HARINGEY CITIZENS ADVICE BUREAUX

BOARD OF TRUSTEES REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED
31 MARCH 2015

Company Number 03501846 (England and Wales)
Charity Number 1069301

MHA MacIntyre Hudson
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Company Information

Board of Trustees	Andrew Love (Appointed Chairman 2 July 2015) Sharon Grant OBE (Resigned 2 July 2015) Mitford O'Dean Sean O'Donovan Alan Proudfoot (Resigned 23 April 2015) Gloria Saffrey-Powell Vanda Tillotson (Resigned 31 May 2015) Richard Warner Rachel Williamson (Appointed 2 December 2014) Lourdes Keever (Appointed 2nd December 2014) Rezina Hazim (Appointed 2nd December 2014) Huw Thomas (Appointed 2nd December 2014) Rachael Williams (appointed
Chair **Vice Chair** **Treasurer**	Sharon Grant OBE Sean O'Donovan Alan Proudfoot
Company Secretary and Chief Executive	Lynn Hannah
Company Number	03501846 (England and Wales)
Charity Number	1069301
Registered Office	7-7a Willoughby Road London N8 0HR
Auditors	MHA MacIntyre Hudson Chartered Accountants New Bridge Street House 30-34 New Bridge Street London EC4V 6BJ
Bankers	The Co-operative Bank plc 1 Balloon Street Manchester M60 4EP

HARINGEY CITIZENS ADVICE BUREAUX

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TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2015

The Trustees present their report and the financial statements for the year ended 31 March 2015.

The financial statements comply with current statutory requirements, the memorandum and articles of association and the Statement of Recommended Practice "Accounting and Reporting by Charities" issued in March 2005 and the Financial Reporting Standard for Smaller Enterprises (effective April 2008). The Trustees have complied with the duty in section 4 of the 2006 Charities Act to have due regard to guidance published by the Charity Commission.

Objects, activities and achievements

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

The aim of the charity is to deliver a free and confidential advice service primarily to the people who live and work in Haringey to ensure that individuals do not suffer through ignorance of their rights and responsibilities or of the services available or through an inability to express their need effectively. Equally to exercise a responsible influence on the development of social polices and services both locally and nationally.

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

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

The service operates two Bureaux, in Tottenham and Turnpike Lane and a number of specialist services:

Moneywise Haringey: Improving Financial Confidence: MoneyWise Haringey, funded by the Big Lottery, was set up to improve financial awareness amongst Haringey tenants and provide support to people managing their tenancies. First time tenants will be able to improve their financial and self-confidence.

Tenants prone to fluctuations in employment will able to manage their tenancies more effectively through the use of MoneyWise Haringey products and services including greater exposure to job-related opportunities in their industry and acquiring and maintaining up-to-date sought after skills.

Working with a range of partners including Homes for Haringey and Housing Associations, the project will increase the financial capability of Haringey residents.

Homes for Haringey Debt & Benefits Project: Provides specialist benefits and debt advice to Homes for Haringey tenants and leaseholders in order to deal with rent and service charge arrears, reducing debt and increasing rent and service charge collection rates.

Children's Centres Advice Project: Provide general advice in Children's Centres across Haringey in order to increase incomes and contribute to London Borough of Haringey's Child Poverty strategy.

Welfare Hubs: Funded by Haringey Clinical Commissioning Group (CCG), Health Hubs work in partnership with Haringey CCG to deliver benefits and debt advice in Health Centres across Haringey in order to maximise incomes and improve health outcomes.

Pound Advice: Funded by London & Quadrant Housing Association, this project provides specialist

benefits and debt advice to London & Quadrant tenants in order to deal with rent arrears, reduce debt, and maximise income.

GoodAdvice! Haringey: Funded by the Big Lottery Advice Services Transition Fund to improve advice services in Haringey by building the advice sector, providing training, developing an online hub and working to ensure greater co-ordination and information sharing between advice organisations throughout Haringey.

Healthwatch Haringey: Gathers and represents the views of the public on health and social care services, giving patients, carers, service users and the public an opportunity to influence and challenge decision making about local health and social care services now, and in the future.

Drug Alcohol Action Team Project: To provide advice and assistance on benefits and money management to people with addiction problems.

Objectives for the year

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

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

We review our aims, objectives and activities on a regular basis. This review looks at what we achieved and the outcomes of our work in the previous twelve months. It looks at the success of each key activity and the benefits to those groups of people we are here to help and it also helps us to ensure our aims, objectives and activities remained focussed on our stated purposes.

Public benefit

We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives they have set.

Our key objectives are:

- Ensuring good access to a service which best suits clients' needs across the range of subjects.
- Monitoring and assessing the service we provide to ensure and improve quality.
- Maintaining excellent external relations to ensure best outcomes for our clients and safeguard the future of our service.
- Increasing funding to deliver our objectives.
- Engaging more in campaigning for change in furtherance of Citizens Advice aims and objectives.
- Maintaining external quality accreditation to provide evidence to our funders and clients that we use our resources effectively and offer a high quality service which is excellent value for money.

Review of activities and achievements 2014-15

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

Our aim is to provide a high quality service for as many clients as possible, focussing on those most in need. We recognise that we are unlikely to be able to meet all demand for our service, and where possible we seek to work in partnership with other organisations, professionals and community groups to deliver our services.

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

As an organisation that relies heavily on volunteers to deliver services, Haringey CAB offers a range of volunteering opportunities.

