

Company registration number: 03091835

Charity registration number: 1049632

AMENDING BRENT CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2021

BREBNERS

Chartered Accountants & Statutory Auditor
130 Shaftesbury Avenue
London
W1D 5AR

BRENT CITIZENS ADVICE BUREAUX

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BRENT CITIZENS ADVICE BUREAUX

Reference and Administrative Details

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2021. The financial statements have been prepared in accordance with the accounting policies set out on pages 18 and 19 and comply with the Companies Act and applicable law.

The Trustees' Report includes the Directors' Report as required by company law.

Charity Registration Number 1049632

Company Registration Number 03091835

Principal Office 270-272 High Road
London
NW10 2EY

The charity is incorporated in England and Wales.

BRENT CITIZENS ADVICE BUREAUX

Reference and Administrative Details

Chairman	David Askwith
Vice Chairman	John Bash
Chief Executive Officer	Jacqueline Carr
Trustees	David Askwith John Bash Mabel Sumner Victor Rae-Reeves Louisa Martin Linda Lam Marie Whyte Helen Glasson Robert Roscoe Mohamoud Ibrahim (deceased December 2020) Sanjoy Sen (resigned November 2020)
Secretary	Sophia Johnson
Bankers	National Westminster Bank Plc Park Royal Branch 1 Abbey Road London NW10 7RA
Auditor	Brebners Chartered Accountants & Statutory Auditor 130 Shaftesbury Avenue London W1D 5AR

BRENT CITIZENS ADVICE BUREAUX

Trustees' Report for the Year Ended 31 March 2021

1. STRUCTURE, GOVERNANCE AND MANAGEMENT

1.1 Governing Document

Brent Citizens Advice Bureaux is a company limited by guarantee governed by its Memorandum and Articles of Association dated December 2007. It is registered as a charity with the Charity Commission.

1.2 Appointment of Trustees

Until otherwise determined by the Bureau in General Meeting the number of Trustees shall not be neither less than nine nor more than twenty being either:

- a) elected at the Annual General Meeting, and who shall hold office from the conclusion of that meeting
- b) nominated by a member organisation
- c) co-opted by the Trustee Board,

Provided that the total number of co-opted and nominated Trustees does not exceed one third of the total number of Trustees.

Each appointment of a co-opted or nominated Trustee shall be made at an ordinary meeting of the Trustee Board and shall take effect immediately unless the appointment is to fill a place which has not yet been vacated in which case the appointment shall run from the date when the post becomes vacant.

All elected Trustees shall retire from office at the third Annual General Meeting (AGM) following the AGM at which they were elected but may be re-elected.

All nominated or co-opted Trustees shall retire from office at the third AGM following the ordinary meeting of the Trustee Board at which they were appointed but may be re-appointed.

At the ordinary meeting of the Trustee Board immediately preceding the AGM, the Trustee Board shall (if applicable):

- review member organisations; and consider any application for representation on the Trustee Board from any member organisation;
- Any proposal from a Trustee to offer representation on the Trustee Board to any member organisation.

Any proposal from a Trustee to offer representation to a member organisation can be voted on. If this motion is passed by a majority of at least two-thirds of the Trustees present, the Trustee Board will decide how long the organisation can be represented for and invite it to nominate a representative.

As set out in the Articles of Association the Chair of the Board of Trustees is nominated and elected at the meeting immediately following the AGM. The Honorary Treasurer is similarly nominated and elected. The AGM is held each year in February. The Chair is permitted to serve for a total period of 6 years but is elected or re-elected at the AGM.

The Trustees seek to ensure that the needs of the community are appropriately reflected through the diversity of the body of Trustees.

To enhance the potential pool of the Trustees, the charity has through selective advertising in the press and attending the AGMs of residents' associations, and networking with local and national companies and organisations, sought to identify people who would be interested in joining the board and using their experience to assist the charity. The charity also encourages former clients to join the board.

BRENT CITIZENS ADVICE BUREAUX

Trustees' Report for the Year Ended 31 March 2021

In an effort to maintain a broad skill mix, Trustees are requested to provide a list of their skills (and update it each year) and in the event of particular skills being lost due to retirements, individuals are approached to offer themselves for election to the Trustees.

1.3 Induction and Training of Trustees

New Trustees undergo an orientation period to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the board and decision-making processes, the business plan and recent financial performance of the charity. Prior to joining the Board, they are invited to attend a board meeting and a sub-committee meeting. During the induction period they meet key employees and other Trustees if available. Trustees are also required to attend the induction training event provided by Citizens Advice to inform them about the national bureau service. Trustees are encouraged to attend appropriate external training events where these would facilitate the undertaking of their role. Trustees are also encouraged to attend staff briefings to familiarise themselves with the issues concerning the day-to-day activities of the organisation.

1.4 Organisation

The Trustees administer the charity. The Board meets 5 times a year, this can be a remote meeting, and there are sub-committees covering Finance, Audit and External Engagement; and Personnel, Health and Safety and Premises, which meet a minimum of 4 times a year, again this can be remotely. An Executive Committee exists and is charged with strategic planning and an informal Trustee/Staff group (the Innovation and Service Delivery Group) exists to meet to discuss innovation and service delivery.

1.5 Arrangements for Setting Pay and Remuneration of Key Management Personnel

Trustees discuss pay and remuneration at the Personnel, Health and Safety and Premises subcommittee and make recommendations to the full Board. The benchmarks used are from the national Citizens Advice report on Local Citizens Advice Salary Data, the last of which was issued in 2020. This enables Citizens Advice Brent to set salaries that are comparable to other local Citizens Advice offices.

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Trustees' Report for the Year Ended 31 March 2021

1.6 Risk Management

The Trustees pay due attention to risk management and review risks to the organisation at regular intervals. The Board has a risk management strategy which comprises:

- An annual review of the risks the charity may face;
- The establishment of systems and procedures to mitigate those risks identified in the plan;
- The implementation of procedures designed to minimise any potential impact on the charity should those risks materialise

The year ending 31st March 2021 has seen the fifth year of the three year, plus one, plus one contract with London Borough of Brent. The amount paid under the contract reduces by 5% each year and as this is the dominant contract it has had a major influence on our budget. This contract has been extended until 31st March 2022.

The continuation of austerity has meant that LB Brent and other organisations have continued to reduce funding for services provided by Citizens Advice Brent (CAB). The effects of Welfare Reform and the impact of Universal Credit in the borough and the continued consequences of Brexit for EU Nationals means that at a time of reduced funding demand for assistance and advice continues to grow.

This year has seen the culmination of many years of planning, and work to refurbish the office, which was completed in July 2020, although because of the impact of COVID has yet to be fully utilised. CAB are grateful to LB Brent for a large grant towards the costs.

The organisation had moved to temporary premises at The Lewinson Centre at 165 Willesden High Road. Where a drop-in service was not possible, and this resulted in a number of changes to the way the service could be carried out. In many ways these pre-empted changes necessitated by the Coronavirus lockdown from 23rd March 2020, and this allowed a smoother transition to working from home. This service delivery model continued for the whole year and despite a number of logistical challenges, continued to provide a service to the residents of Brent. Our thanks go to LB Brent for the gift of 10 laptops to enable the team to work from home.

