

Company registration number: 03501846  
Charity registration number: 1069301

**HARINGEY CITIZENS ADVICE BUREAUX**  
(A company limited by guarantee)

**TRUSTEES' REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2019**

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## HARINGEY CITIZENS ADVICE BUREAUX

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## HARINGEY CITIZENS ADVICE BUREAUX

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### CHARITY REFERENCE AND ADMINISTRATIVE DETAILS FOR THE YEAR ENDED 31 MARCH 2019

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#### **Trustees**

The directors of the charitable company are its Trustees for the purposes of charity law. The Trustees who have served from 1 April 2018 up to the date of approval of these financial statements were as follows:

Andy Love – Chair  
Gloria Saffrey-Powell  
Sean O'Donovan  
Richard Warner  
Rachel Williamson – Treasurer  
Lourdes Keever  
Stephanie Pilling  
Mridu Thanki (Resigned 19<sup>th</sup> January 2019)  
Kaya Chatterji (Appointed 29<sup>th</sup> October 2018)

#### **Company registration number**

03501846

#### **Charity registration number**

1069301

#### **Registered office**

20E Waltheof Gardens  
London  
N17 7DN

#### **Bureau address:**

Waltheof Gardens Citizens Advice  
20E Waltheof Gardens  
London  
N17 7DN

#### **Chief Executive and Company Secretary**

Lynn Hannah (Resigned 18 May 2018)  
Kellie Dorrington (Interim Chief Executive Officer: Appointed 21 May 2018 – Resigned 10 September 2018)  
Michael Craven (Interim Chief Executive Officer: Appointed 11 September 2018 – Resigned 20 January 2019)  
Daniel Blake (Appointed 21<sup>st</sup> January 2019)

#### **Independent auditors**

Beever and Struthers  
Chartered Accountants & Business Advisers  
15 Bunhil Row  
London  
EC1Y 8LP

#### **Bankers**

The Co-operative Bank plc  
1 Balloon Street  
Manchester  
M60 4EP

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## HARINGEY CITIZENS ADVICE BUREAUX

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### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019

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The Trustees present their report and the financial statements for the year ended 31 March 2019.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

#### **Structure, Governance and Management**

The company is limited by guarantee, governed by its memorandum and articles of association dated 30 January 1998 and last amended on 6 October 2011, and registered under the number 03501846. The company is registered as a charity under the number 1069301. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Citizens Advice Haringey operates under the membership umbrella of Citizens Advice (CABx) who provides the framework for standards of advice and casework management. The CABx co-operates and liaises, on behalf of the clients, with a number of advice agencies in the borough, local charities, and the Health Authority and Council services.

The affairs of Citizens Advice Haringey are governed by the Board of Trustees who meet at least four times a year. All Trustees retire after three years and may be re-elected by the members. The members of the charity are individuals or companies or organisations who are interested in furthering the work of the charity and who are not paid or volunteer workers of the charity. Each member has one vote.

The ordinary membership as well as the make-up of the Trustee Board is reviewed annually prior to the Annual General Meeting. Following this skills audit there is usually a recruitment campaign for ordinary members and potential Trustees working with the wide reaching facilities of Citizens Advice and the local voluntary sector council.

We have sought to strengthen the work of the board through an away day in January and an appraisal process currently being undertaken.

#### **New Trustees**

The Board will endeavour to recruit new Trustees throughout the year. New Trustees receive a robust induction, tailored to their needs, and have been entered on appropriate courses as and when available and convenient. The Board continues to receive help and information from Citizens Advice Business and Management Consultant and Trustees are aware of the online assistance from BMIS. The Trustees also avail themselves of external consultants when appropriate.

#### **Board of Trustees**

The members of the Board of Trustees perform the role of directors in company law and are the Trustees in charity law. Those who served during the year, except where indicated, are listed on page 3.

We would like to thank our Trustees for the dedication and commitment they have given over the year.

#### **Organisational Structure**

A Trustee Board, currently eight members administers the charity. They meet four times per year with additional quarterly meetings of the sub-committees for Finance, Health and Safety, Quality and human resources with bi annual meetings for campaigns and research. The Chief Executive of the organisation has been appointed by the Trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and a substantial team of volunteers who are key to the service offered by the charity.

Decisions are made by the Trustee Board in line with the Business Development Plan and are reviewed at least annually. The Senior Management Team meet to review progress against targets and the Charity's financial position



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## HARINGEY CITIZENS ADVICE BUREAUX

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### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019

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and to discuss issues referred to them by the Trustee Board. Reports and recommendations are then taken to the full Board for approval, and their implementation is organised by the Chief Executive and the staff team.

There are regular staff, volunteer meetings and senior management team meetings which ensure that progress is being made against targets and also enable early troubleshooting when problems arise. There is an Annual General Meeting, which involves the staff team, Trustee Board, members, and Stakeholders.

#### **The Arrangements for Setting the Pay and Remuneration of Key Management Personnel**

The Trustees consider that the Board of Trustees and the Senior Management Team (SMT) comprise the Key Management Personnel of the charity.

All Trustees give their time freely and no Trustee received remuneration in the year. Details of Trustees' expenses and related party transactions are disclosed in notes 9 and 20 to the financial statements. The charity's Senior Management Team are all paid in accordance with a published scale of grades using NJC scales which are extensively used in the voluntary sector.

Any increases to these published grades would be debated and approved by the Trustee Board. The Chief Executive submits a proposal for staff salaries during the budget process; the Chief Executive's salary is reviewed and approved by the Trustee Board separately but in line with the policy set out above.

An annual review of the existing pay scales is undertaken and a decision taken as to whether or not the charity implements the proposals made by the Chief Executive and the Trustee Board. The criteria to establish whether or not uplift should be implemented will include the financial stability of the charity and its main income streams, the trend with regard to pay increases witnessed within the appropriate operating environment (e.g. trends within similar sized voluntary sector organisations) and the current national average pay increase levels.

#### **Related Parties**

In addition to its membership of Citizens Advice, the charity also co-operates and liaises with a number of other advisory services, local charities and Council departments on behalf of clients. Where one of the Trustees is also involved with another relevant organisation, they may be involved in discussions about it but not in any decision-making process.

#### **Objectives, Activities and Achievements**

The objectives for which the charity was established as defined in the Articles of Association are the promotion of any charitable purposes for the benefit of the community in Haringey and surrounding areas by the advancement of education, the protection of health and the relief of poverty and distress.

CAH help people get the advice and support they need and enable them to manage their lives better in times of crisis. Life is complicated and things can go wrong for all of us. CAH's free, impartial advice is crucial and highly valuable to individuals, the Council, government and society as a whole.

CAH seeks to put the customer at the heart of everything we do. We are committed to a community centred approach that recognises our customers, local community, social and faith networks as assets, not people with problems.

We also emphasise the importance of early intervention and prevention, seeking to understand and act on the underlying causes of demand for our services and tackle preventable systemic failure.

CAH works in partnership with the local voluntary sector and other advice agencies. Through our volunteering opportunities we strive to build significant social capital within the borough. Our Crutch project which is funded by the Big Lottery we have created volunteer opportunities for people who themselves have been supported through a crisis.

