

Company registration number: 03091835

Charity registration number: 1049632

BRENT CITIZENS ADVICE BUREAUX

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2022

BREBNERS

Chartered Accountants & Statutory Auditor

130 Shaftesbury Avenue

London

W1D 5AR

BRENT CITIZENS ADVICE BUREAUX

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BRENT CITIZENS ADVICE BUREAUX

Trustees' Report for the Year Ended 31 March 2022

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 2022. 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

Chairman The charity is incorporated in England and Wales.
David Askwith

Vice Chairman Helen Glasson

Chief Executive Officer Sharon Wright (appointed 01 July 2022)

Jacqueline Carr (resigned 31 December 2021)

The position of CEO was vacant from 04 January 2022 to 30 June 2022. Interim management support services were provided by Phil Jew Consultancy Limited.

Trustees

David Askwith

Helen Glasson

Louisa Martin, Treasurer

John Bash (ceased 14 September 2022)

Mabel Sumner

Victor Rae-Reeves (ceased 27 January 2022)

Linda Lam

Marie Whyte (ceased 7 December 2021)

Robert Roscoe

Mohammed Inham Hassen (appointed 22 February 2022)

Frances Hutchinson (appointed 22 February 2022)

BRENT CITIZENS ADVICE BUREAUX

Trustees' Report for the Year Ended 31 March 2022

| | |
|--------------------------|--|
| Secretary | Sophia Johnson |
| Registered Office | 270-272 High Road London NW10 2EY |
| 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 2022

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 advertises vacancies and skills and experience required on the trustee board locally and nationally, seeking 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 2022

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 invited to attend an induction training event provided by Citizens Advice to inform them about the role of and relationship with the national organisation. Trustees are encouraged to attend appropriate external training events where these would facilitate the undertaking of their role. Trustees are also encouraged to attend occasional staff meetings 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.

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 2022

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 quarterly 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 2022 has seen the fifth year of two major advice service contracts with the London Borough of Brent, which were originally let on a three year, plus one, plus one basis. The amount paid under the contract reduced by 5% each year and as this is the dominant funding stream it has had a major influence on our budget. An interim extension to this contract covering the period to December 2022 was secured, at which point CAB received notice from LB Brent of their intention to award the contract to CAB. Securing this contract with LB Brent is vital for CAB as it represents the organisation's primary source of funding.

The continuation of austerity has meant that LB Brent and other organisations have continued to reduce funding for services provided by CAB. The effects of the Pandemic, Welfare Reform and the impact of the cost of living crisis and the impact of changes for EU Nationals means that at a time of reduced funding demand for assistance and advice continues to grow.

Although the Office has now been refurbished, various lockdowns and other restrictions have meant that it was not possible to fully utilise the premises in 2021-22. This service delivery model during the pandemic saw CAB switch to telephone advice as a primary channel as staff and volunteers worked and engaged from home. Despite the logistical challenges that the pandemic presented, CAB continued to provide an advice service to the residents of Brent.

Jaqueline Carr, CAB's Chief Executive for many years, retired on 31st December 2021. This loss of key personnel represents a major risk to the organisation. An experienced consultant was engaged from January 2022 to steer the organisation through the LB Brent retendering process and to assist with recruiting a new CEO.

BRENT CITIZENS ADVICE BUREAUX

Trustees' Report for the Year Ended 31 March 2022

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 Welfare benefit, housing and debt related matters. The increased number of enquiries in these categories formed at least 69% of the overall enquiries that we dealt with throughout the year. Our aim always is to ensure our clients 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. During 2021-22 we helped claimants remotely by telephone and webchat. Brent will not be participating in the new contract from April 2022. The Help to Claim service is now provided for Brent residents by our sister organisation, Citizens Advice Hounslow and 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 for much of the last few years due to pandemic restrictions. There has consequently 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 and high demand and when the competition for and pressure on funding for the voluntary sector continues to increase. 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.

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Trustees' Report for the Year Ended 31 March 2022

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. 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 80% for all enquiries, down 7 percentage point on last year. Financial gains made for clients during the year were £6,415,793 - an increase of 31% on last year. The number of people from Black, Asian and minority ethnic backgrounds presenting at CAB rose from 46% last year to 51 % of all clients. White British and 'white other' clients represented 48% of all clients.

