

Registered Company Number: 02627909 (England & Wales)

Registered Charity No: 1065835

BARNET CITIZENS ADVICE BUREAU

(A charitable company limited by guarantee)

**DIRECTORS' AND TRUSTEES' REPORT
AND FINANCIAL STATEMENTS**

FOR THE YEAR ENDED 31 MARCH 2019

BARNET CITIZENS ADVICE BUREAU

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BARNET CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE DETAILS

COMPANY NUMBER 02627909 (England & Wales)

CHARITY NUMBER 1065835

General Information

The activities of Barnet Citizens Advice Bureau are carried out by an organisation that is both a Registered Charity (no: 1065835) and a company limited by guarantee (No. 02627909). Both the charity and the company are formally registered as Barnet Citizens Advice Bureau. Citizens Advice Barnet is also part of the national Citizens Advice service through its membership of The National Association of Citizens Advice Bureaux.

The trustees of the charity are also the members of the company limited by guarantee and under the provisions of the Companies Act 2006 are liable to contribute a sum not exceeding £1 each in the event of the winding up of the Company; they are collectively referred to as the Trustees throughout this report.

The organisation's governance rules are set out in the Memorandum and Articles of Association of the company limited by guarantee which reflects the advice of the Charity Commission and conforms to the membership requirements of Citizens Advice.

Trustees act collectively as the Board of Citizens Advice Barnet and assume overall responsibility for the strategic development and financial management of the organisation, in line with Charity Commission recommended practice.

The governance rules provide for a Board of between 4 and 21 persons but the current Trustees have determined that a number between 10 and 13 provides an optimal size for its work while allowing for orderly succession planning. Trustees serve in a voluntary and unremunerated capacity and are appointed for terms of three years; if willing they can be re-elected for subsequent terms with no limit. Trustees are normally elected by the Annual General Meeting but the constitution allows the Board to co-opt trustees, providing their number does not exceed one-third of the total. The Board's practice is to use co-option for appointments made between Annual General Meetings and for co-opted trustees to stand for election at the next Annual General Meeting following their appointment. Accordingly, all current Trustees are elected members of the Board.

The Trustees serving during the year and since the year-end were as follows.

Ben Ingber (appointed Chair 7 March 2019)
Ian Bretman (Chair until 7 March 2019)
Tracey Baldwin (Vice-Chair)
John Bracken (Treasurer) (resigned 11 September 2018)
Sandra Brown (resigned 13 December 2018)
Sue Burke (resigned 13 February 2019)
Bernadette Nwosu (appointed 13 February 2019)
Jeremy Outen
Tamsin Shuker (appointed 17 May 2018)
Tom Smith (appointed 6 June 2019)
Ann Wolfe

The organisation's HR policies are followed for recruitment and induction of trustees and recruitment is by open selection through press advertising and other media. The Board regularly consider succession planning and reviews the skills and experience it needs against those of existing trustees in order to identify gaps that can be filled by future recruitment.

BARNET CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE DETAILS (continued)

Current Trustees possess an effective mix of skills encompassing professionalism in Personnel, Change Management, Accountancy, and Education. Some members combine their professional backgrounds with extensive experience of voluntary work.

The Company Secretary is appointed by Trustees and may be a paid member of staff. The term of the appointment is for Trustees to decide and the practice is for this to be at the first meeting of the Board following each AGM when other appointments are determined by Trustees.

CHIEF OFFICER	Daniel Bamford
COMPANY SECRETARY	Maisha Crush
REGISTERED OFFICE	40-44 Church End London NW4 4JT
AUDITORS	Price Bailey LLP Tennyson House Cambridge Business Park Cambridge CB4 0WZ
BANKERS	HSBC Bank plc Coventry District Service Centre Harry Western Road Binley Coventry CV3 2TQ

BARNET CITIZENS ADVICE BUREAU

DIRECTORS' AND TRUSTEES' REPORT

Introduction

In this report the Trustees of Citizens Advice Barnet present the financial and operating results of the charity for the year ending 31 March 2019 with a report on achievements and successes in the year and the organisation's plans for the year ahead.

Citizens Advice Barnet exists to help those who live, work or study in the London Borough of Barnet to resolve their problems by providing free, confidential and impartial advice, information and assistance. Our service is here for everyone and we provide information and advice on a wide range of social welfare issues, the most common areas being welfare benefits, debt, housing, employment and immigration. We seek to help people develop the skills capacity to help themselves, and to use the evidence gained through our work to help bring about positive changes in national and local policies.

Our main services are funded by the London Borough of Barnet to deliver their Community Advice Service. The Council also provides funding for a Specialist Information Advice & Advocacy service which is delivered in partnership with two other local charities. This core funding provides a platform for seeking additional grants for specialist services. Macmillan Cancer Support provide funding for a specialist welfare benefits advice service for cancer patients and their families and other funders support work on fuel poverty and legal advice on employment and immigration problems. There are more details about this in the section on Our Work.

As part of the national Citizens Advice service our work is subject to their rigorous quality procedures and this also enables us to contribute to their work to influence public policy. In the past year, Citizens Advice has continued to campaign for improvements to the Universal Credit system, as well as carrying out research into Council Tax enforcement and inappropriate use of bailiffs against vulnerable people. We continue to use our local evidence to highlight these same issues.

At a time of reduced funding for public services and public concern over the management of charities, we are conscious of the need to demonstrate the money we receive is used to deliver measurable outcomes for our clients. Some highlights of this are reported on in the section on Achievements & Performance.