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## HARINGEY CITIZENS ADVICE BUREAUX

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### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019

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The policies that have been adopted to achieve this aim are as follows:

- To follow the policies and guidelines set down by Citizens Advice.
- To develop an effective front-line advice service by harnessing a local diversity of volunteers and training them to a high standard.
- To complement and support bureaux based services through a network of outreach advice sessions and managerial and administrative resources.
- To control financial operations by the use of a Business Development Plan and Budget.
- The setting up of sub-committees to further particular aspects of the charity's activities and responsibilities including health and safety, finance, human resources, quality and campaigns and research.

#### **Information, Advice and Guidance:**

Citizens Advice Haringey (CAH) in partnership with HAIL and Public Voice to deliver the Information, advice and guidance contract to residents and those who work in Haringey.

The service model has more emphasis on working within the communities, providing better access for clients, increased self-help and digital methods.

The aims of the service are to:

- Deliver a universal, comprehensive and quality assured information, advice and guidance offer to improve the capacity of all residents in Haringey to manage their needs independently of the Council and to access the right support at the right time, with a focus on early help and prevention.
- Build the capacity of individuals to manage their own information, advice and guidance needs and resolve similar issues themselves in the future.
- Build peer and community support around information, advice and guidance through community-led initiatives.
- To increase access to information, advice and guidance by delivering the offer within a range of community-based hubs across Haringey through different channels including digital and telephony.
- To provide targeted information, advice and guidance at key points in people's lives to prevent crises.
- To provide 'pop-up' opportunities within Haringey in order to increase access to information, advice and guidance in relation to the issues mentioned above at times of need or in such places as need has been identified.
- To provide access to information, advice and guidance for people who live or work in Haringey in light of changes to the various health, social care, housing, welfare and tax benefit systems.
- To identify any service-user needs in addition to information, advice and guidance early, ensuring referral to appropriate services, as required as part of the Prevention, Early Help and Intervention approach.
- To provide sign-posting and guidance in relation to accessing further support in relation to the above issues.
- To offer culturally specific information, advice and guidance, as required.
- To provide and maintain the information and advice service where the content includes:
  - The care and support system locally and how it works
  - Choice of types of care and support and choice of providers
  - How to access the care and support that is available
  - How to access independent financial advice on care and support
  - How to raise concerns about the safety, health and or well-being of a child, young person or adult

During the financial year Citizens Advice Haringey saw 11,304 individual clients, and 47% of those were disabled. The top three issues people sought help with were housing, welfare benefits and debt. We have seen an increase throughout the year and those seeking help with mental health issues which have a bigger impact on their daily life.

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## HARINGEY CITIZENS ADVICE BUREAUX

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### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019

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Our successes have included financial gains for our clients amounting to £1,963,277, including benefit appeals and charitable applications for individual support.

**Pound Advice:** This successful project is funded by London & Quadrant Housing Trust, to provide specialist benefits and debt advice to London & Quadrant tenants to deal with rent arrears, debt, and maximise income. Since April 2019, the service is managed by We are Digital with CAH as a local delivery partner.

**Crutch:** Funded by Big Lottery funded project under their Crisis in the Community programme. The project works with the most disadvantaged groups in the community of Haringey. Providing practical support in times of crisis, enabling individuals to gain the skills they need to avoid future crisis for them and their family. By utilising the expertise of people with lived experience and partner organisations, we provide advice and practical help for people in our borough who need it most, supporting them to get back on their feet again.

Our Drop Boxes provide emergency food intervention for those in immediate crisis and food poverty, when food banks are not available. We have 13 organisations that operate drop boxes for us across the district that clients can access support.

Crutch Community Forum is a group of committed residents with personal experience/knowledge of crisis and/or hardship. They direct the project ensuring we meet the needs of our most vulnerable community members.

The project is now in its final year of funding. It is focussing its activities in the following ways:

- Development of a new food bank in the east of the borough
- Coordination of free food distribution in the borough
- Increasing access to employment and training opportunities
- Developing a lasting legacy

**Help to Claim:** This service is funded by DWP via CitA. The service supports people to access Universal Credit through to receiving the first correct payment. The service operates on a "No Wrong Door" basis, meaning that it can be accessed via telephone, web chat, face to face or a third party referral.

#### **Objectives for the Year and Public Benefit**

The charity's objectives are to promote any charitable purpose for the benefit of the community in Haringey, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Haringey CAB's aims are to provide free, confidential, impartial and independent advice and information for the benefit of the local community, to provide the advice people need for the problems they face and to improve policies and practices that affect people's lives.

We review our aims, objectives and activities on a regular basis. This review looks at what we achieved and the outcomes of our work in the previous twelve months. It looks at the success of each key activity and the benefits to those groups of people we are here to help and it also helps us to ensure our aims, objectives and activities remained focussed on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

Our key objectives are:

#### **Objective 1: Make access to advice and information easier**

- Ensuring good access to a service which best suits customer's needs across the range of subjects
- Be able to move seamlessly between face to face, phone and digital services without repeating themselves
- Provide tailored help that meets their needs, with clear action plans every time



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### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019

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- Book appointments at a time that suits them, increasing opening times to evenings and Saturday mornings
- Review systems and service models each year to ensure the service is still meeting needs and demand, especially in light of changes in the operating environment
- Evaluating community based services to ensure gaps are identified and met
- Proactively monitor and assess emerging needs in order to ensure we respond and change to provide services that are relevant and focussed on the needs of the people of Haringey
- Implement our target for optimum number of volunteers, taking into account their support needs, and develop a strategy to recruit to this number
- Develop further digital self-help materials to assist local people and develop our website to make it easier for individuals to access information and advice

#### **Objective 2: Work with Citizens Advice to provide one service**

- Citizens Advice membership package to be reviewed annually
- Ensure that policies are implemented so that we remain in a strong position to pass our next audit
- Monitoring and assessing the service we provide to ensure and improve quality
- Maintaining external quality accreditation to provide evidence to our funders and clients that we use our resources effectively and offer a high quality service, which is excellent value for money
- Benefit from lessons learned and shared across the Citizens Advice service
- Ensure the Leadership self-assessment enables CAH, to assure that our local Citizens Advice is well run and delivering high quality services

#### **Objective 3: Be more sustainable for the future**

- Diversify our funding streams to ensure less reliance on statutory funding to deliver our core objectives
- Continue links with key partnerships and identify joint funding bids can be submitted
- Understand the outcomes we achieve, and see services changed accordingly
- Use reliable, fast and intuitive technology
- See us repeatedly win local contracts based on quality and value for money
- Work with local Commissioners to influence what services are sought under contract and prepare to bid for these, working in co-operation with other local providers wherever possible
- Explore joint working with other Citizens Advice offices in close locality
- Continue to assess the operating environment for our work and confirm where we should collaborate and where we should compete with other organisations
- Assess the feasibility of increasing income from charitable and statutory sources in light of the increased involvement of the voluntary sector in providing public services

#### **Objective 4: Be more influential**

- Engaging more in campaigning for change in furtherance of Citizens Advice aims and objectives
- Continue to monitor work and carry out local campaigns as within the campaign and research plan
- Ensure the opportunity to campaign for change on the issues affecting local people or those they care most about

#### **Objective 5: Be a stronger equality champion**

- Have discrimination issues consistently identified and acted upon
- See our local communities better reflected in our service
- See our equality influence working in an impactful way
- Ensure that new staff and volunteers are fully engaged in campaign work

#### **Objective 6: Support an efficient staff and volunteer structure**

- Support an efficient staff and volunteer base to provide high quality services across Haringey's community
- Explore further e-learning and other methods to ensure that staff and volunteer training needs are met
- Continue with system of annual appraisals for all staff and volunteers to identify training needs and assess how effectively these have been met

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### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019

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- Continue with performance management systems reviewing on an annual basis

#### **Review of Activities and Achievements 2018-19**

Citizens Advice Haringey provides the main gateway to advice and other services for local people. We offer general advice on welfare benefits, money/debt, housing, employment, consumer rights, immigration, family and personal matters, providing general advice on discrimination across all areas.

