

REGISTERED COMPANY NUMBER: 04195084 (England and Wales)
REGISTERED CHARITY NUMBER: 1088534

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2017
FOR**

**CENTRE FOR ARMENIAN INFORMATION AND ADVICE
(A COMPANY LIMITED BY GUARANTEE)**

Cox Costello & Horne
Chartered Accountants and Statutory Auditors
4th & 5th Floor
14-15 Lower Grosvenor Place
London
SW1W 0EX

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CENTRE FOR ARMENIAN INFORMATION AND ADVICE

**REFERENCE AND ADMINISTRATIVE DETAILS
FOR THE YEAR ENDED 31 MARCH 2017**

TRUSTEES

Mr R M Anooshian	- Chairman
Ms D John	- Treasurer
Mrs K Alexanian	
Ms R Chorbajian	- appointed 29.11.16
Mr V Paklayan	
Mr G Shirakuni	- resigned 13.3.17

Trustees retiring by rotation

One third of the directors shall retire from office, being those who have been longest in office as directors. The retiring directors shall be eligible for re-election. Mr V Paklayan was re-elected on 29 November 2016.

COMPANY SECRETARY

Mrs K Alexanian

REGISTERED OFFICE

Hayashen
105A Mill Hill Road
Acton
London
W3 8JF

REGISTERED COMPANY NUMBER

04195084 (England and Wales)

REGISTERED CHARITY NUMBER

1088534

AUDITORS

Cox Costello & Horne
Chartered Accountants and Statutory Auditors
4th & 5th Floor
14-15 Lower Grosvenor Place
London
SW1W 0EX

CHIEF EXECUTIVE OFFICER

Mr Misak Ohanian

BANKERS

Principal
HSBC
281 Chiswick High Road
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London
W4 4HJ

WEBSITE

www.caia.org.uk

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2017**

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2017. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

OBJECTIVES AND ACTIVITIES

Mission statement

The CAIA seeks to enhance the quality of life for disadvantaged members of the Armenian community in London, specifically those in poverty, isolation and distress. The charity supports their diverse needs through the provision of welfare, education and cultural services at a welcoming centre for all Armenians.

Objectives and aims

The CAIA exists primarily to relieve poverty, sickness and distress amongst the 18,000-20,000 strong Armenian communities in the UK and those connected with Armenians. Another prime aim is to advance the education of Armenians in London.

These aims are currently pursued through the following main strands of work:

- Information, advisory and advocacy services for refugees, senior citizens, carers, women and other disadvantaged Armenians and those connected to them on issues such as immigration, housing, and health and welfare rights;
- Specific social, educational and supporting activities targeting young people and children; and
- Publications and cultural events/resources.

During 2016/2017, the CAIA provided a wide range of relevant services to diverse aged groups within the Armenian community. In particular:

- Advice, Information and integration support for refugees/migrants, senior citizens and unemployed;
- Health and Care support project for older /disabled people and Carers;
- Pre-school services and Summer Play-scheme;
- Older people's Social/Club and health promotional talks/outings;
- Mini-bus transport facilities to help frail elderly and Carers to access CAIA services;
- Youth Club and outings targeting teenagers;
- Diverse intergenerational social, cultural and educational training events;
- A heritage project about UK Armenians & WW1 and archiving resources at Hayashen library; and
- Networking and co-operation with various voluntary and statutory organisations on common areas of work in order to promote the needs of disadvantaged Armenians.

Public benefit

Statement on public benefit

The objectives and activities, and achievement and performance sections of this report clearly set out the activities which CAIA undertakes for the public benefit.

The trustees confirm that they have complied with the duty in section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity.

Many of CAIA's beneficiaries have very limited financial means. Access to activities or services are offered at highly discounted rates or free of charge in certain cases.

In the interest of transparency, the trustees make the following observations on the two key principles of public benefit.

Principle 1: There must be an identifiable benefit or benefits

- 1a It must be clear what the benefits are
- 1b The benefits must be related to the aims
- 1c Benefits must be balanced against any detriment or harm

Principle 2: Benefit must be to the public or a section of the public

- 2a The beneficiaries must be appropriate to the aims
- 2b Where the benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted by geographical or other restrictions; or by the ability to pay any fees charged
- 2c People in poverty must not be excluded from the opportunity to benefit
- 2d Any private benefits must be incidental

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2017**

OBJECTIVES AND ACTIVITIES

Public benefit - continued

A number of private benefits do necessarily arise from the activities of the charity. In particular, the charity finds it essential to employ and remunerate staff. Furthermore, individual members of the charity will clearly benefit in the widest sense from the activities they undertake.

Private benefits are purely incidental as they are a necessary by-product of carrying out the charity's aims.

Grantmaking

CAIA is not a grantmaking charity but may act as intermediary between grantmaking organisations such as London Boroughs of Ealing and Hounslow and the individuals who benefits from the grants.

Volunteers

CAIA has volunteers who help out at many of the charity's activities and represent the charity at various meetings in the borough. Many of the charity's participants have continued to become volunteers at sessions which in turn give them valuable experience. CAIA's volunteers are important to the charity, enabling the charity to provide many more activities than the charity could otherwise do.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Below is a summary of these activities and services in 2016/2017.

1 WELFARE

(a) Advisory support services

Thanks to the support of City Bridge Trust, CAIA delivered vital advisory and integration services for disadvantaged Armenians and those connected to them, many of them refugees or newly arrived migrants. As result of this culturally sensitive information and practical support, almost 500 people born in 20 countries benefited directly from this provision, which enabled reductions in poverty, improved economic circumstances and increased resilience. The majority were residents of London Borough of Ealing (248), followed by Hounslow, Hammersmith & Fulham, Brent, Kensington & Chelsea, Hillingdon, Harrow, Newham, Enfield, Barnet, Barking & Dagenham and others further afield.

CAIA's quality marked and OISC (Office of the Immigration Services Commissioner) audited Advisory Service operated 240 days during the year, providing face-to-face advice, by phone and e-mail to all Armenians and those connected with them irrespective of their background, gender, faith, age, sexual orientation, political views or disability in a safe, secure and welcoming environment in accordance to CAIA's Equalities and Diversity Policy. This revealed that the origin and birth place of the majority of them were from the countries of the former Soviet Union, Eastern European and politically unstable parts of the Middle East such as Iran, Iraq, Syria and Turkey.

During the year CAIA's Advice Officer Mr Arthur Manouk Cahill undertook each enquiry in a sympathetic and professional manner and progressed cases until resolved in accordance with the Advice Quality Standard (AQS) for Housing with Casework, Welfare Benefits with Casework, Immigration Casework Level 1.

CAIA's Advisory Officer intervened, liaised and entered into regular communication with various statutory and non-statutory bodies to assist clients to resolve their pressing problems. This involved completing forms, writing letters on behalf of clients, providing letters of support, making referrals, telephone calls, sending faxes/e-mails, interpreting and translating vital information with other agencies.

During the reporting period, a total of 2605 instances of advice and interventions were provided which resulted in various improvements of living standards and integration of disadvantaged Armenians into mainstream society by increased access to statutory/public services, raised awareness about their rights and self-reliance to live and manage independently in UK. This is reflected in over 65+ positive feedbacks we have received through questionnaires and thank you letters from service users during the year.

