

Signed

REGISTERED COMPANY NUMBER: 3090292 (England and Wales)
REGISTERED CHARITY NUMBER: 1060926

**Report of the Trustees and
Audited Financial Statements for the Year
Ended 31 March 2017
for**

**Harrow Citizens Advice Bureaux
Service Limited**



Parker Cavendish
Chartered Accountants
Registered Auditor
28 Church Road
Stanmore
Middlesex
HA7 4XR

**Harrow Citizens Advice Bureaux
Service Limited**

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for the Year Ended 31 March 2017**

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**Harrow Citizens Advice Bureaux
Service Limited**

**Report of the Trustees
for the Year Ended 31 March 2017**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2017. The trustees have adopted the provisions of 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) (effective 1 January 2015).

STATUS AND ADMINISTRATION

The registered name of the charity is Harrow Citizens Advice Bureaux Services Limited and is also known as and referred to as Harrow Citizens Advice.

Harrow Citizens Advice is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to one pound. At 31 March 2017 the company had eleven members (2016: 11) of the Management Board. Harrow Citizens Advice is governed by its Articles of Association as approved on 26th October 2016.

INVESTMENT POWERS

As required in its Articles, paragraph 3, in furtherance of its objects, and for no other purposes, the company has the power to invest the monies of the company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

OBJECTS AND ACTIVITIES FOR THE PUBLIC BENEFIT

The charity's objects are to promote any charitable purpose for the benefit of the community in the area of the Borough of Harrow and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. The principal activity of Harrow Citizens Advice is the provision of free, confidential, independent and impartial advice, information and counsel for members of the public, ensuring that individuals do not suffer through a lack of knowledge or an inability to express their needs effectively. Harrow Citizens Advice aims to exercise a responsible influence on the development of social policies and services.

ORGANISATIONAL STRUCTURE

Harrow Citizens Advice is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. These policies are implemented by the trustees who carry the ultimate responsibility for the conduct of Harrow Citizens Advice and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day to day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Harrow Citizens Advice is a member of The National Association of Citizens Advice Bureau (Citizens Advice) which provides a framework for standards of advice and casework management as well as monitoring progress against these standards.

The Bureaux is also actively involved in partnership working with other voluntary, statutory and private sector service providers.

**Harrow Citizens Advice Bureaux
Service Limited**

**Report of the Trustees
for the Year Ended 31 March 2017**

REVIEW OF ACTIVITIES AND FUTURE DEVELOPMENT

Harrow Citizens Advice Bureau saw 9,237 client contacts with 12,309 issues. Irrespective of funding reductions, demand for our service remains high.

The key achievements in the year were:

Advisers helped clients to manage over £2.8million of personal debt.

Advisers helped clients to maximise their income by an overall £2,906,000.

Three additional volunteer advisers and five volunteer administrators recruited.

Financial capability and energy best deal workshops provided for vulnerable clients.

Partnership delivery of the government's Pension Wise initiative continues.

Established a pilot delivery service with St. Luke's Hospice.

Secured a contract to deliver welfare benefits and debt advice to Catalyst Housing tenants across Hillingdon, Barnet, Brent and Harrow.

Strengthened our partnership with local solicitors providing pro bono immigration advice.

Future developments already under way include:

Continuing and strengthening our work with new and existing partners and implementing the new general advice contract with Harrow Council.

Implementation of the Citizens Advice new membership agreement.

Continuing to secure additional funding and increasing our pool of volunteers.

REVIEW OF FINANCIAL RESULTS

During the year ended 31st March 2017; Harrow Citizens Advice had total income of £427,634 (2016:£376,827), of which £268,542 (2016:£250,405) (63% -2016: 66%) represented grants and contracts from Harrow Council. In addition, funding was received from: Henry Smith Foundation for General Advice: Citizens Advice for Energy and Moneywise advice; Northwick Park Hospital for mental health advice: London Catalyst for emergency client grants and housing advice, Santander Bank, Scottish Power, Eon and St Luke's Hospice. After expenditure of £362,900, a surplus of £64,734 has been added to reserves carried forward.

RESERVES

Harrow Citizens Advice is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Bureaux will maintain a projection of income for at least one year ahead and will ensure that this continues to be derived from as wide a variety of sources possible. They will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service. The reasons for holding reserves are outlined in note 11.