Our aim is to provide a high quality service for as many clients as possible, focussing on those most in need. We are part of a "No Wrong Door" network working in partnership with other organisations, professionals and community groups to deliver a range of services that effectively fit around the needs of citizens of the borough..

We emphasise the importance of early intervention and prevention, seeking to understand and address the underlying causes of demand for our services by tackling preventable systemic failure.

Throughout the year, volunteers have continued to be an integral part of our services. Volunteer's carry out a number of roles including delivering front line advice. We are delighted that in 2019 a large number of our volunteers have gone on to secure paid employment within CAH.

We provide accessible services that meet clients' needs, spread throughout the borough through our various projects, and outreach services. We have supported people to navigate through new and amended legislation, particularly universal credit and the Homelessness Reduction Act.

Our Crutch project continues to help those in crisis situations providing a variety of ongoing support. Working with partners we have established a distribution network for food provision to enable those who are unable to reach a food bank to access food. We are providing dedicated support to enable people to access training and employment opportunities.

We have continually reviewed and monitored services, making changes to improve client experience and ensure that our service quality is compliant with the Citizens Advice membership standards.

The key statistics collected from our advice related activities over the reporting period 2018-19 were:

- We dealt with nearly 12,000 enquiries face to face or by telephone, as well as assisting other clients with on-going cases.
- The top three categories of advice were:
  - 38.4% Benefit and tax credits and 54% of these requests for help were related to disability benefits
  - 14.2% Housing and 30% of these clients were homeless or at risk of homelessness
  - 20% Debt, of which 49% had housing related debt
- The gender split of our clients was 58% women and 41% men
- 47% of people accessing our services had a disability
- 56% of people accessing our services were from a BAME community
- The majority of people accessing our services were aged over 50.
- The majority of people accessing our services live in N17 and N22
- We secured over £1,430,631 in financial gains for residents as well as £184,817 in debts written off, £37,175 in other areas such as grant applications.

#### **The Trustee Board**

The Trustee Board has continued to provide strong governance, meeting regularly, discussing policies and procedures and making and approving decisions on major governance issues. The Board has been strong on financial stewardship and encouraged greater fundraising activity to ensure the sustainability and further development of the organisation.



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## HARINGEY CITIZENS ADVICE BUREAUX

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### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019

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The Finance, Human Resources, Health and Safety, Quality and Campaign and Research sub committees have continued to meet regularly in order to ensure organisational compliance and development. Corporate risk assessments have been carried out, particularly for finance, service delivery and health and safety.

The ordinary membership as well as the makeup of the Trustee Board is reviewed annually prior to the Annual General Meeting.

The Board discusses policies and procedures and makes and approves decisions on major governance issues. It also ensures that there is an appropriate strategic plan and that this is being carried out effectively. The day-to-day management of the charity is delegated to staff through the Chief Executive and then to the members of the management team. The management team meets regularly. There are three sub committees of the Board, Finance, HR, health and safety, quality and campaign and research and health and safety who meet quarterly, consider important issues and report to the main Board.

Trustees worked closely with the Chief Executive to develop the new Business Plan and to monitor progress in achieving previously agreed milestones outlined in the Business Plan.

#### **Campaign and Research**

Our twin and equal aims are to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. Therefore, we maximise our ability to spot trends, highlight issues and provide a bank of evidence to influence present and future policies. It is a core aim of Citizens Advice Haringey and the Citizens Advice Bureaux family to provide evidence to support and stimulate debate, to campaign and lobby on key social policy issues, and to influence the policy makers and service providers.

Citizens Advice Haringey continued to endeavour to influence policy in key areas of:

- Welfare Policy Research: Welfare benefits is our largest advice area, giving us clear insights into the way the system works and the challenges it poses. We continue to collect evidence and short reports to highlight the importance of income security in general, as well as the particular challenges it poses for certain groups. These include those on low incomes receiving in-work benefits, as well as disabled people and those with long-term health conditions. We have contributed to a borough wide discussion on Universal Credit.
- Consumer Policy Research: Covers regulated and unregulated markets allowing us to identify problems and draw comparisons about policies and practices. Consumer advice trends provide statistics on the number of consumer issues dealt with by our national network.
- Debt and Money Policy Research: Citizens Advice helps hundreds of thousands of people with debt and money problems each year giving us insight into how we can prevent money problems and help people to recover. Citizens Advice Haringey will continue to provide evidence to Citizens Advice. We have contributed to a discussion on how the bailiff work with debtors within the borough.
- Energy Policy Research: Ensuring opportunities to make the energy market function better are not missed and consumers have good reason to become more confident and engaged. We continue to raise awareness through our Scam Awareness campaigns and Energy Week events.

We are committed to increasing the range, quality and quantity of our campaigns and research work so that we can take every opportunity to improve the lives of not only our clients but for all in Haringey. We regularly make contributions to local media aimed at addressing the needs of our community.

#### **Partnerships & Business Development**

We strive to grow partnerships with other organisations working across the borough. We work with HAIL, Public Voice, Mind in Haringey, Job Centre Plus, Homes 4 Haringey, Bridge Renewal Trust, Freedom Ark and Tottenham Hotspur Foundation.

We have continued working with Haringey Council as a "critical friend". As part of this we have played a critical role on The Fairness Commission tackling inequality and promoting fairness in the borough. We continue to work in partnership with Bridge Renewal Trust who are Haringey Council's Strategic Partner for the Voluntary and Community Sector (VCS).

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## HARINGEY CITIZENS ADVICE BUREAUX

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### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019

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#### Internal and External Factors

Maintaining external quality accreditation is essential for the charity. We are due our next audit as part of the Leadership Assessment in October 2019. The Senior Management Team are leading on ensuring that we meet the highest standard possible as part of the process.