Our work in Haringey continues to significantly help some of the most vulnerable people in the borough. We have provided accessible services to meet clients' needs, with services spread throughout the borough, working through our two offices in Tottenham and Turnpike Lane, various projects, Health Hubs, Children's Centres, and specialist outreach services.

We have continually reviewed and monitored services, making changes to improve client experience and service quality in compliance with the Citizens Advice membership standards.

During the year Haringey CAB advised over 8,500 clients and dealt with over 21,000 enquires and issues. This is a 42% increase on the previous year. 32% of the enquiries were relating to welfare benefits, 20% were related to debt issues and 35% were disabled or had a long term health problem.

Citizens Advice is establishing Adviceline - the Citizens Advice telephone service. Haringey CAB furthered its accessibility to its clients by working in partnership with both Islington and Waltham forest CAB's to provide Adviceline locally. This has been successfully implemented and was launched in February 2015. The service is operated by a team of volunteers that have been specially trained to provide advice and assistance to members of the public by phone.

One of the biggest challenges face by Haringey CAB during the year was the office move from its Turnpike Lane Bureau. The short time frame, lack of suitable available office space locally and technical issues made for an extremely demanding time. However, suitable premises were secured and the move was completed in September 2014 with minimal disruption to services.

The Trustee Board

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

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

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

Campaign and Research

Our twin and equal aims are to provide the advice people need for the problems they face and to improve

the policies and practices that affect people's lives. Therefore, we need ensure that we maximise our ability to spot trends, highlight issues and provide a bank of evidence to influence present and future policies. It will continue to be a core aim of Haringey CAB and the Citizens Advice Bureaux family to provide evidence to support and stimulate debate, to campaign and lobby on key social policy issues, and to influence the policy makers and service providers.

The Bureaux will endeavour to influence policy in key areas of:

- Benefits and tax credits
- Consumer goods and services
- Debt and financial services
- Equality and discrimination
- Health and social care
- Housing
- Other issues revealed by trends to be specific to the needs of Haringey residents and workers.

We engaged more in campaigning for change by offering extra support to advisers in this important area. We took part in various national campaigns, including Scam Awareness, Big Energy Week and Advice for the Future. We have also used Twitter through our Moneywise project to spread messages about issues of social policy and campaigning for change to improve people's lives.

While we are proud that our campaign and research work has always been strong, we are committed to increasing the range, quality and quantity of our campaigns and research work so that we can take every opportunity to improve the lives not only of our clients but for all of the people in Haringey.

Partnerships & Business Development

Throughout this year the organisation has continued to develop new partnerships and to grow existing ones.

Through working with Haringey Clinical Commissioning Group (CCG) and identifying need, the Health Hubs advice project was set up in February 2013 to deliver benefits and debt advice in Health Centres across Haringey. The project has been successful in continuing its work for a further year. We will conduct research to evidence that advice and support improves the health and well being of people and reduces costs to the NHS.

Haringey CAB partnered with London & Quadrant Housing Association to set up the Pound Advice Project to take direct referrals from the Housing Association. Advice and assistance is provided to deal with rent arrears and benefit problems, reduce debt and maximise income. The project began in 2013 initially as a 1 year pilot and been successful to continue its work for a further year. The project was presented by London and Quadrant a Creating Places Award for Community Project of the year. This was in recognition of all the hard work and achievements of the project.

Internal and external factors

Maintaining external quality accreditation is essential for the charity. We passed our triennial Citizens Advice Quality and Organisational Audit in June 14 with a very high score and we continue to maintain our audit standards with systems for record checking, independent file reviews and support for staff.

Future Developments

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

1. Access to our Service - Monitoring and Assessing the Service
    - Review systems each year to ensure the service is still meeting needs, especially in light of

changes in the operating environment

- Implement our target for optimum number of advisers, taking into account their support needs, and develop a strategy to recruit to this number.
- Develop further self-help materials to assist local people and develop our website to make it easier for individuals to access information and advice.

2. Maintain and Develop Excellent External Relationships
   - Continue links with key partnerships and identify what joint funding bids can be submitted
   - Continue work on the Advice Providers Network
   - Continue to assess the operating environment for our work and confirm where we should collaborate and where we should compete with other organisations.

3. Provide Support and an Efficient Staff Structure for Staff
   - Explore further e-learning and other methods to ensure that staff training needs are met.
   - Continue with system of annual and half yearly appraisals for all staff to identify training needs and assess how effectively these have been met.

4. Increase Income
   - Work with local Commissioners to influence what services are sought under contract and prepare to bid for these, working in cooperation with other local providers wherever possible.
   - Assess the feasibility of increasing income from charitable and statutory sources in light of the increased involvement of the voluntary sector in providing public services
   - Further develop partnerships with other Haringey groups and neighbouring CAB so we are in a strong position for partnership bids

5. Engage More in campaign and research
   - Continue to monitor work and carry out local campaigns where appropriate.
   - Continue to respond to national initiatives.
   - Ensure that new staff are fully engaged in campaign work.

6 Maintain External Quality Accreditation
   - Ensure that policies are implemented so that we remain in strong position to pass our next audit.

Risk management

The Trustees continue to review the financial risks to which the organisation is subject due to the generally unfavourable economic climate. The Trustees believe that these and other risks will be mitigated by:

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

The Board of Trustees reviews the major risks to which the charity is exposed through a series of risk assessments that also details mitigation strategies and is updated at least annually. Significant external risks to funding are taken into account in the charity's development strategies and business plans which allow for diversification of funding and activities. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure

compliance with health and safety, equal opportunities, data protection, and adult and vulnerable adults protection legislation.