Our Clients

Over 8,300 individual people received over 27,000 pieces of information and advice through our various services and a further 16,144 people accessed advice through our website. 15% of our clients came from Colindale and Burnt Oak wards, the most deprived in the Borough, which represent only 9% of the total population of Barnet. This illustrates clearly the link between deprivation and the need for our advice. Many of these clients came to us with complex, multifaceted problems affecting several aspects of their lives. For example, 37% had a long-term health condition or disability (up from 35% in 2017/18), and problems with Personal Independence Payment were by far the most common issue we saw, with 2,110 instances recorded in the year. Problems with benefits and tax credits continue to represent the largest part of our work at 38% of all enquiries, (up from 35% in 2017/18). Debt, Housing and Employment issues together accounted for 36% of enquiries recorded, and we also recorded over 1,000 immigration issues. The number of immigration clients we have is unusual for Citizens Advice and reflects both the needs of a rapidly changing local population and the success of our strategic plans to develop a specialist immigration advice function at Citizens Advice Barnet.

The interlinking of issues our clients bring also illustrates the complexity of the problems they face. Of all clients who came to us with debt problems, 62% also had problems with their benefits (18% of which was Universal Credit-related) and one in five had a housing problem. What this clearly demonstrates is that in the current climate of austerity, cuts to the welfare state and an unsustainable housing market, our clients suffer multiple, intractable issues which have the potential – without the right advice at the right time – to trap them in an often inescapable situation.

BARNET CITIZENS ADVICE BUREAU

DIRECTORS' AND TRUSTEES' REPORT (continued)

Our Work

We deliver the Community Advice Service (CAS) and the Specialist Information Advice & Advocacy (SIAA) service with funding from the London Borough of Barnet. The CAS provides generalist information and advice to people who live, work or study in Barnet while the SIAA supports local people affected by disability and their families and carers. Since 2015 we have successfully developed a single point of access to both these services. By integrating our telephone helpline and our front-door service, and by increasing our Outreach activity, we have been able to build on the already established presence of Citizens Advice Barnet in the community and simplify access for local people.

Macmillan Cancer Support continued to fund Citizens Advice Barnet to enable us to support people affected by cancer in the boroughs of Barnet, Enfield and Haringey. We assist with claims for welfare benefits, seeking Blue Badges for parking and applying for charitable grants to help people meet the extra costs experienced by cancer patients.

Trust for London, a charitable foundation working to tackle poverty and inequality in London, continued to fund Citizens Advice Barnet to provide specialist legal advice and casework for immigration and employment issues. Through this funding we were able to challenge unfair dismissals, non-payment of wages and provide advice and help on complex immigration and nationality issues. Employing a specialist immigration casework and employment solicitor has enabled us to develop the employment and immigration advice knowledge of our volunteers helping us assist more people with specialist support in these areas than ever before. The impact of Britain's departure from the EU on the 40,000 EU citizens resident in Barnet continues to create uncertainty and we have planned our future services, in particular our immigration advice offer, around this.

We were funded by Thames Water Trust Fund to deliver a debt advice and money mentoring scheme for people in water arrears, and the national Citizens Advice service continued to fund a programme of Energy Best Deal advice to households in fuel poverty, and we delivered additional energy saving advice funded by central government.

We measure our success in these contracts against stringent monitoring requirements, and more widely against independently audited quality of advice, financial management, and client and workforce satisfaction using the Citizens Advice Performance and Quality Framework.

Our partners

Citizens Advice Barnet has a long history of working with the voluntary sector in the borough and has continued this year to strengthen our existing relationships with key providers, build new partnerships and engage with stakeholders beyond the sector to promote our services. We regard partnership working as a crucial response to the challenge of meeting increasing demand for our services while the resources available to support them are under pressure and often declining.

We meet with voluntary and statutory sector partners on a regular basis to work together, find synergies and avoid duplication of services. Mind in Barnet and Advocacy in Barnet work with us to deliver the advocacy services for our SIAA contract. Our partnership includes public events where we reach out to voluntary and community organisations, care providers and statutory service providers to promote our preventative services and encourage engagement.

We have regular meetings with London Borough of Barnet working together to help increase the confidence, resilience and independence of vulnerable adults and help them remain in their communities. We are active members of the LB Barnet Voluntary Sector Forum where we help co-ordinate voluntary sector activity in Barnet.

BARNET CITIZENS ADVICE BUREAU

DIRECTORS' AND TRUSTEES' REPORT (continued)

We held a very successful Annual General Meeting to present the work we had done in 2017/18 attended by representatives of the local voluntary sector and addressed by the Chair and Chief Officer. The meeting provided an opportunity for our stakeholders to discuss developments in the advice sector and the demands continuing financial contraction in central and local government will place on the local voluntary and community sector.

Our People

The services of Citizens Advice Barnet are delivered by a staff team of 25 people (17.2 FTE), and 73 volunteers supported us over the year. Our staff and most volunteers are committed professionals who provide excellent support to the poorest and vulnerable residents of Barnet. The volunteer team undertake a variety of different roles, including advisers, assessors, administrative assistants, receptionists and trustees. All new volunteer advisers undertake a comprehensive competency-based training programme that underpins the high quality of advice that the adviser role demands.

ACHIEVEMENTS AND PERFORMANCE

In 2018/19 Citizens Advice Barnet assisted over 8,000 individuals with more than 27,000 separate issues (an increase of 12.5% on 2017/18). 58% of people reached us via our helpline but we also provided over 4,600 in-person triage assessments and a further 2,402 face-to-face advice sessions as part of the Community Advice Service. Over 16,000 people used our website (15,400 in 2017/18) with individual sections being accessed over 50,000 times.

