centre Limited**  
**Independent examiner's report**  
**to the trustees of The Girlington Centre Limited**

I report on the accounts of the charity for the year ended 31 March 2024, which are set out on pages 6 to 11.

**Respective responsibilities of the trustees and the examiner**

The Girlington Advice and Training Centre (charity number 1103439) closed and transferred all its assets, funds and liabilities to The Girlington Centre Limited (charity number 1194595). The charity's trustees are responsible for the preparation of the accounts. They consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 and that an independent examination is needed.

It is my responsibility to examine the accounts under section 43 (2) of the 1993 Act, follow the procedures laid down in the general directions given by the Charity Commission (under section 43 (7) (b) of the Act) and 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 Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedure undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

**Independent examiner's statement**

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

1) which gives me reasonable cause to believe that in any material respect the requirements:

- a) to keep accounting records in accordance with section 41 of the 1993 Act;
- b) and to prepare accounts which accord with accounting records and comply with the accounting requirements of the 1993 Act have not been met; or

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

Signed



Name: Arshad Mahmood

Relevant professional qualification or body: ACCA

Date: 10/12/2024

For and on behalf of:

**Associate Accountancy Services**

Preston House Preston Street

Bradford

West Yorkshire

BD7 1JE.

**The Girlington Centre Limited**  
**Statement of Financial Activities**  
**for the year ended 31 March 2024**

|                                           | Notes | 2024                    | 2024                  | 2024             | 2023             |
|-------------------------------------------|-------|-------------------------|-----------------------|------------------|------------------|
|                                           |       | Unrestricted Funds<br>£ | Restricted Funds<br>£ | Total Funds<br>£ | Total Funds<br>£ |
| <b>Income</b>                             |       |                         |                       |                  |                  |
| Welfare advice                            |       | 197,218                 | -                     | 197,218          | 153,111          |
| Health and Wellbeing                      |       | 199,054                 | -                     | 199,054          | 207,488          |
| Reimbursements                            |       | 193,518                 | -                     | 193,518          | 98,918           |
| Other income                              |       | 595                     | -                     | 595              | 569              |
| <b>Total income</b>                       |       | <b>590,385</b>          | <b>-</b>              | <b>590,385</b>   | <b>460,086</b>   |
| <br>                                      |       |                         |                       |                  |                  |
| Staff costs                               | 3     | 198,093                 | -                     | 198,093          | 340,394          |
| Service Charges                           |       | 13,150                  |                       | 13,150           | 12,412           |
| Volunteer Expenses                        |       | 127                     |                       | 127              | -                |
| Rent & Rates                              |       | 4,492                   |                       | 4,492            | 8,407            |
| Repairs and Renewals                      |       | 1,593                   |                       | 1,593            | 3,065            |
| Legal and Professional                    |       | 2,932                   |                       | 2,932            | 270              |
| Printing and Stationery                   |       | 4,072                   | -                     | 4,072            | 4,194            |
| Telephone, Postage and Internet           |       | 3,395                   | -                     | 3,395            | 1,396            |
| Publications and Subscriptions            |       | 586                     |                       | 586              | 691              |
| Consultancy                               |       | 14,531                  |                       | 14,531           | 16,494           |
| Reimbursements                            |       | 58,990                  |                       | 58,990           | 82,676           |
| Events, Workshops and Activities          |       | 8,638                   | -                     | 8,638            | 3,765            |
| Insurance                                 |       | 1,669                   |                       | 1,669            | 1,030            |
| Accountancy                               |       | 1,500                   |                       | 1,500            | 1,500            |
| Bank Charges                              |       | 176                     |                       | 176              | 148              |
| Depreciation                              |       | 1,933                   |                       | 1,933            | 2,296            |
| <b>Total</b>                              |       | <b>315,877</b>          | <b>-</b>              | <b>315,877</b>   | <b>478,738</b>   |
| <br>                                      |       |                         |                       |                  |                  |
| <b>Net incoming/ (outgoing) resources</b> |       | <b>274,508</b>          | <b>-</b>              | <b>274,508</b>   | <b>(18,652)</b>  |
| <br>                                      |       |                         |                       |                  |                  |
| <b>Funds balances brought forward</b>     |       | <b>679,421</b>          |                       | <b>679,421</b>   | <b>698,073</b>   |
|                                           |       | <b>953,929</b>          | <b>-</b>              | <b>953,929</b>   | <b>679,421</b>   |
| <br>                                      |       |                         |                       |                  |                  |
| Transfer between funds                    |       |                         |                       | -                | -                |
| <b>Funds balances carried forward</b>     |       | <b>953,929</b>          | <b>-</b>              | <b>953,929</b>   | <b>679,421</b>   |