Financial review

Income rose from £1,771,161 in 2014 to £1,820,450 in the year to 31 March 2015. Core funding remained broadly the same and the increase was due entirely to the commencement of new projects. Core income was 38% of total income (39%, 2014).

Against income of £1,820,450 as above, general expenditure on staff and running costs was £1,829,685 plus actuarial gains on the pension fund of £106,000 leading to a surplus of £96,765.

After taking account of valuation movement on the pension scheme the company had net incoming resources on unrestricted funds of £147,574 for the year. Together with the accumulated pension deficit brought forward from previous years, the company now has an accumulated surplus on unrestricted funds of £80,781 (2014, deficit of £66,793). Restricted funds carried forward at 31 March 2015 amounted to £199,117 (2014, *£249,926*). This is sufficient for the activities for which the funds were provided.

Principal funding sources
The charity received funding from the Big Lottery, London Borough of Haringey, Homes for Haringey, Haringey Disability First Consortium, London & Quadrant Housing Association, Haringey Clinical Commissioning Group (CCG).

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

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

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

Reserves policy and Defined Benefit Pension Scheme Funding
The Board of Trustees has examined the charity's requirements for operational reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be 3 months of the expenditure excluding the expenditure on finite projects. This gives a target of around £150,000 in general unrestricted funds. The present level of free operational reserves available to the charity of £499,313 (2014, £421,768) excluding the pension deficit, is more than this target level. These figures are the unrestricted reserves less the unrestricted fixed assets. This excludes the adjustments required for future pension liabilities. Had they been included, the overall free reserves would have been a surplus of £68,313 *(2014, deficit £(68,232)).*

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

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

scheme over the longer term.

A plan had been agreed previously to increase contributions to the pension scheme over the next twenty years to eliminate the deficit there-on. The pension deficit will only affect the reserves of the organisation if the charity's funders refuse to accommodate the increased contributions in the future funding which they provide.

So far this has not happened. Annual budgets allow for the increased pension contributions and these are taken into account by the main funders on annual monitoring.

Structure, governance and management

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

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

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

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

During the year the board received the resignation of a long serving Director and oversaw a thorough appointments process for a new Chief Executive, as well as other changes in the senior management structure It also began a review of the operational structure of the organisation.

New Trustees

New trustees receive a robust induction, tailored to their needs, and have been entered on appropriate courses as and when available and convenient. The Board continues to receive help and information from CitA's Business and Management Consultant and trustees are aware of the online assistance from BMIS. The trustees also avail themselves of external consultants when appropriate.

The Board discusses policies and procedures and makes and approves decisions on major governance issues. It also ensures that there is an appropriate strategic plan and that this is being carried out effectively. The day to day management of the charity is delegated to staff through the Chief Executive and then to the members of the management team. The management team meets regularly. There are four sub committees of the board, finance, HR, campaign and research and health and safety who meet quarterly, consider important issues and report to the main board. Corporate risk assessments have been carried out particularly for finance, service delivery and health and safety.

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

Board of Trustees

The members of the Board of Trustees perform the role of directors in company law and are the trustees in charity law. Those who served during the year, except where indicated, were:

Sharon Grant OBE – Chair - Retired 2 July 2015
Alan Proudfoot – Treasurer – resigned 23 April 2015
Gloria Saffrey-Powell
Mitford O'Dean
Vanda Tillotson - Resigned 31 May 2015
Sean O'Donovan
Richard Warner
Rachel Williamson – Elected to Board of Trustees 2 December 2014
Rezina Hazim – Elected to Board of Trustees 2 December 2014
Huw Thomas – Elected to Board of Trustees 2 December 2014
Lourdes Keever – Elected to Board of Trustees 2 December 2014

Statement of the Board of Trustees' Responsibilities

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

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

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

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

In determining how amounts are presented within items in the Statement of Financial Activities and Balance Sheet the trustees have had regard to the substance of the reported transaction or arrangement, in accordance with generally accepted accounting principles or practice.

So far as the trustees are aware at the time the report is approved:

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

Auditors

The charity's auditors, MHA MacIntyre Hudson have indicated their willingness to continue in office and offer themselves for reappointment as such, under section 485 of the Companies Act 2006.

Small company exemptions

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

TRUSTEES' REPORT FOR THE YEAR ENDED 31 MARCH 2015

This report was approved by the Trustees on 16 December 2015 and signed on its behalf by:

Andrew Lowe
Chair

INDEPENDENT AUDITORS' REPORT TO THE TRUSTEES OF HARINGEY CITIZENS ADVICE BUREAUX REGISTERED NUMBER 03501846

We have audited the financial statements of Haringey Citizens Advice Bureaux for the year ended 31 March 2015 which comprise the Statement of Financial Activities (incorporating the Income & Expenditure Account), the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and the requirements of the Financial Reporting Standard for Smaller Entities, (effective April 2008) (United Kingdom Generally Accepted Accounting Practice applicable to smaller entities).

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

Respective responsibilities of the Trustees and auditors

As explained more fully in the Statement of the Board of Trustees' Responsibilities set out on page 8, the Trustees, (who are also the directors of the charitable company for the purposes of company law), are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view.

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

Scope of the audit of financial statements

An audit involves obtaining evidence about the amounts and disclosures in the financial statements sufficient to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or error. This includes an assessment of whether the accounting policies are appropriate to the charitable company's circumstances and have been consistently applied and adequately disclosed; the reasonableness of significant accounting estimates made by the Trustees; and the overall presentation of the financial statements.

In addition we read all the financial and non-financial information in the Trustees' Report to identify material inconsistencies with the audited financial statements. If we become aware of any apparent material misstatments or inconsistencies we consider the implications for our report.

