

Citizens Advice Kensington & Chelsea Annual review 2017/18



“Because our old employment contracts entitle us to be paid a little more than the newer workers, our employers have tried to sack us several times over the years. They bullied us and even stopped our pay. Each time there was an incident we came to Citizens Advice, who wrote to our employer and sorted things out for us. Now if our employers threaten to do something wrong we just tell them that we will speak to Citizens Advice and they quickly back down!”

Carlos & Maria



Welcome

Welcome to our Annual Review for this year. Citizens Advice Kensington and Chelsea are proud that we can continue to offer high quality free, independent, confidential and impartial advice to our local residents and their families.

We are a unique organisation which holds a trusted, widely known and respected place in our community. We offer our users the advice they need to solve their problems on a range of issues. We make it easy to access advice in person at our two welcoming offices, through outreach in the community at community and health centres, hospitals and Wormwood Scrubs prison, as well as online and over the phone. This past year we were able to advise almost 10,000 clients and deal with 15,300 matters, assist with £1.5 million worth of personal debt, win £334,348 for clients in employment cases, and increase benefits income by £2.7 million.

But statistics tell only part of the story, as demands on our service continue to increase in these extraordinarily challenging times. It's a stark and shocking fact that child poverty has soared to record levels in the UK and an ever-growing number of families in our community and elsewhere rely on food banks to survive. Many local residents continue to be seriously impacted as a result of the Grenfell Tower Fire. Other issues for our users include fuel poverty, rent arrears and other household debt, health or age-related problems and the ongoing effect of radical changes to welfare benefits.

Citizens Advice Kensington and Chelsea is, and always will be, committed to providing a wide-ranging advice service in line with all these needs and issues.

As always, our work is only possible because of the passion, commitment and teamwork of our staff and volunteers, including our Trustee Board. I want to take this opportunity to thank you all sincerely for your dedication, time and sheer hard work.

As a charity, we depend on and are hugely grateful for the generosity of our funders and partners who enable us to carry out our work. These include the Royal Borough of Kensington and Chelsea, City Bridge Trust, Comic Relief, Age UK Kensington and Chelsea, the NHS, HM Prison Service, Department of Digital, Culture, Media and Sport, the Big Lottery Fund and the Campden Charities.

This year we say goodbye to a number of long-serving staff and trustees whilst welcoming many new ones. In particular, we say farewell to our devoted trustee and supporter of more than 21 years, Robert Freeman, and John de Oliveira, active on our Board for several years.

Finally, I will turn selfish and add a few words from the heart, as it's also my time to say goodbye to what has for me become like an extended family. During the 23 years I've worked with Citizens Advice, first as a volunteer lawyer and advocate, then as an advisor, trustee and now Chair of the Trustee Board, I've seen our bureaux face enormous change and challenges. But some things stand out and never change, namely the need and demand for our service, the pressure on funding, the unflagging support of RBKC and other funders, and the dedication of staff and volunteers, many of whom have become trusted friends. Thank you for the privilege of serving you, working with you and the chance to make a contribution to all that Citizens Advice stands for.

Judy Schrut
Chair, Trustee Board

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Introduction

The last year has been one of many challenges and opportunities. To respond to the needs of those affected by the Grenfell Tower fire, survivors, bereaved families and local residents, we have expanded our staff team and work with a greater number of volunteers than before.

We set up a dedicated team to assist residents and families affected by the fire. The support we provide includes advice around rehousing, claiming benefits, managing relationships with employers and support and guidance for those in receipt of charitable donations.

We work closely with a range of statutory and community organisations including Royal Borough of Kensington and Chelsea Council, Department of Work and Pensions, Rugby Portobello Trust, Clement James Centre, the Curve, Family and Friends Assistance Centre, North Kensington Law Centre and Shelter to provide support and advice where and when it is needed.

We feel privileged to be able to contribute to the recovery from the fire with this essential work.