Our Macmillan service helped nearly 600 cancer patients and their families with over 2,100 issues. This service generated over £1 million of additional income for clients.

We delivered 11 Energy Best Deal sessions reaching 123 consumers and 40 frontline workers. We provided 134 appointments giving residents advice on energy advice, switching suppliers and managing fuel debt.

Our Barnet Water Aid project, funded by Thames Water Trust fund, delivered debt advice to 144 people, financial capability support to 18 vulnerable individuals and water saving and financial capability advice to 55 clients and 84 frontline workers.

We provided 86 clients with specialist immigration advice, maintaining our success rate on applications and appeals at 100%. The increase in this area underlines both our expertise, general uncertainty about future immigration status with Brexit and the 'hostile environment', and the fact that we are the only free provider of immigration advice at this level in Barnet.

Over 400 residents received pro bono legal advice from local lawyers who volunteer with Citizens Advice Barnet and help us provide free advice on a wide variety of legal matters.

We undertook employment litigation for 21 clients (24 in 2017/18). This work focuses on only the most vulnerable clients and the litigation involved is frequently extremely complex and lengthy.

Overall our work generated positive financial outcomes of £2.7 million for clients in the year (up from £2.2 million in 2017/18).

FINANCIAL REVIEW

As in recent years we are continuing to operate in a challenging funding environment. Despite this Citizens Advice Barnet has been able to manage its finances to ensure continuity of service delivery for clients and funders.

Overall, 2018/19 saw a small increase in income of 3% from £903,427 to £933,391 compared to the previous year. Grants from the London Borough of Barnet for the Community Advice and Specialist Information, Advocacy & Advice services accounted for 68% (£637,788) of total income (71% in 2017/18). We passed £182,870 of the local authority's funding for the SIAA service to Mind in Barnet and Advocacy in Barnet to

BARNET CITIZENS ADVICE BUREAU

DIRECTORS' AND TRUSTEES' REPORT (continued)

deliver services to their clients.

Other important funders were Macmillan Cancer Support (£149,056) and Trust for London (£38,500) which represented 16% and 4% of total income respectively. We also secured £19,691 (2% of total income) as set up costs to establish the Help to Claim service which provides clients with assistance claiming Universal Credit, funded by Citizens Advice. In addition, we obtained £32,110 (3% of income) to provide debt advice, funded by Thames Water.

There was no significant change in expenditure over the period, with total expenditure increasing 0.41% from £878,478 to £882,048. 84% of our costs relate to our people and include the costs of recruiting, rewarding and developing our paid staff and training and supporting our volunteers. Management and trustees regularly review the allocation of work among staff and volunteers to identify ways of improving both service quality and cost efficiency. In other areas, our finance and administrative staff keep a close control of costs. As a result of this work, the charity was able to record a surplus of £51,343 for the year which represents 6% of total income.

As our reserves are above the minimum level set in our reserves policy, trustees have agreed in principle to invest funds for further development of our services. Our approach to investment is explained in the section on Plans for the Future on page 8.

RESERVES POLICY

The charity's reserves policy was reviewed in June 2019 by the Board of Trustees acting on advice from its Finance Committee. The policy aims to maintain unrestricted reserves (excluding fixed assets) at a minimum level equivalent to three months' operating costs (approximately £200,000). Reserves of this level cover the costs of scaling-back services in the event of individual project funding ending and for future winding down of operations including contingent liabilities in the event of more significant loss of revenue. The Finance Committee will regularly review forecasts of income, expenditure and cash flow to ensure the reserves figure is maintained at the required level and will regularly report to the Board with recommendations for any corrective action if required. Annually, surplus funds are considered for designation to the following funds:

- **Staff Fund**
A fund to ensure that the bureau is able to cover contracted payments to staff such as unfunded salary changes, redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise. Funds have been designated to fund a salary review and cost of living increase to align salaries with market rates in the next 3 years.
- **Premises Fund**
A fund to provide for the cost of relocating to new premises either at the expiry of the current lease or if larger premises are deemed necessary, and for the cost of major repairs and maintenance of the bureau for the next 3-5 years. Funds have been designated for relocating our New Barnet office in 2019/20.
- **Service Development Fund**
A fund to allow the bureau to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such proposals. The amount designated will be as recommended by the Service Development Group. Funds have been designated to fund an Outreach Worker and Receptionist, which will facilitate the charity in meeting its objectives, and to employ a Business Development Manager to enable Citizens Advice Barnet to seek new funding opportunities to meet its objectives and diversify its funding streams.
- **Restricted reserves**
Funds are restricted by the donor or funder and cannot be used for the general purposes of the bureau. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned.

BARNET CITIZENS ADVICE BUREAU

DIRECTORS' AND TRUSTEES' REPORT (continued)

The Finance Committee will regularly review forecasts of income, expenditure and cash flow to ensure the reserves figure is maintained at the required level and will regularly report to the Board with recommendations for any corrective action if required.

Total free reserves of £234,711 (calculated as General Funds less fixed assets) at the end of March 2019 are considered more than sufficient to cover charity costs as they become payable.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governance

Citizens Advice Barnet is a member of Citizens Advice (the national association of Citizens Advice organisations) which, via its Membership Scheme, provides a framework that oversees all charitable activities that are delivered to service users. Citizens Advice sets defined quality standards for advice and information services, financial and information management and intensively reviews members' organisational performance to ensure these standards are met.