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view, of the state of the charitable company's affairs as at 31 March 2015 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 applicable to Smaller Entities; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF HARINGEY CITIZENS ADVICE BUREAUX REGISTERED NUMBER 03501846

Opinion on other matter prescribed by the Companies Act 2006

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

Matters on which we are required to report by exception

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

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

James Gare
Senior Statutory Auditor
MHA MacIntyre Hudson
Chartered Accountants
and Statutory Auditor
New Bridge Street House
30-34 New Bridge Street

London EC4V 6BJ

18 December 2015

STATEMENT OF FINANCIAL ACTIVITIES
(including summary Income and Expenditure Account)
For the year ended 31 March 2015

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	*Total Funds 2014 £*
Incoming Resources					
Incoming resources from generated funds					
Voluntary income		**398**	**30**	**428**	*30*
Investment income	2	**4,280**	**-**	**4,280**	*5,566*
Incoming resources from charitable activities	3	**740,750**	**1,074,992**	**1,815,742**	*1,765,565*
Total Incoming Resources		**745,428**	**1,075,022**	**1,820,450**	*1,771,161*
Resources Expended					
Charitable activities	4	**688,422**	**1,127,547**	**1,815,969**	*1,460,016*
Governance costs	6	**5,843**	**7,873**	**13,716**	*9,506*
Total Resources Expended		**694,265**	**1,135,420**	**1,829,685**	*1,469,522*
Net Income/(Expenditure) before transfers		**51,163**	**(60,398)**	**(9,235)**	*301,639*
Transfers between funds	18	**(9,589)**	**9,589**	**-**	*-*
Net Income/(Expenditure) before other recognised gains and losses		**41,574**	**(50,809)**	**(9,235)**	*301,639*
Actuarial gains/(losses) on defined benefit pension schemes		**106,000**	**-**	**106,000**	*3,000*
Net movement in funds		**147,574**	**(50,809)**	**96,765**	*304,639*
Total funds brought forward at 1 April 2014		**(66,793)**	**249,926**	**183,133**	*(121,506)*
Total funds carried forward at 31 March 2015		**£ 80,781**	**£ 199,117**	**£ 279,898**	*£ 183,133*

The balance on restricted funds represents the amount of funds available for specific projects or activities which were not finished at the year end. These funds are therefore necessary to complete the project or activity in the next year and are not a surplus available to the charity for other purposes.

The statement of financial activities includes all gains and losses recognised in the year. All incoming resources and resources expended derive from continuing activities.

The notes on pages 15 to 32 form part of these financial statements.

BALANCE SHEET
As at 31 March 2015

	Note	£	2015 £	£	2014 £
FIXED ASSETS					
Tangible fixed assets	13		**12,468**		*1,439*
CURRENT ASSETS					
Debtors	14	**61,370**		*41,995*	
Cash at bank and in hand		**831,604**		*914,776*	
		892,974		*956,771*	
CREDITORS: amounts falling due within one year	15	**(184,550)**		*(285,077)*	
NET CURRENT ASSETS			**708,424**		*671,694*
TOTAL ASSETS LESS CURRENT LIABILITIES			**720,892**		*673,133*
CREDITORS: amounts falling due after more than one year	16		**(9,994)**		-
Net assets excluding pension liability			**710,898**		*673,133*
PROVISIONS FOR LIABILITIES					
Defined benefit pension scheme liability	21		**(431,000)**		*(490,000)*
Net assets			**£ 279,898**		*£ 183,133*
FUNDS					
Restricted funds			**199,117**		*249,926*
Unrestricted funds:					
Designated funds		**5,000**		*5,000*	
Other charitable funds		**506,781**		*418,207*	
Operational funds		**511,781**		*423,207*	
Pension reserve deficit		**(431,000)**		*(490,000)*	
Unrestricted funds including pension deficit			**80,781**		*(66,793)*
	18		**£ 279,898**		*£ 183,133*

The notes on pages 15 to 32 form part of these financial statements.

BALANCE SHEET
As at 31 March 2015

The financial statements have been prepared in accordance with the provisions of the Companies Act 2006 applicable to companies subject to the small companies's regime and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

The financial statements were approved by the Trustees on 16 December 2015 and signed on their behalf by:

Andrew Lowe
Chair

The notes on pages 15 to 32 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015

1. ACCOUNTING POLICIES

A summary of the principal accounting policies, all of which have been applied consistently throughout the year and with the preceeding year, is set out below.

1.1 Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention and in accordance with Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" issued in March 2005, United Kingdom Generally Accepted Accounting Practice applicable to smaller entities, the Financial Reporting Standard for Smaller Entities (FRSSE) effective April 2008 and the Companies Act 2006. The financial statements include the results of the company's operations which are described in the Trustees' Report and all of which are continuing.

The financial statements have also been prepared on the basis that the charity is a going concern. The Charity has net assets of £279,898 (2014, *£183,133*) at the year end. This is largely due to the liability associated with the Charity's pension scheme (see Note 21). As described in that note, in normal circumstances the liability will not crystallise in the near future unless the Charity ceases trading or decides to stop participating in the scheme.

1.2 Incoming resources

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contract or where entitlement to grant funding is subject to specific performance conditions is recognised as earned (as the related services are provided). Such income is stated net of VAT where applicable. Grant income included in this category provides funding to support advice activities and is recognised where there is entitlement, certainty of receipt and the amount can be measured with sufficient reliability. Income is deferred when performance related grants are received in advance of programmes.

1.3 Volunteers and donated services

The value of services provided by volunteers is not incorporated into these financial statements.