Despite the many challenges, there was a successful Citizens Advice Audit in March 2021, and most areas examined received the highest ratings with governance and risk management in this category. The main LB Brent contract which should have ended in March 2021 was extended, initially for six months and then 12 months, allowing more time to prepare the organisation to bid for the new tender.

During 2020-21 the major contract once again continued to be the one with LB Brent, although the contract with the Department of Work and Pensions, giving advice and support to people claiming Universal Credit is also a significant income stream and has been renewed for another 12 months.

The year has also seen changes to the Trustee Board and two new Chairs of the sub-committees. Because of the various COVID regulations all Board and sub-committee meetings have been held remotely.

BRENT CITIZENS ADVICE BUREAUX

Trustees' Report for the Year Ended 31 March 2021

2. OBJECTIVES AND ACTIVITIES

In setting objectives and planning for activities, the Trustees have given due consideration to general guidance published by the Charity Commission relating to public benefit and in particular to its supplementary public benefit guidance.

2.1 General objectives

The principal objective of the charity is:

"The promotion of any charitable purposes for the benefit of the community in London by the advancement of education, the protection of health and the relief of poverty, sickness and distress".

The charity has the general aim of contributing to the quality of life of the 335,300 residents (ONS estimate) of the borough of Brent through the provision of free, independent, impartial and confidential advice. Citizens Advice Brent (CAB) prides itself on being a dynamic, responsive organisation, providing high quality advice and information for the full benefit of Brent residents.

Our advice covers the spectrum of issues facing contemporary society. Our interventions frequently have a significant impact on our clients' lives. For example, during this year of the pandemic we assisted many more clients with applications for Universal Credit. The increased number of enquiries in this category formed at least 75% of the benefit enquiries we received, an increase of 250% on the previous year. Our aim always is to ensure have a better understanding of their legal position and greater confidence to assert their rights appropriately in future. Fulfilling this aim has been tested to the full as national social, economic and political change has impacted on the borough. The Trustee Board acknowledges the inherent challenges, but to continue to provide a relevant service in the modern era, we must embrace change, adapt and be alert for fresh opportunities to sustain and develop the vital role we perform.

Due to the obvious need for advice and support on Universal Credit as a result of the pandemic, Citizens Advice managed to secure funding from the Department for Work and Pensions to enable local Citizens Advice offices throughout England and Wales to support claimants. The project is entitled Help to Claim. Prior to the closure of job centres during the pandemic, CAB provided advice at both Harlesden and Wembley Job Centres. We now help claimants remotely by telephone and webchat.

High levels of demand for our service continue, whether delivered remotely by telephone or electronically. It has not been possible to run a drop-in service and there has been increased demand on the telephone service and people requesting advice via email in particular.

One of our tasks is to aggregate anonymised information obtained from individual clients so that it can be used by national Citizens Advice to inform central government of the consequence of legislative, economic and social change for Brent residents in the various categories of advice that we offer, and we continue to do this and provide Citizens Advice with feedback on their research and campaign agenda.

The challenge to CAB is to maintain a high-quality service at a time of change when the competition for funding throughout the voluntary sector continues to increase as in past years. We greatly appreciate the recognition given to our work by the London Borough of Brent since CAB's inception at its current location in 1981. Despite unparalleled pressure on its resources, the Council continues to support and encourage our work. Central to the work of the organisation is its educational role, both by enabling clients to exercise better control over their lives by easily accessing the information they need, and through the recruitment and training of a team of local volunteers.

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As a result of the skills acquired by our volunteers, under a rigorous, but supportive training programme led by our Training Officer, most volunteers who leave our service successfully obtain paid work in a range of different careers. CAB is proud to contribute to the local economy in this way. The recruitment and training of volunteers during the year was hampered by COVID restrictions.

2.2 Category of Enquiries and client base

As in previous years, the demand for advice in welfare benefits, debt, employment and housing was high and accounted for 88% of all enquiries, up 9 percentage points on last year. Financial gains made for clients during the year were £2,541,786 an increase of 7% on last year. The number of people from Black, Asian and minority ethnic backgrounds presenting at CAB fell to the lowest recorded in many years at only 41% of all clients. The pandemic brought a surge of White British clients, an increase from 8% last year to 23% this year. These represented people who would not ordinarily have come to CAB but have found themselves in need of advice due to the impact of the pandemic, finding themselves laid off work, furloughed or having to claim benefits for the first time. We will be monitoring this closely to measure its significance.

There was also a slight reduction in clients from 'Other White background,' at 14%. 36% of our clients were disabled or had a long-term limiting health problem, down from 41% last year.

55% of our clients were women (down 2% on last year). The number of people aged 25 and over approaching CAB continued to be high, with 87% aged between 25 and 64. Both the under 25s and the over 64s who consulted us remained low, with both under 25s and those over 65 being just 7%, the latter having reduced from 10% last year - yet another victim of the pandemic.

Our shop-front premises on the Willesden High Road with a bus stop outside the door mean that we are a visible and accessible resource for our clients, 35% of whom live in local wards: Stonebridge, Harlesden, Willesden Green and Kilburn.

2.3 Business Plan

Our objectives for 2020/21 were to:

1. Making it easier to get relevant advice in Brent

CAB want to make it easier to get relevant advice in Brent by providing an accessible and multi-channel service that meets as many community and client needs as possible and respond to changing needs. CAB will improve its telephone advice service as a priority.

When we see clients face-to-face we will provide our services in a pleasant, well-equipped and well-designed environment.

2. Being more influential

We will use the evidence provided by clients and users to be more influential, developing and contributing to research and campaign activity that leads to improvements in policy and practice and prevents problems and systemic failure. We will work in partnership with other agencies and organisations wherever possible and undertake research and campaign work to understand and prevent systemic failures.

3. Becoming a stronger and more sustainable service and organisation

CAB aims to become a stronger and more sustainable service and organisation and aims to be the first choice for funders and commissioners. We will increase our financial sustainability by diversifying our funding portfolio and look at more innovative ways of income generation.

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Trustees' Report for the Year Ended 31 March 2021

4. Being an organisation staff and volunteers love to work for

CAB will create a culture that is friendly, collaborative and innovative and that adapts to the changing needs of our clients. Equality, diversity and inclusion will be fundamental to this culture.

What should have been a return to refurbished offices that were fit for purpose for both clients and staff was frustrated by the various COVID restrictions. Instead from a totally office-based and public facing service, the organisation managed to migrate to a remote home-based service, complying with GDPR and continuing to deliver the service at the required standard.

3. ACHIEVEMENTS AND PERFORMANCE

Demand for advice and generalist services

The level of demand has continued to be high, as is reflected in the high volume of clients CAB dealt with during the year. The bald figures cannot reflect the complexity of some of the cases we resolved which were more challenging for the advice team because of changes to legislation underpinning the government's attempts to tackle the pandemic, eg the introduction of the furlough scheme and restrictions on the recovery of debts and repossession of accommodation. CAB has had to train all paid staff and volunteers in these new major areas as well as the changes to other categories of our work. Our team has been instrumental in training advisers in other organisations.