Working together

One of our aims is to create an intertwined network of information and support to best meet the needs of residents, particularly those who find it difficult to access advice due to health constraints, caring responsibilities or language difficulties. This year we entered a new contract with the Adult Social Care team at Royal Borough of Kensington and Chelsea which allows us to work closely with Age UK Kensington and Chelsea and Action Disability Kensington and Chelsea and with a broad range of adult support services including those for adults living with learning difficulties or mental health difficulties.

We are grateful for the support we receive from our outreach partners in assisting us to reach residents. We currently deliver advice and support to vulnerable adults at Pall Mall Mental Health Centre, Chelsea and Westminster Hospital, St Charles Hospital, and numerous community organisations.

Advice where it is needed

Our drop-in services at our offices on Portobello Road and Kings Road are always busy. Our staff work tirelessly to ensure residents' enquiries and difficulties are dealt with efficiently and effectively. The greatest number of enquiries we help with are related to welfare benefits, followed by debt, then housing. Our advisers are skilled in delivering advice across all areas of social welfare law and are also able to draw on the knowledge and experience

of our specialist advisers.

The expertise of our money advice team was instrumental in us securing funding from Central Government to provide support and guidance for the Grenfell Tower fire survivors and bereaved families who have received charitable donations. In the last year the team has continued to deliver intensive support and advice for residents living with the burden of debt.

Our experienced employment solicitors assist with all aspects of employment law to uphold residents' legal rights at work. We aim to keep clients in work where possible and to obtain any wages or compensation lawfully due.

For over 20 years we have delivered much needed advice and support to inmates at Wormwood Scrubs Prison to support them in their release and rehabilitation and to support their families. We are currently exploring how we can better support families and include this in our partnership working with the prison service. We are also able to offer advice and support to prison staff.

Celebrating Volunteers

Central to the work that we do is the contribution made by our volunteers. We are currently working with 20 longer-term volunteers and 30 law student volunteers. Our volunteers are involved in delivering every aspect of our work – maintaining our busy receptions in our two offices, delivering advice, assisting with benefit claims, representing clients at the social security and employment tribunals, carrying out research, providing essential IT and administrative support and identifying issues on which we can campaign to improve access to services for residents. And, of course, providing overall governance as members of our Trustee Board.

We are grateful to the partnership we have with the volunteer centre, City University School of Law, UCL School of Law, BPP School of Law and the Pro Bono Community.

Our Board of Trustees

We are sorry this year to say goodbye to three long-standing trustees: Councillor Robert Freeman, our chair Judy Schrut and John de Oliveria. Their enormous insight and support will be missed. We thank them for all their hard work and unwavering commitment to our organisation and wish them the very best for the future.

Lorna Reid
CEO

Research and Campaigns

As part of a nationwide network providing advice on a range of subjects, we have a distinctive perspective from which to identify the issues that cause the most problems for people. Our work with clients allows us to collect evidence of policies and practices that are causing problems and use this to effect important changes in legislation.

We meet regularly with other London-based Citizens Advice organisations and pool research to use in joint campaigns, share our findings with group members, and agree on local priorities by monitoring issues and trends.

Medical Evidence for Personal Independence Payments (PIP) claims:

We have received great feedback our initiative to make it easier for GPs to produce appropriate medical reports to help their patients make PIP applications. We have produced a short help-sheet and sent it to all local GPs to assist them and have received great feedback on this initiative.

In conjunction with the London Cluster Group we have been in touch with our MP and asked her to press the Government to fulfil its commitment to stop reassessments for ESA and PIP recipients who have severe mental or physical conditions. We have also asked that the Department for Work and Pensions ensures that supporting medical evidence is accessible, effective, and given proper consideration in the decision-making process.

Bailiff Enforcement of Council Tax Arrears:

We have researched the strategies adopted by London councils who avoid bailiff enforcement for council tax arrears, to start building a case to persuade RBKC to adopt an alternative approach.