**The Girlington Centre Limited**  
**Balance Sheet**  
**as at 31 March 2024**

|                                            | Notes | 2024<br>Unrestricted<br>£ | 2024<br>Designated<br>£ | 2024<br>Total<br>£ | 2023<br>Total<br>£ |
|--------------------------------------------|-------|---------------------------|-------------------------|--------------------|--------------------|
| <b>Fixed Assets</b>                        |       |                           |                         |                    |                    |
| Tangible assets                            | 4     | 41,649                    |                         | 41,649             | 43,582             |
| <b>Current Assets</b>                      |       |                           |                         |                    |                    |
| Debtors and prepayments                    | 5     | 139,198                   | -                       | 139,198            | 13,551             |
| Cash at bank and in hand                   | 6     | 572,859                   | 460,000                 | 1,032,859          | 826,974            |
| Current Assets                             |       | 712,057                   | 460,000                 | 1,172,057          | 840,525            |
| <b>Amounts falling due within one year</b> |       |                           |                         |                    |                    |
| Creditors and accruals                     | 7     | 259,777                   | -                       | 259,777            | 204,686            |
| <b>Total current liabilities</b>           |       | 259,777                   | -                       | 259,777            | 204,686            |
| <b>Total current assets</b>                |       | 452,280                   | 460,000                 | 912,280            | 635,839            |
| <b>Total net assets</b>                    |       | 493,929                   | 460,000                 | 953,929            | 679,421            |
| <b>FUNDS</b>                               |       |                           |                         |                    |                    |
| Unrestricted funds                         | 8&9   | 953,929                   |                         | 953,929            | 219,421            |
| Restricted funds                           | 10    | -                         |                         | -                  | 460,000            |
| <b>Total Funds</b>                         |       | 953,929                   | -                       | 953,929            | 679,421            |

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**The Girlington Centre Limited**  
**Notes to the Accounts**  
**for the year ended 31 March 2024**

**Accounting policies**

***Basis of accounting***

The financial statements have been prepared under historical cost convention. The financial statements have been prepared in accordance with the statement of Recommended Practice: Accounting and Reporting by Charities (SORP 2005) and the Charities Act 1993.

There has been no change to the accounting policies since last year.

***Incoming resources***

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity becomes entitled to the resources, the trustees are virtually certain they will receive the resources and the monetary value can be measured with sufficient reliability.

***Grants and donations***

Grants and donations are only included in the (SOFA) when the charity has unconditional entitlement to the resources. Where grants are related to performance and specific deliverables, they are accounted for as the charity earns the right to consideration by its performance.

***Commissioned Income***

In order to show a true and fair view of the performance of the centre, this year the board has decided that the commissioned income from the Girlington Community Centre would be declared both in income and the expenditure. Comparison figures have been adjusted accordingly.

***Expenditure and liabilities***

Expenditure is recognised on an accrual basis as a liability is incurred. Liabilities are recognised as soon there is legal or constructive obligation committing the charity to pay out the resources.

***Taxation***

As charity the organisation benefits from rates relief and is generally exempt from income tax and capital gains tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

***Tangible fixed assets***

Tangible fixed assets costing more than £250 are capitalised and included at cost including any incidental expenses of acquisition. Gifted assets are shown at the value to the charity on receipt. Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of a straight line based over their expected useful lives as follows:

Property - over 50 years

Project and office equipment - over 5 years at reducing balance method

Computer equipment - over 3 years at reducing balance method

Motor vehicle - over 4 years at reducing balance method

***Pension***

Since the introduction of the "Auto -Enrolment" pension scheme by the government, the charity has joint a government recommended pension company , Nest. The contribution rate for the employer is 5% and employee contribution rate is 3% as recommended by the new pension regime.

***Fund accounting***

Unrestricted funds are available for use at the discretion of the trustees in the furtherance of the general objectives of the charity. However, they are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

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

**The Girlington Centre Limited**  
**Notes to the Accounts**  
**for the year ended 31 March 2024**

| <b>2 Welfare advice</b> | <b>2024</b>         | <b>2024</b>       | <b>2024</b>    | <b>2023</b>    |
|-------------------------|---------------------|-------------------|----------------|----------------|
|                         | <b>Unrestricted</b> | <b>Restricted</b> | <b>Total</b>   | <b>Total</b>   |
|                         | <b>Funds</b>        | <b>Funds</b>      | <b>Funds</b>   | <b>Funds</b>   |
|                         | <b>£</b>            | <b>£</b>          | <b>£</b>       | <b>£</b>       |
| Equality Together       | 32,117              | -                 | 32,117         | 10,656         |
| Charity Work            | -                   | -                 | -              | 10,983         |
| Bradford VCS Alliance   | 10,984              | -                 | 10,984         | 14,655         |
| Inspired Neighbour      | 11,900              | -                 | 11,900         | 11,900         |
| Bradford CAB            | -                   | -                 | -              | 80,417         |
| Red Letter Project      | 1,417               | -                 | 1,417          | -              |
| Lottery                 | -                   | 70,000            | 70,000         | -              |
| SMI                     | 70,800              | -                 | 70,800         | -              |
|                         | <u>127,218</u>      | <u>70,000</u>     | <u>197,218</u> | <u>128,611</u> |

Inspired Neighbour project finished in 2022/2023, this is late payment received in 2023/2024.

| <b>Health Wellbeing</b>     | <b>2024</b>         | <b>2024</b>       | <b>2024</b>    | <b>2023</b>   |
|-----------------------------|---------------------|-------------------|----------------|---------------|
|                             | <b>Unrestricted</b> | <b>Restricted</b> | <b>Total</b>   | <b>Total</b>  |
|                             | <b>Funds</b>        | <b>Funds</b>      | <b>Funds</b>   | <b>Funds</b>  |
|                             | <b>£</b>            | <b>£</b>          | <b>£</b>       | <b>£</b>      |
| HALE Project                | 23,896              | -                 | 23,896         | 25620         |
| VCS Alliance - Development  |                     |                   |                |               |
| and Volunteer project       | 89,742              | -                 | 89,742         | 181868        |
| VCS Alliance - Out of hours |                     |                   |                |               |
| provision                   | 28,250              | -                 | 28,250         | -             |
| Community Anchor fund       | 1,320               | -                 | 1,320          | -             |
| Mental Wellbeing Grant      | 9,800               | -                 | 9,800          | -             |
| Health Action - Hale        | 36,046              | -                 | 36,046         | -             |
| Locality                    | 10,000              | -                 | 10,000         | -             |
|                             | <u>199,054</u>      | <u>-</u>          | <u>199,054</u> | <u>207488</u> |