1.4 Resources expended

Expenditure is recognised when a liability is incurred. Contractual arrangements and performance related grants are recognised as services are supplied.

- Charitable activities include expenditure associated with general and specialised advice and include both the direct and support costs relating to these activities.
- Governance costs include the cost of the preparation and audit/examination of the

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015

1. ACCOUNTING POLICIES/continued

1.4 Resources expended/continued

statutory accounts, the costs of trustees meetings and the cost of any legal advice to trustees on governance or constitutional matters.

- Support costs include central functions and have been allocated to activity cost categories on the basis of staff involved in the activity.

1.5 Irrecoverable VAT

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred.

1.6 Tangible fixed assets and depreciation

Tangible fixed assets with a value of £500 or more are stated at cost less depreciation. Depreciation is provided at rates calculated to capitalise and write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

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

1.7 Pensions

The company contributes to the defined benefits pension scheme operated by the London Borough of Haringey for some employees. The scheme is a funded scheme funded by payments by employees and the employer. The pension charge for the year represents the amounts payable to the fund during the year as advised by the actuaries. Only staff employed before 23 November 2001 were eligible to join the scheme at 31 March 2015.

The assets of this scheme are held separately in a fund administered for the benefit of Local Authority employers and those other scheduled bodies and is managed in accordance with the Local Government Pension Scheme Regulations 1997 (as amended).

The company has a stakeholder pension scheme for those not eligible to join the London Borough of Haringey scheme and contributes 3% of gross pay to this scheme provided that staff contribute the same amount.

1.8 Leasing and hire purchase

Assets obtained under hire purchase contracts and finance leases are capitalised as tangible fixed assets. Assets acquired by finance lease are depreciated over the shorter of the lease term and their useful lives. Assets acquired by hire purchase are depreciated over their useful lives. Finance leases are those where substantially all of the benefits and risks of ownership are assumed by the company. Obligations under such agreements are included in creditors net of the finance charge allocated to future periods. The finance element of the rental payment is charged to the Statement of Financial Activities so as to produce a constant periodic rate of charge on the net obligation outstanding in each period.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015

1. ACCOUNTING POLICIES/continued

1.9 Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to Statement of Financial Activities as incurred.

1.10 Fund accounting

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statments.

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

2. INVESTMENT INCOME

	Unrestricted Funds £	Restricted Funds £	Total Funds 2015 £	*Total Funds 2014 £*
Bank interest	4,280	-	4,280	*5,566*
	£ 4,280	£ -	£ 4,280	£ *5,566*

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015

3. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	Grants	Fees for services	Total Funds 2015	*Total Funds 2014*
	£	£	£	£
Generalist advice	689,826	5,894	695,720	*696,617*
Haringey Council Start-up grant	45,000	-	45,000	*45,000*
LSC - Civil contract	-	-	-	*13,237*
Projects				
Welfare Hubs	87,533		87,533	*67,873*
Advice Services Transition Fund	156,195	-	156,195	*96,589*
Big Lottery Fund ASF/1/0104283 Advice2Save	-	-	-	*23,700*
Children's Centres	100,000	-	100,000	*100,000*
Consortium Disability First	12,750	-	12,750	*17,000*
Drug & Alcohol Action Team	23,000	-	23,000	*2,333*
Energy best deal	-	-	-	*4,850*
Hoursing Related Support	16,154	-	16,154	*30,000*
Chenel Advice	-	-	-	*2,450*
Healthwatch	207,885	150	208,035	*205,250*
Housing for Haringey	120,000	-	120,000	*127,335*
Big Lottery Fund IFC/1/010416706 Moneywise	320,881	-	320,881	*269,801*
Immigration and welfare benefits	-	-	-	*3,083*
Pound Advice	30,474	-	30,474	*24,434*
Sheltered housing	-	-	-	*3,013*
WRCS	-	-	-	*33,000*
Total	£ 1,809,698	£ 6,044	£ 1,815,742	*£1,765,565*

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015

4. RESOURCES EXPENDED FROM CHARITABLE ACTIVITIES

	Fees and staff costs	Other direct costs	Support costs	Total Funds 2015	*Total Funds 2014*
	£	£	£	£	*£*
Generalist advice	392,522	241,283	46,743	680,548	*644,823*
LSC - Civil contract	-	-	-	-	*4,403*
Projects					
Welfare Hubs	67,317	9,329	14,247	90,893	*62,690*
Advice Services Transition Fund	68,154	103,458	11,825	183,437	*49,862*
Big Lottery Fund ASF/1/0104283 Advice2Save	3,173	-	54	3,227	*24,921*
Children's Centres	86,831	14,596	20,063	121,490	*93,750*
Consortium Disability First	9,807	1,547	1,396	12,750	*18,063*
Drug & Alcohol Action Team	15,585	6,009	1,406	23,000	*15,367*
Energy best deal	2,384	-	41	2,425	*2,425*
Hoursing Related Support	12,611	1,893	15,718	30,222	*19,909*
Chenel Advice	-	-	-	-	*2,792*
Healthwatch	110,874	88,050	9,305	208,229	*198,359*
Housing for Haringey	103,490	9,246	4,323	117,059	*127,799*
Big Lottery Fund IFC/1/010416706 Moneywise	163,099	121,274	19,274	303,647	*140,877*
Immigration and welfare benefits	3,031	-	52	3,083	-
Pound Advice	20,913	3,364	9,004	33,281	*21,725*
Sheltered housing	-	-	-	-	*657*
WRCS	2,633	-	45	2,678	*31,594*
	669,902	358,766	106,753	1,135,421	*810,790*
	£1,062,424	£ 600,049	£ 153,496	£ 1,815,969	*£ 1,460,016*