Our Money Advice Project have been liaising with RBKC regarding council tax collection/enforcement. We understand that RBKC are considering signing up to the Citizens Advice Council Tax Protocol to commit to fair and effective debt collection.

Last Rights project

This project has focussed on promoting end-of-life planning including funerals, wills, power of attorney, organ donation, and advance care planning. Take-up of the service was almost triple our target and the feedback was overwhelmingly positive. We delivered twice as many workshops as expected and with funding from the Kensington &

Chelsea Small Grants Fund organised a public awareness raising event with 26 other community organisations.

Although the project closed in August 2018, one volunteer has remained to continue supporting clients until their issues have been resolved. In addition, we have secured a funding award to produce a Training Pack for other organisation that want to offer an end-of-life advice service. This training pack will consist of 6 PowerPoint sessions, with trainers' notes and handouts. Another legacy of this project is our monthly wills clinic provided by a local solicitors' firm.

The Last Rights project clearly met a real need in the community. We will make use of the materials gathered to continue to offer support on the relevant issues to our clients in the future. Emily Engel, the retiring project manager, will be happy to consider requests for workshops or other support as and when required.

Research relating to the Grenfell fire

Our Grenfell team have had some strategic success towards including well-being assessments with the rehousing process to help RBKC take a view on the risk to health of multiple moves. We have also had a significant result with the DWP, who have agreed that ESA claimants affected by the fire will not have to go through the usual process of completing a lengthy claim form and a face-to-face assessments. Instead they will have their claims assessed at a dedicated centre, with specially selected medical examiners. The DWP will contact GPs, counsellors, key workers and ourselves for supporting information and cross reference with any PIP claims to put together the medical evidence needed.

“Thank you for all your help and assistance in dealing with my situation. Keep up your good work as it makes all the difference when someone is going through a difficult period in their life.”

Naomi (Client)

Grenfell Advice Project

In response to the needs of bereaved families, survivors and residents affected by the Grenfell Tower fire we have developed a dedicated team which provides advice and support on a range of important matters such as rehousing of survivors and displaced residents, supporting residents to make claims for welfare benefits, assisting families and survivors who received charitable donations and supporting residents with their employer relationships.

We have developed excellent relationships with a wide range of community organisations who are also providing crucial support and assistance to those affected by the fire such as Clement James Centre, Rugby Portobello Trust, North Kensington Law Centre and Shelter. Sharing support with these organisations has ensured that residents and families have received help when they were ready and in the most accessible venues for them.

Working together means that not only do we learn from each other and avoid duplication, we can also influence much better.

We have developed good working relationships with statutory organisations responsible for delivering key services to residents and bereaved families. We meet regularly with senior managers at the Royal Borough of Kensington and Chelsea (RBKC) to advocate on behalf of residents waiting to be rehoused. We understand the challenges in meeting the specific needs of each resident and family and have been able to provide insight into those needs and put forward mutually agreeable solutions.

We are working closely with the Department of Work and Pensions (DWP) to assist residents to make claims for welfare benefits, many for the first time. Claims for welfare benefits to support residents who have suffered ill-health as a result of the fire can involve completing long and complex claim forms. To relieve residents from having to complete these forms on their own, we meet regularly with the DWP to find other ways in which residents can access entitlement to benefits, such as the DWP assessing information provided by GPs and others involved in a resident's care.

Where it is appropriate that forms need to be completed we have developed a robust process of co-location where we work together with North Kensington Job Centre to ensure the process of



making a claim is as simple as it can be for the resident.

Working together with RBKC and the DWP to assist residents in the aftermath of the fire has laid good foundations for us to provide effective support in the near future around Universal Credit.

As part of developing our work in response to the needs arising from the fire, we have secured great support from a number of London's law schools who have encouraged their students to volunteer with us.

Due to the number of residents and families we have been able to support and the issues we have been able to raise and resolve on their behalf, we are regularly approached for our views on learning for the advice sector and were recently consulted on the Mayor of London's Social Housing Green Paper.