| <b>Reimbursements</b> | <b>2024</b>         | <b>2024</b>       | <b>2024</b>    | <b>2023</b>    |
|-----------------------|---------------------|-------------------|----------------|----------------|
|                       | <b>Unrestricted</b> | <b>Restricted</b> | <b>Total</b>   | <b>Total</b>   |
|                       | <b>Funds</b>        | <b>Funds</b>      | <b>Funds</b>   | <b>Funds</b>   |
|                       | <b>£</b>            | <b>£</b>          | <b>£</b>       | <b>£</b>       |
| Fuel Topup            | 133,415             | -                 | 133,415        | 82,676         |
| Food Parcels          | 59,803              | -                 | 59,803         | 40,442         |
| Family Action         | 300                 | -                 | 300            | 300            |
|                       | <u>193,518</u>      | <u>-</u>          | <u>193,518</u> | <u>123,418</u> |

| <b>Other Income</b> | <b>2024</b>         | <b>2024</b>       | <b>2024</b>  | <b>2023</b>  |
|---------------------|---------------------|-------------------|--------------|--------------|
|                     | <b>Unrestricted</b> | <b>Restricted</b> | <b>Total</b> | <b>Total</b> |
|                     | <b>Funds</b>        | <b>Funds</b>      | <b>Funds</b> | <b>Funds</b> |
|                     | <b>£</b>            | <b>£</b>          | <b>£</b>     | <b>£</b>     |
| Sundry              | 595                 | -                 | 595          | 569          |
|                     | <u>595</u>          | <u>-</u>          | <u>595</u>   | <u>569</u>   |

**The Girlington Centre Limited**  
**Notes to the Accounts**  
**for the year ended 31 March 2024**

| <b>3 Staff costs and numbers</b>    | <b>2024</b>    | <b>2023</b>    |
|-------------------------------------|----------------|----------------|
|                                     | <b>£</b>       | <b>£</b>       |
| Gross salaries                      | 191,649        | 330,700        |
| Social security costs               | 6,043          | 9,166          |
| Pensions                            | 401            | 528            |
| Staff Travel and Subsistence        | -              | -              |
| Staff Training and Tuition expenses | -              | -              |
|                                     | <u>198,093</u> | <u>340,394</u> |

The average number of employees during the year was 25 full time and part time, and 31 in (2022:2023). There were no employees with emoluments above £60,000.

**Defined contribution pension scheme**

|                                                         | <b>2024</b> | <b>2023</b> |
|---------------------------------------------------------|-------------|-------------|
|                                                         | <b>£</b>    | <b>£</b>    |
| Costs of the scheme to the charity for the year         | 401         | 528         |
| Amount of any contributions outstanding at the year end | -           | -           |
|                                                         | <u>401</u>  | <u>528</u>  |

**4 Tangible fixed assets**

|                        | <b>Property</b> | <b>Plant and</b> | <b>Motor</b>   | <b>Fixtures,</b> | <b>Total</b>  |
|------------------------|-----------------|------------------|----------------|------------------|---------------|
|                        | <b>£</b>        | <b>machiner</b>  | <b>Vehicle</b> | <b>tools and</b> | <b>£</b>      |
|                        |                 | <b>y</b>         |                | <b>equipment</b> |               |
|                        |                 | <b>£</b>         | <b>£</b>       | <b>£</b>         |               |
| <b>Cost</b>            |                 |                  |                |                  |               |
| At 1 April 2023        | 44,831          | 14,111           | 5,800          | 9,224            | 73,966        |
| Additions              |                 |                  |                |                  | -             |
| Surplus on revaluation |                 | -                |                | -                | -             |
| Disposals              |                 | -                |                | -                | -             |
| At 31 March 2024       | <u>44,831</u>   | <u>14,111</u>    | <u>5,800</u>   | <u>9,224</u>     | <u>73,966</u> |
| <b>Depreciation</b>    |                 |                  |                |                  |               |
| At 1 April 2023        | 5298            | 13,814           | 3,966          | 7,306            | 30,384        |
| Charge for the year    | 896             | 99               | 459            | 479              | 1,933         |
| Surplus on revaluation |                 | -                |                | -                | -             |
| On disposals           |                 | -                |                | -                | -             |
| At 31 March 2024       | <u>6,194</u>    | <u>13,913</u>    | <u>4,425</u>   | <u>7,785</u>     | <u>32,317</u> |
| <b>Net book value</b>  |                 |                  |                |                  |               |
| At 31 March 2024       | <u>38,637</u>   | <u>198</u>       | <u>1,375</u>   | <u>1,439</u>     | <u>41,649</u> |
| At 31 March 2023       | <u>39,533</u>   | <u>297</u>       | <u>1,834</u>   | <u>1,918</u>     | <u>43,582</u> |

| <b>5 Debtors</b>               | <b>2024</b>    | <b>2023</b>   |
|--------------------------------|----------------|---------------|
|                                | <b>£</b>       | <b>£</b>      |
| Prepayments and accrued income | <u>139,198</u> | <u>13,551</u> |