In addition, CAIA has maintained excellent working relationships with various statutory agencies/organisations such as various West London local authorities, Department for Work and Pensions (DWP), Job Centres, local MPs, councillors, the Home Office and local specialist law agencies and solicitors.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2017**

ACHIEVEMENT AND PERFORMANCE

Charitable activities

(a) Advisory support services - continued

Below is a summary of some of the most significant achievements of the service.

We helped clients obtain over £282,858 (2016 - £224,500) in various entitlements including:

- 5 people benefitted from income related welfare benefits, such as Universal Credit and Job Seekers Allowance;
- 24 people benefit from disability benefits, including Employment and Support Allowance, Personal Independence Payment and Disability Living Allowance;
- 7 elderly people benefitting from Carers Allowance, Attendance Allowance, Pension Credit and Bereavement Payment;
- 8 low income families benefit from Tax Credits, Child Benefit, Marriage Allowance and Carers Grant;
- 32 households benefit from Housing Benefit, Council Tax Support, including Discretionary Housing Payment, Asylum Support, Warm Home Discount and a substantial reduction on their utility bill, including compensation for non-protection of their tenancy deposit;
- 2 people receive student scholarships; and
- Successfully applied for payments totalling £4,910 over the Christmas period from the *Armenian Poor Society* on behalf of 15 Armenian families in poverty and ill health.

Also:

- Enabled 17 individuals obtain permanent residence status in UK/indefinite leave to remain, travel documents and assisted to obtain British passport;
- Helped 11 people obtain permanent/temporary social housing, another 5 obtain private rented accommodation and another 4 helped gain improved banding/registration on "Locata" local authority housing scheme;
- 24 people helped find work as a result of references provided by CAIA;
- 3 migrants registered for self-assessment with HMRC as self-employed, 3 helped to open bank accounts and five helped to obtain a national insurance number; and
- Enabled 10 people to register as volunteers/interns who gained work experience which improved their prospects of finding paid employment.

100% of advisory service users were satisfied with the professional knowledge and efficiency of the advisor.

Service users' comments included:

- *Helped me with advice for job, with CV, with lots of other problems that I was worrying about;*
- *We have got what we needed and advisor was helpful to us. It takes away so much stress and worries for all our family;*
- *He answered my questions and directed me to the right source for more information;*
- *We talked through the visa application and he explained all the details; and*
- *We couldn't do it without CAIA's service.*

Casework example:

HOUSING

Mr A is a 45-year old Armenian migrant from Italy. He is the sole provider for his wife and new born daughter. He could not find work in Italy owing to the state of the economy and travelled to London in order to take up employment as a chef in a busy central London restaurant. He works in excess of 40 hours per week on minimum wage under harsh conditions in the kitchen. The family lived in a dark room, within an overcrowded shared house, without any windows or ventilation in East London. The council served notices on all residents to vacate property due to the appalling overcrowded conditions and neglect by the landlord. The family approached the CAIA Advisory Service for help. As a result of the persistence of the advisor, an online homeless application was made, followed by a claim for tax credits with HMRC. As a result of CAIA's intervention, both applications were a success. Redbridge Borough Council accepted a homeless duty and rehoused them in private accommodation in Croydon. HMRC are providing financial assistance to supplement the shortfall in the family's income.

IMMIGRATION

Mr H is a 28-year-old individual who was granted indefinite leave to remain in the UK, after his family fled the troubles in Iran and sought asylum. He was eligible but unable to afford the Home Office fees for Naturalisation in order to obtain British citizenship, the result was that he was unable to travel abroad to see his relatives. As a result of hard work and perseverance of the CAIA Advice Worker, a successful application was made to the Home Office for a Travel Document.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2017**

ACHIEVEMENT AND PERFORMANCE

Charitable activities

(a) Advisory support services - continued

WELFARE BENEFITS

Mrs S is a 92-year-old Armenian lady who was recently widowed, after many years of caring for him. She had no financial income, and relied wholly on the help of her children, one of whom is unemployed. She was unaware of her entitlements. The CAIA Advisory worker advocated on her behalf to the Department of Works and Pensions (DWP) and presented applications for Pension Credit and Attendance Allowance. This was a complicated case, because there were many delays due to the DWP misplacing her applications, requiring further submissions. As a result of the persistence of the CAIA's Advice worker, Mrs S finally succeeded in both her applications, and also qualified for housing benefit and council tax support. This resulted in her gaining a little more financial independence, and less reliance on her sons for day to day living.

(b) Armenian senior citizens

The Armenian Senior Citizens Club held 48 sessions during the reporting period, which included diverse social, cultural and recreational activities benefiting over 150+ isolated older people subsisting on low incomes and carers who attended 1400+ times. In past years when the club was funded and operated twice a week, numbers attending was 200+ with attendance over 2200.

Despite our efforts, the club remained unfunded during the year, operating largely through small fee charged for lunch and income generate from bingo. Another innovative way to reduce our operational costs this year was registering with 'The Felix Project', a charity working to reduce food waste. They deliver weekly produce such as fruit/vegetables to CAIA. This donated food is used for the weekly lunch club as well as distributed to older people unable to shop and others experiencing food poverty.

The Club is a vital focal point with an average attendance weekly of 25 people older people/Carers where they eat together, interact with their peers, benefit from health talks, play pool, backgammon, bingo, celebrate birthdays, Armenian cultural days, and receive vital advice and practical support in the Armenian language to continue to live independently. Despite our limited resources CAIA continued to provide free door-to-door transport to 17 frail older people living in the London boroughs of Ealing and Hounslow on 520+ occasions to help them attend and benefit from the club. Where we could not, we assisted them to get register and obtain transport through Dial-a-Ride.

Some of the major highlights of the year included:

- An all-day outing to Brighton in August 2016, with over 50 Armenian Senior Citizens, Carers and family members enjoying a great day out where they walked on the pier and had lunch/ate ice cream with their friends; and
- Annual Christmas party on 16th December 2016 attended by over 100 Armenian Senior Citizens, Carers and guests such as the worshipful Mayor of LB. of Ealing, Cllr. Patricia Walker who collectively enjoyed a great afternoon of food and entertainment. This was the 31st consecutive year that CAIA had organised such a Christmas party as a mark of respect to Armenian senior citizens and carers for their dedication and sacrifice to their families and community in general. The party was supported by catering supplies kindly donated by Katsouris Brothers and Tesco West Ealing. Raffle prizes also donated by several individuals and Tateossian of London.

Feedback from day centre/club users revealed that 100% felt less isolate and depressed by tending as a result of attending. 100% felts more informed about their health and welfare rights, leading to improvements in their health and mental well-being.

Some of the personal comments and feedback about the role of the Club included:

- *Staff are very good, always helpful and supportive;*
- *I wish there was 2-3 times per week;*
- *Very good, I like it, I found many friends here;*
- *Let the place stay open, seniors come and enjoy;*
- *I like coming here;*
- *You are doing a fantastic job;*
- *Coffee is great, Dolma is very delicious, please put some more in the plate, thank you; and*
- *The service is great.*

ACHIEVEMENT AND PERFORMANCE

Charitable activities

(c) Supporting the health and care needs of Armenian senior citizens and carers

2016/17 marked the end of the 'Care Act Innovation Fund' one year project funded by the London Borough of Hounslow. The project helped 60+ isolated carers and cared for via home visits and practical support to continue to live independently, raise awareness of what rights Carers had under the 2014 Care Act and other local supports on offer within the borough of Hounslow. The project acted as a bridge between them and healthcare professionals in order to ensure that the voice of this marginalised and hard to reach group of older/disabled people and Carers was heard in order to access services. Other milestone included organising two events. One in May 2016 at Treaty centre, Hounslow and another in June 2016 at Hayashen with Health Hounslow who spoke about their role and introduced on line resources such as NHS Choices and Carers Direct Help line.