Core Advice Service

We have a contract with Brent Council to deliver advice services to people who live, work or study in the borough. We are experts in welfare benefits and debt and are accredited with an AQS standard in general help with casework. This accreditation was renewed in May 2021. We work closely with Age UK Harrow, Hillingdon and Brent making referrals for people in need through either disability, or ill health, or who have care responsibilities and who need home visits. During the pandemic, AUKHHB have also been working remotely but have continued to provide a service.

The overall council funding of £502,255 (of which £97,090 was paid to partners) enabled us to help with 15,449 enquiries (an increase of 16% on last year). Experience has shown that investment in our advice services directly benefits the Council because our early intervention can avert costly expenditure on statutory services further down the line, as is demonstrated by the positive outcomes we obtain for local residents.

The second contract, for which we are required to form and develop an advice network and administer a grant programme is subcontracted to CVS Brent. CVS Brent also continue to support us with the development of the Brent Advice Matters (BAM) website and are subcontracted to do so; the website is designed to improve access to local advice and to assist with self-help to those residents who are able to support themselves which has been even more important in the last year. Visits to the site this year increased by 25%.

Specialist services

Debt Free London

This is a pan-London debt advice service, funded by the Money and Pensions Service (MaPS) with 23 participating organisations. Toynbee Hall is the project lead. The contract this year is considerably more onerous, with several new challenging KPIs being introduced. Whilst the number of people to be seen has remained constant there has been a significant reduction in funding. The contract will be recommissioned in the financial year 2021/22.

BRENT CITIZENS ADVICE BUREAUX

Trustees' Report for the Year Ended 31 March 2021

John Fisher Free Legal Advice Service

This project, now in its 20th year, continues to be generously supported by Clyde & Co LLP. This international law firm has been funding a coordinator to service our Honorary Legal Advice (HLA) sessions since the project started in December 2001, and we are indebted to them for their continued support of the project. Our Virtual HLA Employment Advice Clinic continues to thrive, and clients are advised by lawyers from Clyde & Co via Skype. This model of delivery has proven to be essential during the pandemic and attempts are being made to recruit more volunteers to the service.

Help to Claim

This project has been funded the DWP since April 2019 and is designed to ensure that people who claim Universal Credit provide all the information required in order for them to receive their full entitlement first time and ensure that payment is based on accurate, up to date information. We help people to complete the form, which can be daunting for those who are not familiar with technology, as everything now has to be done online, and support them with the claim up to the date of their first payment. This puts Citizens Advice offices in a strong position to become familiar with the pitfalls of the claim process and to challenge Central Government to address and improve them.

European Union Settlement Support

CAB joined five local Citizens Advice offices in north London to provide help to vulnerable EU Citizens who wish to settle in the UK. Again, applications must be made online and clients receive support with this. The project is led by Citizens Advice Barnet and funded by the Home Office. Funding was extended to June 2021 when the EUSS scheme ended.

Windrush

CAB successfully supported several clients who have been affected by the government's mishandling of their status in the UK. The project was funded by the Home Office and brokered by Citizens Advice. This has been a particularly challenging experience for both clients and the adviser working on the project as they relived the injustices of their experiences in order to make their claims.

Outreach services

Children's Centres

There has been a further extension of this contract to March 2022, but funding has been reduced yet again by a further 10%. The approach adopted at the centres, where parents of children under the age of 5 are seen and appointments for complex cases are made at our Willesden office continues, although appointments are given for parents to be advised via the telephone.

CAB worked with the Centres in the design of the new Family Hubs of which there are 8 in the borough.

Park Royal Centre for Mental Health

Pond Ward, Pine Ward and Shore Ward at Park Royal Mental Health Centre in Brent are adult inpatient wards providing a safe and therapeutic environment for people with acute mental health problems. CAB has been funded to provide an advice service for their inpatients since 2004 and work continues supporting them primarily with welfare benefits, housing and debt matters. A significant relationship with the Trust has built up over the years and we hope to extend this into the future.

BRENT CITIZENS ADVICE BUREAUX

Trustees' Report for the Year Ended 31 March 2021

3.4 Collaborative work

Working with colleagues from local agencies is now an established part of our culture. There are inherent challenges, for example, some agencies specialise in certain services for a particular category of clients, but overall, we believe that by collaborating with other organisations we offer clients joined up services, and reduce the risk of failed referrals, delays and confusion for clients who may already be desperate for help.

3.5 Media and promotional work

CAB is an avid user of Twitter, enabling us to reach new and existing clients, community groups, voluntary organisations, councillors and MPs and the wider public. Our website enables residents with access to the internet to obtain information about policy and legislative changes of general importance, as well as those that may affect their entitlement to benefits. This aspect has been particularly useful during the COVID crisis.

We will continue to demonstrate to funders, opinion formers and policy makers the value of our work by presenting statistical outcomes that show the impact of our work.

3.6 Staff development and recruiting volunteers

Our staff is our greatest resource, and their development is vital to maintain a quality service to clients. Staff enhance their skills by attending remotely training sessions, regular team briefings and supervision sessions during which they contribute to the process of reviewing performance and raising standards. The staff team regularly meet remotely to review their work, to discuss progress and to scrutinise practice to ensure consistency and efficiency in the delivery of advice. There have been changes during the year to focus on service delivery and during 2021, there will be a restructure of the management of CAB to target reflect staff role changes and target delivery.

Volunteers have a vital and increasingly important role in service delivery. The Trustee Board consists of volunteers who bring a range of skills and experience to the service. Their commitment and contribution is a great asset.

We would like to express particular thanks to Ashok Shah a volunteer for 34 years, latterly as Finance Officer, who is retiring in 2021. His service is reflected in the sound financial management and control of CA Brent finances, leading to the successful funding of the refurbishment, and that the organization have had to employ a paid replacement.

BRENT CITIZENS ADVICE BUREAUX

Trustees' Report for the Year Ended 31 March 2021

4 FINANCIAL REVIEW

4.1 Financial challenges

In previous years we have reported on the challenges all voluntary sector agencies face in the competition for scarce funds. We completed the second of the +1-year contract with LB Brent on 31 March 2021 and are entering an extra year. The contract continues to attract savings of 5% year on year, which reflects the new norm. Other funders of our service are also responding similarly or are re-structuring their services whilst the level and complexity of need of our service users increases. Typical grants are offered with a minimal window of opportunity to apply, and on a short-term basis with many strings attached. CAB has had to accept the new way of the world and has risen to the challenge whilst also gearing up to advise clients on the range of available options, and the consequences of debt and low pay continued to take a toll.

Set within the above context, we nevertheless report that during the year we made financial gains for our clients, including debt write-offs and benefit claims and appeals of over £2.5 million. It is appropriate again to pay tribute to the teamwork, commitment and skill of our managers, advisers and volunteers who made this success possible.

4.2 Investment powers and policy

The Trustees have continued with investments in higher interest accounts pending the completion of office refurbishment.