The Board of Trustees has overall responsibility for the strategic development and financial management of the organisation, in line with Charity Commission recommended practice. Trustees are committed to creating an inclusive workplace, to participation by staff and volunteers in the development of the service and provide opportunities for this through the business planning process and the formulation of service priorities and objectives.

The Board meets at least four times a year and in 2018/19 it met on five occasions. The Board delegates certain staff and HR matters to the HR Committee, while financial scrutiny, risk management and development of financial policy and procedures are delegated to the Finance Committee. In addition, a group of Trustees, along with Senior Management, meet regularly to discuss the formulation and implementation of service delivery changes and new projects. This is a more flexible arrangement than a standing committee and allows for more timely scrutiny and support of these objectives, also considering cases for investing some of our reserves in feasibility studies and pilot projects. The minutes and recommendations of all committees are presented and reviewed at full Board meetings. The Board delegates day to day responsibility to the Chief Officer who is required to attend Board meetings and report on operational and financial matters.

The Board seeks to ensure that Trustees are broadly representative of the local community and have the necessary skills and abilities to ensure good governance. Trustees are recruited following Citizens Advice guidance through advertising in local and national media as well as canvassing local Voluntary and Community Sector organisations, with a focus on recruiting those with skills identified as desirable through regular Board skills audits. Suitable candidates are interviewed by a panel of Trustees, and are invited to attend at least one meeting of the Board before being formally appointed.

New Trustees are provided with a comprehensive induction, including observation of service delivery, and provided with relevant governance documentation. Board members are also encouraged to participate in relevant governance training and conferences provided by Citizens Advice and other bodies.

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 the notes to the accounts.

Organisational Management

The Executive Team consists of the Chief Officer, Daniel Bamford, the Head of Services & Quality, Charlene Marks, and Finance Manager, Maisha Crush. The Key Management Personnel, as stated on page 23 of the Financial Statements, also includes Safia Akram, Project Manager for the Macmillan and Help to Claim Projects. The Chief Officer also meets regularly with the Chair of the Board for supervision and to plan the work of the Board. The Chief Officer and Executive Team are responsible for putting into effect the strategies and objectives of the Board as expressed in the Business Plan. The Chief Officer works closely with staff, volunteers and external stakeholders to ensure effective implementation of the Business Plan.

BARNET CITIZENS ADVICE BUREAU

DIRECTORS' AND TRUSTEES' REPORT (continued)

The Trustees have in place arrangements for setting the pay and remuneration of the charity's Executive Team. The remuneration of the Chief Officer is reviewed annually in a process led by the Chair of Trustees which includes benchmarking against pay levels of charities of a similar size. Remuneration for the rest of the Executive Team is reviewed with that of the whole staff group by the Board's HR Committee. Any increase is made only after assessing against relevant external benchmarks, and if the cost to Citizens Advice Barnet is judged to be affordable.

RISK MANAGEMENT

The Board carries out an annual risk assessment and the organisation updates its risk register throughout the year. The register is regularly reviewed by the Finance Committee. The Board has assessed the major risks to which the charity is exposed and these are detailed below with a summary of plans for managing this risk.

- **A significant reduction or loss of funding from LB Barnet.**

The Executive Team maintains a close relationship with Council officers, including quarterly meetings to review expected outputs and outcomes of the services funded by LBB and to agree revisions to plans accordingly. This information is also reviewed by trustees at each Board meeting. The Specialist Information, Advice and Advocacy services is delivered in partnership with Mind in Barnet and Advocacy in Barnet and Service Level Agreements enable us to monitor their performance and take corrective action where necessary. Because of our plans around this, we were able to agree efficiencies with the Local Authority around our contracts without having a noticeable impact on our clients' experience.

- **Insufficient new income generated to support service delivery.**

The Executive Team works to identify and apply for new sources of income to enable the organisation to meet its strategic priorities and support service delivery and the trustees receive a report on the number of applications made and their outcome at each meeting. Expenditure is closely monitored and plans developed to reduce management and overhead costs. Citizens Advice Barnet has established a Service Development Group to oversee a strategic approach to service and income development.

- **Inability to demonstrate impact of our services**

Our case management system provides us with data on both outputs and outcomes of our services and regular client feedback help us monitor the difference we make. Trustees regularly review data and feedback and are able to challenge assumptions and methodologies to strengthen the process. We are working on plans to undertake more detailed evaluation and longitudinal studies to further demonstrate the impact of our services to funders and other stakeholders.

- **Loss of key personnel**

We have policies and processes in place to recruit and retain suitable staff and volunteers. We ensure training plans are in place and revised annually. Staff and volunteers annual feedback is reported to Trustees and we strive to increase engagement and satisfaction from staff and volunteers.

PUBLIC BENEFIT

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the organisation during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements and are in line with our charitable aims and objectives. Citizens Advice Barnet's main activities are described in the 'our work' section of this report.

BARNET CITIZENS ADVICE BUREAU

DIRECTORS' AND TRUSTEES' REPORT (continued)

PLANS FOR THE FUTURE

In 2018/19 the organisation worked within the strategic objectives specified in our Business and Development Plan 2018-21. The plan set out the aims and purposes of the organisation and the context in which we are working. It identifies a number of key strategic objectives:

- Make it easier to get relevant advice
- Deliver quality and effective services
- Be an collaborative partner and voice in the community
- Develop our volunteers and staff
- Secure a stronger and more sustainable future

In 2019/20 management and trustees will carefully consider how to invest the funds we have designated to further these objectives. Options being considered include services to support people who face challenges in using the digital and on-line channels which are increasingly the preferred option of many public services, further outreach work to reach a more diverse client base, and investment in robust impact studies that will assist us in demonstrating the difference we make to the lives of Barnet residents and building the case to potential funders to support our work. We also recognise the need to invest in our people and to maintain our premises and IT systems in a state that is fit for more flexible, future delivery of advice. We may need to hold some of these designated amounts for longer than one year in order to build up a viable fund (from future surpluses and/or fundraising) that will achieve the best impact for clients.