44% of our clients were disabled or had a long-term limiting health problem - up from 36% in 2020-21 and 41% in 2019-2020. 59% of our clients were women. The number of people aged 25 and over approaching CAB continued to be high, with 95% aged between 25 and 64. Those under 25 and over 65 represented 6% to 10% respectively of clients seen during this year.

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, 20% of whom live in local wards: Stonebridge, Harlesden, Willesden Green and Kilburn.

2.3 Business Plan

Our objectives for 2021/22 were:

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.

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.

BRENT CITIZENS ADVICE BUREAUX

Trustees' Report for the Year Ended 31 March 2022

3. ACHIEVEMENTS AND PERFORMANCE

Demand for advice and generalist services

The level of demand has continued to be high. CAB assisted over 12,000 people in 2021-22, with 19,000 issues. The headline figures cannot reflect, however, 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.

Advice, Information and Guidance Service

We have two contracts with Brent Council to deliver advice services to people who live, work or study in the borough. The overall council funding of £497,257 (of which £88,000 was paid to partners) enabled us to help with 17,995 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.

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.

Under our second contract with Brent Council, 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, Age UK have also been working largely remotely but have continued to provide a service. The second contract also requires us to form and develop an advice network, administer the Brent Advice Matters (BAM) website and administer a grant programme. Much of this work is subcontracted to Brent Council for Voluntary Service (BCVS). The BAM 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. CAB holds a contract to deliver debt advice in Brent. In 2021-22 our service assisted 658 people with debt problems. The contract has been extended until January 2023.

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Trustees' Report for the Year Ended 31 March 2022

John Fisher Free Legal Advice Service

This project now in its 21st 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 will not be participating in the new service, from April 2022.

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

Family Wellbeing Centres (FWCs)

Under our primary advice contract with Brent Council we deliver advice at the eight FWCs in the borough. Parents of children under the age of 5 who are registered with the Centres and need welfare advice are provided with appointments to see or speak to a CAB adviser. During much of 2021-22, pandemic restrictions means that the service was delivered by telephone, but from early 2022, in person appointments resumed at FWCs. We assisted 1,919 people with 2,919 issues at FWCs in 2021-22. The contract to deliver this outreach service has been extended until December 2022.

Brent Hubs

CAB commenced delivery of one advice session per week at two of the Brent Hubs in early 2022 - at the Civic Centre and Harlesden Library. Residents attending the hubs can be referred to our adviser on days when we are present.

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. We assisted 175 people with 317 issues at PRCMH in 2021-22.

BRENT CITIZENS ADVICE BUREAUX

Trustees' Report for the Year Ended 31 March 2022

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 COVID restrictions.

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 team 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.

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 our gratitude to Jaqueline Carr, our former Chief Executive who retired in December 2021 after 37 years' service. She will remain a volunteer with CAB - Thank you, Jacqueline, for all your hard work, support and diligence over the past few decades.

We would also like to express particular thanks to Ashok Shah a volunteer for 34 years, latterly as Finance Officer, who retired in May 2022.

BRENT CITIZENS ADVICE BUREAUX

Trustees' Report for the Year Ended 31 March 2022

4 FINANCIAL REVIEW

4.1 Financial challenges

CAB continued to face financial challenges in 2021-22 as high levels of competition for scarce funds continued. Nevertheless, we secured new funding from Trussell Trust to deliver advice services at its Brent Foodbank and maintained funding for the Debt Free London (DFL) service and our two contracts with Brent Council for the whole of the year. Recommissioning of the DFL service and Brent Council contracts was expected to take place during the year but in the end was delayed and contracts were extended into the 2022-23 year. In December 2022 CAB received notice of LB Brent's intention to renew their contracts with CAB.

Unfortunately, in February 2022 we were informed that funding from Brent Council's Housing Management Service for the provision of advice for tenants was to be withdrawn from July 2022. Funding of just over £26,000 was provided in 2021-22 and has been held since 2006.