It has been a privilege and very humbling to have been able to assist residents and bereaved families. We have worked hard to ensure that our advice is timely and relevant and that as an organisation we have been able to respond sensitively and effectively to individual needs as well as lobby strategically on behalf of all those affected by the fire.

We are grateful to our in-house teams who have provided crucial additional support particularly around housing, welfare benefits and employment matters.

We would like to thank all those who have invested in our work to support those affected by the fire, without whom we would not have been able to develop this work: The Royal Borough of Kensington and Chelsea, Big Lottery Fund, City Bridge Trust, Children in Need, Department of Digital, Culture, Media and Sport, Department of Work and Pensions, London Mayors Office, University College London, City University, BPP School of Law, University of Law, Pro Bono Community, and the Money Advice Service.

SELF-REFERRAL SERVICES

Citizens Advice Kensington

2 Acklam Road, W10 5QZ

Tel: 020 8962 3485 Fax: 020 8960 4414

Citizens Advice Chelsea

Chelsea Old Town Hall, Kings Road, SW3 5EE

Tel: 020 7361 4174 Fax: 020 7351 5240

Websites: www.adviceguide.org.uk

www.kensingtonandchelseacab.org.uk

Advice Line: Tel: 0300 330 1174

PROJECTS ACCESSED ONLY BY REFERRAL FROM SOCIAL SERVICES, OUR OTHER SERVICES OR OUTSIDE PROFESSIONALS:

Kensington Legal Service (Employment)

Tel: 020 8962 3481

Chelsea Legal Service (Employment)

Tel: 020 7361 4173

Money Advice Project (Debt)

Tel: 020 8962 3485

Community Service (Outreach)

Tel: 020 8962 3485

Vulnerable Adults Income Maximisation Service (Benefits)

Tel: 020 8962 3485

Wormwood Scrubs Project

Tel: 020 8588 3200

(Extensions. 3426 / 3427 / 3428)

HM Prison Wormwood Scrubs,

Du Cane Road, W12 0AE

Fax: 020 8749 7565

Providing the advice the problems they face

As a generalist advice agency we aim to assist with any enquiry. This may range from providing information on options and possible courses of action to representation at courts and tribunals where appropriate. Contact may involve a single visit or phone call or could span many months with a complex employment or welfare benefits case.

To get advice you can call in person, telephone or write. Alternatively, a social worker or other professional may refer you to one of our specialist units. We will arrange home or hospital visits where necessary. Information can also be obtained at Citizen Advice's website, www.citizensadvice.org.uk

The main offices

The two main offices, Chelsea based at the Chelsea Old Town Hall on the Kings Road SW3 and Kensington based at 2 Acklam Road just off Portobello Road W10, provide a mix of 'open-door', telephone and appointment access;

Legal services

Legal Services, with units based at each of the main offices and staffed by a full-time solicitor, are accessed by referral from our other services or outside agencies.

Community outreach

The **Community Service**, based at 2 Acklam Road, provides outreach services and home visiting by appointment.

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Vulnerable adults Income maximisation

The **Vulnerable Adults Income Maximisation Service**, with staff at both main sites, provides advice and casework to help vulnerable adults (including older people, and those with physical or mental health conditions) with benefits-related issues. The team offers outreach sessions, home visits, and office appointments, and is accessed by referral from social workers, medical staff, other professionals, and partner agencies.

Debt advice

The **Money Advice Project**, based at 2 Acklam Road is accessed by referral from our other services and outside agencies.

Wormwood Scrubs

The **Wormwood Scrubs Project**, a full-time Citizens Advice service based at HM Prison Wormwood Scrubs, available to inmates and prison staff.

Language needs

Between the two main sites we can offer advice in Arabic, Cantonese, Farsi, Hindi, Punjabi, Spanish, Urdu, and Vietnamese.

Complaints

We recognise that things can sometimes go wrong. If you have a complaint about any aspect of the service you should contact your adviser in the first instance. There is a complaints procedure common to all local Citizens Advice organisations and leaflets are available at each office. Advice records and records of complaints are kept separately.