'Ealing Connect project' also came to an end in March 2017. The partnership with Southall Community Alliance, Acton Community Forum and Southall Day Centre. The service involved home visits to disseminate information to Armenian residents and those connected to them in London Borough of Ealing to improve their knowledge of NHS services, increase resilience of patients, resulting in better health/care, reduced pressure on health services such as A & E departments at hospitals. To assist in this process CAIA translated and printed a NHS Ealing CCG booklet from English into Armenian and distributed 80 copies.

Another major achievement of the 'Ealing Connect' project which CAIA contribute was to carry out a community based health survey to understand why certain Black Ethnic Minority and Refugee (BMER) communities, with health anxieties, relied more frequently upon hospital A&E services. The survey was provided to Ealing CCG.

'Support4Carers Ealing', a 3-year partnership with the Asian Health Agency, Ealing Centre for Independent Living and Southall Day Centre continued in 2016/17. CAIA provided short breaks and advice to 132 carers and cared for residents of London Borough of Ealing. A special E-Bulletin was also emailed six times during the year to Armenian Carers and those connected to them to keep them informed of various online resources, directories, events and other relevant information to support them.

Workshops and events aimed to educate and inform carers and cared during the course of the year included:

- Marking Dementia Awareness Week in May 2016;
- Anxiety & Depression among carers and cared for in July 2016;
- Staying Active Life as part of Ealing Strength & Balance programme in August 2016;
- Vitamins supplements and its positive and negatives effects in September 2016;
- Types of Dementia, paying for Care & lasting power of attorney and welfare benefits in January 2017;
- Looking After your Heart in March 2017; and
- Home Energy reduction workshop as part of Energy Best consumer campaign in March 2017.

All the above was carried out by Scarlet Sarksan working part time 3-days a week. The work revealed that there is a real unmet need which CAIA addresses at the interface between a vulnerable and dispersed group of older/disabled people and healthcare professionals/NHS/Local authorities at a time when they are seeking to cope with increased pressures with reduced budgets.

The challenged for CAIA is to ensure that the voice of this marginalised and hard to reach group of older/disabled people and Carers continues to be heard and they are able to access statutory services and when facing barriers for CAIA to step in to meet these.

Apart from reduced funds, another challenge has been to manage the expectations and demands of the community due to an increasing number of ageing older people and the difficulties Armenian Carers face in coping with the personal demands of looking after their relatives due to language problems, lack of culturally sensitive/appropriate information/advice, general lack of confidence in claiming their health and care rights.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2017**

ACHIEVEMENT AND PERFORMANCE

Charitable activities

(c) Supporting the health and care needs of Armenian senior citizens and carers - continued

Sample comments from service users include:

- *Yes, she supported me to receive the help of carers (from care agency) from adult social services 3 times a day, a sessional Armenian Carer who takes me to the GP, hospital and do my shopping and occasionally cooks food. Scarlet helped me to receive a link line and applied for a Blue badge. She liaised with social services and I received a wheelchair who has been refused twice before. She liaised with OT to arrange a stair lift. She also liaised with OT who arranged fixing some adaptation for me so I can live independently. She contacts me in a regular basis to make sure I am fine and reports everything to my son who doesn't live close by. If it was not because of her support I would not be able to receive any of these helps which I was entitled to and live independently;*
- *I appreciate the home visits; she makes sure that I am safe and secure and receive all the support I need;*
- *She makes a regular home visit and I feel connected to the Armenian community as I am housebound;*
- *Extremely knowledgeable and efficient;*
- *Scarlet helped me to get review assessment for my benefit entitlement. She followed up social services to make a home visit to assess my needs as my health has been deteriorating and I need support for personal care. I also receive lots of emotional support from her when I attend to the Armenian lunch club; and*
- *Scarlet made a home visit twice in the last month, she read my letters and contacted relevant organisations as I cannot go out due to the cold weather. She also found an Armenian sessional carer who does my shopping, occasional cooking and buy new clothes for me. Scarlet applied for a blue badge so I can go out with the support of the carer. She supported me to complete forms and questionnaires which I panic when I receive them as I cannot read and understand what they are.*

2 EDUCATION/TRAINING

(d) Pre-school learning provisions and summer holiday project

CAIA's Parent and Toddlers (The Armenian Community Pre School Group) drop-in provision operates twice a week in the mornings. Between September 2016-August 2017, 80 children attended 550 times from diverse backgrounds including low income/ethnically mixed and single parent families, where sensitive support is offered to parents and children in a welcoming environment in order to raise their self-esteem and confidence through play and social interaction. This helps sustain their cultural heritage in a safe and secure environment as well as gradually introduce them to multi-lingual learning and preparation for nursery school.

During the reporting period, the Pre-school provision continued to maintain its voluntarily registration with OFSTED and the Bronze Award in the *Quality Framework for Supplementary Schools* via the *National Resource Centre for Supplementary Education (NRCSE)*.

In August 2016, a successful 6-day summer play scheme took place at Hayashen which included visits to Gunnersbury Park and Acton Fire Station which brought lot of joy and stimulation to the children thanks to the support of John Lyon's charity. An enjoyable family trip took place to Brighton in August with children, parents and grandparents together.

On 12 December 2016, the ACPG organised its annual Christmas party at Hayashen with over 40 children, parents and grandparents enjoying themselves. The children sang, danced, jumped, and ate snacks and homemade cakes kindly provided by the parents. Father Christmas attended the party also handing out presents to all the children.

We are grateful to play leader Mrs Armineh Sargsyan for all her hard work throughout the year as well as to all the dedicated parents who regularly bring their children to Hayashen Parents & Toddler Group twice a week.

(e) Hayashen Armenian youth club (HAYC)

Thanks to a successive one-year small grant from BBC Children in Need, HAYC was able to deliver 18 Youth club Friday after school sessions providing opportunities for young people to engage and socialise with each other, share positive experiences and engage with our youth worker, Mr Argam Shahanian and later in the year with Ms Elen Zakaryan.

During the youth club, interesting themed workshops were held with diverse guest speakers communicating directly with young people on various issues that concern and motivate them in order to inspire and encourage them as they progress from childhood into adulthood. Speakers were invited on the basis of acting as positive role models to Armenian youth from whom they can learn from.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2017**

ACHIEVEMENT AND PERFORMANCE

Charitable activities

(e) Hayashen Armenian youth club (HAYC) - continued

Workshop themes included:

- Conducting research;
- Live music session;
- Blogging and Social Media;
- Leadership/governance, young people on company and charitable Boards;
- Raising awareness about youth Anxiety & Depression;
- Planning for next Youth residential with speaker from London Youth;
- Comedy Sketch/Acting Workshop;
- Movie Night;
- Raising awareness about Alcohol abuse;
- Side Effects of Drugs;
- Marking British Science Week; and
- Armenia: Past, Present, Future.

Free snacks and soft drinks are also provided with young people encouraged to sit and eat together in a spirit of sharing and cooperation. Throughout these youth club workshops, the young people play a dynamic role in their own learning, offering ideas, asking questions and generally engaging positively in the workshop discussions.

In addition, the youth club also offers enjoyable recreational activities such as watching Armenian TV, playing pool; table tennis, table football, board games, piano and listening to DVDs. Young people are also encouraged to organise their birthday parties at the Club, which enables new friendships to develop.