4.2 Investment powers and policy

The Trustees have continued with investments in higher interest accounts. 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 organisation 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 2022 were £524,199 (2021: £474,125), which means the organisation 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 2022

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, with Brent Council and Debt Free London contracts being retendered in 2022-23, competition from other agencies that may seek to undercut us by sacrificing quality for quantity, and the impact on our clients of the pandemic and cost of living crisis. 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 that law the trustees have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). 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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the 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 2022

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.

Small companies provision statement

This report has been prepared in accordance with the special provisions relating to companies subject to the small companies regime within Part 15 of the Companies Act 2006.

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

.....
David Askwith
Chairman and Trustee

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 2022, 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 financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor 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 the provisions available for small entities, in the circumstances set out in note to the financial statements, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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.

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.

BRENT CITIZENS ADVICE BUREAUX

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

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 charity 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 Trustees' 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.

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.

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

BRENT CITIZENS ADVICE BUREAUX

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

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.
- 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:.....

BRENT CITIZENS ADVICE BUREAUX

Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

| Year ended 31 March 2022 | Note | Unrestricted funds £ | Designated Funds £ | Restricted funds £ | Total 2022 £ |
|------------------------------------|-----------|----------------------------|--------------------------|--------------------------|-----------------------|
| Income and Endowments from: | | | | | |
| Local Authority Grant | 3 | 497,257 | - | - | 497,257 |
| Grants & Contracts | 4 | - | - | 605,778 | 605,778 |
| Donations | 5 | 999 | - | - | 999 |
| Investment income | 6 | 3,535 | - | - | 3,535 |
| Other income | | <u>21,920</u> | - | - | <u>21,920</u> |
| Total income | | <u>523,711</u> | - | <u>605,778</u> | <u>1,129,489</u> |
| Expenditure on: | | | | | |
| Charitable activities | | <u>(473,637)</u> | - | <u>(674,844)</u> | <u>(1,148,481)</u> |
| Total expenditure | | <u>(473,637)</u> | - | <u>(674,844)</u> | <u>(1,148,481)</u> |
| Net income/(expenditure) | | <u>50,074</u> | - | <u>(69,066)</u> | <u>(18,992)</u> |
| Net movement in funds | | 50,074 | - | (69,066) | (18,992) |
| Reconciliation of funds | | | | | |
| Total funds brought forward | | <u>413,393</u> | <u>60,732</u> | <u>207,884</u> | <u>682,009</u> |
| Total funds carried forward | 19 | <u><u>463,467</u></u> | <u><u>60,732</u></u> | <u><u>138,818</u></u> | <u><u>663,017</u></u> |

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 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

Comparative Statement of Financial Activities for the Year Ended 31 March 2021

| 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 | | <u>522,637</u> | <u>-</u> | <u>713,905</u> | <u>1,236,542</u> |
| Expenditure on: | | | | | |
| Charitable activities | | (437,792) | - | (717,583) | (1,155,375) |
| Total expenditure | | <u>(437,792)</u> | <u>-</u> | <u>(717,583)</u> | <u>(1,155,375)</u> |
| Net income/(expenditure) | | <u>84,845</u> | <u>-</u> | <u>(3,678)</u> | <u>81,167</u> |
| 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 | <u><u>413,393</u></u> | <u><u>60,732</u></u> | <u><u>207,884</u></u> | <u><u>682,009</u></u> |

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

The funds breakdown for 2021 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 2022

| | Note | 2022 £ | 2021 £ |
|---|-----------|------------------------------|------------------------------|
| Fixed assets | | | |
| Tangible assets | 13 | 181,046 | 271,892 |
| Current assets | | | |
| Debtors | 14 | 269,818 | 216,477 |
| Cash at bank and in hand | 15 | <u>594,780</u> | <u>573,090</u> |
| | | 864,598 | 789,567 |
| Creditors: Amounts falling due within one year | 16 | <u>(182,562)</u> | <u>(167,667)</u> |
| Net current assets | | <u>682,036</u> | <u>621,900</u> |
| Total assets less current liabilities | | 863,082 | 893,792 |
| Provisions | 17 | <u>(200,065)</u> | <u>(211,783)</u> |
| Net assets | | <u><u>663,017</u></u> | <u><u>682,009</u></u> |
| Funds of the charity: | | | |
| Restricted income funds | | | |
| Restricted funds | | 138,818 | 207,884 |
| Unrestricted income funds | | | |
| Unrestricted funds | | 463,467 | 413,393 |
| Designated Funds | | <u>60,732</u> | <u>60,732</u> |
| Total unrestricted funds | | <u>524,199</u> | <u>474,125</u> |
| Total funds | 19 | <u><u>663,017</u></u> | <u><u>682,009</u></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 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 2022