**The Girdlington Centre Limited**  
**Notes to the Accounts**  
**for the year ended 31 March 2024**

| <b>6 Cash at bank and in hand</b>   | <b>2024</b>      | <b>2023</b>    |
|-------------------------------------|------------------|----------------|
|                                     | <b>£</b>         | <b>£</b>       |
| Unity Trust Bank current account    | -                | -              |
| Unity Trust Bank deposit account    | 100,000          | -              |
| Cash in hand                        | 228              | 228            |
| Unity Trust Bank C Account- TGC Ltd | 932,631          | 826,746        |
|                                     | <u>1,032,859</u> | <u>826,974</u> |

| <b>7 Creditors and accruals</b> | <b>2024</b>    | <b>2023</b>    |
|---------------------------------|----------------|----------------|
|                                 | <b>£</b>       | <b>£</b>       |
| Accruals                        | 53,668         | 56,667         |
| Owed to GCC                     | 152,492        | 148,019        |
| Rubina Burhan                   | 53,617         | -              |
|                                 | <u>259,777</u> | <u>204,686</u> |

**8 Trustee expenses**

No trustee received any expenses during the year (nil 2022: 2023)

**9 Related party transactions**

There were no related party transactions during the year (nil 2022:2023).

**10 Funds**

|                  | <b>2024</b>    | <b>2023</b>    |
|------------------|----------------|----------------|
|                  | <b>£</b>       | <b>£</b>       |
| Designated funds | 490,000        | 460,000        |
| Unrestricted     | 477,111        | 219,421        |
|                  | <u>967,111</u> | <u>679,421</u> |

At the last annual general meeting the Trustees agreed to transfer £400,000 for acquiring and renovation of premises for the centre and £90,000 for the future redundancies, to Designated Funds.



**Charity number 1194595**  
**Company registration number 12042987**

**The Girlington Centre Limited**  
**Annual Report and Financial Statements**  
**for the year ended 31 March 2024**

**The Girlington Centre Limited**  
**Annual Report and Financial Statements**  
**for the year ended 31 March 2024**

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| Manager's report                  | 4 to 5      |
| Examiner's report                 | 6           |
| Statement of financial activities | 7           |
| Balance sheet                     | 8           |
| Notes to the accounts             | 9 to 12     |

## **The Girlington Centre Limited**

### **Trustee's report for the year ended 31 March 2024**

#### **Reference and administrative details of the charity, its trustees and advisors**

The trustees during the financial year and up to and including the date the report was approved were:

| <b>Name</b>      | <b>Position</b> | <b>Dates</b>           |
|------------------|-----------------|------------------------|
| Fozia Shaheen    |                 | Resigned December 2023 |
| Ruby Bhatti      | Joint Chair     | January 2024           |
| Wakas Ahmed      |                 |                        |
| Val Rowlands     | Joint Chair     | January 2024           |
| Adal Ahmed       |                 |                        |
| Zulfiqar Hussain |                 |                        |
| Mohammed Salim   |                 |                        |
| Farooq Qureshi   |                 | Resigned June 2023     |

#### **Registered and Principal address**

The Girlington Centre Limited  
Girlington Road  
Bradford  
BD8 9NN

#### **Bankers**

Unity Trust Bank Plc  
9 Brindle Place  
Birmingham  
B1 2HB.

#### **Independent examiner**

Arshad Mahmood BA (Hons) FCCA  
For and on behalf of:

#### **Associate Accountancy Services**

Preston House Preston Street  
Bradford  
BD7 1JE.

#### **Structure, governance and management**

The charity is governed by a constitution adopted on 21 April 1998, and amended on 28 June 1999, 17 June 2002, 8 December 2006 and 25 October 2007.

#### **Method of recruitment and appointment of trustees**

The trustees of the charity are appointed by the members at the AGM.

#### **Objectives and activities**

##### **The charity's objectives**

To help relieve poverty, and the distress and sickness caused by it, and to help to advance the education and to preserve and protect good health among the inhabitants of Girlington and surroundings by the provision of quality information and advice service appropriate to the needs of the local people.

##### **The Charity's main activities**

The Girlington Centre Limited (TGAC) offers information, advice, and advocacy to the general public and helps to eliminate poverty. TGC also offers accredited training and raises public awareness on issues such as immigration, welfare benefits, health and education.

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**The Girlington Centre Limited**  
**Trustees/directors report for the year ended 31 March 2024**

**Statement of trustees/directors responsibilities**

The trustees/directors are responsible for preparing the directors' report and the financial statements in accordance with the applicable law and UK Accounting Standards.

Company law requires the directors to prepare financial accounts for each financial year which give a true and fair view of the state of affairs of the company and of the income and expenditure of the company for the year. In preparing these financial statements, the directors are required to:-

- 1) Select suitable accounting policies and apply them consistently
- 2) Make judgements and estimates that are reasonable and prudent
- 3) State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
- 4) Prepare the accounts on going concern basis unless it is inappropriate to presume that the company will continue in operation.

The directors are responsible for keeping proper accounting records which disclose with reasonable accuracy the financial position of the company. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The report has been prepared in accordance with the special provisions of the Companies Act 2006

Signed on behalf of the board of trustees/directors:-

Signed Val Rowlands

Name VAL ROWLANDS

Date 10 December 2024

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**The Girlington Centre Limited**  
**Leadership report for the year ended 31 March 2024**

**Leadership report : CEO, Rubina Burhan, Co-CEO, Fozia Shaheen and  
Chair of Trustees, Val Rowland and Ruby Bhatti**

We are pleased to be presenting **The Girlington Centre's** Annual Report for the year 2023-2024, showcasing our continuous efforts to enhance the core services offered at our centre, including welfare advice, volunteering and community development and our out of hours service.