Under the Memorandum and Articles of Association the charity has the power to invest or deposit funds in any lawful manner whilst having regard to the suitability of investments and the need for diversification.

4.3 Reserves policy

The Trustees have examined the charity's requirements and has established the level of reserves (that is those funds that are freely available) that the charity ought to have in light of the main risks to the organisation. The aim is to ensure that the Bureau retains reserves equivalent to three months of operating expenditure to reflect the Trustees' legal and fiduciary obligations on a going concern basis, for example payment of redundancies or other liabilities; or bridge the funding gaps between spending and receiving resources from funders. They are also held to cover possible emergencies, for example sustaining operations whilst income generating activities are under way, and to meet the working capital requirements of the organization to continue the work of the organization in the event of a significant reduction in funding.

The level of unrestricted reserves at 31st March 2021 were £474,125 (2020: £389,280), which means the bureau is meeting its aims of holding three months' operating expenditure.

The Trustees continue to employ the fundraising strategy, concentrating on raising sums that require a marginal staff cost, which has resulted in bringing our reserves to the current level.

BRENT CITIZENS ADVICE BUREAUX

Trustees' Report for the Year Ended 31 March 2021

5. PLANS FOR THE FUTURE

CAB will continue the activities outlined above subject to satisfactory funding arrangements. The major concerns for the charity will be the continuing financial uncertainty, competition from other agencies that may seek to undercut by sacrificing quality for quantity, the impact on our clients of the pandemic, and the planned cut to the £20 a week uplift to Universal Credit, cuts to grants to local authorities by central government as a result of the economic downturn and the rolling out of competitive tendering for advice services. Against a backdrop of financial cutbacks and significantly less money available to fund local voluntary groups from traditional sources CAB managed to sustain a reasonable income level this year. The Trustee Board commends this achievement. One of the difficulties affecting all voluntary sector agencies is that funding is typically short-term. This makes strategic planning a significant challenge, especially when demand continues to increase, as is the experience of CAB.

The next year will see the recommissioning of several contracts currently held by CAB and priority will be given to making a successful bid.

The Trustees are committed to supporting a quality service for our clients, one that reflects a wide range of need in the local community.

The value placed on the contribution of CAB by service users is demonstrated in the high level of satisfaction recorded in our regular surveys of their views.

Statement of Trustees' Responsibilities

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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- 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 charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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.

BRENT CITIZENS ADVICE BUREAUX

Trustees' Report for the Year Ended 31 March 2021

Disclosure of information to auditor

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

Reappointment of auditor

Brebners will be proposed for re-appointment in accordance with Section 485 of the Companies Act 2006. In preparing this report, the trustees have taken advantage of the small companies exemptions provided by section 415A of the Companies Act 2006.

The annual report was approved by the trustees of the charity on 7/12/2021 and signed on its behalf by:



David Askwith
Chairman and Trustee

Amended accounts

These accounts replace a previously filed set of accounts for the financial year ended 31 March 2021, due to the previously filed set of accounts not being in accordance with UK GAAP as restricted funds were incorrectly stated. As a result of this amendment an amount has been reclassified from restricted to unrestricted funds. These amended accounts are now the statutory accounts for the charity for the financial year ended 31 March 2021. They have been prepared as at 29 September 2021 and not at the date of the revision, and accordingly do not deal with events between those dates.

BRENT CITIZENS ADVICE BUREAUX

Independent Auditor's Report to the Members of Brent Citizens Advice Bureaux

Opinion

We have audited the revised financial statements of Brent Citizens Advice Bureaux (the 'charity') for the year ended 31 March 2021, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, 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 United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the revised financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 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.

In our opinion the original financial statements:

- failed to comply with the requirements of the Companies Act 2006 in the respects identified by the directors.

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 charity 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

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the original financial statements were authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the 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.

BRENT CITIZENS ADVICE BUREAUX

Independent Auditor's Report to the Members of Brent Citizens Advice Bureaux

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

We have nothing to report in this regard.

Opinion 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' 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 company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Report.

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.
- 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 Statement of Responsibilities (set out on page 12), the trustees 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

BRENT CITIZENS ADVICE BUREAUX

Independent Auditor's Report to the Members of Brent Citizens Advice Bureaux

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the Charity and the sector in which it operates, we determined that the principal risks of non-compliance with laws and regulations related to the reporting framework (FRS 102, Companies Act 2006 and the Charities SORP 2019), health and safety legislation and data protection legislation. These risks were communicated to our audit team and we remained alert to any indications of non-compliance throughout our audit.

We understood how the Charity is complying with relevant legislation by making enquiries of management and conducting a review of board minutes. We also considered the results of our audit procedures and to what extent these corroborate this understanding and assessed the susceptibility of the Charity's financial statements to material misstatement. This included consideration of how fraud might occur and evaluation of management's incentives and opportunities for fraudulent manipulation of the financial statements.

We designed our audit procedures to identify any non-compliance with laws and regulations. Such procedures included, but were not limited to, inspection of any regulatory or legal correspondence; inspection of grant documentation and the conditions contained therein; challenging assumptions and judgements made by management; identifying and testing journal entries with a focus on large or unusual transactions as determined based on our understanding of the business; and identifying and assessing the effectiveness of controls in place to prevent and detect fraud.

As part of an audit in accordance with ISAs (UK), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

BRENT CITIZENS ADVICE BUREAUX

Independent Auditor's Report to the Members of Brent Citizens Advice Bureaux

- Conclude on the appropriateness of the trustees use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the charitable company's trustees, 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 charity's trustees 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 its trustees as a body, for our audit work, for this report, or for the opinions we have formed.



.....
Darren Bond (Senior Statutory Auditor)
For and on behalf of Brebners, Statutory Auditor

130 Shaftesbury Avenue
London
W1D 5AR

Date: 14 December 2021.....

BRENT CITIZENS ADVICE BUREAUX

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

Year ended 31 March 2021	Note	Unrestricted funds £	Designated Funds £	Restricted funds £	Total 2021 £
Income and Endowments from:					
Local Authority Grant	3	502,255	-	-	502,255
Grants & Contracts	4	-	-	713,905	713,905
Donations	5	502	-	-	502
Investment income	6	1,340	-	-	1,340
Other income		18,540	-	-	18,540
Total income		522,637	-	713,905	1,236,542
Expenditure on:					
Charitable activities		(437,792)	-	(717,583)	(1,155,375)
Total expenditure		(437,792)	-	(717,583)	(1,155,375)
Net income/(expenditure)		84,845	-	(3,678)	81,167
Net movement in funds		84,845	-	(3,678)	81,167
Reconciliation of funds					
Total funds brought forward		328,548	60,732	211,562	600,842
Total funds carried forward	19	413,393	60,732	207,884	682,009

The notes on pages 22 to 40 form an integral part of these financial statements.