BARNET CITIZENS ADVICE BUREAU

DIRECTORS' AND TRUSTEES' REPORT (continued)

TRUSTEES' RESPONSIBILITIES STATEMENT

The trustees (who are also directors of Barnet Citizens Advice Bureau for the purposes of company law) are responsible for preparing the Trustees' Annual 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, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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 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.

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.

In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is 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.

SMALL COMPANY EXEMPTIONS

This report has been prepared taking advantage of the small companies' exemption of section 415A of the Companies Act 2006.

This report was approved and authorised for issue by the Trustees and signed on its behalf by:


.....

Ben Ingber (Chair)

Date: 06/07/2019

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BARNET CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Barnet Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2019 which comprise Statement of Financial Activities (including income & expenditure account), the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, 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 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.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial 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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BARNET CITIZENS ADVICE BUREAU

information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report incorporating directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue 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.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BARNET CITIZENS ADVICE BUREAU

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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.

H Wilkinson

Helena Wilkinson (Senior Statutory Auditor)

For and on behalf of Price Bailey LLP

7th Floor, Dashwood House

69 Old Broad Street

London

EC2M 1QS

Date: *17 Sept 2019*

BARNET CITIZENS ADVICE BUREAU

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

		2019			2018
	Note	Unrestricted General funds £	Designated funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	22,122	-	-	22,122
Charitable activities	4	637,788	-	273,108	910,896
Investments	5	373	-	-	373
Total income		660,283	-	273,108	933,391
EXPENDITURE ON					
Charitable activities		610,337	13,571	258,140	882,048
Total expenditure	6	610,337	13,571	258,140	882,048
Transfer between funds		(147,109)	147,109	-	-
INCOME/(EXPENDITURE) BEING NET MOVEMENT IN FUNDS	15/16	(97,163)	133,538	14,968	51,343
RECONCILIATION OF FUNDS					
Total funds brought forward		389,403	68,014	52,363	509,780
TOTAL FUNDS CARRIED FORWARD		292,240	201,552	67,331	561,123

All income and expenditure has arisen from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

The notes to the accounts are shown on pages 17 to 30 and form an integral part of these financial statements.

BARNET CITIZENS ADVICE BUREAU
(Company number: 02627909)


BALANCE SHEET
AS AT 31 MARCH 2019

	Notes	2019	2018
		£	£
FIXED ASSETS			
Tangible fixed assets	12	57,529	65,209
CURRENT ASSETS			
Debtors	13	157,307	255,249
Cash at bank and in hand	21	428,214	235,569
TOTAL CURRENT ASSETS		585,521	490,818
LIABILITIES			
Creditors: amounts falling due within one year	14	(81,927)	(46,247)
NET CURRENT ASSETS		503,594	444,571
TOTAL ASSETS LESS CURRENT LIABILITIES		561,123	509,780
 Restricted income funds	15	 67,331	 52,363
Unrestricted funds			
Designated funds	16	201,552	68,014
General funds	16	292,240	389,403
Total Unrestricted Funds		493,792	457,417
TOTAL FUNDS		561,123	509,780

The attached notes on pages 17 to 30 form part of these financial statements.

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

The financial statements were approved by the Board of Trustees on 06/07/2019
and signed on their behalf by:


.....
Ben Ingber
Chair

BARNET CITIZENS ADVICE BUREAU

CASH FLOW STATEMENT AS AT 31 MARCH 2019

	Notes	2019 £	2018 £
Cash flows from operating activities:			
Net cash provided by / (used in) operating activities	20	198,033	(182,575)
Cash flows from investing activities:			
Dividends, interests and rents from investments		373	293
Purchases of fixed assets		(5,761)	(239)
Net cash (used in) / provided by investing activities		(5,388)	54
Change in cash and cash equivalents in the reporting period		192,645	(182,521)
Cash and cash equivalents at the beginning of the reporting period		235,569	418,090
Cash and cash equivalents at the end of the reporting period	21	428,214	235,569

The notes to the accounts are shown on pages 17 to 30 and form part of these financial statements.

BARNET CITIZENS ADVICE BUREAU

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

1 Accounting policies

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

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (updated 1 January 2016) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Barnet Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). The financial statements are presented in Sterling (£).

b) Legal status of the Charity

The charity is a private company limited by guarantee and has no share capital. 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. As at 31 March 2019 there were 7 members (2018: 8). The charity was incorporated within England and Wales, and the registered address is 40 – 44 Church End, London, NW4 4JT.

c) Going concern

The trustees consider that there are no material uncertainties about Barnet Citizens Advice Bureau's ability to continue as a going concern. In arriving at this conclusion the trustees have taken account of current and anticipated financial performance in the current economic conditions, its business plan and its reserves position. For this reason, the going concern basis continues to be adopted in the preparation of the Charity's financial statements.

d) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. The aim and purpose of each designated fund is set out in the notes to the financial statements. Restricted funds are Barnet Citizens Advice Bureau's work or for educational projects being undertaken by the charity. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each material designated and restricted fund is set out in the notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

e) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Where income has related expenditure (as with fundraising or contract income), the income and related expenditure are reported gross in the Statement of Financial Activities.