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015

5. SUPPORT COSTS

	Staff costs	Administration and premises costs	Total costs 2015	*Total Funds 2014*
	£	£	£	*£*
Generalist advice	41,693	5,050	46,743	*43,145*
Welfare Hubs	13,122	1,125	14,247	*5,756*
Advice Services Transition Fund	10,686	1,139	11,825	*1,017*
Big Lottery Fund ASF/1/0104283 Advice2Save	-	54	54	*3,616*
Children's Centres	18,612	1,451	20,063	*6,321*
Consortium Disability First	1,232	164	1,396	*2,358*
Drug & Alcohol Action Team	1,146	260	1,406	*2,533*
Energy best deal	-	41	41	*-*
Hoursing Related Support	15,507	211	15,718	*4,579*
Chenel Advice	-	-	-	*519*
Healthwatch	7,452	1,853	9,305	*6,339*
Housing for Haringey	2,593	1,730	4,323	*6,704*
Big Lottery Fund IFC/1/010416706 Moneywise	16,541	2,733	19,274	*13,143*
Immigration and welfare benefits	-	52	52	*-*
Pound Advice	8,654	350	9,004	*3,070*
Sheltered housing	-	-	-	*436*
WRCS	-	45	45	*4,188*
	£ 137,238	£ 16,258	£ 153,496	£ *103,724*

Support costs have been allocated on a staff time basis.

6. GOVERNANCE OF THE CHARITY

	Unrestricted Funds	Restricted Funds	Total Funds 2015	*Total Funds 2014*
	£	£	£	*£*
Trustees indemnity insurance	98	132	230	*2,550*
Auditor's remuneration	1,500	6,500	8,000	*6,500*
Underprovision for 2013/14	3,500	-	3,500	*-*
Travel and subsistence	41	11	52	*89*
Training and conferences	704	1,230	1,934	*367*
	£ 5,843	£ 7,873	£ 13,716	£ *9,506*

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015

7. EFFECT OF INCLUDING PENSION FIGURES AS REQUIRED BY THE SORP ON THE STATEMENT OF FINANCIAL ACTIVITIES

	2015	2014
	£	£
Increase in expenditure		
Service cost	**(50,000)**	*(52,000)*
Past service cost	**-**	*(2,000)*
Interest payable	**(94,000)**	*(91,000)*
Less payments made by Haringey CAB	**97,000**	*68,000*
Actuarial (losses)/gains	**(3,000)**	*(79,000)*
Decrease in expenditure		
Expected return on assets	**109,000**	*82,000*
Additional net incoming/(outgoing) resources	**£ 59,000**	*£ (74,000)*

8. LOCAL GOVERNMENT AND HOUSING ACT 1989

The company received financial assistance from the London Borough of Haringey. As required by the Local Government and Housing Act 1989 the following information is given. All grants were fully expended during the year except where indicated.

£694,535 was received as a contribution towards salaries and running costs of the general advice service.

£45,000 was received from Haringey Council for the advice centre.

£100,000 was received for general advice services in Children's Centres.

£120,000 was received as a contribution towards the Homes for Haringey project. £2,941 has been carried forward to 2015/16.

£12,750 was received as a contribution towards the Consortium Disability First project.

9. OTHER GRANTS

The company received financial assistance from other funders as follows:

£320,881 was received from the Big Lottery Fund under reference IFC/1/010416706 as a contribution to the Improving Financial Confidence project. £166,080 has been carried forward to next year.

£156,195 was received from the Big Lottery Advice Services transition fund as a contribution towards Good Advice, Haringey. £19,450 has been carried forward to 2015/16 to continue with the project.

£16,154 was received as a contribution from Haringey council to provide housing Related Support (HRS).

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015

10. NET INCOMING/(OUTGOING) RESOURCES

Net incoming/(outgoing) resources is stated after charging:

	2015	2014
	£	£
Depreciation of tangible fixed assets		
- owned by the company	-	723
- held under finance leases	2,825	2,878
Finance lease charges	873	873
Auditors' remuneration		
- for audit services	6,200	7,750
- for other services	1,800	4,100
Operating lease rentals		
- land and buildings	102,210	94,713

11. STAFF COSTS

Staff costs were as follows:

	2015	2014
	£	£
Wages and salaries	1,019,409	820,869
Social security costs	94,374	74,031
Other pension costs (including pension deficit reduction payments)	97,044	91,000
	£ 1,210,827	£ 985,900

No member of the Board of Trustees' received any emoluments and no employee received more than £60,000. Travel expenses of £52 were reimbursed to one Trustee (2014 £89). £1,106 was paid for Trustees to attend a training course (2014 £72 was paid for Trustees to attend a training course).