At the heart of our mission is our dedicated advice team who provide our core service to the local community, navigating people through the complex systems. The team's unwavering support and tireless efforts have been pivotal to significantly impact the local community.

We are proud to report that we have continued to expand our services and improve access for everyone. This includes our advice team collaborating with our in-house Mental Health and Befriending teams to provide a holistic service, to support people with Severe Mental Illnesses and complex needs.

Our achievements this year reflects the remarkable efforts and commitment of our amazing advice team, board members, supporters, and partners, all of whom have demonstrated resilience, collaboration, and responsiveness over the past year.

**Financial Challenges and Restructuring**

The initial half of the year (April 2023 to July 2023) presented significant financial challenges, particularly for our welfare benefits advice service. This service was sub-commissioned through the Citizen Advice Bureau but was terminated in April 2023 when the centre lost approximately £98,000 of funding. This had a detrimental impact on our service delivery for advice and on staffing.

In response, we restructured our service model to prioritize support for vulnerable users, including the elderly and the less-abled. This allowed us to continue to develop and maintain our core services. While we had to reduce drop-in services due to increased demand, our advice team worked diligently to ensure that benefits and immigration assistance remained accessible through two-day telephone advice, face-to-face appointments, and home visits when necessary. These adaptations allowed us to maximize our limited resources while addressing the urgent needs of our service users.

## **New Funding and Collaborative Partnerships**

From July 2023 to March 2024, we secured funding from the Big Lottery to address the cost-of-living crisis and support the rising demand for our services. Additionally, we partnered with the Integrated Care Board (ICB) to maintain and diversify our offerings from April 2023 to March 2025, enabling us to respond effectively to emerging community needs.

We are pleased to share that we continue to work collaboratively with Bradford Council, Red Letter Project, Bradford VCS, HALE, and Equality Together, ensuring that the Girlington Centre continues to offer multi-faceted services for clients. This allows The Girlington Centre to act as a community-based hub offering support to clients in a holistic way. The case studies included in this report illustrate the complexity of the work carried out at the Centre and the comprehensive support provided to our clients.

## **Leadership and Organisational Development**

In January 2024, we welcomed Fozia Shaheen as our new Co-CEO. With her diverse experience, Fozia is poised to help drive the centre's growth and development. In addition, we have taken significant steps in enhancing our management systems, policies, and procedures, along with the training and development of staff and volunteers. These improvements ensure that our services remain aligned with the needs of the community.

## **Future Outlook and Community Asset Transfer**

The Girlington Centre applied to Bradford Council for a community asset transfer. However, our efforts have not been successful. While we remain committed to improving our facilities and services, the Board are mindful of the fact that some aspects of the Centre's delivery in the future can be impacted by the current lease situation. Any decisions moving forward will involve careful consideration and input from key stakeholders and community members to mitigate any potential negative impacts.

As we look to the future, we recognize the necessity to continue to change and evolve to meet the increasing demands of the communities. Despite the challenges we face, we are confident as we enter 2024-2025. Our strong track record, robust partnerships, and our commitment to community-centred decision-making empower us to navigate the future successfully.

We would like to extend our heartfelt gratitude to our staff members, Management Committee, and volunteers for their unwavering dedication to providing exceptional services. We would also like to thank our funders, partners, and supporters for their understanding and generosity, which has been instrumental in our ability to serve the community. Together, we continue to make a positive impact. Thank you!

**The Girlington Centre Limited**  
**Independent examiner's report**  
**to the trustees of The Girlington Centre Limited**

I report on the accounts of the charity for the year ended 31 March 2024, which are set out on pages 6 to 11.

**Respective responsibilities of the trustees and the examiner**

The Girlington Advice and Training Centre (charity number 1103439) closed and transferred all its assets, funds and liabilities to The Girlington Centre Limited (charity number 1194595). The charity's trustees are responsible for the preparation of the accounts. They consider that an audit is not required for this year under section 43(2) of the Charities Act 1993 and that an independent examination is needed.

It is my responsibility to examine the accounts under section 43 (2) of the 1993 Act, follow the procedures laid down in the general directions given by the Charity Commission (under section 43 (7) (b) of the Act) and 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 Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedure undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a "true and fair view" and the report is limited to those matters set out in the statement below.

**Independent examiner's statement**

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

1) which gives me reasonable cause to believe that in any material respect the requirements:

- a) to keep accounting records in accordance with section 41 of the 1993 Act;
- b) and to prepare accounts which accord with accounting records and comply with the accounting requirements of the 1993 Act have not been met; or

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

Signed



Name: Arshad Mahmood

Relevant professional qualification or body: ACCA

Date: 10/12/2024

For and on behalf of:

**Associate Accountancy Services**

Preston House Preston Street

Bradford

West Yorkshire

BD7 1JE.