#### Future Developments

Citizens Advice Haringey aims to continually improve access to its service and to maintain a high quality service for as many clients as possible, focussing on those most in need and being innovative about methods of service delivery. We work in partnership with other local agencies both to prevent problems arising for clients and to help them resolve problems that have arisen. In order to achieve our objectives, we have the following plans for future work and developments:

1. Access to our Service - Monitoring and Assessing the Service
  - Review systems each year to ensure the service is still meeting needs, especially in light of changes in the operating environment.
  - Implement our target for optimum number of volunteers, taking into account their support needs, and develop a strategy to recruit to this number.
  - Develop further digital self-help materials to assist local people and develop our website to make it easier for individuals to access information and advice.
2. Maintain and Develop Excellent External Relationships
  - Continue links with key partnerships and identify what joint funding bids can be submitted.
  - Continue to assess the operating environment for our work and confirm where we should collaborate and where we should compete with other organisations.
  - Look to develop further the links we have made within the local community and look to diversify our income streams.
3. Provide Support and an Efficient Staff Structure for Staff
  - Explore further e-learning and other methods to ensure that staff's training needs are met.
  - Continue with system of annual appraisals for all staff to identify training needs and assess how effectively these have been met.
4. Increase Income
  - Work with local Commissioners to influence what services are sought under contract and prepare to bid for these, working in co-operation with other local providers wherever possible.
  - Assess the feasibility of increasing income from charitable and statutory sources in light of the increased involvement of the voluntary sector in providing public services.
  - Further develop partnerships with other Haringey groups and neighbouring Citizens Advice so we are in a strong position for partnership bids.
5. Engage more in campaign and research
  - Continue to monitor work and carry out local campaigns where appropriate.
  - Continue to respond to national initiatives.
  - Ensure that new staff are fully engaged in campaign work.
6. Maintain External Quality Accreditation
  - Ensure that policies are implemented so that we remain in strong position to pass our next audit.
  - Implement the new Citizens Advice Membership package.

#### Principal Risks and Uncertainties

The Board of Trustees reviews the major risks to which the charity is exposed through a series of risk assessments that also details mitigation strategies and is updated at least annually. Significant external risks to funding are taken into account in the charity's development strategies and business plans which allow for diversification of funding and activities. The Trustees continue to review the financial risks to which the organisation is subject due to the generally unfavourable economic climate and challenging funding environment. The Trustees believe that these and other risks will be mitigated by:



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## HARINGEY CITIZENS ADVICE BUREAUX

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### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019

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- A Board of Trustees with the necessary experience and competence to supervise all aspects of the operation of the charity.
- Regular Trustees' meetings with effective reporting to ensure proper review of operations.
- The establishment and maintenance of an effective and comprehensive system of internal control to ensure that the Trustees' financial responsibilities are properly discharged.
- Maintenance of good relations with core funders ensuring all obligations are met in accordance with instructions of funders.
- Continuing efforts to seek alternative sources of funding in order to diversify risk and reduce reliance on specific funders.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety, equal opportunities, data protection, and adult and vulnerable adults protection legislation.

#### Financial Review

Income for the year ending 31st March 2019 totalled £1,188,297 a 8.6% increase from the previous year (2018: £1,094,125). Unrestricted income increased by 4.6% to £894,379 (2018: £854,487) and has also increased in relation to total income to 75% (2018: 78%). Restricted income increased by 22.6% to £293,918 (2018: £239,647) as a number of project have come to an end or have been incorporated into new services

Expenditure totalled £1,039,984 (2018: £979,940), creating a surplus of £148,313 for the year, before any actuarial gains/losses on the defined benefit pension scheme have been taken into account. This year, the change in the valuation of the pension obligation has had a minor impact on the unrestricted fund balance. The pension obligation moved from being a liability to an asset for the first time in 2017 and this year has seen a small decrease to £284,000. At the end of the year end of year, total funds held by the charity totalled £1,004,491 split between the unrestricted fund balance of £995,824 (2018: £870,512) and restricted fund balance of £48,667 (2018: £40,666).

Although the current unrestricted fund balance gives the perception of a charity in excellent financial health, it is worth noting the pension fund obligation, up to this year has always been in substantial deficit and in the previous five years has ranged from -£490,000 to -£296,000. Therefore, it is important not to view the increase in unrestricted fund as free reserves as it is likely they could be called upon to absorb the fluctuations in the pension obligation in the future.

#### Principal Funding Sources

The charity received funding from the Big Lottery, London Borough of Haringey, London & Quadrant Housing Trust, Haringey Clinical Commissioning Group (CCG) and Department of Work and Pensions.

This funding was spent on providing generalist advice, primarily to the residents of the London Borough of Haringey, through the core gateway and appointment services at the two bureaux and through outreach services in health hubs and specialist projects.

We continue to pursue other funding opportunities as they arise, in accordance with our three-year funding strategy and our identified priorities.

#### Investment Policy

The Charity will continue to retain a prudent amount in reserves each year. Most of the charity's funds are to be spent in the short term so there are no funds for long term investment. The policy of the Board of Trustees is to invest the amount that it has available and grants received in advance in short term bank deposits and deposit bonds.

#### Reserves Policy and Defined Benefit Pension Scheme Funding

The Board of Trustees has examined the charity's requirements for operational reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of the expenditure excluding the expenditure on finite projects.

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## HARINGEY CITIZENS ADVICE BUREAUX

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### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019

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This gives a target of around £300,000 in general unrestricted funds as a minimum. The Trustee Board also wish to set aside a general reserve for items such as investment in IT infrastructure of £40,000 and a further £100,000 to ensure continuity of funding.

The present level of free operational reserves available to the charity of £663,395 excluding the pension asset/liability, is more than this target level. These figures are made up of the unrestricted reserves of £671,824 less the unrestricted fixed assets of £8,429. This excludes the adjustments required for future pension assets/liabilities and had they been included, the overall free reserves would have been £947,395.

Trustees recognise this is an actuarial change to the financial position and will exercise great caution when making future plans based on these increased levels of reserves. The reduction in the pension deficit to a position of surplus is attributable to gains on underlying pension fund investments and there is no guarantee this can be maintained in the future as past changes have shown. Previously, when a pension deficit existed, its average spanning a 10 period was -£459,000. When this amount is factored into the reserves, the range required is between £290,000 - £899,000.

The operational reserves are needed to meet the working capital requirements of the charity and the Board of Trustees are confident that at this level they would be able to appropriately manage the activities of the charity in the event of a temporary but significant drop in core funding. This is in line with general guidance on charities and not for profit organisations, and with three-month notice periods in contractual or service level agreements.

Although the strategy is to build operational reserves through planned operating surpluses, the Board of Trustees is well aware that it is unlikely that the target range can be reached for some considerable years due to constraints in funding and to the pension scheme situation. Recommendations made by actuaries to the Haringey Pension Scheme Board are generally geared to eliminating the deficit on the pension scheme over the longer term.

A plan had been agreed previously to increase contributions to the pension scheme over the next twenty years to eliminate the deficit there on. The pension deficit will only affect the reserves of the organisation if the charity's funders refuse to accommodate the increased contributions in the future funding which they provide. So far funders have not taken this position and annual budgets allow for the increased pension contributions and these are taken into account by the main funders on annual monitoring.

#### **Statement of Board of Trustees' Responsibilities**

The Trustees (who are also directors of Haringey Citizens Advice Bureaux for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgments and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operating.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply



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## HARINGEY CITIZENS ADVICE BUREAUX

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### TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2019

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with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

#### Statement of Disclosure of Information to Auditors

In so far as the Trustees are aware:

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

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

#### Auditors

A resolution proposing that Beever and Struthers be re-appointed as auditors of the charitable company will be put to the Annual General Meeting.