| | Note | 2022 £ | 2021 £ |
|---|------|-----------------------|-----------------------|
| Cash flows from operating activities | | | |
| Net cash (expenditure)/income | | (18,992) | 81,167 |
| Adjustments to cash flows from non-cash items | | | |
| Depreciation | 7 | 92,825 | 94,727 |
| Investment income | 6 | <u>(3,535)</u> | <u>(1,340)</u> |
| | | 70,298 | 174,554 |
| Working capital adjustments | | | |
| Increase in debtors | 14 | (53,341) | (111,569) |
| Increase/(decrease) in creditors | 16 | 14,895 | (53,747) |
| Charged/credited to SOFA | | <u>(11,718)</u> | <u>38,311</u> |
| Net cash flows from operating activities | | <u>20,134</u> | <u>47,549</u> |
| Cash flows from investing activities | | | |
| Interest receivable and similar income | 6 | 3,535 | 1,340 |
| Purchase of tangible fixed assets | 13 | <u>(1,979)</u> | <u>(225,631)</u> |
| Net cash flows from investing activities | | <u>1,556</u> | <u>(224,291)</u> |
| Net increase/(decrease) in cash and cash equivalents | | 21,690 | (176,742) |
| Cash and cash equivalents at 1 April | | <u>573,090</u> | <u>749,832</u> |
| Cash and cash equivalents at 31 March | | <u>594,780</u> | <u>573,090</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 2022

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

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.

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.

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

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2022

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.

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 |

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2022

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.

Provisions

Provisions are recognised when the charity has an obligation at the reporting date as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

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.

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.

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2022

3 LOCAL AUTHORITY GRANT

| | Unrestricted funds Total 2022 £ | Total 2021 £ |
|---------------------------------------|---|-----------------------|
| London Borough of Brent: | | |
| General Advice grant | 325,783 | 330,780 |
| Brent Advice Partnership | 171,474 | 171,475 |
| Total Local Authority Grants Received | <u>497,257</u> | <u>502,255</u> |
| Less Payments To Partners | (88,000) | (97,090) |
| Net Grant | <u>409,257</u> | <u>405,165</u> |

4 GRANTS & CONTRACTS

| | Restricted funds Total 2022 £ | Total 2021 £ |
|--|---|-----------------------|
| Clyde & Co | 30,642 | 27,492 |
| Brent Housing Management (Partnership) | 26,217 | 26,217 |
| Children's Centres | 114,817 | 128,283 |
| Park Royal Centre for Mental Health | 23,000 | 23,000 |
| Capitalise | 70,791 | 81,054 |
| Winter Warmth Project | 600 | 400 |
| Universal Support | 301,535 | 279,146 |
| NCIL | - | 135,626 |
| European Union Settlement Scheme | 16,266 | 12,687 |
| Total Restricted Grants & Contracts | <u>605,778</u> | <u>713,905</u> |
| Total Grants & Contracts | <u>605,778</u> | <u>713,905</u> |

5 DONATIONS

| | Unrestricted funds Total 2022 £ | Total 2021 £ |
|---------------------|---|--------------------|
| Anonymous Donations | <u>999</u> | <u>502</u> |
| | <u>999</u> | <u>502</u> |

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2022

6 INVESTMENT INCOME

| | Unrestricted funds Total 2022 £ | Total 2021 £ |
|---|---|--------------------|
| Interest receivable and similar income; Interest receivable on bank deposits | <u>3,535</u> | <u>1,340</u> |