**The Girlington Centre Limited**  
**Statement of Financial Activities**  
**for the year ended 31 March 2024**

|                                           | Notes | 2024                    | 2024                  | 2024             | 2023             |
|-------------------------------------------|-------|-------------------------|-----------------------|------------------|------------------|
|                                           |       | Unrestricted Funds<br>£ | Restricted Funds<br>£ | Total Funds<br>£ | Total Funds<br>£ |
| <b>Income</b>                             |       |                         |                       |                  |                  |
| Welfare advice                            |       | 197,218                 | -                     | 197,218          | 153,111          |
| Health and Wellbeing                      |       | 199,054                 | -                     | 199,054          | 207,488          |
| Reimbursements                            |       | 193,518                 | -                     | 193,518          | 98,918           |
| Other income                              |       | 595                     | -                     | 595              | 569              |
| <b>Total income</b>                       |       | <b>590,385</b>          | <b>-</b>              | <b>590,385</b>   | <b>460,086</b>   |
| Staff costs                               | 3     | 198,093                 | -                     | 198,093          | 340,394          |
| Service Charges                           |       | 13,150                  |                       | 13,150           | 12,412           |
| Volunteer Expenses                        |       | 127                     |                       | 127              | -                |
| Rent & Rates                              |       | 4,492                   |                       | 4,492            | 8,407            |
| Repairs and Renewals                      |       | 1,593                   |                       | 1,593            | 3,065            |
| Legal and Professional                    |       | 2,932                   |                       | 2,932            | 270              |
| Printing and Stationery                   |       | 4,072                   | -                     | 4,072            | 4,194            |
| Telephone, Postage and Internet           |       | 3,395                   | -                     | 3,395            | 1,396            |
| Publications and Subscriptions            |       | 586                     |                       | 586              | 691              |
| Consultancy                               |       | 14,531                  |                       | 14,531           | 16,494           |
| Reimbursements                            |       | 58,990                  |                       | 58,990           | 82,676           |
| Events, Workshops and Activities          |       | 8,638                   | -                     | 8,638            | 3,765            |
| Insurance                                 |       | 1,669                   |                       | 1,669            | 1,030            |
| Accountancy                               |       | 1,500                   |                       | 1,500            | 1,500            |
| Bank Charges                              |       | 176                     |                       | 176              | 148              |
| Depreciation                              |       | 1,933                   |                       | 1,933            | 2,296            |
| <b>Total</b>                              |       | <b>315,877</b>          | <b>-</b>              | <b>315,877</b>   | <b>478,738</b>   |
| <b>Net incoming/ (outgoing) resources</b> |       | <b>274,508</b>          | <b>-</b>              | <b>274,508</b>   | <b>(18,652)</b>  |
| <b>Funds balances brought forward</b>     |       | <b>679,421</b>          |                       | <b>679,421</b>   | <b>698,073</b>   |
|                                           |       | <b>953,929</b>          | <b>-</b>              | <b>953,929</b>   | <b>679,421</b>   |
| Transfer between funds                    |       |                         |                       | -                | -                |
| <b>Funds balances carried forward</b>     |       | <b>953,929</b>          | <b>-</b>              | <b>953,929</b>   | <b>679,421</b>   |

**The Girlington Centre Limited**  
**Balance Sheet**  
**as at 31 March 2024**

|                                            | Notes | 2024<br>Unrestricted<br>£ | 2024<br>Designated<br>£ | 2024<br>Total<br>£ | 2023<br>Total<br>£ |
|--------------------------------------------|-------|---------------------------|-------------------------|--------------------|--------------------|
| <b>Fixed Assets</b>                        |       |                           |                         |                    |                    |
| Tangible assets                            | 4     | 41,649                    |                         | 41,649             | 43,582             |
| <b>Current Assets</b>                      |       |                           |                         |                    |                    |
| Debtors and prepayments                    | 5     | 139,198                   | -                       | 139,198            | 13,551             |
| Cash at bank and in hand                   | 6     | 572,859                   | 460,000                 | 1,032,859          | 826,974            |
| Current Assets                             |       | 712,057                   | 460,000                 | 1,172,057          | 840,525            |
| <b>Amounts falling due within one year</b> |       |                           |                         |                    |                    |
| Creditors and accruals                     | 7     | 259,777                   | -                       | 259,777            | 204,686            |
| <b>Total current liabilities</b>           |       | 259,777                   | -                       | 259,777            | 204,686            |
| <b>Total current assets</b>                |       | 452,280                   | 460,000                 | 912,280            | 635,839            |
| <b>Total net assets</b>                    |       | 493,929                   | 460,000                 | 953,929            | 679,421            |
| <b>FUNDS</b>                               |       |                           |                         |                    |                    |
| Unrestricted funds                         | 8&9   | 953,929                   |                         | 953,929            | 219,421            |
| Restricted funds                           | 10    | -                         |                         | -                  | 460,000            |
| <b>Total Funds</b>                         |       | 953,929                   | -                       | 953,929            | 679,421            |
|                                            |       |                           |                         | -                  |                    |

**The Girlington Centre Limited**  
**Notes to the Accounts**  
**for the year ended 31 March 2024**

**Accounting policies**

***Basis of accounting***

The financial statements have been prepared under historical cost convention. The financial statements have been prepared in accordance with the statement of Recommended Practice: Accounting and Reporting by Charities (SORP 2005) and the Charities Act 1993.

There has been no change to the accounting policies since last year.

***Incoming resources***

All incoming resources are included in the Statement of Financial Activities (SOFA) when the charity becomes entitled to the resources, the trustees are virtually certain they will receive the resources and the monetary value can be measured with sufficient reliability.

***Grants and donations***

Grants and donations are only included in the (SOFA) when the charity has unconditional entitlement to the resources. Where grants are related to performance and specific deliverables, they are accounted for as the charity earns the right to consideration by its performance.