Other activities/outings included:

- In August 2016, 50 young people enjoyed a great day out at LEGOLAND traveling together by coach;
- In August 2016, 20 young volunteers from the Challenge Network undertook a major spring-cleaning of Hayashen;
- In October 2016, HAYC took 50 young people for a Fun Day of Go-Karting at Brentwood Go karting Centre;
- 15 February 2017, during half term holiday 25 young people from HAYC enjoyed a guided tour of one of the most famous bridges in the world, the iconic Tower Bridge where they enjoyed the spectacular views and glass. The trip was made possible thanks to a small grant from the J Petchy Foundation and entry tickets kindly provided by the City Bridge Trust. On the same day, the group was also rewarded with a surprise brief visit to City Hall. The youth visited the main London Assembly hall where the Mayor of London and Assembly members hold their meetings to make decisions impacting all Londoners; and
- On 22 February 2017 over 50 young people enjoyed *WICKED*, the West End musical phenomenon that tells the incredible untold story of the Witches of Oz at the Apollo Victoria Theatre. For many of the young people aged 10-17 this was the first time ever visit to a London Theatre musical which they thoroughly enjoyed.

CAIA is also very proud to be part of the Jack Petchy Foundation's, Youth Achievement Award scheme. The scheme rewards young people to be recognised for their achievements. In the reporting year Atom Clark, Anton Akopian and Gregory Barseghyan became the latest young people nominated by HAYC for this prestigious award.

In summary, the main achievements of HAYC during the reporting period were:

- Enabling young Armenians to interact with their peers, help build confidence/self esteem necessary to develop their abilities and broaden horizons;
- Receive guidance and mentoring support, empowered them via team building activities to develop their individual aspirations in order to reach their full potential;
- Organised diverse and motivational activities in a Youth club setting in order to avoid drifting into anti-social behaviour and losing their identity;
- Increased volunteering and involvement of young people within the Armenian and wider community by providing various opportunities; and
- Help alleviate the social isolation and alienation experienced by 1st and 2nd generation young Armenian/children living in London because as the children of a scattered community they struggle to make new friends and maintain links with each other.

HAYC provided a platform for them to come together, learn from each other, cooperate and interact with various professionals and positive role models within and outside the Armenian community irrespective of the fact which country they have come from, irrespective of their backgrounds, ability to communicate in the Armenian language or not. As a result, community cohesion was increased among the young people who participate at HAYC.

During the reporting period, HAYC maintained the London Youth Quality Mark, a standard endorsed by City & Guilds which allows youth clubs to demonstrate the strength and effectiveness of what they offer young people.

REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2017

ACHIEVEMENT AND PERFORMANCE

Charitable activities

(f) Hayashen library and intergenerational cultural activities

The CAIA seeks to provide holistic services (from birth to old age) to vulnerable and disadvantaged members of the Armenian community, including those connected to them, with a view to strengthen community cohesion and identity.

Below, are some of the highlights of how this was implemented during 2016/17:

- An Easter Sunday family celebration was held in Hayashen on 27 March 2016. 100 adults and children danced and ate lots of food throughout the four-hour event. The party ended with a raffle draw in aid of CAIA;
- During the year, 20 volunteers contributed 1200 hours to the work of Hayashen Library such as scanning, cataloguing books and recording of other audio-visual material kindly donated to the CAIA. In return, some of these volunteers have found employment in other libraries as direct result of the work experience they gained;
- Over 6 Sundays during February and March 2017 an introduction to Armenian History, Culture and Heritage took place thanks to funding from LBE Adult Education Department as part of its Wider Family Learning Programme. Over sixty people from various backgrounds and ages benefited from the course. The subjects covered during the course/workshops delivered by six different experts were:
 - The UK Armenian Diaspora 1913-1920;
 - Karen Jeppe's relief and reconstruction work in Syria, 1921-1935;
 - Armenian architects and the reconstruction of the Ottoman urban environment in the late nineteenth century;
 - The Armenian Genocide: Historical Context and Motivation of the Perpetrators;
 - Intercultural dialogue, reconciliation and Wikipedia: genocide recognition in a digital age; and
 - The Work of Conciliation Resources in promoting peace in Nagorny Karabakh.

Additional lectures/talks organised by CAIA during 2016/17 included:

- In April 2016, co-sponsored a lecture about the Life and Art of Zabel Boyadjian (1872-1957) delivered by Prof. K. Pilikian;
- In June 2016, Harold Takooshian, Professor of Psychology & Urban Studies and the Director of the Organisational Leadership Program from Fordham University, New York, gave an overview about the Armenian community in USA, specifically those who lived and contributed to the social, economic and culture development of New York City over the decades;
- In August 2016, Prof. Levon Chorbajian from Boston, USA, gave a lecture entitled "Turkish Denial of the Armenian Genocide & Contemporary Implications". Prof. Levon Chorbajian PhD, is a two-time Fulbright Senior lecturer about the Republic of Armenia and the Soviet Union;
- In December 2016, Mr Sassoon Gregorian spoke about his book, "Smart Nation". The talk was organised in association with the London based Gomidas institute; and
- In March 2017, Ara Sarafian, archival historian and the executive-director of the Gomidas Institute gave an update of the critical edition of the *1916 British Parliamentary blue book, The Treatment of Armenians in the Ottoman empire, 1915-16: Documents Presented to Viscount Grey of Fallodon by Viscount Bryce [Uncensored edition]*.

(g) UK Armenians & WW1 – Heritage Project

The UK Armenians & WW1 project supported by the *Heritage Lottery Fund* was formally launched in May 2016 with a series of promotional events organised by Project coordinator, Ms Tatevik Ayyvazyan.

- The first event was a talk by Katia M. Peltekian at The Wiener Library on 12 May 2016. Katia Peltekian is an archivist and journalist who was specially invited from Lebanon for the launch of the project because she has compiled;
- 2 volume book, entitled *The Times of the Armenia Genocide*, containing hundreds of articles/reports published between 1914-1923. Katia also shared her research skills at Hayashen Armenian Youth Club on 13 May 2016, explaining about how her own personal research into old newspapers resulted in the 2-volume book, a copy of which she kindly donated to the Hayashen library. All present were also fascinated by Katia's personal journey of investigation that led her to Hawarden, Wales, where she found out about the chalice and a stained-glass window that was presented to PM William Gladstone by the UK Armenians after he retired; and
- On 15 May 2016, the UK Armenians & WW1 project was formally launched at a reception in Hayashen, which brought together project contributors, volunteers, participants, and members of the general public as well guests such as Fr. Vram representing Diocese of the Armenian Church of the United Kingdom & Ireland and Ealing Central & Acton MP Dr Rupa Huq. During the launch, Project coordinator, Ms Tatevik Ayyvazyan gave a PowerPoint presentation based on the project timeline and what it seeks to achieve.

Volunteers are the lynchpin of this project in various ways – research, interviewing, photography, website content creation, exhibition curating, etc. The launch was an excellent platform for recruiting volunteers. To support them the following was organised as well as a visit to the *National Archive* in Kew in October 2016 where they learned about how to access available resources.