7 NET INCOME/EXPENDITURE

| | 2022 £ | 2021 £ |
|---------------------------------------|-----------------------|-----------------------|
| This is stated after charging: | | |
| Audit of the financial statements | 7,200 | 7,200 |
| Depreciation of tangible fixed assets | 92,825 | 89,649 |
| Operating lease payments | <u>28,600</u> | <u>23,578</u> |
| | <u>128,625</u> | <u>120,427</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 2022

9 STAFF COSTS

The aggregate payroll costs were as follows:

| | 2022 £ | 2021 £ |
|--|----------------|----------------|
| Staff costs during the year were: | | |
| Wages and salaries | 732,332 | 708,060 |
| Social security costs | 67,663 | 65,536 |
| Pension costs | 30,047 | 58,651 |
| | <u>830,042</u> | <u>832,247</u> |

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

| | 2022 No | 2021 No |
|-------------------------|------------|------------|
| General Bureau Services | 10 | 5 |
| Projects | 9 | 18 |
| Support | 8 | 6 |
| | <u>27</u> | <u>29</u> |

No employee earned in excess of £60,000 during the year (2021: no employee).

The charity considers its key management personnel to comprise of one person, the Chief Executive. During the year this position was held by two individuals, with no overlap in periods of service. The total aggregate employment benefit for this role was £55,596 (2021: £53,570).

10 AUDITORS' REMUNERATION

| | 2022 £ | 2021 £ |
|-----------------------------------|--------------|--------------|
| 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 2022

12 ANALYSIS OF EXPENDITURE

| Current year | Staff Costs £ | Direct Costs £ | Governance & Support Costs £ | 2022 Total £ |
|-------------------------|--------------------------|---------------------------|---|-----------------------------|
| General Bureau Services | 278,124 | 145,860 | 53,512 | 477,496 |
| Projects | 551,918 | 73,154 | 45,913 | 670,985 |
| Totals | <u>830,042</u> | <u>219,014</u> | <u>99,425</u> | <u>1,148,481</u> |
| Prior 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> |

| Support cost analysis | 2022 £ | 2021 £ |
|------------------------------------|----------------------|----------------------|
| Staff travel cost | 7,013 | 3,162 |
| Printing, postage and stationery | 2,367 | 1,591 |
| Telephone and fax | 6,560 | 9,777 |
| Computer expenses | 5,268 | 7,483 |
| Office sundries | 6,860 | 628 |
| Insurance | 5,874 | 4,597 |
| Rent and rates | 28,600 | 23,578 |
| Light and heat | 5,930 | 4,946 |
| Water | 2,792 | 300 |
| Premises and equipment maintenance | 3,729 | 7,043 |
| Cleaning | 272 | 843 |
| Training cost | 95 | 283 |
| Reference material | 2,141 | 2,367 |
| Membership fees | 7,851 | 5,753 |
| Payroll charges | 3,202 | 3,100 |
| Bank charges | 495 | 415 |
| Depreciation | 3,176 | 5,078 |
| Total support costs | <u>92,225</u> | <u>80,944</u> |

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2022

| | | |
|---|----------------------|----------------------|
| Support cost analysis | 2021 | 2020 |
| Total support costs brought forward | 92,225 | 80,944 |
| Governance | | |
| Audit | 7,200 | 7,200 |
| Total support and governance costs | <u>99,425</u> | <u>88,144</u> |

13 TANGIBLE FIXED ASSETS

| | IT & Communications £ | Leasehold Improvements £ | Total £ |
|-------------------------|-----------------------------|--------------------------------|-----------------------|
| Cost | | | |
| At 1 April 2021 | 82,560 | 358,595 | 441,155 |
| Additions | <u>1,979</u> | - | <u>1,979</u> |
| At 31 March 2022 | <u>84,539</u> | <u>358,595</u> | <u>443,134</u> |
| Depreciation | | | |
| At 1 April 2021 | 79,614 | 89,649 | 169,263 |
| Charge for the year | <u>3,176</u> | <u>89,649</u> | <u>92,825</u> |
| At 31 March 2022 | <u>82,790</u> | <u>179,298</u> | <u>262,088</u> |
| Net book value | | | |
| At 31 March 2022 | <u>1,749</u> | <u>179,297</u> | <u>181,046</u> |
| At 31 March 2021 | <u>2,946</u> | <u>268,946</u> | <u>271,892</u> |