***Commissioned Income***

In order to show a true and fair view of the performance of the centre, this year the board has decided that the commissioned income from the Girlington Community Centre would be declared both in income and the expenditure. Comparison figures have been adjusted accordingly.

***Expenditure and liabilities***

Expenditure is recognised on an accrual basis as a liability is incurred. Liabilities are recognised as soon there is legal or constructive obligation committing the charity to pay out the resources.

***Taxation***

As charity the organisation benefits from rates relief and is generally exempt from income tax and capital gains tax but not from VAT. Irrecoverable VAT is included in the cost of those items to which it relates.

***Tangible fixed assets***

Tangible fixed assets costing more than £250 are capitalised and included at cost including any incidental expenses of acquisition. Gifted assets are shown at the value to the charity on receipt. Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of a straight line based over their expected useful lives as follows:

Property - over 50 years

Project and office equipment - over 5 years at reducing balance method

Computer equipment - over 3 years at reducing balance method

Motor vehicle - over 4 years at reducing balance method

***Pension***

Since the introduction of the "Auto -Enrolment" pension scheme by the government, the charity has joint a government recommended pension company , Nest. The contribution rate for the employer is 5% and employee contribution rate is 3% as recommended by the new pension regime.

***Fund accounting***

Unrestricted funds are available for use at the discretion of the trustees in the furtherance of the general objectives of the charity. However, they are subjected to restrictions on their expenditure imposed by the donor or through the terms of an appeal.

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

**The Girlington Centre Limited**  
**Notes to the Accounts**  
**for the year ended 31 March 2024**

| <b>2 Welfare advice</b> | <b>2024</b>         | <b>2024</b>       | <b>2024</b>    | <b>2023</b>    |
|-------------------------|---------------------|-------------------|----------------|----------------|
|                         | <b>Unrestricted</b> | <b>Restricted</b> | <b>Total</b>   | <b>Total</b>   |
|                         | <b>Funds</b>        | <b>Funds</b>      | <b>Funds</b>   | <b>Funds</b>   |
|                         | <b>£</b>            | <b>£</b>          | <b>£</b>       | <b>£</b>       |
| Equality Together       | 32,117              | -                 | 32,117         | 10,656         |
| Charity Work            | -                   | -                 | -              | 10,983         |
| Bradford VCS Alliance   | 10,984              | -                 | 10,984         | 14,655         |
| Inspired Neighbour      | 11,900              | -                 | 11,900         | 11,900         |
| Bradford CAB            | -                   | -                 | -              | 80,417         |
| Red Letter Project      | 1,417               | -                 | 1,417          | -              |
| Lottery                 | -                   | 70,000            | 70,000         | -              |
| SMI                     | 70,800              | -                 | 70,800         | -              |
|                         | <u>127,218</u>      | <u>70,000</u>     | <u>197,218</u> | <u>128,611</u> |

Inspired Neighbour project finished in 2022/2023, this is late payment received in 2023/2024.

| <b>Health Wellbeing</b>     | <b>2024</b>         | <b>2024</b>       | <b>2024</b>    | <b>2023</b>   |
|-----------------------------|---------------------|-------------------|----------------|---------------|
|                             | <b>Unrestricted</b> | <b>Restricted</b> | <b>Total</b>   | <b>Total</b>  |
|                             | <b>Funds</b>        | <b>Funds</b>      | <b>Funds</b>   | <b>Funds</b>  |
|                             | <b>£</b>            | <b>£</b>          | <b>£</b>       | <b>£</b>      |
| HALE Project                | 23,896              | -                 | 23,896         | 25620         |
| VCS Alliance - Development  |                     |                   |                |               |
| and Volunteer project       | 89,742              | -                 | 89,742         | 181868        |
| VCS Alliance - Out of hours |                     |                   |                |               |
| provision                   | 28,250              | -                 | 28,250         | -             |
| Community Anchor fund       | 1,320               | -                 | 1,320          | -             |
| Mental Wellbeing Grant      | 9,800               | -                 | 9,800          | -             |
| Health Action - Hale        | 36,046              | -                 | 36,046         | -             |
| Locality                    | 10,000              | -                 | 10,000         | -             |
|                             | <u>199,054</u>      | <u>-</u>          | <u>199,054</u> | <u>207488</u> |

| <b>Reimbursements</b> | <b>2024</b>         | <b>2024</b>       | <b>2024</b>    | <b>2023</b>    |
|-----------------------|---------------------|-------------------|----------------|----------------|
|                       | <b>Unrestricted</b> | <b>Restricted</b> | <b>Total</b>   | <b>Total</b>   |
|                       | <b>Funds</b>        | <b>Funds</b>      | <b>Funds</b>   | <b>Funds</b>   |
|                       | <b>£</b>            | <b>£</b>          | <b>£</b>       | <b>£</b>       |
| Fuel Topup            | 133,415             | -                 | 133,415        | 82,676         |
| Food Parcels          | 59,803              | -                 | 59,803         | 40,442         |
| Family Action         | 300                 | -                 | 300            | 300            |
|                       | <u>193,518</u>      | <u>-</u>          | <u>193,518</u> | <u>123,418</u> |

| <b>Other Income</b> | <b>2024</b>         | <b>2024</b>       | <b>2024</b>  | <b>2023</b>  |
|---------------------|---------------------|-------------------|--------------|--------------|
|                     | <b>Unrestricted</b> | <b>Restricted</b> | <b>Total</b> | <b>Total</b> |
|                     | <b>Funds</b>        | <b>Funds</b>      | <b>Funds</b> | <b>Funds</b> |
|                     | <b>£</b>            | <b>£</b>          | <b>£</b>     | <b>£</b>     |
| Sundry              | 595                 | -                 | 595          | 569          |
|                     | <u>595</u>          | <u>-</u>          | <u>595</u>   | <u>569</u>   |