**Harrow Citizens Advice Bureaux
Service Limited**

**Report of the Trustees
for the Year Ended 31 March 2017**

RISK ASSESSMENT

Harrow Citizens Advice has worked on a corporate risk management exercise. A risk management strategy and risk register were agreed by the trustee board. The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end, Harrow Citizens Advice is continually monitoring and managing its risks, reviewing the corporate register and ensuring action plans are in place to mitigate its key risks. Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity. Harrow Citizens Advice has adopted the recommended Citizens Advice Information Assurance policy and takes all reasonable precautions to protect its information assets. These include the use of laptops and memory sticks which are encrypted to the required standards for the use of staff who work at outreach locations outside the bureau. Client and personnel files are stored in locked cabinets and are transported securely between sites. Information assurance is contained in the Chief Executives report to the Trustees at each committee meeting.

VOLUNTARY WORK AND EMPLOYEE INVOLVEMENT

The charity receives help and support in the form of voluntary assistance in advising the public. 45 volunteers contributed approximately 900 hours of work each week to the Service during the year.

An extensive range of communication and consultative arrangements are in place to help ensure that employees are kept fully involved about developments within the organisation.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

3090292 (England and Wales)

Registered Charity number

1060926

Registered office

Civic 9
Civic Centre
Station Road
Harrow
Middlesex
HA1 2XH

Trustees

Ms F A Logan	
Miss P M Lyne	
D J Wood	
Ms P H Laloo	
S Bose	
B R Vesey	- resigned 21.6.17
B P O'Shea	- resigned 19.10.16

Company Secretary

Ms T Nijjar

**Harrow Citizens Advice Bureaux
Service Limited**

**Report of the Trustees
for the Year Ended 31 March 2017**

REFERENCE AND ADMINISTRATIVE DETAILS

Auditors

Parker Cavendish
Chartered Accountants
Registered Auditor
28 Church Road
Stanmore
Middlesex
HA7 4XR

Bankers

HSBC
101- 103 Station Road
Edgware
Middlesex
HA8 7JJ

STATEMENT OF TRUSTEES RESPONSIBILITIES

The trustees (who are also the directors of Harrow Citizens Advice Bureaux Service Limited for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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

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

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

In so far as the trustees are aware:

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

AUDITORS

The auditors, Parker Cavendish, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 18 October 2017 and signed on its behalf by:



Ms T Nijjar - Secretary

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

We have audited the financial statements of Harrow Citizens Advice Bureaux Service Limited for the year ended 31 March 2017 on pages seven to thirteen. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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

Respective responsibilities of trustees and auditors

As explained more fully in the Statement of Trustees Responsibilities set out on page four, 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.

Our responsibility is to audit and express an opinion on the financial statements in accordance with applicable law and International Standards on Auditing (UK and Ireland). Those standards require us to comply with the Auditing Practices Board's Ethical Standards for Auditors.

Scope of the audit of the financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of: whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the trustees; and the overall presentation of the financial statements. In addition, we read all the financial and non-financial information in the Report of the Trustees to identify material inconsistencies with the audited financial statements and to identify any information that is apparently materially incorrect based on, or materially inconsistent with, the knowledge acquired by us in the course of performing the audit. If we become aware of any apparent material misstatements or inconsistencies we consider the implications for our report.

Opinion on financial statements

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 2017 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

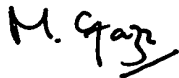
In our opinion the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements.

**Report of the Independent Auditors to the Members of
Harrow Citizens Advice Bureaux
Service Limited**

Matters on which we are required to report by exception

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

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



M Gazza (Senior Statutory Auditor)
for and on behalf of Parker Cavendish
Chartered Accountants
Registered Auditor
28 Church Road
Stanmore
Middlesex
HA7 4XR