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2022

14 DEBTORS

| | 2022 £ | 2021 £ |
|--------------------------------|----------------|----------------|
| Prepayments and accrued income | <u>269,818</u> | <u>216,477</u> |

| | 2022 £ | 2021 £ |
|-------------------------|-----------|-----------|
| Funds received as agent | 88,000 | 97,090 |
| Funds paid as agent | (88,000) | (97,090) |
| Balances held | <u>-</u> | <u>-</u> |

15 CASH AND CASH EQUIVALENTS

| | 2022 £ | 2021 £ |
|--------------|----------------|----------------|
| Cash at bank | <u>594,780</u> | <u>573,090</u> |

16 CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

| | 2022 £ | 2021 £ |
|------------------------------------|----------------|----------------|
| Other taxation and social security | 23,697 | 27,240 |
| Other creditors | 18,625 | 5,319 |
| Accruals | <u>140,240</u> | <u>135,108</u> |
| | <u>182,562</u> | <u>167,667</u> |

| | 2022 £ | 2021 £ |
|--|-----------|---------------|
| Deferred income | | |
| Deferred income at 1 April 2021 | - | (13,466) |
| Amounts released from previous periods | <u>-</u> | <u>13,466</u> |
| Deferred income at year end | <u>-</u> | <u>-</u> |

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2022

17 PROVISIONS

| | Pension contributions provision £ | Dilapidation provision £ | Total £ |
|---|--|--------------------------------|-----------------------|
| At 1 April 2021 | 123,783 | 88,000 | 211,783 |
| Charged to the statement of recognised gains and losses | <u>(11,718)</u> | <u>-</u> | <u>(11,718)</u> |
| At 31 March 2022 | <u>112,065</u> | <u>88,000</u> | <u>200,065</u> |

18 ANALYSIS OF NET ASSETS BETWEEN FUNDS

| | Unrestricted funds | | Restricted funds | Total funds at 31 March 2022 £ |
|-----------------------|-----------------------|----------------------|-----------------------|---|
| | General £ | Designated £ | £ | |
| Tangible fixed assets | 87,603 | - | 93,444 | 181,047 |
| Net current assets | 575,929 | 60,732 | 45,374 | 682,035 |
| Provisions | <u>(200,065)</u> | <u>-</u> | <u>-</u> | <u>(200,065)</u> |
| Total net assets | <u>463,467</u> | <u>60,732</u> | <u>138,818</u> | <u>663,017</u> |

| | 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 | <u>(211,783)</u> | <u>-</u> | <u>-</u> | <u>(211,783)</u> |
| Total net assets | <u>413,393</u> | <u>60,732</u> | <u>207,884</u> | <u>682,009</u> |

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2022

19 FUNDS

| | Balance at 1 April 2021 £ | Incoming resources £ | Resources expended £ | Balance at 31 March 2022 £ |
|-------------------------------------|---------------------------------|----------------------------|----------------------------|----------------------------------|
| Current year | | | | |
| Unrestricted funds | | | | |
| <i>General</i> | | | | |
| General fund | 413,393 | 523,711 | (473,637) | 463,467 |
| <i>Designated</i> | | | | |
| Repairs reserve | 60,732 | - | - | 60,732 |
| Total unrestricted funds | 474,125 | 523,711 | (473,637) | 524,199 |
| Restricted funds | | | | |
| Children's Centres | 6,001 | 114,817 | (135,343) | (14,525) |
| Capitalise | 20 | 70,791 | (71,196) | (385) |
| Universal Support | 3,137 | 301,535 | (304,672) | - |
| Brent Housing Management | 1,101 | 26,217 | (27,318) | - |
| Clyde & Co | (1,653) | 30,642 | (27,017) | 1,972 |
| Park Royal Centre for Mental Health | 6,728 | 23,000 | (23,000) | 6,728 |
| NCIL | 140,165 | - | (46,722) | 93,443 |
| European Union Settlement Scheme | - | 16,266 | (16,266) | - |
| Trussell Trust | - | 21,910 | (21,910) | - |
| London & Quadrant | (968) | - | - | (968) |
| WDP | 968 | - | - | 968 |
| Winter Warmth Project | 5,595 | 600 | (1,400) | 4,795 |
| 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 | 207,884 | 605,778 | (674,844) | 138,818 |
| Total funds | 682,009 | 1,129,489 | (1,148,481) | 663,017 |