Thank you

The work we do is not possible without the valuable support we receive from our funders and partners. We would like to thank the following for their welcome support:

Royal Borough of Kensington & Chelsea Corporate Grants, Royal Borough of Kensington & Chelsea Adult Social Care Team, Money Advice Service, Big Lottery Fund, Comic Relief, City Bridge Trust, Department of Digital, Culture, Media and Sport, CNWL NHS Trust, the Martin Lewis Trust, Kensington & Chelsea Foundation, Campden Charities, Royal Borough of Kensington & Chelsea Small Grants Fund, Kensington & Chelsea District Nursing Trust, Kensington & Chelsea Social Council, Age UK Kensington & Chelsea, Action Disability Kensington & Chelsea, Coram Children's Legal Centre, Trussell Trust, HM Prison Service, Shelter, Toynbee Hall, 7 Bedford Row Chambers, Blackstone Chambers, Cloisters Chambers, Oliver Fisher Solicitors, Pathfynder Solicitors.

Celebrating our volunteers



On Friday 6th July we celebrated our wonderful volunteers with a presentation and lunch in the Mayor's Parlour, hosted by Mayor Marie-Therese Rossi. It was a great day and just a small way to show our appreciation for the incredible contribution from all our volunteers. The work done by our volunteers is invaluable, providing essential and often life-changing support to members of the community when they need it most.

If you are interested in joining our friendly and supportive team as a volunteer, please email volunteering@kensingtoncab.org.uk





“I didn’t know that I wasn’t getting all the benefits that I am entitled to. I am visually impaired and did not know that I should have been getting Attendance Allowance as well as help with my health costs and TV license. The help I have received from Citizens Advice has really improved my finances and my overall wellbeing. I’m very grateful for everything they have done (and continue to do) for me.”

Norman

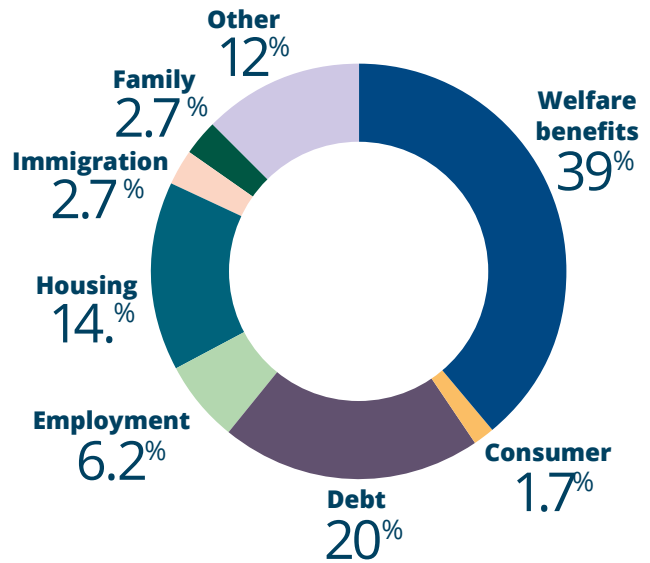
“I attended Citizens Advice Kensington for support and advice when my claim for ESA, Housing Benefit, and Council Tax Benefit had been stopped. The support I received has been very valuable in helping me stay strong while they represented me during my appeal against the benefits decisions that were made against me. I cannot express enough my gratitude and appreciation to both Citizens Advice and the foodbank that they put me in touch with. Many thanks for all your help in ensuring that my wellbeing was at the forefront of the services you have provided.”