#### Small Company Exemptions

The report of the Trustees has been prepared taking advantage of the small companies' exemption of section 415(A) of the Companies Act 2006.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the financial statements and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published on 16 July 2014.

This report was approved by the Board of Trustees on 29 July 2019 and signed on its behalf by:



Andrew Love  
Chair



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## HARINGEY CITIZENS ADVICE BUREAUX

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### INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2019

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#### Opinion

We have audited the financial statements of Haringey Citizens Advice Bureaux (the 'charitable company') for the year ended 31 March 2019 which comprise the Statement of Financial Activities (incorporating the Income and Expenditure Account), the Balance Sheet, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies in note 1. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2019, and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and the provisions available for the audit of small entities, in the circumstances set out in note 8 to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

#### Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

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## HARINGEY CITIZENS ADVICE BUREAUX

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### INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX FOR THE YEAR ENDED 31 MARCH 2019

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#### Other Information

The other information comprises the information included in the Trustees' Report, other than the financial statements and our auditor's report thereon. The Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' Report; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

#### Responsibilities of Trustees

As explained more fully in the Statement of Board of Trustees' Responsibilities set out on pages 13 and 14, the Trustees are responsible for the preparation of financial statements which give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

#### Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's web-site at [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

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HARINGEY CITIZENS ADVICE BUREAUX

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX  
FOR THE YEAR ENDED 31 MARCH 2019

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**Use of our report**

This report is made solely to the charitable company's members, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body for our audit work, for this report, or for the opinions we have formed.

*Beever and Struthers*

**Beever and Struthers  
Chartered Accountants  
Statutory Auditor**

15 Bunhill Row  
London  
EC1Y 8LP

Date: 29 JULY 2019

Beever and Struthers is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

**HARINGEY CITIZENS ADVICE BUREAUX**

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)  
FOR THE YEAR ENDED 31 MARCH 2019**

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2019 £	Total Funds 2018 £
<b>INCOME AND ENDOWMENTS FROM:</b>					
Donations	2	10,020	5,332	15,352	968
Charitable activities	4	884,117	288,476	1,172,593	1,092,636
Investments	3	75	-	75	119
Other		167	110	277	402
<b>TOTAL INCOMING RESOURCES</b>		<b>894,379</b>	<b>293,918</b>	<b>1,188,297</b>	<b>1,094,125</b>
<b>EXPENDITURE ON:</b>					
Charitable activities	5	751,312	288,672	1,039,984	979,940
<b>TOTAL RESOURCES EXPENDED</b>		<b>751,312</b>	<b>288,672</b>	<b>1,039,984</b>	<b>979,940</b>
<b>NET INCOME / (EXPENDITURE)</b>		<b>143,067</b>	<b>5,246</b>	<b>148,313</b>	<b>114,185</b>
<b>TRANSFERS BETWEEN FUNDS</b>	16	<b>(2,755)</b>	<b>2,755</b>	<b>-</b>	<b>-</b>
<b>NET INCOME / (EXPENDITURE) BEFORE OTHER GAINS AND LOSSES</b>		<b>140,312</b>	<b>8,001</b>	<b>148,313</b>	<b>114,185</b>
<b>OTHER RECOGNISED GAINS / (LOSSES):</b>					
Actuarial gains / (losses) on defined benefit pension schemes	18	<b>(55,000)</b>	<b>-</b>	<b>(55,000)</b>	<b>64,000</b>
<b>NET MOVEMENT IN FUNDS</b>		<b>85,312</b>	<b>8,001</b>	<b>93,313</b>	<b>178,185</b>
<b>RECONCILIATION OF FUNDS:</b>					
Total funds brought forward		<b>870,512</b>	<b>40,666</b>	<b>911,178</b>	<b>732,993</b>
<b>TOTAL FUNDS CARRIED FORWARD</b>	16	<b>955,824</b>	<b>48,667</b>	<b>1,004,491</b>	<b>911,178</b>

All of the above results are derived from continuing activities. All gains and losses recognised in the year are included above.

The notes on pages 21 to 34 form an integral part of these financial statements.



**HARINGEY CITIZENS ADVICE BUREAUX**  
**COMPANY REGISTRATION NUMBER: 03501846**

**BALANCE SHEET**  
**AS AT 31 MARCH 2019**

	Note	£	2019 £	£	2018 £
<b>FIXED ASSETS</b>					
Tangible assets	12		8,429		14,537
<b>CURRENT ASSETS</b>					
Debtors	13	136,133		184,133	
Cash at bank and in hand		794,611		649,966	
		<u>930,744</u>		<u>834,099</u>	
<b>CREDITORS:</b> amounts falling due within one year	14	<u>(217,232)</u>		<u>(221,139)</u>	
<b>NET CURRENT ASSETS</b>			<u>713,512</u>		<u>612,960</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>			<u>721,941</u>		<u>627,497</u>
<b>CREDITORS:</b> amounts falling due after more than one year	15		<u>(1,450)</u>		<u>(3,319)</u>
<b>NET ASSETS OR LIABILITIES EXCLUDING PENSION ASSET OR LIABILITY</b>			<u>720,491</u>		<u>624,178</u>
Defined benefit pension scheme asset / (liability)	18		284,000		287,000
<b>TOTAL NET ASSETS</b>			<u>1,004,491</u>		<u>911,178</u>
<b>CHARITY FUNDS</b>					
Restricted funds	16		48,667		40,666
Unrestricted funds:					
Unrestricted funds		671,824		583,512	
Pension reserve		<u>284,000</u>		<u>287,000</u>	
Total unrestricted funds	16		<u>955,824</u>		<u>870,512</u>
<b>TOTAL CHARITY FUNDS</b>			<u>1,004,491</u>		<u>911,178</u>

For the year ending 31 March 2019 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but the Trustees' have elected to have an audit under the Charities Act 2011.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

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

The financial statements set out on pages 18 to 34 were approved and authorised for issue by the Board of Trustees on 29 July 2019 and were signed on their behalf, by:

  
**Andrew Love**  
Chair

The notes on pages 21 to 34 form an integral part of these financial statements.



HARINGEY CITIZENS ADVICE BUREAUX

STATEMENT OF CASH FLOWS  
FOR THE YEAR ENDED 31 MARCH 2019

		2019 £	2018 £
<b>Cash flow from operating activities</b>	<b>Note</b>		
Net cash flow from operating activities	i	144,570	103,507
<b>Cash flows from investing activities:</b>			
Dividends, interest and rents from investments		75	119
Purchase of tangible fixed assets		-	(8,131)
<b>Net cash provided by/(used in) investing activities</b>		75	(8,012)
<b>Cash flow from financing activities</b>			
Repayments of borrowings		-	-
<b>Net Cash provided by/(used in) financing activities</b>		-	-
<b>Change in cash and cash equivalents in the year</b>		144,645	95,495
Cash and cash equivalents brought forward		649,966	554,471
<b>Cash and cash equivalents carried forward</b>		794,611	649,966
<b>Note i</b>			
Net movement in funds		93,313	178,185
Depreciation		6,108	3,398
Dividends and interest from investments		(75)	(119)
Gains/Losses in value of investments		-	-
Loan repayments		-	-
Decrease/ (Increase) in debtors		48,000	3,089
Increase/ (decrease) in creditors		(5,776)	27,954
Pension actuarial movement		3,000	(109,000)
<b>Net cash inflow from operating activities</b>		144,570	103,507

The notes on pages 21 to 34 form an integral part of these financial statements.