The average monthly number of full-time equivalent employees during the year was as follows:

	2015	2014
Generalist advice	9.3	7.0
Healthwatch	2.7	2.6
Welfare Hubs	2.0	1.5
Advice Services Transition fund	1.8	0.6
Children's Centres	2.1	2.0
Consortium Disability First	0.2	0.4
Drugs & Alcohol Action Team	0.5	0.5
Homes for Haringey	2.6	3.0
Moneywise	5.4	2.6
Legal Aid Franchise	-	0.6
Pound Advice	0.6	0.4
Sheltered housing	0.4	0.3
WRCS	-	0.8
Support staff	4.2	3.4
	31.8	25.7

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015

12. TAXATION

As a charity, Haringey CAB is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

13. TANGIBLE ASSETS

	Computer Equipment £	Other Office Equipment £	Total £
Cost			
At 1 April 2014	5,557	28,702	34,259
Additions	-	13,854	13,854
Disposals	(4,932)	(14,393)	(19,325)
At 31 March 2015	625	28,163	28,788
Depreciation			
At 1 April 2014	5,557	27,263	32,820
Charge for year	-	2,825	2,825
Disposals	(4,932)	(14,393)	(19,325)
At 31 March 2015	625	15,695	16,320
Net Book Value			
At 31 March 2015	£ -	£ 12,468	£ 12,468
At 31 March 2014	£ -	£ 1,439	£ 1,439

Included above are assets held under finance leases or hire purchase contracts as follows:

	2015 £	2014 £
Net book value		
Other office equipment	12,468	1,439
	£ 12,468	£ 1,439

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015

14. DEBTORS

	2015	2014
	£	£
Due within one year		
Trade debtors	**35,191**	*24,529*
Other debtors	**-**	*6,002*
Prepayments and accrued income	**26,179**	*3,749*
Grants in arrears	**-**	*7,715*
	£ 61,370	*£ 41,995*

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015

15. CREDITORS:
Amounts falling due within one year

	2015 £	2014 £
Net obligations under finance lease and hire purchase contracts	**2,474**	*1,858*
Trade creditors	**25,741**	*134,047*
Other taxation and social security	**33,546**	*11,971*
Other creditors	**8,760**	*8,760*
Accruals	**100,883**	*78,928*
Grants and other income in advance (note 17)	**13,146**	*49,513*
	£ 184,550	*£ 285,077*

There were £Nil outstanding contributions due to the pension fund (*2014, £Nil*).

16. CREDITORS:
Amounts falling due after more than one year

	2015 £	2014 £
Net obligations under finance lease and hire purchase contracts	**9,994**	-
	£ 9,994	£ -

Included within the above are amounts falling due as follows:

In 1 - 2 years: Finance lease and hire purchase obligations	**£ 2,667**	£ -
In 2 - 5 years: Finance lease and hire purchase obligations	**£ 7,327**	£ -

Finance lease and hire purchase creditors are secured on the assets concerned.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015

17. DEFERRED INCOME

	2015	2014
	£	£
At 1 April 2014	**49,531**	*102,531*
Less amount released to incoming resources	**(49,531)**	*(102,531)*
Plus amount deferred in the year	**13,146**	*49,513*
At 31 March 2015 (note 15)	**£ 13,146**	*£ 49,513*

The deferred income is grants received in 2014-15 which will be used in the 2015-16. All deferred income brought forward was released to income in the year.

18. STATEMENT OF FUNDS

The following table represents solely application of available funds and any shortfalls as a consequence of greater spending than funded is not shown.

	At 1 April 2014 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2015 £
Restricted funds					
Welfare Hubs	9,183	87,533	(90,893)	-	5,823
Advice Services Transition Fund	46,692	156,195	(183,437)	-	19,450
Advice2Save	3,227	-	(3,227)	-	-
Children's Centres	15,862	100,000	(121,490)	5,628	-
Consortium Disability First	-	12,750	(12,750)	-	-
Drug and Alcohol Action Team	-	23,000	(23,000)	-	-
Healthwatch	3,942	208,035	(208,229)	-	3,748
Homes for Haringey	-	120,000	(117,059)	-	2,941
Big Lottery Fund Moneywise	148,845	320,881	(303,646)	-	166,080
Immigration and welfare benefits	3,083	-	(3,083)	-	-
Pound Advice	3,882	30,474	(33,281)	-	1,075
Energy Best Deal	2,425	-	(2,425)	-	-
Housing Rel	10,107	16,154	(30,222)	3,961	-
WRCS	2,678	-	(2,678)	-	-
Total restricted funds	249,926	1,075,022	(1,135,420)	9,589	199,117
Unrestricted funds					
General funds	418,207	745,428	(647,265)	(9,589)	506,781
Designated funds Property maintenance	5,000	-	-	-	5,000
Unrestricted funds	423,207	745,428	(647,265)	(9,589)	511,781
Pension	(490,000)	-	59,000	-	(431,000)
Total unrestricted funds	(66,793)	745,428	(588,265)	(9,589)	80,781
Total funds	183,133	1,820,450	(1,723,685)	-	279,898

The purpose of the transfers is to provide adequate funds to complete the projects.

18. STATEMENT OF FUNDS\continued

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

Property maintenance is to cover periodic maintenance on the rented property.

The restricted funds are for the following purposes:

The Children's Centre project provides sessions of general advice work at Highgate, Pembury and Woodlands Park Children's Centre.

The following restricted funds are to provide a generalist outreach service within the context of specific client groups.

The Welfare Hubs fund project worked in partnership with Haringey CCG to deliver Benefits and Debt advice in Health Centres across Haringey from February 2013.

The Advice Services Transition Fund is a transitional fund designed to provide advice to tenants who are affected by the housing benefit cap.

The housing project works with tenants of Homes for Haringey to provide welfare benefits advice and debt counselling to prevent eviction and demonstrate fairness in the rent process.

The Consortium Disability First project provides advice and casework to disabled people.

The Drug and Alcohol Action Team project provides advice to those with drug and alcohol problems.

Energy best deal provides advice on heating bills.

The Sheltered housing project provides a form filling service to those in sheltered housing.

The Advise2Save project advises and assists client with water and utility debts and advises on the RE-NEW programme to save energy.

The Healthwatch project provides a forum for members of the public on health issues.