Afrah

Initial enquiries

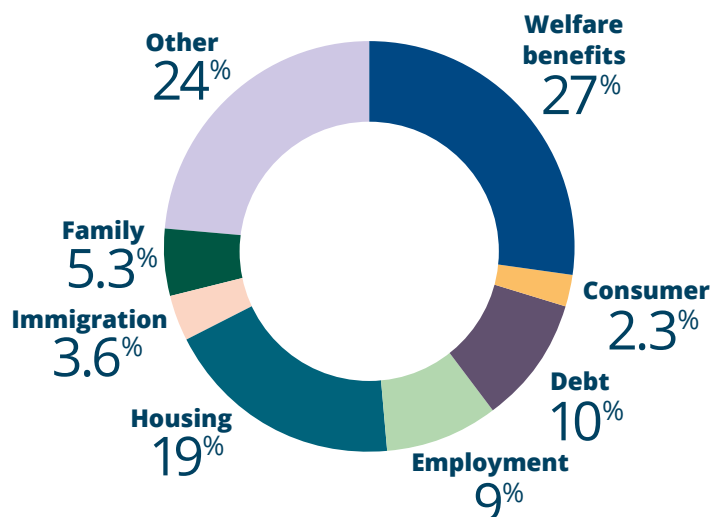
Citizens Advice Kensington

Welfare benefits	2,347
Consumer	103
Debt	1,220
Employment	376
Housing	889
Immigration	167
Family	166
Other	742
TOTAL	6,010



Citizens Advice Chelsea

Welfare benefits	1,025
Consumer	88
Debt	380
Employment	330
Housing	706
Immigration	136
Family	202
Other	876
TOTAL	3,743



Current Staff

Lorna Reid, Chief Executive Officer
Laurence Wilson, Deputy Chief Executive Officer/Principal Solicitor
Maureen Millar, Finance Manager
Tina Neessen, Grenfell Advice Manager
Shaun Hocking, Office Manager

Kensington

Firoozeh Fattahi, Supervisor (solicitor)
Lorraine Beecham, Caseworker
Evgeniya Jacobs, Caseworker
Ardiane Krasniqi, Caseworker
Aayad Lami, Caseworker (solicitor)
Kelvin Willoughby, Caseworker
Harmony Fitzgerald, Specialist Housing Adviser (solicitor)
Malika El Hairouri, Cleaning Services

Kensington Legal Service

Laurence Wilson, Deputy Chief Executive Officer/Principal Solicitor

Money Advice Project

Angela Sheeran, Money Advice Project Supervisor
Evelynne Gilvarry, Money Advice Caseworker
June Cummings, Money Advice Caseworker
Nana Grigolia, Money Advice Caseworker
Anne McMahan, Money Advice Caseworker

Vulnerable Adults Income Maximisation Service

O John Obalim, Vulnerable Adults Team Supervisor
Alan Blackett, Caseworker
Sarmila Bose, Caseworker (solicitor)
Shevanthi Goonesekera, Caseworker
Safdar Hussain, Caseworker
Julie Lodder, Caseworker
Emma Jane Gray, Caseworker

Grenfell Advice

Tina Neessen, Grenfell Advice Manager
Arantxa Gaba, Grenfell Advice Coordinator (solicitor)
Bella Campbell, Grenfell Financial Guidance
Angela Sheeran, Grenfell Financial Guidance

Volunteers

Nicholas Bell
Antigoni Christodoulou
Valerie Fletcher
Cheryl Hall
Graham Peebles
Edmund Bennet
Helen Wilson
Stephanie Warrick
Juliana Chakaodza
Joanna Buckner
Kahil Connor Desai
Charles Doyle
Hugo Hiley
Thorsten Putensen
Jasper Whitfield
Zainab Adelopo
Theresa Ammer
Grace Chew
Eliza Chow
Natalie Chu
Una Dedic
Moad Faroui
Amy Hung
Janice Leung
Sophie Regnaud
Annabel Smith
Susan Daley
Rosemaria Ghans
Sima Saadi
Rosy Soto-Levy
Nayma Taali
Yasmine Aoubid
Lamice Kassem