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## HARINGEY CITIZENS ADVICE BUREAUX

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

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#### **1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

##### **1.1 General Information and basis of preparation**

Haringey Citizens Advice Bureaux is a registered charitable company limited by guarantee (Charity number 1069301, Company number 03501846) with the Charity Commission and Registrar of Companies in England and Wales. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the Charity. The address of the registered office is 20E Waltheof Gardens, London, N17 7DN. The nature of the Charity's operations and principal activities are the promotion of any charitable purposes for the benefit of the community in Haringey and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The Charity constitutes a public benefit entity defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities 2015, applying the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014, the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements are prepared on a going concern basis under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the Charity and rounded to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

The Charity adopted FRS 102 and SORP (FRS 102) with effect from 1 April 2014.

##### **1.2 Funds**

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

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## HARINGEY CITIZENS ADVICE BUREAUX

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

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#### **1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)**

##### **1.3 Income recognition**

All incoming resources are included in the Statement of Financial Activities (SoFA) when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the Charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

No amount is included in the financial statements for volunteer time in line with SORP (FRS 102). Further detail of the contribution of volunteers is given in the Trustees' Report.

Income from government and other grants and contracts is recognised at fair value when the Charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met then these amounts are deferred.

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

##### **1.4 Expenditure recognition**

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties that will result in the outflow of economic benefit. Expenditure on charitable activities includes all costs incurred on furthering the objects of the Charity.

Irrecoverable VAT is charged as an expense against the activity for which the related expenditure arose.

##### **1.5 Support costs allocation**

Support costs are those that assist the work of the Charity but do not directly represent charitable activities and include office costs, governance costs, administrative and payroll costs. They are incurred in support of expenditure on the objects of the Charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have allocated expenditure on charitable activities on the basis of staff time involved in the activity.

The analysis of these costs is included in Note 6.

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## HARINGEY CITIZENS ADVICE BUREAUX

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

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#### 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)

##### 1.6 Tangible fixed assets

All assets costing more than £500 are capitalised.

Tangible fixed assets are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

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

Computer equipment	33.33% Straight line
Other office equipment	20.00% Straight line

##### 1.7 Debtors receivable and creditors payable within one year

Debtors are recognised when the Charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

Creditors are recognised when the Charity has a present legal or constructive obligation resulting from a past event and the settlement is expected to result in an outflow of economic benefits.

##### 1.8 Provisions

Provisions are recognised when the Charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

##### 1.9 Financial Instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Cash is held at cost. Other basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost using the effective interest method.

##### 1.10 Leases

Assets acquired under finance leases are capitalised and depreciated over the shorter of the lease term and the expected useful life of the asset. Minimum lease payments are apportioned between the finance charge and the reduction of the outstanding lease liability using the effective interest method. The related obligations, net of future finance charges, are included in creditors.

Rentals payable and receivable under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.



NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2019

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**1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (continued)**

**1.11 Employee benefits**

The charity operates a defined benefit pension scheme and the pension charge is based on a full actuarial valuation dated 31 March 2019. Where a liability exists, the charity's obligations under the plan is recognised net of plan assets. The net change in the net defined benefit liability is recognised as the gain or loss of the defined benefit plan during the period. Pension plan assets are measured at fair value and the defined benefit obligation is measured on an actuarial basis using the projected unit method.

When employees have rendered service to the Charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity also operates a defined contribution pension scheme, contributions to which are expensed in the Statement of Financial Activities as they become payable.

**1.12 Taxation**

By virtue of s. 478 Corporation Tax Act 2010, the Charity is exempt from Corporation Tax.

**1.13 Going concern**

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

**1.14 Judgements and key sources of estimation uncertainty**

The following judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had the most significant effect on amounts recognised in the financial statements:

- Depreciation rates for tangible fixed assets
- Basis of valuation of financial instruments
- Pension scheme assumptions resulting in the valuation of the defined benefit scheme's assets and liabilities



## HARINGEY CITIZENS ADVICE BUREAUX

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

#### 2. INCOME FROM DONATIONS

	Unrestricted Funds 2019 £	Restricted Funds 2019 £	Total Funds 2019 £	Total Funds 2018 £
Donations	10,020	5,332	15,352	968

In 2018, of the total income from donations, £216 was unrestricted and £752 was restricted.

#### 3. INCOME FROM INVESTMENTS

	Unrestricted Funds 2019 £	Restricted Funds 2019 £	Total Funds 2019 £	Total Funds 2018 £
Bank interest	75	-	75	119

In 2018 all income from investments was unrestricted.

#### 4. INCOME FROM CHARITABLE ACTIVITIES

	Unrestricted Funds 2019 £	Restricted Funds 2019 £	Total Funds 2019 £	Total Funds 2018 £
<b>London Borough of Haringey</b>				
Children's Centres	-	-	-	-
Implementation Grant	-	-	-	-
Generalist advice (Core)	-	-	-	-
Parks & Open Spaces	-	-	-	-
Information Advice and Guidance	865,998	-	865,998	846,498
DWP - Universal Credit (FSF Partnership)	-	45,000	45,000	-
Homeless Prevention Project	-	33,750	33,750	-
DWP	-	-	-	6,291
	<b>865,998</b>	<b>78,750</b>	<b>944,748</b>	<b>852,789</b>
<b>Big Lottery</b>				
Moneywise	-	-	-	33,292
Good Advice Haringey	-	-	-	-
Crutch	-	121,086	121,086	119,002
	-	<b>121,086</b>	<b>121,086</b>	<b>152,294</b>
<b>NHS Haringey</b>				
Welfare Hubs	-	-	-	19,500
<b>London and Quadrant Housing Trust</b>				
Pound Advice	-	56,025	56,025	66,825
<b>Homes for Haringey</b>				
Homes for Haringey	-	-	-	-
<b>Citizens Advice</b>				
Citizens Advice (Core)	18,119	32,615	50,734	1,228
<b>Total</b>	<b>884,117</b>	<b>288,476</b>	<b>1,172,593</b>	<b>1,092,636</b>

In 2018, of the total income from charitable activities, £854,017 was unrestricted and £238,619 was restricted.

## HARINGEY CITIZENS ADVICE BUREAUX

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

#### 5. EXPENDITURE FROM CHARITABLE ACTIVITIES

	Activities Undertaken Directly 2019 £	Support Costs 2019 £	Total Funds 2019 £	Total Funds 2018 £
Welfare Hubs	-	-	-	20,877
Pound Advice	45,362	13,418	58,780	66,825
Moneywise	-	-	-	34,059
Help to Claim (CitA)	29,661	2,954	32,615	-
Homeless Prevention Project	22,815	7,935	30,750	-
DWP Universal Credit	32,256	12,744	45,000	-
Crutch	95,260	26,267	121,527	95,744
Generalist advice (Core)	-	-	-	-
Information Advice & Guidance (IAG)	575,080	176,232	751,312	762,435
<b>Total</b>	<b>800,434</b>	<b>239,550</b>	<b>1,039,984</b>	<b>979,940</b>

Total support costs of £239,550 (2018: £265,295) are analysed in Note 6.