BRENT CITIZENS ADVICE BUREAUX

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

Comparative Statement of Financial Activities for the Year Ended 31 March 2020

Year ended 31 March 2020	Note	Unrestricted funds £	Designated Funds £	Restricted funds £	Total 2020 £
Income and Endowments from:					
Local Authority Grant	3	514,403	-	-	514,403
Grants & Contracts	4	7,284	-	800,729	808,013
Donations	5	63	-	-	63
Investment income	6	3,453	-	-	3,453
Total income		<u>525,203</u>	<u>-</u>	<u>800,729</u>	<u>1,325,932</u>
Expenditure on:					
Charitable activities		<u>(402,133)</u>	<u>(41,268)</u>	<u>(663,790)</u>	<u>(1,107,191)</u>
Total expenditure		<u>(402,133)</u>	<u>(41,268)</u>	<u>(663,790)</u>	<u>(1,107,191)</u>
Net income/(expenditure)		<u>123,070</u>	<u>(41,268)</u>	<u>136,939</u>	<u>218,741</u>
Net movement in funds		123,070	(41,268)	136,939	218,741
Reconciliation of funds					
Total funds brought forward		<u>205,478</u>	<u>102,000</u>	<u>74,623</u>	<u>382,101</u>
Total funds carried forward	19	<u>328,548</u>	<u>60,732</u>	<u>211,562</u>	<u>600,842</u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2020 is shown in note 19.

All recognised gains and losses are included in the Statement of Financial Activities.

BRENT CITIZENS ADVICE BUREAUX

(Registration number: 03091835)
Balance Sheet as at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	13	271,892	140,988
Current assets			
Debtors	14	216,477	104,908
Cash at bank and in hand	15	<u>573,090</u>	<u>749,832</u>
		789,567	854,740
Creditors: Amounts falling due within one year	16	<u>(167,667)</u>	<u>(221,414)</u>
Net current assets		<u>621,900</u>	<u>633,326</u>
Total assets less current liabilities		893,792	774,314
Provisions	17	<u>(211,783)</u>	<u>(173,472)</u>
Net assets		<u>682,009</u>	<u>600,842</u>
Funds of the charity:			
Restricted income funds			
Restricted funds		207,884	211,562
Unrestricted income funds			
Unrestricted funds		413,393	328,548
Designated Funds		<u>60,732</u>	<u>60,732</u>
Total unrestricted funds		<u>474,125</u>	<u>389,280</u>
Total funds	19	<u>682,009</u>	<u>600,842</u>

The Financial Statements have been prepared in accordance with the provisions applicable to small companies according to Part 15 of the Companies Act 2006.

The financial statements on pages 18 to 40 were approved by the trustees, and authorised for issue on 7/12/2021 and signed on their behalf by:


David Askwith
Chairman and Trustee

The notes on pages 22 to 40 form an integral part of these financial statements.

BRENT CITIZENS ADVICE BUREAUX

Statement of Cash Flows for the Year Ended 31 March 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net cash income		81,167	218,741
Adjustments to cash flows from non-cash items			
Depreciation	7	94,727	8,000
Investment income	6	<u>(1,340)</u>	<u>(3,453)</u>
		174,554	223,288
Working capital adjustments			
(Increase)/decrease in debtors	14	(111,569)	78,120
(Decrease)/increase in creditors	16	(53,747)	91,457
Charged/credited to SOFA		<u>38,311</u>	<u>(4,629)</u>
Net cash flows from operating activities		<u>47,549</u>	<u>388,236</u>
Cash flows from investing activities			
Interest receivable and similar income	6	1,340	3,453
Purchase of tangible fixed assets	13	<u>(225,631)</u>	<u>(136,345)</u>
Net cash flows from investing activities		<u>(224,291)</u>	<u>(132,892)</u>
Net (decrease)/increase in cash and cash equivalents		(176,742)	255,344
Cash and cash equivalents at 1 April		<u>749,832</u>	<u>494,488</u>
Cash and cash equivalents at 31 March		<u>573,090</u>	<u>749,832</u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 22 to 40 form an integral part of these financial statements.

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

1 CHARITY STATUS

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

The charity's registration number is 1049632 and its company registration number is 03091835.

The address of its registered office is:
270-272 High Road
London
NW10 2EY

2 ACCOUNTING POLICIES

Summary of significant accounting policies and key accounting estimates

These accounts replace a previously filed set of accounts for the financial year ended 31 March 2021, due to the previously filed set of accounts not being in accordance with UK GAAP as restricted funds were incorrectly stated. As a result of this amendment an amount has been reclassified from restricted to unrestricted funds. These amended accounts are now the statutory accounts for the charity for the year ended 31 March 2021.

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

Statement of compliance

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) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

Brent Citizens Advice Bureaux 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 notes. The charity has adapted the Companies Act formats to reflect the special nature of the charity's activities.

The financial statements are presented in sterling which is the functional currency of the charity. Amounts within the financial statements are rounded to the nearest £1.

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

Going concern

The charity is dependent on the continued support of funders. The trustees believe that the charity will continue to receive support and accordingly consider that it is appropriate to prepare financial statements on a going concern basis. If funding was cut the trustees believe that the charity's activities, and consequently costs, could be reduced accordingly, and with the current level of unrestricted funds they believe that the charity could continue in operation at a lower level of activity for the foreseeable future. The financial statements do not include the adjustments that would result if the charity was unable to continue as a going concern.

The COVID-19 pandemic and associated lockdown has affected the way in which the charity delivers its services. Management has formulated an action plan to steer the charity through this period and believes that the charity's recent experience of providing a telephone service means that the charity is well-positioned to deliver a remote service.

In preparing the accounts, the trustees have therefore adopted the going concern basis.

The principal accounting policies adopted in the preparation of the financial statements are set out below.

Income

Donations and legacies income received by way of donations and grants is recognised when the charity is legally entitled to the income, certain of receipt and the amount can be quantified with sufficient reliability. Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the items of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income is deferred only when the charity has to fulfil conditions or the income relates to future periods.

Investment income arises from interest bearing bank accounts and is recognised on a receivable basis.

Funds

Unrestricted funds comprise accumulated surpluses and deficits on general funds which are available for use at the discretion of the trustees, in furtherance of the general charitable objectives.

Restricted funds are subject to specific restricted conditions imposed by the donors.

Investment income

All the investment income arises from an interest-bearing deposit account.

Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. All expenditure is categorised as expenditure on charitable activities includes governance costs and support costs. Governance costs include those incurred in the governance of the charity and its assets and are primarily associated with constitutional and statutory requirements.

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

Charitable activities

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets, other than assets under construction, so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
IT & Communication Equipment	25% per annum straight line
Leasehold Improvements	25% per annum straight line

Research and development

Research and development expenditure is written off as incurred.

Debtors

Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

Trade and other debtors are recognised at the settlement amount due.

Cash and cash equivalents

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.

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.

Operating lease agreements

Rentals payable under operating leases are charged against income on a straight line basis over the lease term.

Pensions

Members of staff who joined prior to 31 October 2000 were eligible to join the Charity's defined benefit managed by the National Association of Citizens Advice Bureaux after the completion of a qualifying period of service. The scheme is a multi-employer pension scheme and it is not possible to identify the assets and liabilities of the scheme which are attributable to Brent Citizens Advice Bureaux. In accordance with FRS 102 therefore, the scheme is accounted for as a defined contribution scheme. Contributions to the scheme are charged to the Statement of Financial Activities as they become payable in accordance with the rules of the scheme.