Donations, grants and gifts are recognised when receivable. In the event that a donation is subject to fulfilling performance conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant

BARNET CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies (continued)

Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

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

Income received in advance for a future fundraising event, or for a grant received relating to the following year is deferred until the criteria for income recognition are met.

Bank interest is recognised on an accruals basis.

f) Expenditure and Value Added Tax

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis under the following headings:

Expenditure on charitable activities has been included in the relevant cost categories. Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the charity and include governance cost, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity.

Support costs are apportioned on a per capita basis, based on the number of staff employed on a particular activity where the grant agreement or contract allows.

g) Volunteers

The value of the services provided by volunteers is not incorporated into these financial statements. A further detail of their contribution is provided in the Trustees report.

h) Fixed assets

Fixed asset additions are capitalised at cost less the amount of any specific grants received in respect of the purchase of those assets. Depreciation is provided at rates calculated to write off the cost less residual value of each asset over its expected useful life, as follows:

Leasehold improvements	10 years straight line
Computer equipment	5 years straight line
Fixtures, fittings and equipment	15 years straight line

The need for any impairment of a fixed asset write-down is considered if there is concern over the carrying value of an asset and is assessed by comparing that carrying value against the value in use or realisable value of the asset when appropriate.

i) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

Accrued income is included at the best estimate of the amounts receivable at the balance sheet date

BARNET CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

1 Accounting policies (continued)

j) **Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

k) **Creditors**

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

l) **Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value. Fixed assets are recorded at depreciated historical cost and all other assets and liabilities are recorded at cost which is their fair value.

m) **Pensions**

Employees of the charity are entitled to join a defined contribution 'money purchase' scheme.

The costs of the defined contribution scheme are included within the associated staff costs and allocated therefore to raising funds, charitable activities, support and governance costs.

n) **Operating leases**

Operating leases are recognised over the period of which the lease falls due.

Benefits received and receivable as an incentive to sign an operating lease are recognised on a straight line basis over the period of the lease.

o) **Taxation**

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

BARNET CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

2 Key sources of judgement and estimation uncertainty

No significant judgements, accounting policies or assumptions have been made by management in applying the charity's accounting policies.

3 Donations and Legacies

	2019 £	2018 £
Donations	22,122	12,722

Income from donations and legacies was £22,122 (2018 - £12,722) of which £Nil (2018 - £1,751) was attributable to restricted funds and £22,122 (2018 - £10,971) was attributable to unrestricted funds.

4 Charitable Activities

	Total 2019 £	Total 2018 £
Local Government contracts:		
Community Advice Service	344,238	338,820
Specialist Information, Advice and Advocacy	293,550	307,614
	637,788	646,434
Grants Received:		
Generalist Advice	9,495	9,107
Advice – Welfare Benefits	168,748	156,698
Financial Capability	55,615	28,631
Specialist Employment and Immigration	38,500	30,000
Other Services	750	19,542
	273,108	243,978
Total Charitable Activities	910,896	890,412

The income from charitable activities received was £910,896 (2018: £890,412) of which £637,788 was unrestricted (2018: £656,434) and £273,108 restricted (2018: £233,978).

Total income of £637,788 (2018: £646,434) was received from the London Borough of Barnet. These funds were received to deliver the Community Advice Support service and for a Specialist Information, Advice and Advocacy service fulfilled in partnership with two other local charities. There were no unfulfilled conditions or other contingencies attaching to these grants.

BARNET CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

5 Investment Income

	2019 £	2018 £
Bank interest	373	293

Investment income of £373 (2018 - £293) was attributable to unrestricted funds.

6 Analysis of Expenditure

	Direct Costs £	Support Costs (note 7) £	2019 Total Costs £
Generalist Advice	276,403	93,520	369,923
Advice Services - Welfare Benefits	117,746	39,605	157,351
Financial Capability	35,090	12,269	47,359
Specialist Information, Advice and Advocacy service	190,268	69,261	259,529
Specialist Employment and Immigration	33,159	4,811	37,970
Other services	6,958	2,958	9,916
	<u>659,624</u>	<u>222,424</u>	<u>882,048</u>

	Direct Costs £	Support Costs (note 7) £	2018 Total Costs £
Generalist Advice	216,692	93,340	310,032
Advice Services - Welfare Benefits	110,603	50,928	161,531
Financial Capability	36,300	23,000	59,300
Specialist Information, Advice and Advocacy service	220,886	72,304	293,190
Specialist Employment and Immigration	32,698	11,976	44,674
Other services	6,506	3,245	9,751
	<u>623,685</u>	<u>254,793</u>	<u>878,478</u>

£258,140 (2018 - £281,573) of the above costs were attributable to restricted funds and £623,908 (2018 - £596,905) was attributable to unrestricted funds.

BARNET CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

7 Analysis of Support Costs

2019

	Staff Costs £	Admin and Premises Costs £	Governance Costs £	Total 2019 Costs £
Generalist Advice	47,038	37,810	8,672	93,520
Advice Services - Welfare Benefits	19,268	19,167	1,169	39,604
Financial Capability	6,023	5,879	367	12,269
Specialist Information, Advice and Advocacy Service	38,283	29,783	1,195	69,261
Specialist Employment and Immigration	2,391	2,275	145	4,811
Other	1,719	1,151	89	2,959
Total	114,722	96,065	11,637	222,424

2018

	Staff Costs £	Admin and Premises Costs £	Governance Costs £	Total 2018 Costs £
Generalist Advice	47,334	39,680	6,326	93,340
Advice services – Welfare benefits	25,308	24,083	1,536	50,927
Financial Capability	11,412	10,892	696	23,000
Specialist Information, Advice and Advocacy Service	40,177	31,256	872	72,305
Specialist Employment and Immigration	5,952	5,664	360	11,976
Other	1,885	1,262	98	3,245
Charitable services	132,068	112,837	9,888	254,793

Support costs are apportioned on a per capita basis, based on the number of staff employed on an particular activity where the grant agreement or contract allows.