18 October 2017

**Harrow Citizens Advice Bureaux
Service Limited**

**Statement of Financial Activities
for the Year Ended 31 March 2017**

		Unrestricted fund £	Restricted £	2017 Total funds £	2016 Total funds £
	Notes				
INCOME AND ENDOWMENTS FROM					
Donations and legacies		6,199	-	6,199	3,677
Charitable activities					
Government & public authority grants		191,688	76,854	268,542	250,405
Community funds		-	-	-	7,476
Charitable trusts		34,600	69,021	103,621	115,088
Other grants		49,097	-	49,097	-
Investment income	2	<u>175</u>	<u>-</u>	<u>175</u>	<u>181</u>
Total		281,759	145,875	427,634	376,827
EXPENDITURE ON					
Charitable activities					
General Administration & Management		<u>246,948</u>	<u>115,952</u>	<u>362,900</u>	<u>349,916</u>
NET INCOME		34,811	29,923	64,734	26,911
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>233,187</u>	<u>38,705</u>	<u>271,892</u>	<u>244,981</u>
TOTAL FUNDS CARRIED FORWARD		<u>267,998</u>	<u>68,628</u>	<u>336,626</u>	<u>271,892</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

**Harrow Citizens Advice Bureaux
Service Limited**

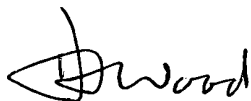
**Balance Sheet
At 31 March 2017**

	Notes	Unrestricted fund £	Restricted £	2017 Total funds £	2016 Total funds £
FIXED ASSETS					
Tangible assets	8	5,606	-	5,606	3,071
CURRENT ASSETS					
Debtors	9	72,772	-	72,772	21,000
Cash at bank and in hand		<u>251,996</u>	<u>68,628</u>	<u>320,624</u>	<u>268,016</u>
		324,768	68,628	393,396	289,016
CREDITORS					
Amounts falling due within one year	10	(62,376)	-	(62,376)	(20,195)
NET CURRENT ASSETS		<u>262,392</u>	<u>68,628</u>	<u>331,020</u>	<u>268,821</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>267,998</u>	<u>68,628</u>	<u>336,626</u>	<u>271,892</u>
NET ASSETS		<u>267,998</u>	<u>68,628</u>	<u>336,626</u>	<u>271,892</u>
FUNDS	11				
Unrestricted funds				267,998	233,187
Restricted funds				<u>68,628</u>	<u>38,705</u>
TOTAL FUNDS				<u>336,626</u>	<u>271,892</u>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees on 18 October 2017 and were signed on its behalf by:

D J Wood -Trustee



Ms F A Logan -Trustee



The notes form part of these financial statements

**Notes to the Financial Statements
for the Year Ended 31 March 2017**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland, and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

These financial statements for the year ended 31 March 2017 are the first financial statements of the company that comply with FRS 102. The date of transition is 1 April 2015. No differences to the reported financial position and income statement for the previous period were noted as a result of the transition to FRS 102.

The principal accounting policies adopted in the preparation of the financial statements are set out below and have remained unchanged from the previous year/period, and also have been consistently applied within the same accounts.

Incoming resources

(i) Grants Receivable

Grants made to finance the activities of the bureau are credited to the income and expenditure account in the period to which they relate.

(ii) Bank Interest

Bank interest is included in the income and expenditure account on receipt.

(iii) Other Income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they are received.

(iv) Gifts and Intangible Income

In addition to the above, the charity also receives help and support in the form of voluntary assistance in advising the public.

(v) Deferred Income

Grants received in advance of the period in which the funder requires the expenditure to be applied will be reflected in deferred income within the balance sheet.

Expenditure

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

Tangible fixed assets

Depreciation is provided in order to write off each asset over its estimated useful life.

Taxation

The charity is exempt from corporation tax on its charitable activities.

**Harrow Citizens Advice Bureaux
Service Limited**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2017**

1. ACCOUNTING POLICIES - continued

Fund accounting

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

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

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

2. INVESTMENT INCOME

	2017 £	2016 £
Deposit account interest	<u>175</u>	<u>181</u>

3. SUPPORT COSTS

	Management £	Governance costs £	Totals £
General Administration & Management	<u>354,860</u>	<u>8,040</u>	<u>362,900</u>

4. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2017 £	2016 £
Auditors' remuneration	<u>2,520</u>	3,000
Depreciation - owned assets	<u>1,869</u>	<u>1,024</u>

5. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2017 nor for the year ended 31 March 2016.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2017 nor for the year ended 31 March 2016.