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2022

| | Balance at 1 April 2020 £ | Incoming resources £ | Resources expended £ | Balance at 31 March 2021 £ |
|-------------------------------------|---------------------------------|----------------------------|----------------------------|----------------------------------|
| Prior year | | | | |
| 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 | | | | |
| 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 2022

| 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. |
| Trussell Trust | Provision of financial advice to help address the root causes of food poverty. |
| 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 2022

| 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 set aside to cover repairs and dilapidations commitments.

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2022

20 PENSION AND OTHER SCHEMES

Defined benefit pension schemes

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 2022/23 accounting year, the contributions to the Plan for the year ending 31 March 2023 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 31 March 2022 valuation is currently underway and a new schedule of contributions will be put in place at its completion.

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 2022 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, and any material membership movements significantly different from those assumed (e.g. transfers out).

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 31 March 2022 valuation is currently underway.

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 15 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 2022

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

| | As at 31 March 2022 % | As at 31 March 2021 % |
|---|--|--|
| Discount rate | 3.25 | 2.80 |
| Inflation (RPI) | 2.80 | 2.10 |
| Revaluation of deferred pensions in excess of GMP | 3.25 | 2.80 |
| Pension in payment increases of: | - | - |
| Discount rate | 3 | 3 |
| - CPI or 5% p.a. if less | 3.25 | 2.80 |
| - CPI inflation since retirement or 5% p.a. compound if less | 2.70 | 2.50 |
| - CPI or 3% p.a. if less | 2.70 | 2.50 |
| 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 2022 Years | As at 31 March 2021 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 2022

The assets in the Plan were:

| | Value at 31 March 2022 £ | Value at 31 March 2021 £ |
|----------------------------------|-----------------------------------|-----------------------------------|
| Multi asset funds | 68,955,000 | 72,995,000 |
| Structured Equity | 27,488,000 | 24,849,000 |
| Cash | 5,771,000 | 1,509,000 |
| Fair Value of Plan assets | 102,214,000 | 99,353,000 |

The actual return on assets over the period was:

| | As at 31 March 2022 £ | As at 31 March 2021 £ |
|-------------------------|--------------------------------|--------------------------------|
| Return on scheme assets | 5,301,000 | 14,282,000 |

Reconciliation of scheme assets and liabilities to assets and liabilities recognised

| | 2022 £ | 2021 £ |
|---|---------------------|---------------------|
| Present value of defined benefit obligation | (148,768,000) | (161,415,000) |
| Fair value of scheme assets | 102,214,000 | 99,353,000 |
| Defined benefit pension scheme deficit | (46,554,000) | (62,062,000) |

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

| | 2022 £ |
|--------------------------------|--------------------|
| Present value at start of year | 161,415,000 |
| Current service cost | 771,000 |
| Interest cost | 3,346,000 |
| Actuarial gains and losses | (11,745,000) |
| Benefits paid | (5,019,000) |
| Present value at end of year | 148,768,000 |

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2022

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

| | 2022 |
|--|---------------------------|
| | £ |
| Fair value at start of year | 99,353,000 |
| Interest income | 2,061,000 |
| Return on plan assets, excluding amounts included in interest income/(expense) | 3,240,000 |
| Employer contributions | 2,579,000 |
| Benefits paid | <u>(5,019,000)</u> |
| Fair value at end of year | <u>102,214,000</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 2022 £ | As at 31 March 2021 £ |
|---|--|--------------------------------------|
| Service cost - including current and past service costs and liabilities | - | - |
| Service cost - administrative cost | 771,000 | 652,000 |
| Net interest on the net defined benefit liability | <u>1,285,000</u> | <u>1,270,000</u> |
| Total expense | <u>2,056,000</u> | <u>1,922,000</u> |