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

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 with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method. Fixed assets other than freehold land are recorded at depreciated historical cost and all other assets and liabilities are recorded at cost which is their fair value.

3 LOCAL AUTHORITY GRANT

	Unrestricted funds	Total
	Total 2021	2020
	£	£
London Borough of Brent:		
General Advice grant	330,780	342,928
Brent Advice Partnership	171,475	171,475
Total Local Authority Grants Received	<u>502,255</u>	<u>514,403</u>
Less Payments To Partners	<u>(97,090)</u>	<u>(134,000)</u>
Net Grant	<u>405,165</u>	<u>380,403</u>

4 GRANTS & CONTRACTS

	Restricted funds	Total
	Total 2021	2020
	£	£
Clyde & Co	27,492	27,492
Brent Housing Management (Partnership)	26,217	26,217
Children's Centres	128,283	141,041
Park Royal Centre for Mental Health	23,000	23,000
Capitalise	81,054	116,530
Winter Warmth Project	400	400
Universal Support	279,146	300,768
NCIL	135,626	152,268
European Union Settlement Scheme	12,687	13,013
Total Restricted Grants & Contracts	<u>713,905</u>	<u>800,729</u>
Other Unrestricted	-	7,284
Total Grants & Contracts	<u>713,905</u>	<u>808,013</u>

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

5 DONATIONS

	Unrestricted funds Total 2021 £	Total 2020 £
Anonymous Donations	502	63
	<u>502</u>	<u>63</u>

6 INVESTMENT INCOME

	Unrestricted funds Total 2021 £	Total 2020 £
Interest receivable and similar income; Interest receivable on bank deposits	1,340	3,453
	<u>1,340</u>	<u>3,453</u>

7 NET INCOME/EXPENDITURE

	2021 £	2020 £
This is stated after charging:		
Audit of the financial statements	7,200	7,200
Depreciation of tangible fixed assets	89,649	-
Operating lease payments	23,578	44,085
	<u>120,427</u>	<u>51,285</u>

8 TRUSTEES REMUNERATION AND EXPENSES

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses from the charity during the year.

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

9 STAFF COSTS

The aggregate payroll costs were as follows:

	2021 £	2020 £
Staff costs during the year were:		
Wages and salaries	708,060	706,135
Social security costs	65,536	63,101
Pension costs	58,651	26,341
	<u>832,247</u>	<u>795,577</u>

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full time equivalents was as follows:

	2021 No	2020 No
General Bureau Services	5	5
Projects	18	18
Support	6	6
	<u>29</u>	<u>29</u>

No employee earned in excess of £60,000 during the year (2020: no employee).

The charity considers its key management personnel to comprise of one person, the Chief Executive. During the year the total employment benefit was £53,570 (2020: £53,570).

10 AUDITORS' REMUNERATION

	2021 £	2020 £
Audit of the financial statements	<u>7,200</u>	<u>7,200</u>

11 TAXATION

The charity is a registered charity and as such is entitled to certain tax exemptions on income and surpluses on trading activities carried on in furtherance of the charity's primary objectives, if these profits and surpluses are applied solely for charitable purposes.

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

12 ANALYSIS OF EXPENDITURE

Current year	Staff Costs £	Direct Costs £	Governance & Support Costs £	2021 Total £
General Bureau Services	320,159	108,257	9,376	437,792
Projects	512,088	126,727	78,768	717,583
Totals	<u>832,247</u>	<u>234,984</u>	<u>88,144</u>	<u>1,155,375</u>
Prior year	Staff Costs £	Direct Costs £	Governance & Support Costs £	2020 Total £
General Bureau Services	223,230	143,163	35,740	402,133
Projects	572,347	26,570	64,873	663,790
Designated (refurbishment)	-	41,268	-	41,268
Totals	<u>795,577</u>	<u>211,001</u>	<u>100,613</u>	<u>1,107,191</u>
Support cost analysis			2021	2020
Staff travel cost			3,162	650
Printing, postage and stationery			1,591	4,854
Telephone and fax			9,777	5,870
Computer expenses			7,483	10,892
Office sundries			628	3,333
Insurance			4,597	4,929
Rent and rates			23,578	28,600
Light and heat			4,946	5,991
Water			300	236
Premises and equipment maintenance			7,043	5,647
Cleaning			843	2,235
Training cost			283	682
Reference material			2,367	2,194
Membership fees			5,753	5,815
Payroll charges			3,100	3,106
Bank charges			415	343
Depreciation			5,078	8,000
Total support costs			<u>80,944</u>	<u>93,377</u>

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

Support cost analysis	2021	2020
Total support costs brought forward	80,944	93,377
Governance		
Trustee Board expenses	-	36
Audit	7,200	7,200
Total governance costs	7,200	7,236
Total support and governance costs	88,144	100,613

13 TANGIBLE FIXED ASSETS

	IT & Communications £	Assets Under Construction £	Leasehold Improvements £	Total £
Cost				
At 1 April 2020	79,179	136,345	-	215,524
Additions	3,381	-	222,250	225,631
Reclassification	-	(136,345)	136,345	-
At 31 March 2021	<u>82,560</u>	<u>-</u>	<u>358,595</u>	<u>441,155</u>
Depreciation				
At 1 April 2020	74,536	-	-	74,536
Charge for the year	5,078	-	89,649	94,727
At 31 March 2021	<u>79,614</u>	<u>-</u>	<u>89,649</u>	<u>169,263</u>
Net book value				
At 31 March 2021	<u>2,946</u>	<u>-</u>	<u>268,946</u>	<u>271,892</u>
At 31 March 2020	<u>4,643</u>	<u>136,345</u>	<u>-</u>	<u>140,988</u>

In the prior year, assets under construction related to the major refurbishment of the Charity's principal location. In the current year this work was completed and the refurbished assets entered service. The assets under construction have accordingly been derecognised and reclassified with a new category of tangible asset: Leasehold Improvements. Depreciation has been charged on these items from the date on which they entered service.

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

14 DEBTORS

	2021 £	2020 £
Prepayments and accrued income	<u>216,477</u>	<u>104,908</u>

	2021 £	2020 £
Funds received as agent	97,090	134,000
Funds paid as agent	(97,090)	(134,000)
Balances held	<u>-</u>	<u>-</u>

15 CASH AND CASH EQUIVALENTS

	2021 £	2020 £
Cash at bank	<u>573,090</u>	<u>749,832</u>

16 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Other taxation and social security	27,240	19,140
Other creditors	5,319	25,720
Accruals	<u>135,108</u>	<u>176,554</u>
	<u>167,667</u>	<u>221,414</u>

	2021 £	2020 £
Deferred income		
Deferred income at 1 April 2020	(13,466)	(26,933)
Amounts released from previous periods	<u>13,466</u>	<u>13,467</u>
Deferred income at year end	<u>-</u>	<u>(13,466)</u>

Deferred income comprises funds received by the Charity which relate to grants whose conditions for recognition are fully or partially unmet at the year end.