**Harrow Citizens Advice Bureaux
Service Limited**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2017**

6. STAFF COSTS

	2017 £	2016 £
Wages and salaries	282,750	265,180
Social security costs	<u>12,554</u>	<u>13,497</u>
	<u>295,304</u>	<u>278,677</u>

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

	2017 <u>16</u>	2016 <u>16</u>
Management and administration		

No employees received emoluments in excess of £60,000.

7. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	3,677	-	3,677
Charitable activities			
Government & public authority grants	173,551	76,854	250,405
Community funds	7,476	-	7,476
Charitable trusts	93,446	21,642	115,088
Investment income	<u>181</u>	<u>-</u>	<u>181</u>
Total	278,331	98,496	376,827
 EXPENDITURE ON			
Charitable activities			
General Administration & Management	<u>253,020</u>	<u>96,896</u>	<u>349,916</u>
Total	<u>253,020</u>	<u>96,896</u>	<u>349,916</u>
 NET INCOME	25,311	1,600	26,911
 RECONCILIATION OF FUNDS			
Total funds brought forward	<u>207,877</u>	<u>37,104</u>	<u>244,981</u>
 TOTAL FUNDS CARRIED FORWARD	<u>233,188</u>	<u>38,704</u>	<u>271,892</u>

**Harrow Citizens Advice Bureaux
Service Limited**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2017**

8. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2016	7,637
Additions	<u>4,404</u>
At 31 March 2017	<u>12,041</u>
DEPRECIATION	
At 1 April 2016	4,566
Charge for year	<u>1,869</u>
At 31 March 2017	<u>6,435</u>
NET BOOK VALUE	
At 31 March 2017	<u>5,606</u>
At 31 March 2016	<u>3,071</u>

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2017 £	2016 £
Prepayments and accrued income	<u>72,772</u>	<u>21,000</u>

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2017 £	2016 £
Social security and other taxes	5,413	4,847
Pension contributions	808	308
Other creditors	26,155	15,040
Deferred grants	<u>30,000</u>	<u>-</u>
	<u>62,376</u>	<u>20,195</u>

11. MOVEMENT IN FUNDS

	At 1.4.16 £	Net movement in funds £	At 31.3.17 £
Unrestricted funds			
General fund	233,187	34,811	267,998
Restricted funds			
Restricted reserves	38,705	29,923	68,628
TOTAL FUNDS	<u>271,892</u>	<u>64,734</u>	<u>336,626</u>

**Harrow Citizens Advice Bureaux
Service Limited**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2017**

11. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	281,759	(246,948)	34,811
Restricted funds			
Restricted reserves	145,875	(115,952)	29,923
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>427,634</u>	<u>(362,900)</u>	<u>64,734</u>

Restricted Reserves

The restricted reserves relate to the activities of Disability Outreach Projects.

Unrestricted Reserves

Included in unrestricted funds is a designated amount of £100,000 that has been designated by the directors for the purpose of covering future running costs. No transfers have been made in the current and previous year.

12. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2017.

**Harrow Citizens Advice Bureaux
Service Limited**

**Detailed Statement of Financial Activities
for the Year Ended 31 March 2017**

	2017 £	2016 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Donations	6,199	3,677
Investment income		
Deposit account interest	175	181
Charitable activities		
Government & public authority grants	268,542	250,405
Community Funds grants	-	7,476
Charitable Trusts	103,621	115,088
Other grants	<u>49,097</u>	<u>-</u>
	<u>421,260</u>	<u>372,969</u>
Total incoming resources	427,634	376,827
EXPENDITURE		
Support costs		
Management		
Wages	282,750	265,180
Social security	12,554	13,497
Rent & rates	25,697	28,213
Insurance	427	398
Telephone	8,375	7,003
Postage and stationery	4,082	4,184
Sundries	14,597	15,357
Repairs & renewals	-	1,919
Travel & staff training	4,509	5,701
Computer equipment	<u>1,869</u>	<u>1,024</u>
	354,860	342,476
Governance costs		
Auditors' remuneration	2,520	3,000
Accountancy and legal fees	<u>5,520</u>	<u>4,440</u>
	<u>8,040</u>	<u>7,440</u>
Total resources expended	362,900	349,916
	<u> </u>	<u> </u>
Net income	<u><u>64,734</u></u>	<u><u>26,911</u></u>

This page does not form part of the statutory financial statements