BARNET CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

8 Governance Costs

	2019 £	2018 £
Legal and professional fees	420	-
Auditor's remuneration	7,440	6,840
Accountancy and taxation services	1,614	840
Trustees' meeting costs	2,163	2,208
	<u>11,637</u>	<u>9,888</u>

9 Analysis of staff costs and key management personnel

	2019 £	2018 £
Wages and salaries	546,227	493,954
Social security costs	40,255	40,408
Pension costs	5,551	2,984
	<u>592,033</u>	<u>537,346</u>

Termination benefits totalling £6,603 were paid in the year (2018: £Nil). The amount outstanding as at 31 March 2019 was £6,603 (2018: £Nil).

No Trustees received remuneration and other benefits from employment directly or through a related entity. However two Trustees (2018: two Trustees) were reimbursed for travel expenses in the year. The total amount of expenses reimbursed to Trustees amounted to £324 (2018: £140).

The average monthly head count was 26 (2018: 24) and analysis of the staff employees in the year were:

	2019	2018
Managers	4	4
Other	22	20
	<u>26</u>	<u>24</u>

No employees received total emoluments of more than £60,000 in the year (2018: No employees).

The key management personnel of the charitable company consists of 4 members (2018: 6) of the Barnet Citizens Advice Bureau management team whose employee benefits totalled £129,781 (2018: £143,338).

BARNET CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

10 Net income

	2019 £	2018 £
Net income is stated after charging:		
Depreciation	13,441	20,623
Auditor's remuneration:		
- for audit services	7,440	6,840
- for accountancy and taxation services	1,614	840
Operating lease rentals	33,712	37,379

11 Pension commitments

The charity operates a defined contribution pension scheme. Pension costs for the period have been charged at £5,551 (2018 - £2,984) as outlined above. At the period end, £1,101 was owed to the scheme (2018 - £434).

12 Tangible Fixed Assets

	Leasehold Improvements £	Computer Equipment £	Fixtures, Fittings and Equipment £	Total £
COST				
At 1 April 2018	87,804	158,394	81,205	327,403
Additions	2,784	2,977	-	5,761
As at 31 March 2019	90,588	161,371	81,205	333,164
DEPRECIATION				
At 1 April 2018	46,312	154,785	61,097	262,194
Charge for year	8,042	1,231	4,168	13,441
As at 31 March 2019	54,354	156,016	65,265	275,635
NET BOOK VALUE				
As at 31 March 2019	36,234	5,355	15,940	57,529
As at 31 March 2018	41,492	3,609	20,108	65,209

BARNET CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

13 Debtors

	2019 £	2018 £
Trade Debtors	157,307	225,249

14 Creditors: Amounts Falling Due Within One Year

	2019 £	2018 £
Trade Creditors	3,312	1,466
Taxation and Social Security	22,648	11,133
Accruals	51,409	33,648
Other Creditors	4,558	-
	81,927	46,247

15 Restricted funds

	As 1 April 2018 £	Income £	Expenditure £	Transfers £	At 31 March 2019 £
Macmillan Cancer Research	16,021	149,056	(143,125)	-	21,952
Citizens Advice Energy Best Deal	6,439	17,625	(16,466)	-	7,598
Trust for London	-	38,500	(37,970)	-	530
Talisman Account	2,728	-	(389)	-	2,339
Sara Young Legacy	10,000	-	(1,200)	-	8,800
Grange Big	3,813	9,495	(9,078)	-	4,230
Big Energy Savings Network	-	1,000	(1,000)	-	-
Smart Energy	156	4,881	(4,881)	-	156
Broadband Grant	1,000	750	(750)	-	1,000
Thames Water	-	32,110	(29,749)	-	2,361
Help to Claim	-	19,691	(13,532)	-	6,159
Other Restricted Funds	12,206	-	-	-	12,206
TOTAL	52,363	273,108	(258,140)	-	67,331

BARNET CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

15 Restricted funds (continued)

	As 1 April 2017	Income	Expenditure	Transfers	At 31 March 2018
	£	£	£	£	£
Macmillan Cancer Research	20,853	156,698	(161,530)	-	16,021
Money Advice (BIS)	6,318	-	(6,318)	-	-
CitA EBD Champion Phase 2	2,534	-	(2,534)	-	-
Citizens Advice Energy Best Deal	20,722	28,631	(42,914)	-	6,439
Trust for London	2,925	30,500	(44,674)	11,249	-
Talisman Account	2,148	-	(420)	-	1,728
Children's Centre	5,467	-	(5,467)	-	-
Citizens Advice (Network Development)	2,105	-	-	-	2,105
Mortgage Rescue Scheme	9,850	-	-	-	9,850
Sara Young Legacy	10,000	-	-	-	10,000
Grange Big	4,036	9,107	(9,330)	-	3,813
Big Energy Savings Network	-	4,000	(4,000)	-	-
Smart Energy	-	4,542	(4,386)	-	156
Broadband Grant	-	1,000	-	-	1,000
Destitute Funds	-	1,000	-	-	1,000
Citizens Advice Other	-	251	-	-	251
TOTAL	86,958	235,729	(281,573)	11,249	52,363

Money Advice is the Capitalise Project, funded by the Money Advice Service, which provided money advice services in partnership with other services across London.