- Two Oral history workshops were delivered by Judith Garfield of Eastside Community Heritage to prepare volunteers for documenting and preserving heritage materials;
- Dr Roger Willoughby, a Senior Lecturer in Education Studies at Newman University, Birmingham, who has a particular interest in the question of identity and the First World War delivered a heritage research workshop in July 2016;

ACHIEVEMENT AND PERFORMANCE

Charitable activities

(g) UK Armenian & WW1 – Heritage Project - continued

- Two-day Documentary Photography Training was delivered in October by Vahagn Gulakian;
- Two-day Video Production Training was delivered in November 2016 by Adom Saboonchian;
- While the heritage materials are being gathered, a project blog has been the place where we kept everyone updated with our progress. We are grateful to all the guest bloggers who have shared their remarkable stories and family photographs;
- The production of a film about *UK Armenians & WW1* was commissioned to Athena Mandis, who is part of the Project coordinating committee along with several volunteers and Judith Garfield from Eastside Community Heritage who have met regularly to oversee the project schedule. The film will be screened at the Wiener Library and the Hayashen Centre later in 2017 along with an accompanying Exhibition; and
- Work on the creation of a project website, started developing during 2016/17.

3 PUBLICATIONS/SOCIAL MEDIA

'Armenian Voice' is CAIA's main tool for promoting its work, profile and services within the Armenian community. 'Armenian Voice' No 68 & No 69 was published in 2016/17 with over 6000 copies posted free to Armenian homes in London and elsewhere. A further 2000 were circulated electronically to some local decision makers, funders, voluntary agencies, and Armenian libraries/institutions abroad. 'Armenian Voice' is a vital link of communication between the CAIA and those it serves as it generates on-going dialogue, feedback and engagement. In addition, 'Armenian Voice' serves to encourage greater networking and involvement by dispersed Armenians throughout London and the UK. The newsletter has been published by CAIA since January 1987.

During the reporting year, CAIA increased its use of social media to promote its services and profile. This has resulted in an increase of Armenians contacting CAIA from across UK and abroad seeking advice and information on a range of diverse issues. In summary:

- CAIA's website (www.caia.org.uk) attracted 5000 + visits annually;
- CAIA's Facebook (<http://www.facebook.com/Hayashen>) has 1260 followers reflecting 20% increase in "Likes" from the year before;
- CAIA has also a presence on LinkedIn with 50 professional/individual followers; and
- Hayashen News, a monthly e-bulletin of forthcoming events organised by CAIA is emailed to 2000 members of the UK Armenian community.

The major public relation highlight of 2016/17 that increased CAIA's profile to the wider public was being featured in a BBC 1 documentary along one several London charities benefiting from *The Felix Project* who take the fresh food that supermarkets can't sell and deliver it to charities that make community meals, run cookery classes and use the ingredients in their cafes. The documentary featured Armenian older people and Carers enjoying themselves and explaining the value of club. The documentary can be seen on CAIA's *YouTube* channel via its website.

4 PARTNERSHIPS & COOPERATION WITH THE ARMENIAN AND WIDER VOLUNTARY & COMMUNITY SECTOR

The CAIA engaged, cooperated and worked responsibly with other local voluntary agencies and stakeholders in pursuing its objectives. Highlights in 2016/17 included:

- Servicing and administering bi-monthly meetings of *Ealing Advice Forum (EAF)* attended by over 30 different organisations annually. The *EAF* is a network of all the non-profit advice providers in the *London Borough of Ealing*. The work of *EAF* is funded by Ealing Council via the *ESAS Project (Ealing Specialist Advice Service)*. A Consortium of local voluntary organisations such as *Ealing Mencap* and *Age UK Ealing*;
- Hosted the first birthday of celebration of the *Felix Project* at Hayashen in March 2017, attended by 100+ guests;
- CAIA continued to cooperate and contribute to various reports, forums and researches throughout the year, most notably with *Advice UK*, *West London Financial Capability Forum*, *Ealing Community Network*, *Acton Community Forum*, *Southall Community Alliance*, *Black, Minority Ethnic* and *Refugee Advice Network (BAN)* and *West London Black, Minority Ethnic and Refugee Network*;
- In August 2016, Mr Richard Kornicki CBE DL, the new Representative Deputy Lieutenant for the London Borough of Ealing, representing the Sovereign, visited Hayashen to explain about the role of the Greater London Lieutenancy and learn more about CAIA and the services it provides to Armenians and those connected to them;
- In December 2016, David Farnsworth, Chair of the City Bridge Trust visited CAIA as part of his tour to organisations the Trust supports. He was accompanied by Media Officer Kristina Drake. Both were pleased to meet CAIA members, trustees, staff and service users. Following the visit Mr Farnsworth wrote to say "Thank you for giving up your valuable time to see us today, I know how busy you must be. It was great to see and experience such a vibrant resource for the Armenian community, and community at large." Kristina Drake also wrote to say that it "was lovely meeting you all today and a very worthwhile visit, the work you are doing is amazing and clearly helping a lot of people." The CAIA is very grateful to the City Bridge Trust for its generosity and support towards its charitable work; and
- Hosting meetings at Hayashen of the *Mill Hill Park Residents Association AGM*, local ward meetings, *Ealing Community Network* meetings, and others, when not in use by CAIA.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

4 PARTNERSHIPS & COOPERATION WITH THE ARMENIAN AND WIDER VOLUNTARY & COMMUNITY SECTOR - continued

CAIA cooperated and maintained good relations with various Armenian organisations in UK and abroad. This included:

- Taking part in the annual Armenian Street Festival held outside *St. Sarkis Armenian Church* in Kensington, which gave us the opportunity to engage and promote the CAIA to the 2000+ visitors;
- Attending various public functions organised by Armenian organisations and the Embassy of the Republic of Armenia in UK and the Armenian Community Council to mark the 25th independence Anniversary of the Republic of Armenia;
- In September 2016, representatives of the *Artashat After School Centre* from Armenia met members of the CAIA as well as Bishop Hovakim, Primate of UK Armenians who was also visiting CAIA at the same time; and
- Providing main hall of Hayashen to various Armenian charitable organisations to the *London Armenian Opera Group*, the *Gomidas Institute*, *The Tekeyan Association*, etc..

FINANCIAL REVIEW

Investment policy and objectives

Under the Articles of Association, CAIA has the power to invest monies which are not immediately required for its purposes, in or upon such investments or property as may be thought fit. At the present time the trustees' policy is to maintain all such monies in liquid cash form, on deposits earning a market rate of interest. The trustees consider that this is the most appropriate form of investment in the current climate

Reserves policy

It is always difficult to plan or develop services within a voluntary organisation, with its constant need to find funding and in an atmosphere of insecurity of long-term funding agreements.

Our reserves policy is set to ensure our work is protected from the risk of disruption at short notice due to a lack of funds, whilst at the same time ensuring we do not retain income for longer than required.

Purpose

The following reserves policy exists in line with guidance issued by the Charity Commission, and to enable CAIA's Management Committee to appropriately designate funds from its unrestricted reserves in order to:

- Fund specific projects on short notice or for which no funding can be raised which further CAIA's charitable aims as stated in its governing document;
- Cover administration and support costs without which CAIA could not function;
- Protect against risks and unforeseen expenditures which may arise and which are beyond the organisation's control and which cannot be met from existing income, and are in line with its stated objectives;
- Ensure the viability of the organisation beyond the immediate future and to provide reliable and on-going services over the longer term; and
- Maintain the high quality and condition of CAIA's freehold property at 105A Mill Hill Road, Acton, London W3 8JF.