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

17 PROVISIONS

	Pension contributions provision £	Dilapidation provision £	Total £
At 1 April 2020	85,472	88,000	173,472
Increase from fair value adjustments	38,311	-	38,311
At 31 March 2021	123,783	88,000	211,783

The dilapidation provision relates to the Charity's obligations in respect of the main office lease, which is due to expire in 2034. There is currently no uncertainty regarding the timing of the cash outflow, nor regarding any possible reimbursement.

18 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds		Restricted funds	Total funds at 31 March 2021
	General £	Designated £	£	£
Tangible fixed assets	131,727	-	140,165	271,892
Net current assets	493,449	60,732	67,719	621,900
Provisions	(211,783)	-	-	(211,783)
Total net assets	413,393	60,732	207,884	682,009

	Unrestricted funds		Restricted funds	Total funds at 31 March 2020
	General £	Designated £	£	£
Tangible fixed assets	4,643	-	136,345	140,988
Net current assets	497,377	60,732	75,217	633,326
Provisions	(173,472)	-	-	(173,472)
Total net assets	328,548	60,732	211,562	600,842

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

19 FUNDS

Current year	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Balance at 31 March 2021 £
Unrestricted funds				
<i>General</i>				
General fund	328,548	522,637	(437,792)	413,393
<i>Designated</i>				
Repairs reserve	60,732	-	-	60,732
Total unrestricted funds	389,280	522,637	(437,792)	474,125
Restricted funds				
Children's Centres	5,712	128,283	(127,994)	6,001
Capitalise	6,476	81,054	(87,510)	20
Universal Support	2,286	279,146	(278,295)	3,137
Brent Housing Management	1,713	26,217	(26,829)	1,101
Clyde & Co	(1,268)	27,492	(27,877)	(1,653)
Park Royal Centre for Mental Health	8,215	23,000	(24,487)	6,728
NCIL	136,345	135,626	(131,806)	140,165
European Union Settlement Scheme	-	12,687	(12,687)	-
London & Quadrant	(968)	-	-	(968)
WDP	968	-	-	968
Winter Warmth Project	5,293	400	(98)	5,595
Catalyst Housing Brent	8,687	-	-	8,687
Catalyst Housing - Ealing	167	-	-	167
Brent Welfare Reform Project	2,354	-	-	2,354
BAS4IL	145	-	-	145
WPWP	1,128	-	-	1,128
VSIF	524	-	-	524
Veolia	5,402	-	-	5,402
Other	17,862	-	-	17,862
Genesis Community Housing	8,545	-	-	8,545
BDIG	1,976	-	-	1,976
Total restricted funds	211,562	713,905	(717,583)	207,884
Total funds	600,842	1,236,542	(1,155,375)	682,009

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

Prior year	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2020 £
Unrestricted funds					
<i>General</i>					
General fund	205,478	525,203	(402,133)	-	328,548
<i>Designated</i>					
Repairs reserve	72,000	-	(41,268)	30,000	60,732
Training Officer	30,000	-	-	(30,000)	-
	<u>102,000</u>	<u>-</u>	<u>(41,268)</u>	<u>-</u>	<u>60,732</u>
Total unrestricted funds	<u>307,478</u>	<u>525,203</u>	<u>(443,401)</u>	<u>-</u>	<u>389,280</u>
Restricted					
Children's Centres	4,294	141,041	(139,623)	-	5,712
Capitalise	9,185	116,530	(119,239)	-	6,476
Universal Support	(221)	300,768	(298,261)	-	2,286
Brent Housing					
Management	3,370	26,217	(27,874)	-	1,713
Clyde & Co	(3,108)	27,492	(25,652)	-	(1,268)
Park Royal Centre for					
Mental Health	7,837	23,000	(22,622)	-	8,215
NCIL	-	152,268	(15,923)	-	136,345
European Union Settlement					
Scheme	-	13,013	(13,013)	-	-
London & Quadrant	(968)	-	-	-	(968)
WDP	968	-	-	-	968
Winter Warmth Project	6,476	400	(1,583)	-	5,293
Catalyst Housing Brent	8,687	-	-	-	8,687
Catalyst Housing - Ealing	167	-	-	-	167
Brent Welfare Reform					
Project	2,354	-	-	-	2,354
BAS4IL	145	-	-	-	145
WPWP	1,128	-	-	-	1,128
VSIF	524	-	-	-	524
Veolia	5,402	-	-	-	5,402
Other	17,862	-	-	-	17,862
Genesis Community					
Housing	8,545	-	-	-	8,545
BDIG	1,976	-	-	-	1,976
Total restricted funds	<u>74,623</u>	<u>800,729</u>	<u>(663,790)</u>	<u>-</u>	<u>211,562</u>
Total funds	<u>382,101</u>	<u>1,325,932</u>	<u>(1,107,191)</u>	<u>-</u>	<u>600,842</u>

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

Name of fund	Description, nature and purpose of the fund
Children's Centres	Generalist advice to parents with children aged 5 and under in the London Borough of Brent.
Capitalise	The provision of specialist debt advice to Brent residents.
Universal Support	Help to Claim project supports Universal claimants, up to the date of their first payment, to receive their full entitlement to this benefit.
Brent Housing Partnership	The provision of money and debt advice to Brent Council tenants and leaseholders.
Clyde & Co	The provision of free honorary legal advice with the support of Clyde & Co International Law Firm.
Park Royal Centre for Mental Health	Welfare benefits and money advice to inpatients of Park Royal Centre for Mental Health.
Neighbourhood Community Infrastructure Levy	Refurbishment of the Brent Citizens Advice Bureau office which is included within fixed assets where the expenditure is considered capital in nature.
European Union Settlement Scheme	Assistance for vulnerable EU nationals in the Borough of Brent in supporting applications for leave to remain under the EU Settlement Scheme.
Personal Budget Service	Provision of support with personal budget to Universal Credit claimants.
London & Quadrant (L&Q)	Provision of money advice to L&Q tenants under their Pound Advice Project.
Westminster Drug Project (WDP)	Provision of welfare benefits, employment and housing advice to clients of Westminster Drug Project.
Winter Warmth	Provision of financial support to those experiencing fuel poverty through donations made by patrons of the Tricycle Theatre and others.
Catalyst Housing Brent	The provision of money advice to Catalyst Housing tenants and leaseholders living in Brent.
Catalyst Housing Ealing	The provision of money advice to Catalyst Housing tenants and leaseholders living in Ealing.
Brent Welfare Reform Project	The provision of welfare benefits and debt advice to Brent residents directly affected by changes to the welfare benefits system.
BAS4IL	The provision of debt and employment advice to people aged 18-64 referred to the office by Age UK Brent in order to promote and maximise the independence of Brent's older and disabled people through high quality accessible advice and guidance.

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

Name of fund	Description, nature and purpose of the fund
WPWP	The provision of legal and welfare benefits advice to residents of the St Raphael's Estate, in addition to supporting them to manage their personal finances successfully, as well as providing advice and to upskilling those living in Brent who are directly affected by the rollout of Universal Credit.
Voluntary Sector Initiative Fund (VSIF)	Funding to improve the employability of local unemployed residents through volunteering.
Veolia	Funding to allow local residents to clear domestic water debts (ended in December 2012).
Genesis Community Housing	The provision of money and debt advice to Genesis Community Housing tenants and leaseholders (ended March 2013).
Brent Disability Interim Gateway (BDIG)	Funding to deliver advice to disabled people and people with long-term limiting health problems.