**The Girlington Centre Limited**  
**Notes to the Accounts**  
**for the year ended 31 March 2024**

| <b>3 Staff costs and numbers</b>    | <b>2024</b>    | <b>2023</b>    |
|-------------------------------------|----------------|----------------|
|                                     | <b>£</b>       | <b>£</b>       |
| Gross salaries                      | 191,649        | 330,700        |
| Social security costs               | 6,043          | 9,166          |
| Pensions                            | 401            | 528            |
| Staff Travel and Subsistence        | -              | -              |
| Staff Training and Tuition expenses | -              | -              |
|                                     | <u>198,093</u> | <u>340,394</u> |

The average number of employees during the year was 25 full time and part time, and 31 in (2022:2023). There were no employees with emoluments above £60,000.

**Defined contribution pension scheme**

|                                                         | <b>2024</b> | <b>2023</b> |
|---------------------------------------------------------|-------------|-------------|
|                                                         | <b>£</b>    | <b>£</b>    |
| Costs of the scheme to the charity for the year         | 401         | 528         |
| Amount of any contributions outstanding at the year end | -           | -           |
|                                                         | <u>401</u>  | <u>528</u>  |

**4 Tangible fixed assets**

|                        | <b>Property</b> | <b>Plant and</b> | <b>Motor</b>   | <b>Fixtures,</b> | <b>Total</b>  |
|------------------------|-----------------|------------------|----------------|------------------|---------------|
|                        | <b>£</b>        | <b>machiner</b>  | <b>Vehicle</b> | <b>tools and</b> | <b>£</b>      |
|                        |                 | <b>y</b>         |                | <b>equipment</b> |               |
|                        |                 | <b>£</b>         | <b>£</b>       | <b>£</b>         |               |
| <b>Cost</b>            |                 |                  |                |                  |               |
| At 1 April 2023        | 44,831          | 14,111           | 5,800          | 9,224            | 73,966        |
| Additions              |                 |                  |                |                  | -             |
| Surplus on revaluation |                 | -                |                | -                | -             |
| Disposals              |                 | -                |                | -                | -             |
| At 31 March 2024       | <u>44,831</u>   | <u>14,111</u>    | <u>5,800</u>   | <u>9,224</u>     | <u>73,966</u> |
| <b>Depreciation</b>    |                 |                  |                |                  |               |
| At 1 April 2023        | 5298            | 13,814           | 3,966          | 7,306            | 30,384        |
| Charge for the year    | 896             | 99               | 459            | 479              | 1,933         |
| Surplus on revaluation |                 | -                |                | -                | -             |
| On disposals           |                 | -                |                | -                | -             |
| At 31 March 2024       | <u>6,194</u>    | <u>13,913</u>    | <u>4,425</u>   | <u>7,785</u>     | <u>32,317</u> |
| <b>Net book value</b>  |                 |                  |                |                  |               |
| At 31 March 2024       | <u>38,637</u>   | <u>198</u>       | <u>1,375</u>   | <u>1,439</u>     | <u>41,649</u> |
| At 31 March 2023       | <u>39,533</u>   | <u>297</u>       | <u>1,834</u>   | <u>1,918</u>     | <u>43,582</u> |

| <b>5 Debtors</b>               | <b>2024</b>    | <b>2023</b>   |
|--------------------------------|----------------|---------------|
|                                | <b>£</b>       | <b>£</b>      |
| Prepayments and accrued income | <u>139,198</u> | <u>13,551</u> |

**The Girdlington Centre Limited**  
**Notes to the Accounts**  
**for the year ended 31 March 2024**

| <b>6 Cash at bank and in hand</b>   | <b>2024</b>      | <b>2023</b>    |
|-------------------------------------|------------------|----------------|
|                                     | <b>£</b>         | <b>£</b>       |
| Unity Trust Bank current account    | -                | -              |
| Unity Trust Bank deposit account    | 100,000          | -              |
| Cash in hand                        | 228              | 228            |
| Unity Trust Bank C Account- TGC Ltd | 932,631          | 826,746        |
|                                     | <u>1,032,859</u> | <u>826,974</u> |

| <b>7 Creditors and accruals</b> | <b>2024</b>    | <b>2023</b>    |
|---------------------------------|----------------|----------------|
|                                 | <b>£</b>       | <b>£</b>       |
| Accruals                        | 53,668         | 56,667         |
| Owed to GCC                     | 152,492        | 148,019        |
| Rubina Burhan                   | 53,617         | -              |
|                                 | <u>259,777</u> | <u>204,686</u> |

**8 Trustee expenses**

No trustee received any expenses during the year (nil 2022: 2023)

**9 Related party transactions**

There were no related party transactions during the year (nil 2022:2023).

**10 Funds**

|                  | <b>2024</b>    | <b>2023</b>    |
|------------------|----------------|----------------|
|                  | <b>£</b>       | <b>£</b>       |
| Designated funds | 490,000        | 460,000        |
| Unrestricted     | 477,111        | 219,421        |
|                  | <u>967,111</u> | <u>679,421</u> |

At the last annual general meeting the Trustees agreed to transfer £400,000 for acquiring and renovation of premises for the centre and £90,000 for the future redundancies, to Designated Funds.