Procedures

The Management Committee may designate unrestricted reserves money to cover CAIA's financial responsibility as follows:

- Contingency reserves - to enable CAIA to function by meeting contractual obligations in respect of staff salaries, running and legal costs and client service provision - should represent at minimum three months and at maximum five months charitable operating costs (as calculated on the basis of its annual expenditure);
- Should these reserves fall below the calculated minimum, the management committee will take reasonable steps to raise and designate additional unrestricted funds against the deficit;
- Should these reserves exceed the calculated maximum, the management committee will arrange for expenditure of the surplus during the current or following financial year, in line with CAIA's charitable aims;
- No more than 20% of annual income shall be allocated to unrestricted reserves;
- No more than £20,000 from the reserves shall be expended or accumulated in any one financial year;
- The level of reserves will be reviewed quarterly by the Management Committee;
- The policy will be reviewed annually by the Management Committee and specific minimum and maximum reserve levels will be set in the CAIA's current and following financial year projections; and
- This policy is to be included in the CAIA's annual accounts statements.

The Statement of Financial Activities shows a net surplus for the year of £1,067 (2016: £12,061) and our total reserves as at 31 March 2017 amounted to £358,270 (2015: £357,203).

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2017**

FUTURE PLANS

Major challenges and tasks facing the management committee in the coming year include:

- Generate income to sustain the present level of services in accordance with the Annual Business Plan despite the difficult economic and funding climate;
- Continually reviewing the needs of the most disadvantaged and vulnerable sections within the Armenian community as well as the aspirations of the wider Armenian community in order to address these as much as it is feasible within its available resources;
- Increasing the internal capacity of the organisation to develop new services and projects by fundraising;
- Encourage and enable more volunteers and members to become more knowledgeable, skilled and involved in the operations and management of the CAIA for the long-term sustainability of the organisation and as a means of succession planning for new trustees/directors;
- Continuing to maintain the quality and fabric of the Hayashen Centre, including partition the CAIA office to create dedicated space to provide confidential advice provision;
- Engaging in and maintaining good links with local voluntary and statutory agencies and other stakeholders including other Armenian organisations in order to cooperate on a mutually beneficial basis and develop new partnerships;
- Deliver services in accordance to all quality standards, including Advice Quality Standard, Ofsted & exemption from OISC (Office of the Immigration Services Commissioner) to provide immigration advice;
- Progressing with the outstanding issue related to the transfer of Hayashen property to the incorporated CAIA;
- Completing the review of CAIA's governing document with the help of external expert advice to ensure that CAIA's governing documents comply with the latest changes in charity and company law in a transparent and satisfactory manner to its members;
- Maintaining the Organisational Manual/Handbook by continuously reviewing and updating CAIA's internal policies and procedures;
- Continuing to offer quality training, motivate, support and retain staff, volunteers and board members to continue their vital contribution to CAIA's services and governance;
- Undertaking annual risks assessment reviews of CAIA with the help of external expertise when necessary;
- Continually review and develop the quality and scope of CAIA's profile on the worldwide web as well as seek to further expand on the use of social media to further develop external interest and support for CAIA services and projects;
- Seek to further implement back office systems in order to maximise staff efficiency and provide CAIA with sustainable systems moving forward; and
- Maintain and update IT hardware, software and IT Security within Hayashen.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Centre for Armenian Information and Advice (CAIA) was established on 5 April 2001 under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

Charity status

CAIA is a charitable company limited by guarantee, as defined by the Companies Act 2006, and is a registered charitable company with the Charity Commission.

CAIA was registered as a charity on 21 September 2001.

Membership

Membership under the Articles of Association is open to all persons who satisfy the membership requirements.

Individual voting members shall have limited liability and corporate members shall have no liability. Every individual voting member of the charitable company undertakes to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2017**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Financial statements

The audited financial statements comply with the Charities Statement of Recommended Practice - Accounting and Reporting by Charities FRS 102 effective January 2015, the Charities Act 2011, the Companies Act (2006) and the Charities (Accounts and Reports) Regulations 2008. The trustees' report and financial statements are submitted to the Charity Commission following approval by the membership at the AGM.

Recruitment and appointment of new trustees

Trustees are appointed under the terms of the Articles of Association.

The trustees consider that having appropriate skills and awareness appropriate to the nature of the work of CAIA is more important than having numerous trustees. The trustees continue to identify shortcomings in their knowledge and skills which they feel are necessary for the good governance of the charity.

Induction and training of new trustees

The trustees offer a wide range of skills and experience essential to the good governance of the charity. New trustees are invited to take part in an informal induction programme. On an informal basis, new trustees undergo orientation to brief them on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association and decision making process, meet key persons of the charity, the business plan and recent financial performance of the charity. Trustees are encouraged to attend appropriate external training events where these will facilitate the undertaking of their role and other aspects of CAIA's work. The trustees review their written procedures in line with all other procedural documents on a regular basis.

Organisational structure

Governance and accountability of the CAIA operates at three levels with clear reporting lines and links. The top level of governance is provided by elected directors/trustees (Board). This is the senior decision-making body of the CAIA. The staff/volunteers operational team led by the CEO, Mr Misak Ohanian, carries out the management on a day-to-day basis. The work of the operational management team carried out by staff and volunteers is reviewed and monitored at Board meetings to ensure CAIA is meeting its aims and objectives efficiently and effectively in line with agreed budgets and work programme.

Following is a brief summary of the achievements of the board of directors/trustees during 2016/2017:

- Held 11 (2016 - 11) Board meetings and many more between the CEO, Chair, Treasurer, Vice Treasurer and Secretary in between meetings for banking, meeting funders, book-keeper and general administration of the charity;
- Continuing the review CAIA governing document in order to bring up to date with current charity and company law. Advising the Board in this matter has been *Kirkland & Ellis International LLP*;
- Offered training opportunities to individual Board members, staff and volunteers to enable them to become more knowledgeable, motivated and skilled in the operations and management of the CAIA for the long-term sustainability of the organisation. Training courses/workshops undertaken by individual and collective Board members, staff and volunteers included: website maintenance, Safeguarding Adults/children, First Aid, Food safety, Evidencing Impact of services, Housing legislation and immigration in the light of Brexit;
- Board members and staff held a productive away day on 24th July at Hilton Syon Park to review and develop CAIA's new 3-Year strategic plan;
- Regularly reviewed CAIA's internal policies and procedures, including financial record keeping systems and adopted new ones in accordance with good practise and its legal obligations. Copy of CAIA's 200-page Organisational Manual/Handbook, which incorporates all CAIA's policies and procedures is used in the induction of new Trustees/directors and staff/volunteers was digitised and available to them at all times for reference;
- Operated CAIA's Membership form in order to encourage more members to pay via direct debit. Provided the means for anyone to donate on line via website, Facebook and text to CAIA charity. Between April 2016 to March 2017, 50 (2016 – 62) new members joined CAIA;
- Successfully implemented the annual staff appraisals;
- Held a successful 31st AGM in November 2016 during which the Board provided progress reports on the activities and finances of the CAIA to appreciative members. The AGM was an important milestone which was marked large cream cake shared at the end of the meeting with members present;
- Successfully fundraised to sustain its 2015/16 level of services into 2016/17 despite the current difficult fundraising environment and local authority cut backs;
- Continued to deal with the outstanding issue of the transfer of the Hayashen property deed to the incorporated CAIA Charity Company by working closely with *Faegre & Benson LLP* and the Charity Commission; and
- Continued to make improvements and maintain overall quality standard of the property including flat roof/gutter work.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2017**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties

The trustees are aware of the guidance given by the Charity Commission, including the risk posed by transactions with close family members, and are of the opinion that no transactions have arisen concerning related parties.