The Housing Related Support project provides advice re housing issues.

The Pound Advice project takes referrals from London & Quadrant and deals with rent arrears, maximises income and deals with benefit problems.

Moneywise project works with tenants to improve financial skills and confidence.

The Welfare rights and communications project works with the local authority to provide targeted advice to residents affected by the Social Welfare Reform changes and provides workshops to community groups and frontline workers.

19. CAPITAL COMMITMENTS AND CONTINGENT LIABILITIES

At the end of the period there were no capital commitments, contingent liabilities or other financial commitments for which full provision has not been made in these financial statements (*2014 £Nil*).

20. DEFINED BENEFIT PENSION SCHEME

The London Borough of Haringey instructed independent actuaries to carry out a valuation of the pension fund at 31 March 2013. They reported, in April 2014, that the pension fund was underfunded and recommmended that contributions to the fund be increased from 21.7% of gross pay plus a fixed payment of £23,000 per annum to 25.4% of gross pay plus a fixed payment of £54,000. The actuarial method used for the valuation was the 'Attained Age Method'. This method assesses the future service cost by calculating the contribution rate which meets the cost of benefits accruing in the year after the valuation date. The assets of the fund were valued by taking their market values at the date of the valuation and adjusting the values to reflect the average market levels over the previous 12 months. The valuation assumed real pay increases of 2% and pension increases linked to the Consumer Price Index (CPI). The valuation valued the fund in its entirety not the part of the fund attributable to Haringey Citizens Advice Bureaux.

The London Borough of Haringey instructed independent actuaries to carry out pension expense calculations in respect of Haringey Citizens Advice Bureaux's share of the pension fund at 31 March 2013. These calculations have been prepared by rolling forward the value of the assets and liabilities as at the date of the last formal valuation, taking into account different financial asumptions, investment returns and the effect of contributions paid into, and benefits paid from, the fund. The 'Attained Age Method' of valuation has been used to calculate the service cost.

20. DEFINED BENEFIT PENSION SCHEME\continued

Assumptions

The assets of the scheme have been taken at market value and the liabilities have been calculated using the following principal actuarial assumptions:

	As at 31 March 2015	As at 31 March 2014	As at 31 March 2013
Pension increase rate	2.1% p.a.	2.6% p.a.	2.8% p.a.
Salary increases	4.0% p.a.	4.4% p.a.	5.1% p.a.
Rate of discount	3.1% p.a.	4.1% p.a.	4.5% p.a.

Assets

	As at 31 March 2015	As at 31 March 2014	As at 31 March 2013
	£'000	£'000	£'000
Equities	1,505	1,399	1,228
Bonds	430	251	295
Property	193	126	98
Cash	21	18	16
Total	**£2,149**	£1,794	£1,637

Expected long term rate of return

	As at 31 March 2015	As at 31 March 2014	As at 31 March 2013
Equities	3.1%	6.6%	5.7%
Bonds	3.1%	3.5%	3.2%
Property	3.1%	4.8%	3.9%
Cash	3.1%	3.7%	3.0%

Net pension liability	**As at 31 March 2015**	As at 31 March 2014	As at 31 March 2013
	£'000	£'000	£'000
Fair value of employer assets	2,149	1,794	1,637
Present value of funded liabilities	(2,580)	(2,284)	(2,053)
Net (liability)	**£(431)**	£(490)	£(416)

21. DEFINED BENEFIT PENSION SCHEME\continued

Amount charged to operating profit over the financial year to 31 March 2015

	2015 £'000	2015 £'000	*2014 £'000*	*2014 £'000*
Operating profit				
Current service cost		(50)		*(52)*
Past service (cost)/gain		-		(2) -
Total operating (charge)/credit		(50)		*(54)*
Other finance income/(expense)				
Expected return on pension scheme assets	109		82	
Interest on pension scheme liabilities	(94)		*(91)*	
Net return		15		*(9)*
Total		**£(35)**		***£(63)***
Actual return on plan assets		**£310**		**£80**

Analysis of amount recognised in the statement of total recognised gains and losses

	2015 £'000	*2014 £'000*
Actuarial (losses)/gains recognised in the statement of recognised gains and losses	(£3)	(£79)
Cumulative actuarial gains and losses	£(408)	*£(405)*

Reconciliation of defined benefit obligation at 31 March 2015

	2015 £'000	*2014 £'000*
Opening defined benefit obligation	2,284	2,053
Current service cost	50	52
Interest cost	94	91
Contributions by members	11	14
Actuarial loss/(gain)	204	207
Past service costs	-	2
Estimated benefits paid	(63)	*(135)*
Closing defined benefit obligation	**£2,580**	£2,284

Reconciliation of fair value of employer assets

	2015 £'000	*2014 £'000*
Opening fair value of employer assets	1,794	*1,637*
Expected return on assets	109	82
Contributions by members	11	*14*
Contributions by the employer	97	68
Actuarial gain	201	128
Benefits paid	(63)	*(135)*
Closing fair value of employer assets	**£2,149**	£1,794

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015

21. DEFINED BENEFIT PENSION SCHEME\continued

History of experience gains and losses	**2015**	2014	2013	2012	2011
	£'000	£'000	£'000	£'000	£'000
Fair value of employer assets	2,149	1,794	1,636	1,376	1,270
Present value of defined benefit obligation	(2,580)	(2,284)	(2,050)	(1,800)	(1,714)
Deficit	(431)	(490)	(416)	(424)	(444)
Experience gains on assets	201	128	139	(43)	58
Experience gains on liabilities	13	(136)		(1)	29-