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

| | As at 31 March 2022 £ | As at 31 March 2021 £ |
|--|--|--------------------------------------|
| Actuarial (gains)/losses on the liabilities | (11,745,000) | 21,568,000 |
| Return on assets, excluding interest income | (3,240,000) | (12,230,000) |
| 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>(14,985,000)</u> | <u>9,338,000</u> |

BRENT CITIZENS ADVICE BUREAUX

Notes to the Financial Statements for the Year Ended 31 March 2022

21 FINANCIAL COMMITMENTS

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

| | 2022 £ | 2021 £ |
|----------------------------|-----------------------|-----------------------|
| Land and buildings | | |
| Within one year | 28,600 | 28,600 |
| Between one and five years | 114,400 | 114,400 |
| After five years | <u>206,782</u> | <u>235,382</u> |
| | <u>349,782</u> | <u>378,382</u> |

The total amount recognised as an expense relating to operating leases during the year was £28,600 (2021: £28,600).

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 RELATED PARTY TRANSACTIONS

There were no related party transactions in the year.

BRENT CITIZENS ADVICE BUREAUX

Management Information for the Year Ended 31 March 2022

The following pages do not form part of the financial statements.

BRENT CITIZENS ADVICE BUREAUX

Detailed Statement of Financial Activities for the Year Ended 31 March 2022

| | Total 2022 £ | Total 2021 £ |
|--|------------------------|-----------------------|
| Income and Endowments from: | | |
| Local Authority Grant | 497,257 | 502,255 |
| Grants & Contracts | 605,778 | 713,905 |
| Donations | 999 | 502 |
| Investment income | 3,535 | 1,340 |
| Other income | 21,920 | 18,540 |
| Total income | <u>1,129,489</u> | <u>1,236,542</u> |
| Expenditure on: | | |
| Charitable activities (analysed below) | <u>(1,148,481)</u> | <u>(1,155,375)</u> |
| Total expenditure | <u>(1,148,481)</u> | <u>(1,155,375)</u> |
| Net (expenditure)/income | <u>(18,992)</u> | <u>81,167</u> |
| Net movement in funds | (18,992) | 81,167 |
| Reconciliation of funds | | |
| Total funds brought forward | <u>682,009</u> | <u>600,842</u> |
| Total funds carried forward | <u>663,017</u> | <u>682,009</u> |

BRENT CITIZENS ADVICE BUREAUX

Detailed Statement of Financial Activities for the Year Ended 31 March 2022

| | Total 2022 £ | Total 2021 £ |
|--|--------------------|--------------------|
| Income | | |
| Local Authority Grant | 497,257 | 502,255 |
| Donations | 999 | 502 |
| Grants & Contracts | 605,778 | 713,905 |
| Investment income | 3,535 | 1,340 |
| | 1,107,569 | 1,218,002 |
| Expenditure | | |
| Staff costs | (830,042) | (832,247) |
| Agency Staff | (107) | (325) |
| Staff Travel Cost | (7,013) | (3,283) |
| Printing, Postage and Stationery | (2,368) | (1,591) |
| Telephone and fax | (6,560) | (9,777) |
| Computer expenses | (5,268) | (7,483) |
| Office Sundries | (6,860) | (628) |
| Insurance | (5,874) | (4,597) |
| Operating lease payments | (28,600) | (23,578) |
| Light and Heat | (5,929) | (4,946) |
| Water | (2,792) | (301) |
| Premises and Equipment Maintenance | (4,002) | (7,886) |
| Reference material | (10,086) | (8,404) |
| Advertising | (1,800) | - |
| Auditors' remuneration | (7,200) | (7,200) |
| Payroll Charges | (3,202) | (3,100) |
| Legal fees | (28,958) | (3,511) |
| Bank Charges | (495) | (414) |
| Depreciation, amortisation and other similar costs | (92,825) | (94,727) |
| Partner Payments | (88,000) | (97,091) |
| Premises Refurbishment | (10,500) | (44,286) |
| | (1,148,481) | (1,155,375) |