Risk management

The trustees are aware of the major risks to which CAIA is exposed and systems have been established to manage and minimise those risks. Policies and procedures are reviewed annually or more often if there are changes in legislation, and trustees are made aware of urgent matters if necessary between meetings. As part of those procedures, the trustees established a risk register which is reviewed annually. The main risks are financial, as identified in the annual risk review. The trustees look to manage financial risks by approving an annual budget, regular consideration of the financial results, variance from budgets and non-financial performance indicators. A key element in the management of financial risk is the setting of a reserves policy.

The trustees are aware of the short-term nature of the charity's income, which makes long-term planning more difficult. The trustees are seeking more than ever to diversify including charging for activities and looking at new and innovative ways of fundraising.

The trustees also have a duty to ensure appropriate controls are in place to provide reasonable assurance against fraud and error. The systems of internal controls for the charity are designed to provide reasonable, but not absolute, assurance against material misstatement or loss.

The trustees remain confident that the high standard of service and professionalism of the charity's staff continue to place the charity in a good position for the future.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2017**

STATEMENT OF TRUSTEES RESPONSIBILITIES

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:


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

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

AUDITORS

The auditors, Cox Costello & Horne, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Approved by order of the board of trustees on 12 SEPT 2017 and signed on its behalf by:


Mr R M Anooshian - Chairman

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CENTRE FOR ARMENIAN INFORMATION AND ADVICE

We have audited the financial statements of Centre for Armenian Information and Advice for the year ended 31 March 2017 which comprise the Statement of Financial Activities, the Balance Sheet and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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

Respective responsibilities of trustees and auditors

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

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

Scope of the audit of the financial statements

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

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2017 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Opinion on other matter prescribed by the Companies Act 2006

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

Freehold property

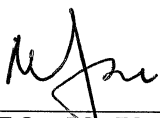
Without qualifying our opinion we draw attention to notes 11 and 18 to the financial statements. The charitable company is in dispute with the trustees of the old unincorporated charity over the legal ownership of the freehold property currently occupied by the charitable company. No legal action has been taken against the charitable company over the dispute and the charitable company trustees' have taken legal advice on this matter. The ultimate outcome of the matter cannot presently be determined, and no amendments have been made in the financial statements.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CENTRE FOR ARMENIAN INFORMATION AND ADVICE**

Matters on which we are required to report by exception

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

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



Michael F Cox BSc FCA (Senior Statutory Auditor)
for and on behalf of Cox Costello & Horne
Chartered Accountants and Statutory Auditors
4th & 5th Floor
14-15 Lower Grosvenor Place
London
SW1W 0EX

Date: 12/09/2017

Note:

The maintenance and integrity of the Centre for Armenian Information and Advice website is the responsibility of the trustees; the work carried out by the auditors does not involve consideration of these matters and, accordingly, the auditors accept no responsibility for any changes that may have occurred to the financial statements since they were initially presented on the website.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2017**

		Unrestricted funds	Restricted funds	31.3.17 Total funds	31.3.16 Total funds
	Notes	£	£	£	£
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	43,970	1,143	45,113	39,107
Charitable activities	4				
Advice and Information (A&I)		-	22,500	22,500	40,000
Armenian Community Pre-school Group (ACPG)		-	2,750	2,750	7,800
Carers Project (CP)		-	-	-	7,684
Cultural/Educational Expenditure and Library (CEE&L)		-	39,646	39,646	2,325
Elderly Armenians Project (EAP)		-	11,850	11,850	9,758
Health Advocacy Project (HAP)		-	-	-	21,400
Health and Care Support Project		-	4,000	4,000	-
Training Programmes (TP)		-	-	-	2,376
Youth Project (YP)		-	11,750	11,750	10,700
Support Costs		-	25,850	25,850	12,497
Investment income	3	210	-	210	271
Total		44,180	119,489	163,669	153,918
EXPENDITURE ON					
Charitable activities	5				
Advice and Information (A&I)		-	30,224	30,224	37,029
Armenian Community Pre-school Group (ACPG)		-	4,211	4,211	5,588
Armenian Tree Project Donation		-	-	-	1,994
Capital Expenditure and Building Costs (CE&B)		-	-	-	3,903
Carers Project (CP)		-	-	-	2,182
Cultural/Educational Expenditure and Library (CEE&L)		-	41,117	41,117	10,163
Elderly Armenians Project (EAP)		-	13,997	13,997	16,438
Health Advocacy Project (HAP)		-	-	-	15,015
Health and Care Support Project		-	18,507	18,507	-
Training Programmes (TP)		-	-	-	1,022
Youth Project (YP)		-	11,781	11,781	11,445
Refugee Relief (A&I)		-	-	-	20
Support Costs		32,581	-	32,581	25,041
Fundraising and publicity		10,184	-	10,184	12,017
Total		42,765	119,837	162,602	141,857
NET INCOME/(EXPENDITURE)		1,415	(348)	1,067	12,061
RECONCILIATION OF FUNDS					
Total funds brought forward		26,552	330,651	357,203	345,142
TOTAL FUNDS CARRIED FORWARD		27,967	330,303	358,270	357,203

CONTINUING OPERATIONS


All income and expenditure has arisen from continuing activities.

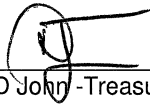
BALANCE SHEET
AT 31 MARCH 2017

	Notes	Unrestricted funds £	Restricted funds £	31.3.17 Total funds £	31.3.16 Total funds £
FIXED ASSETS					
Tangible assets	11	-	219,540	219,540	222,368
CURRENT ASSETS					
Debtors	12	5,678	100	5,778	1,217
Cash at bank and in hand		<u>32,493</u>	<u>111,415</u>	<u>143,908</u>	<u>184,456</u>
		38,171	111,515	149,686	185,673
CREDITORS					
Amounts falling due within one year	13	(10,204)	(752)	(10,956)	(50,838)
NET CURRENT ASSETS		<u>27,967</u>	<u>110,763</u>	<u>138,730</u>	<u>134,835</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>27,967</u>	<u>330,303</u>	<u>358,270</u>	<u>357,203</u>
NET ASSETS		<u>27,967</u>	<u>330,303</u>	<u>358,270</u>	<u>357,203</u>
FUNDS	14				
Unrestricted funds				27,967	26,552
Restricted funds				<u>330,303</u>	<u>330,651</u>
TOTAL FUNDS				<u>358,270</u>	<u>357,203</u>

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

The financial statements were approved by the Board of Trustees on 12 SEPT 2017 and were signed on its behalf by:


Mr R M Anooshian –Chairman


Ms D John –Treasurer

REGISTERED COMPANY NUMBER: 04195084 (England and Wales)
REGISTERED CHARITY NUMBER: 1088534

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2017**

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their financial statements in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The date of transition to FRS 102 was 1 April 2015 and in preparing the financial statements, the Board of Trustees have considered whether the accounting policies required by the standard require the restatement of comparative information. No adjustments were required as a result of the transition to FRS 102.

Preparation of the financial statements on a going concern basis

The financial statements are drawn up on the going concern basis which assumes Centre For Armenian Information And Advice will continue in operational existence for the foreseeable future. The Board of Trustees have given due consideration to the working capital and cash flow requirements of Centre For Armenian Information And Advice. The Board of Trustees consider Centre For Armenian Information And Advice's current and forecast cash resources to be sufficient to cover the working capital requirements of the charity for at least 12 months from the date of signing the financial statements.