#### 6. ANALYSIS OF SUPPORT COSTS

	2019 £	2018 £
Wages and salaries (including National Insurance and Pension)	62,846	107,481
Premises costs	44,027	66,352
Actual expenses	106,183	67,531
Staff & Volunteer	66,934	56,314
Governance costs	11,560	12,617
Defined benefit pension net interest cost (Note 11)	(8,000)	(5,000)
Defined benefit pension service cost (credit)	(44,000)	(40,000)
<b>Total</b>	<b>239,550</b>	<b>265,295</b>

Total governance costs of £11,560 (2018: £12,617) are analysed in Note 7.

#### 7. GOVERNANCE COSTS

	2019 £	2018 £
Trustees' indemnity insurance	-	-
Auditor's remuneration - audit of the financial statements	6,330	6,180
Auditor's remuneration - preparation of financial statements	1,656	1,608
Legal and professional	873	2,743
Travel and subsistence	-	58
Training and conferences	-	204
Other	2,701	1,824
<b>Total</b>	<b>11,560</b>	<b>12,617</b>

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## HARINGEY CITIZENS ADVICE BUREAUX

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

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#### 8. NET INCOME / (EXPENDITURE) FOR THE YEAR

	2019 £	2018 £
Depreciation of tangible fixed assets: owned by the charity		3,398
Auditors' remuneration – Audit of the financial statements (inclusive of VAT)	6,330	6,180
Auditors' remuneration – Preparation of financial statements (inclusive of VAT)	1,656	1,608

In common with many other organisations of our size and nature we use our auditors to assist with the preparation of the financial statements.

#### 9. KEY MANAGEMENT PERSONNEL REMUNERATION AND EXPENSES

The Charity considers its key management personnel comprise;

The Trustees  
Chief Executive  
Finance Manager  
Quality Manager  
Advice Services Manager

The Trustees neither received nor waived any remuneration during the year (2018: £NIL).

The total amount of employee benefits received by other key management personnel is £59,261 (2018: £96,601).

The Trustees did not have any expenses reimbursed during the year (2018: £NIL). No amounts were paid to Trustees to attend training courses (2018: £NIL).

#### 10. STAFF COSTS AND EMPLOYEE BENEFITS

	2019 £	2018 £
Wages and salaries	580,299	573,202
Social security costs	52,569	53,247
Other pension costs	42,415	36,350
<b>Total</b>	<b>675,283</b>	<b>662,799</b>

No staff costs or employee benefits were paid by related parties.

No employees received total employee benefits (excluding employer pension costs) of more than £60,000 in 2019 (2018: none).



## HARINGEY CITIZENS ADVICE BUREAUX

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

#### 10. STAFF COSTS AND EMPLOYEE BENEFITS (CONTINUED)

The average monthly number of persons employed by the Charity during the year was as follows:

	2019 No.	2018 No.
Generalist advice	14	13
Welfare Hubs	-	-
Advice Services Transition Fund	-	-
Children's Centres	-	-
Homes for Haringey	-	-
Moneywise	-	1
Pound Advice	1	1
Crutch	2	2
DWP	1	-
HPP	-	-
Support staff	2	2
<b>Total</b>	<b>20</b>	<b>19</b>

#### 11. OTHER FINANCE INCOME / (COSTS)

	2019 £	2018 £
Expected return on defined benefit pension scheme assets	77,000	71,000
Interest on defined benefit pension scheme liabilities	(69,000)	(66,000)
<b>Total</b>	<b>8,000</b>	<b>5,000</b>

#### 12. TANGIBLE FIXED ASSETS

	Computer Equipment £	Other Fixed Assets £	Total £
<b>Costs</b>			
At 1 April 2018	-	38,123	38,123
Additions	-	-	-
Disposals	-	(4,049)	(4,049)
<b>At 31 March 2019</b>	<b>-</b>	<b>34,074</b>	<b>34,074</b>
<b>Depreciation</b>			
At 1 April 2018	-	23,586	23,586
Charge for the year	-	6,108	6,108
Disposals	-	(4,049)	(4,049)
<b>At 31 March 2019</b>	<b>-</b>	<b>25,645</b>	<b>25,645</b>
<b>Net book value</b>			
<b>At 31 March 2019</b>	<b>-</b>	<b>8,429</b>	<b>8,429</b>
At 31 March 2018	-	14,537	14,537

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**HARINGEY CITIZENS ADVICE BUREAUX**

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2019**

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**13. DEBTORS**

	2019 £	2018 £
Trade debtors	126,798	127,425
Prepayments	9,335	15,617
Other debtors	-	41,091
Accrued income	-	-
<b>Total</b>	<b>136,133</b>	<b>184,133</b>

**14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2019 £	2018 £
Net obligations under finance leases and hire purchase contracts (Note 22)	1,869	3,255
Trade creditors	-	42
Other taxation and social security	51,277	47,894
Other creditors	30,330	18,719
Accruals	133,756	151,229
<b>Total</b>	<b>217,232</b>	<b>221,139</b>

**DEFERRED INCOME**

At 1 April 2018	-	-
Amounts released from previous year	-	-
At 31 March 2019	-	-

**15. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR**

	2019 £	2018 £
Net obligations under finance leases and hire purchase contracts (Note 22)	1,450	3,319
Obligations under finance leases and hire purchase contracts, included above, are payable as follows:		
In one year or more but less than two years	1,450	1,869
In two years or more and less than five years	-	1,450
In five years or more	-	-
<b>Total</b>	<b>1,450</b>	<b>3,319</b>

## HARINGEY CITIZENS ADVICE BUREAUX

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

#### 16. FUND RECONCILIATION

	Balance at 1 April 2018 £	Income £	Expenditure £	Transfers In / Out £	Gains / (Losses) £	Balance at 31 March 2019 £
<b>Unrestricted Funds</b>						
General funds	578,512	894,379	(803,312)	(2,755)	-	666,824
Property maintenance	5,000	-	-	-	-	5,000
Pension reserve	287,000	-	52,000	-	(55,000)	284,000
	<b>870,512</b>	<b>894,379</b>	<b>(751,312)</b>	<b>(2,755)</b>	<b>(55,000)</b>	<b>955,824</b>
<b>Restricted Funds</b>						
Welfare Hubs	-	-	-	-	-	-
Pound Advice	-	56,025	(58,780)	2,755	-	-
Moneywise	1	-	-	-	-	1
DWP Universal Credit	-	45,000	(45,000)	-	-	-
Homeless Prevention						
Project	-	33,750	(30,750)	-	-	3,000
Help to Claim	-	32,615	(32,615)	-	-	-
Crutch	40,665	126,528	(121,527)	-	-	45,666
	<b>40,666</b>	<b>293,918</b>	<b>(288,672)</b>	<b>2,755</b>	<b>-</b>	<b>48,667</b>
<b>Total Funds</b>	<b>911,178</b>	<b>1,188,297</b>	<b>(1,039,984)</b>	<b>-</b>	<b>(55,000)</b>	<b>1,004,491</b>

The Board of Trustees have designated funds for the following purposes:

- Property maintenance is to cover periodic maintenance on the rented property.
- Pension reserve which represents the defined benefit pension scheme liability.