Simon Mook
Flora Olweny
Susan Walby
Linda Weiss

Chelsea

Zafar Ayub, Supervisor
Bella Campbell, Supervisor
Jackie Ewins, Caseworker (on sabbatical)
John Griffin, Caseworker
Paul Hodgson, Caseworker
Mary Soo, Caseworker
Kim Trinh, Caseworker

Chelsea Legal Service

Mary Soo, Solicitor

Volunteers

Marina Murray
Barbara Skorupska
Marissa Burns
Rosine Diouedi
Faisal Dirar
Natasha Tuvic
Evita Stylianoudi
Octavia Vulcan
Noelle de Freitas

Wormwood Scrubs

Janet Bassey, Caseworker
Maxine Cole, Caseworker

Management Committee

Elected members

Ms Judith Schrut, Chair (from 13.07.17)
Ms Elizabeth Hambley, Chair (resigned 13.07.17)
Mr Christopher David, Treasurer
Mr Keith Usher (re-elected 11.10.17)
Ms Shelina Thawer (re-elected 11.10.17)
Mr John De Oliveira (re-elected 11.10.17)
Ms Helen Bush (elected 11.10.17; resigned 14.05.18)
Mr Bevan Powell (elected 19.07.18)

Representative members

Cllr Monica Press (appointed 23.05.18) RBK&C
Cllr Dori Schmetterling (appointed 17.10.18) RBK&C
Cllr Ian Wason (appointed 17.10.18) RBK&C
Cllr Bevan Powell (to 23.05.18) RBK&C
Cllr Robert Freeman (to 17.10.18) RBK&C
Cllr Marie-Therese Rossi (to 18.07.18) RBK&C

Members of staff who attend Management Committee meetings

Lorna Reid
Laurence Wilson
Maureen Millar
Shaun Hocking

Citizens Advice online

Access information: national Adviceguide



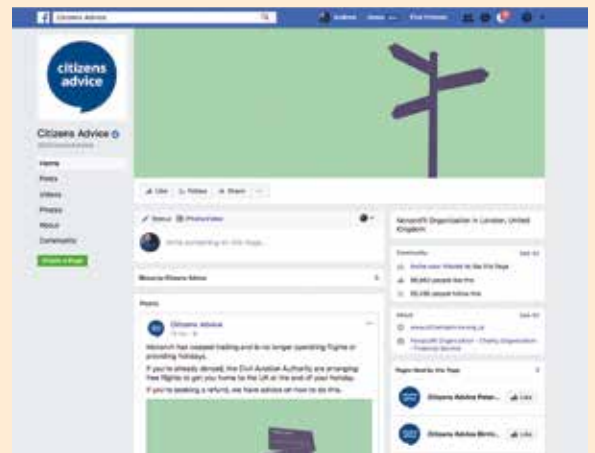
www.adviceguide.org.uk

Access information: Kensington & Chelsea



www.citizensadvice.org.uk/kensingtoncab

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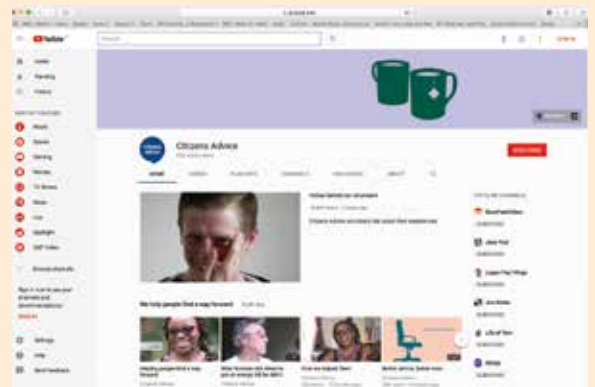
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twitter.com/kensingtoncab

Watch Citizens Advice films on YouTube



36 million visits to adviceguide.org.uk

Our clients are almost 5 times as likely to be on a low-income, when compared to the general population.