The designated unrestricted fund "Repairs Reserve" relates to funds originally set aside to cover unexpected expenditure arising from the office refurbishment. The work has now been completed and the trustees expect to return these funds to general unrestricted funds in the next financial year.

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

20 PENSION AND OTHER SCHEMES

Defined benefit pension schemes

The charity participates in the National Association of Citizens Advice Bureaux Pension and Assurance Plan (1991) which is a funded defined benefit arrangement. The employers operate a defined benefit scheme in the UK. This is a separate trustee-administered fund holding the pension scheme assets to meet long-term pension liabilities. The major assumptions used by the actuary and details of the scheme are in the schedules annexed to these accounts. The schedules do not form part of the audited financial statements. The annual contributions by Brent Citizens Advice Bureaux is £9,000.

Citizens Advice ('the Principal Employer') operates a defined benefit scheme ('the Plan') in the UK which provides both pensions in retirement and death benefits to members. Pension benefits are related to the members' final salaries at retirement and their length of service at the date they retired or left pensionable service. The Plan closed to future accrual on 31 March 2008. The Plan also contains some money purchase AVCs and protected rights funds, which are not included in these disclosures.

In accordance with the schedule of contributions in force over the 2021/22 accounting year, the contributions to the Plan for the year ending 31 March 2022 are expected to be £2,579,000, which includes £2,279,000 towards the deficit and £300,000 as an allowance for administration expenses and all scheme levies.

The Plan is a registered scheme under UK legislation. The Plan is subject to the scheme funding requirements outlined in UK legislation. The Plan is governed by the Plan's Trust Deed and Rules dated 4 April 2011. The Trustee is responsible for the operation and the governance of the Plan, including making decisions regarding the Plan's funding investment strategy (although they are required to consult the Principal Employer).

A full actuarial valuation of the Plan was carried out as at 31 March 2021 by a qualified independent actuary, based upon membership data as at 31 March 2019, allowing for assumed membership movements over the period from this date, as well as any actual transfers out or trivial commutations over the period.

The most recent formal actuarial valuation of the Plan was as at 31 March 2019 and revealed a funding deficit of £68,501,000. In the recovery plan agreed following the valuation, the Principal Employer and other participating employers agreed to pay deficit reduction contributions of £2,279,000 per annum with the view to eliminating the deficit by 31 March 2037.

The liabilities of the Plan are based on the current value of expected benefit payment cashflows to members of the Plan over the next 60 or more years. The average duration of the liabilities is approximately 16 years.

The Plan is exposed to actuarial risks such as market (investment) risk, interest rate risk, inflation risk, currency risk and longevity risk.

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

The major assumptions used by the actuary were (in nominal terms) as follows:

	As at 31 March 2021 %	As at 31 March 2020 %
Discount rate	2.10	2.40
Inflation (RPI)	3.30	2.80
Inflation (CPI)	2.80	2.00
Revaluation of deferred pensions in excess of GMP	2.80	2.00
Pension in payment increases of:	-	-
- CPI or 5% p.a. if less	2.80	2.00
- CPI inflation since retirement or 5% p.a. compound if less	2.80	2.00
- CPI or 3% p.a. if less	2.50	1.90
Commutation of pension for cash at retirement (% of HMRC maximum)	75.00	75.00

Assumed life expectancies on retirement at age 65 are:

	As at 31 March 2021 Years	As at 31 March 2020 Years
Current UK pensioners at retirement age - male	21	21
Current UK pensioners at retirement age - female	24	24
Future UK pensioners at retirement age - male	23	23
Future UK pensioners at retirement age - female	26	26

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

The assets in the Plan were:

	Value at 31 March 2021 £	Value at 31 March 2020 £
Multi asset funds	72,995,000	61,086,000
Structured Equity	24,849,000	24,279,000
Cash	1,509,000	594,000
Fair Value of Plan assets	<u>99,353,000</u>	<u>85,959,000</u>

The actual return on assets over the period was:

	As at 31 March 2021 £	As at 31 March 2020 £
Return on scheme assets	<u>14,282,000</u>	<u>188,000</u>

Reconciliation of scheme assets and liabilities to assets and liabilities recognised

	2021 £	2020 £
Present value of defined benefit obligation	(161,415,000)	(140,310,000)
Fair value of scheme assets	<u>99,353,000</u>	<u>85,959,000</u>
Defined benefit pension scheme deficit	<u>(62,062,000)</u>	<u>(54,351,000)</u>

Reconciliation of opening and closing balances of the present value of the defined benefit obligation

	2021 £
Present value at start of year	140,310,000
Current service cost	652,000
Interest cost	3,322,000
Actuarial gains and losses	21,568,000
Benefits paid	<u>(4,437,000)</u>
Present value at end of year	<u>161,415,000</u>

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

Reconciliation of opening and closing balances of the fair value of Plan assets

	2021 £
Fair value at start of year	85,959,000
Interest income	2,052,000
Return on plan assets, excluding amounts included in interest income/(expense)	12,230,000
Employer contributions	3,549,000
Benefits paid	<u>(4,437,000)</u>
Fair value at end of year	<u>99,353,000</u>

The pension scheme has not invested in any of the charity's own financial instruments or in properties or other assets used by the charity.

The amounts recognised in profit or loss

	As at 31 March 2021 £	As at 31 March 2020 £
Service cost - including current and past service costs and liabilities	-	-
Service cost - administrative cost	652,000	866,000
Net interest on the net defined benefit liability	<u>1,270,000</u>	<u>1,366,000</u>
Total expense	<u>1,922,000</u>	<u>2,232,000</u>

Remeasurement of the net defined benefit liability (asset) to be shown in OCI

	As at 31 March 2021 £	As at 31 March 2020 £
Actuarial (gains)/losses on the liabilities	21,568,000	(2,823,000)
Return on assets, excluding interest income	(12,230,000)	1,995,000
Changes in the effect of the asset ceiling excluding interest income	<u>-</u>	<u>-</u>
Total remeasurement of the net defined benefit liability (asset) to be shown in OCI	<u>9,338,000</u>	<u>(828,000)</u>

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2021

21 FINANCIAL COMMITMENTS

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2021 £	2020 £
Land and buildings		
Within one year	28,600	28,600
Between one and five years	114,400	114,400
After five years	235,382	264,550
	<u>378,382</u>	<u>407,550</u>

22 LIABILITY OF MEMBERS

The Charitable Company is 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 to £1 per member of the Charity during the time they are a member, or one year thereafter, as stated in the Memorandum and Articles of Association. There is no one controlling party.

23 COMMITMENTS

Capital commitments

The total amount of financial commitments not included in the Statement of Financial Position is £Nil (2020: £196,388).

24 RELATED PARTY TRANSACTIONS

There were no related party transactions in the year.