The restricted funds are for the following purposes:

- The Homes for Haringey project works with tenants of Homes for Haringey to provide welfare benefits advice and debt counselling to prevent eviction and demonstrate fairness in the rent process.
- The Welfare Hubs project worked in partnership with Haringey CCG to deliver Benefits and Debt advice in Health Centres across Haringey from February 2013. It has since been amalgamated into the IAG service.
- The Pound Advice project takes referrals from London & Quadrant and deals with rent arrears, maximises income and deals with benefit problems.
- The Moneywise project works with tenants to improve financial skills and confidence.
- The Crutch project works with the most disadvantaged groups within Haringey.
- Help to Claim project assists people to navigate the Universal Credit system up to when they receive their first payment.
- DWP Universal Credit project provided personal budgeting support for Universal Credit
- Homeless Prevention Project supported the implementation of the Homelessness Reduction Act in the borough of Haringey



## HARINGEY CITIZENS ADVICE BUREAUX

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

#### 17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds 2019 £	Restricted Funds 2019 £	Total Funds 2019 £	Total Funds 2018 £
Tangible Fixed Assets	8,429	-	8,429	14,537
Current Assets	882,077	48,667	930,744	834,099
Creditors due within one year	(217,232)	-	(217,232)	(221,139)
Creditors due in more than one year	(1,450)	-	(1,450)	(3,319)
Pension Asset / (liability)	284,000	-	284,000	287,000
<b>Total</b>	<b>955,824</b>	<b>48,667</b>	<b>1,004,491</b>	<b>911,178</b>

#### 18. PENSIONS AND OTHER POST RETIREMENT BENEFITS

The charity operates a Defined benefit pension scheme through the London Borough of Haringey Local Government Pension Scheme (LGPS). The Borough instructed independent actuaries to carry out a valuation of the pension fund at 31 March 2019. The Actuary has identified the charity's share of the schemes assets and liabilities which have been included within the Financial Statements.

These calculations have been prepared in accordance with the Pensions Technical Actuarial Standard adopted by the Financial Reporting Standard. The assumptions used in order to calculate the assets and liabilities of the scheme are listed below.

Principal actuarial assumptions used were as follows:

	2019	2018
Discount rate at 31 March	2.4%	2.6%
Future Salary Increases	3.1%	3.0%
Future Pension Increases	2.5%	2.4%

The mortality assumptions for longevity (in years) on retirement at age 65 are:

	Current pensioners	Future pensioners
Males	21.8 years	23.8 years
Females	24.1 years	26.0 years

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**HARINGEY CITIZENS ADVICE BUREAUX**

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2019**

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**18. PENSIONS AND OTHER POST RETIREMENT BENEFITS (CONTINUED)**

The amount that each major class of pension plan asset constitutes of the fair value of the total plan assets was as follows:

	31 March 2019	31 March 2018
Equities	65%	68%
Bonds	27%	23%
Property	7%	7%
Cash	1%	2%

The actual return on scheme assets from 1 April 2017 to 31 March 2018 were 3.3%.. The total returns from 1 April 2018 to 31 March 2019 were 5.1%.

The total cost recognised in the period was as follows:

	2019 £	2018 £
Interest on obligation (Note 11)	(69,000)	(66,000)
Expected return on scheme assets (Note 11)	77,000	71,000
Current service cost (Note 10)	(42,000)	(42,000)
Total cost recognised within Notes 10 and 11	(34,000)	(37,000)

Movements in the present value of the defined benefit obligation were as follows:

	2019 £	2018 £
Opening defined benefit obligation	2,665,000	2,667,000
Interest cost	69,000	66,000
Contributions by scheme participants	7,000	6,000
Current service cost	42,000	42,000
Actuarial (gains) / losses	129,000	(40,000)
Benefits paid	(92,000)	(76,000)
<b>Closing defined benefit obligation</b>	<b>2,820,000</b>	<b>2,665,000</b>

Changes in the fair value of scheme assets were as follows:

	2019 £	2018 £
Opening fair value of scheme assets	2,952,000	2,845,000
Expected return on assets	77,000	71,000
Actuarial (losses) / gains	74,000	24,000
Contributions by employer	86,000	82,000
Contributions by scheme participants	7,000	6,000
Benefits paid	(92,000)	(76,000)
<b>Total</b>	<b>3,104,000</b>	<b>2,952,000</b>

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**HARINGEY CITIZENS ADVICE BUREAUX**

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**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2019**

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**18. PENSIONS AND OTHER POST RETIREMENT BENEFITS (CONTINUED)**

Amounts for the current and previous four periods are as follows:

	2019 £	2018 £	2017 £	2016 £	2015 £
Defined benefit obligation	(2,820,000)	(2,665,000)	(2,667,000)	(2,515,000)	(2,580,000)
Scheme assets	3,104,000	2,952,000	2,845,000	2,219,000	2,149,000
Net asset/(liability)	284,000	287,000	178,000	(296,000)	(431,000)
Experience adjustments on scheme liabilities	-	-	-	-	-
Experience adjustments on scheme assets	74,000	64,000	428,000	104,000	32,000

**19. OPERATING LEASES**

At 31 March 2019 the total of the Charity's future minimum lease payments under non-cancellable operating leases for land and buildings are as follows:

	2019 £	2018 £
<b>Amounts payable:</b>		
Within 1 year	18,000	18,000
Between 1 and 5 years	-	-
<b>Total</b>	18,000	18,000

**20. RELATED PARTY TRANSACTIONS**

There were none identified.



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## HARINGEY CITIZENS ADVICE BUREAUX

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### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2019

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#### 21. FINANCIAL INSTRUMENTS

At the balance sheet date the Charity held the following:

	2019 £	2018 £
<b>Financial assets</b>		
<b>Financial assets measured at cost:</b>		
Cash at bank and in hand	794,611	649,966
<b>Financial assets measured at amortised cost:</b>		
Other debtors	-	41,091
Trade debtors	126,795	127,425
	<u>921,406</u>	<u>818,482</u>
<b>Financial liabilities</b>		
<b>Financial liabilities measured at amortised cost:</b>		
Trade creditors	-	42
Other creditors	30,330	18,719
Other taxation and social security	51,277	47,894
Obligations under finance leases	3,319	6,574
	<u>84,926</u>	<u>73,229</u>

#### 22. OBLIGATIONS UNDER FINANCE LEASES

	2019 £	2018 £
In less than one year	1,869	3,255
In one year or more but less than two years	1,450	1,869
In two years or more and less than five years		1,450
In five years or more		-
<b>Total</b>	<u>3,319</u>	<u>6,574</u>

The obligations under finance leases are repayable by equal instalments. Finance leases relate to a photocopier and franking machine. The lease agreements do not include any contingent rent or restrictions.

#### 23. TAXATION

By virtue of s. 478 Corporation Tax Act 2010, the Charity is exempt from Corporation Tax.

#### 24. CAPITAL COMMITMENTS

The Charity had no capital commitments as at 31 March 2019 (2018: Nil).