Finances

Citizens Advice Kensington & Chelsea – Summary Financial Statements

Statement of Financial Activities for the year ending 31 March 2018	2018 Unrestricted Funds	2018 Restricted Funds	2018 Total	2017 Total (as stated)
Incoming Resources	£	£	£	£
Voluntary income to further the charity's objects:				
Grants and contracts for advice and information				
Royal Borough of Kensington & Chelsea – general grant	697,139	–	697,139	683,470
RBKC – Social Services Income Maximisation	–	121,820	121,820	121,820
RBKC – Mental Health project	–	59,649	59,649	59,649
NHS Kensington & Chelsea PCT-Mental Health project	–	50,734	50,734	49,984
RBKC – Income Maximisation BME outreach	–	36,154	36,154	36,154
RBKC – Health & Welfare HIV project	–	25,094	25,094	25,094
RBKC – Independence Support Team Income Maximisation	–	–	–	15,304
Wormwood Scrubs – donations in kind	–	10,000	10,000	10,000
Wormwood Scrubs – The City Bridge Trust Capitalise	–	48,350	48,350	16,615
Last Rights Project – Martin Lewis Fund	–	188,695	188,695	129,182
– RBKC	–	25,000	25,000	–
– BLF	–	800	800	–
Grenfell Project – RBKC	–	107,925	107,925	–
– BLF	–	50,000	50,000	–
– DCMS	–	30,979	30,979	–
– Comic Relief	–	18,617	18,617	–
Donations and other income	20,051	4,790	24,841	7,523
Investment income – Interest received	333	–	333	165
Total incoming resources	717,523	778,607	1,496,130	1,154,960
Total resources expended	668,235	684,601	1,352,836	1,146,618
Net incoming/(outgoing) resources	49,288	94,006	143,294	8,342
Transfer of funds during year	–	–	–	–
	49,288	94,006	143,294	8,342
Defined benefit pension scheme liability gain (loss)	16,301	–	16,301	(5,965)
Net movement in funds	65,589	94,006	159,595	2,377
Reconciliation of Funds				
Total Funds b/f	58,926	64,520	123,446	121,069
Total Funds c/f	124,515	158,526	283,041	123,446
Balance Sheet as at 31 March 2018				
	2018	2018	2017	2017
	£	£	£	£
Fixed Assets				
Tangible assets		5,614		
Current Assets				
Debtors	26,393		28,904	
Cash at bank and in hand	653,848		448,610	
	680,241		477,513	
Creditors				
Amounts falling due within one year	(121,290)		(56,243)	
Net Current Assets		558,951		421,270
		564,565		421,270
Defined benefit pension scheme liability		(281,524)		(297,825)
Total net assets (liabilities)		283,041		123,445
Financed by:				
Restricted Funds	158,526		64,520	
Unrestricted Funds	124,515		58,925	
		283,041		123,445

Trustees' Statement

The above are not the statutory accounts but a summary of information relating to the Statement of Financial Activities and the balance sheet. The full accounts from which they are derived were approved by the trustees on 4th September 2018, and bear an audit report which does not contain any concerns such as a qualified opinion or limitation of scope. Copies of the full accounts together with the Trustees' Report and the report of the auditors (which will be submitted to the Charity Commission) may be obtained on application to the secretary at the Registered Office. J Schrut, C David (Chair and Treasurer)

Auditors' Statement

We confirm that the above summarised financial statements are consistent with the full annual accounts. GMAK, Chartered Accountants and Registered Auditors



“You were incredibly helpful in my recent success securing my backdated mobility component Personal Independence Payment. I could not have appealed successfully without this miraculous help from Citizens Advice.”

William

**citizens
advice**

**Kensington
& Chelsea**

Our aims

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people’s lives

Our principles

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment.

Free, confidential advice. Whoever you are.

We’re here for everyone.

Citizens Advice Kensington & Chelsea is the operating name of Kensington & Chelsea Citizens Advice Bureau Service. Company limited by guarantee. Registered number 3174842 England. Registered office: 2 Acklam Road, W10 5QZ. Charity Registration number 1057195.