Macmillan Welfare Benefits project, funded by Macmillan Cancer Support, which provided specialist welfare benefits support to cancer patients.

Citizens Advice Energy Champion and Citizens Advice Energy Best Extra projects, funded by Citizens Advice, which provide advice on reducing energy costs to people in need.

Trust for London funded project which supports people in need of legal advice casework for employment and immigration issues.

Children's Centre Fund was an outreach programme providing generalist advice for people in need at local Barnet children centres.

BARNET CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

15 Restricted funds (continued)

Citizens Advice (Network Department) are funds to support telephone advice.

Mortgage Rescue Scheme fund is a Local Authority funded scheme to provide advice for people in mortgage arrears.

Sara Young Legacy is a fund for training events for volunteers, to be used over the next 4-5 years.

Grange Big is funded by CommUnity Barnet to provide outreach to the local community.

Big Energy Savings Network is funded from Citizens Advice to provide advice to help reduce energy costs to clients.

Smart Energy is funded by Citizens Advice to help inform and advise clients on smart energy such as smart meters.

Broadband Grant is funded by Citizens Advice to assist bureaux in upgrading their broadband.

Thames Water Trust fund a debt advice and money mentoring scheme for people in water arrears.

Help to Claim is funded by Citizens Advice to provide advice and support to clients claiming Universal Credit.

16 Unrestricted funds

	Balance as at 1 April 2018	Income	Expenditure	Transfers	Balance as at 31 March 2019
	£	£	£	£	£
Designated funds					
Staff Fund	18,088	-	(8,162)	36,162	46,088
IT/Premises Fund	19,926	-	(1,588)	20,000	38,338
Service Development Fund	30,000	-	(3,821)	90,947	117,126
TOTAL DESIGNATED FUNDS	68,014	-	(13,571)	147,109	201,552
General funds	389,403	660,283	(610,337)	(147,109)	292,240
TOTAL UNRESTRICTED	457,417	660,283	(623,908)	-	493,792

BARNET CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

Designated funds:

The Staff Fund includes £36,162 designated to fund a salary review and cost of living increase to align salaries with market rates in the next 3 years.

The IT/Premises Fund includes £20,000 designated for relocating our New Barnet office in the subsequent financial year.

The Service Development Fund includes £40,947 designated to fund an Outreach Worker and Receptionist, which will facilitate the charity in meeting its objectives. It also includes £50,000 to fund a Business Development Manager to enable Citizens Advice Barnet to seek new funding opportunities to meet its objectives and diversify its funding stream.

16 Unrestricted funds (continued)

	Balance as at 1 April 2017	Income	Expenditure	Transfers	Balance as at 31 March 2018
	£	£	£	£	£
Designated funds					
Staff Fund	26,251	-	(8,163)	-	18,088
IT/Premises Fund	12,426	-	(500)	-	11,926
Piloting Digital Project Contribution Fund	20,000	-	-	-	20,000
Longitudinal Study Fund	10,000	-	-	-	10,000
New Barnet Redecoration Fund	8,000	-	-	-	8,000
TOTAL DESIGNATED FUNDS	76,677	-	(8,663)	-	68,014
General funds	321,196	667,698	(588,242)	(11,249)	389,403
TOTAL UNRESTRICTED	397,873	697,698	(596,905)	(11,249)	457,417

BARNET CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

17 Net assets by fund

	General funds £	Designated funds £	Restricted funds £	Total funds 2019 £
Tangible fixed assets	57,529	-	-	57,529
Current assets	316,638	201,552	67,331	585,521
Creditors falling due in less than one year	(81,927)	-	-	(81,927)
	<u>292,240</u>	<u>201,552</u>	<u>67,331</u>	<u>561,123</u>

Net assets by fund

	General funds £	Designated funds £	Restricted funds £	Total funds 2018 £
Tangible fixed assets	65,209	-	-	65,209
Current assets	370,441	68,014	52,363	490,818
Creditors falling due in less than one year	(46,247)	-	-	(46,247)
	<u>389,403</u>	<u>68,014</u>	<u>52,363</u>	<u>509,780</u>

18 Related party transactions

The company pays a premium for professional indemnity insurance for its Trustees which is included within the total insurance premium payable each year. It is not separately identifiable. There were no other related party transactions.

19 Commitments under operating leases

	Land and Buildings		Other	
	2019 £	2018 £	2019 £	2018 £
Within one year	36,420	30,420	-	3,292
Two to Five years	115,365	121,680	-	-
Greater than Five Years	-	7,605	-	-
Total	<u>151,785</u>	<u>159,705</u>	<u>-</u>	<u>3,292</u>

BARNET CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2019

20 Reconciliation of net income/expenditure to net cash flow from operating activities

	2019 £	2018 £
Net (expenditure)/income for the reporting period (as per the statement of financial activities)	51,343	24,949
Adjustments for:		
Depreciation charges	13,441	20,623
Dividends, interest and rents from investments	(373)	(293)
Decrease / (increase) in debtors	97,942	(226,436)
Increase / (decrease) in creditors	35,680	(1,418)
	<hr/>	<hr/>
Net cash used in / (provided by) operating activities	198,033	(182,575)
	<hr/>	<hr/>

21 Analysis of cash and cash equivalents

	2019 £	2018 £
Cash in hand	428,214	235,569
	<hr/>	<hr/>