Critical accounting judgements and key sources of estimation uncertainty

The preparation of the financial statements requires the Board of Trustees to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for income and expenditure during the period. However, the nature of estimation means that actual outcomes could differ from those estimates.

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably. Income received in advance of a service is deferred until the criteria for income recognition are met. Income arises in the United Kingdom.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Gifts in kind are valued at estimated value to the charity. They are included in the charity's financial statements if the estimated value is in excess of £500.

Interest receivable on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

Unrestricted charitable donations are recognised in the financial statements when the charitable donation has been received, or if, before receipt, there is sufficient evidence to provide the necessary certainty that the donation will be received and the value of the incoming resources can be measured with sufficient reliability.

Donated professional services and facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), the general volunteer time is not recognised. On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

1. ACCOUNTING POLICIES - continued

Expenditure

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

- Cost of raising funds comprises the costs of commercial trading and their associated support costs.
- Expenditure on charitable activities includes the costs of the charity's services undertaken to further the purpose of the charity and their associated support costs.
- Other expenditure represents those items not falling into any other heading.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- not provided
Equipment, fixtures and fittings	- 25% on reducing balance
Motor vehicle	- 10% on cost

Freehold property held in trust since the charity was established, is not depreciated as the historical cost between land and buildings cannot be reliably segregated. The trustees are satisfied, as the freehold properties are maintained to a good standard, that the aggregate value of the freehold property, without actually revaluing, at the reporting date is not less than the aggregate amount at which they are stated in the charity's financial statements. The freehold property is accordingly stated in the financial statements on the basis that the residual value is greater than the asset's carrying amount and the depreciation charge is zero until its residual value subsequently decreases to an amount below the carrying amount.

All assets are initially recognised at cost and subsequently carried at cost less accumulated depreciation. The cost of an asset initially recognised includes its purchase price and any cost that is directly attributable to bringing the asset to the location and condition necessary for it to be capable of operating in the manner intended by management. The cost of properties is their purchases price together with the cost of improvement works.

All assets costing more than £250 are capitalised.

Taxation

The charity is an institution within the meaning of the Charities Act 2011 and as such is a charity within the meaning of Section 506(1) of the Taxes Act 1988. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains within categories covered by Section 505 of the Taxes Act 1988 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied exclusively to charitable purposes. The charity receives no similar exemption in respect of Value Added Tax.

The charity is an institution which is established for charitable purposes within the meaning of the Charities Act 2011 and as such is a charity within the meaning of Para 1 of Schedule 6 to the Finance Act 2010. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Sections 478-488 of the Corporation Tax Act 2010 (formerly enacted in Section 505 of the Income and Corporation Taxes Act 1988) or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that such income or gains are applied to exclusively charitable purposes. The charity receives no similar exemption in respect of Value Added Tax. For this reason the charity is generally unable to recover input VAT it suffers on goods and services purchased. The charity is not registered for VAT, as the trustees have taken professional advice and consider the charity's sources of income are exempt from VAT. VAT is included within the attributable cost under resources expended.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2017**1. ACCOUNTING POLICIES - continued****Fund accounting**

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

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 statements.

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

Transfers are made from unrestricted to restricted funds to cover any overspends on restricted projects during the year where cost will not be met by the funder. Transfers between restricted funds and from restricted to unrestricted funds are made with the permission of the funder.

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

Financial instruments

Financial assets (including cash and debtors) and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument. Additionally, all financial assets and liabilities are classified according to the substance of the contractual arrangements entered into.

Financial assets and liabilities are initially measured at transaction price (including transaction costs) and are subsequently remeasured where applicable at amortised cost.

Financial assets include cash, trade debtors, other debtors, prepayments and accrued income.

Financial liabilities include trade creditors, other creditors, accruals and deferred income.

2. DONATIONS AND LEGACIES

	31.3.17	31.3.16
	£	£
Membership fees	4,938	4,346
Donations	24,850	18,705
Gift aid	5,114	4,417
Other income	<u>10,211</u>	<u>11,639</u>
	<u>45,113</u>	<u>39,107</u>

3. INVESTMENT INCOME

	31.3.17	31.3.16
	£	£
Deposit account interest	<u>210</u>	<u>271</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

**NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2017**

4. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.17 £	31.3.16 £
Grants	Advice and Information (A&I)	22,500	40,000
	Armenian Community Pre-school Group (ACPG)	2,750	7,800
Grants	Carers Project (CP)	-	7,684
	Cultural/Educational Expenditure and Library (CEE&L)	39,646	2,325
Grants	Elderly Armenians Project (EAP)	11,850	9,758
Grants	Health Advocacy Project (HAP)	-	21,400
Grants	Health and Care Support Project	4,000	-
Grants	Training Programmes (TP)	-	2,376
Grants	Youth Project (YP)	11,750	10,700
Grants	Support Costs	25,850	12,497
		118,346	114,540

Grants received, included in the above, are as follows:

	31.3.17 £	31.3.16 £
Acton Community Forum (ACPG)	-	3,750
Barkev Kassardjian Sis Trust (ACPG)	500	500
BBC Children in Need (YP)	10,000	10,000
Benlian Trust (ACPG)	1,000	1,000
Big Lottery Fund (Advice Services Transitions Fund via Age Concern Ealing - A&I)	-	10,000
Big Lottery Fund (Transitions Fund via Ealing Community and Voluntary Service - Support Costs)	-	3,447
British Science Association (YP)	500	-
Citizens Advice (Energy Best Workshops - EAP)	600	900
City Bridge Trust (A&I)	22,500	30,000
City Bridge Trust (Support Costs)	20,000	-
Ealing Community and Voluntary Service (LBE Anti-Poverty Grant - TP)	-	1,176
Heathrow Community Fund (CEE&L)	-	1,000
Heritage Lottery Fund (UK Armenians & WW1 Project - CEE&L)	36,325	225
Hilden Charitable Trust (Summer Project - ACPG)	-	500
Jack Petchey Foundation (YP)	1,250	700
John Lyon's Charity (ACPG)	1,250	2,050
London Borough of Ealing (Ealing UACS Elderly - EAP)	-	3,233
London Borough of Ealing (Family Learning - CEE&L)	1,321	1,100
London Borough of Ealing (Servicing Ealing Advice Forum - Support Costs)	3,750	1,250
London Borough of Ealing (Social Services Carers Grant - CP)	-	2,784
London Borough of Ealing (Support4Carers - HAP)	4,000	8,000
London Borough of Hounslow (Independent Activities Project - TP)	-	1,200
London Borough of Hounslow (Care Innovation Fund - CP)	-	4,900
London Borough of Hounslow (Outreach Support Service via Integrated Neurological Services - HAP)	-	5,400
London Borough of Kensington and Chelsea (Support Costs)	600	400
Lush Limited Charity Pot UK (Support Costs)	-	3,600
Migrants Rights Network (A&I)	-	700
NHS Ealing Clinical Commissioning Group (Better Care Fund via Southall Community Alliance - EAP)	11,250	5,625
Pathways (Support Costs)	-	3,000
Southall Community Alliance/Ealing Transition Project (Support Costs)	1,500	-
St Sarkis Trust (HAP)	-	8,000
St Sarkis Trust (Support Costs)	2,000	-
The Challenge Network (Support Costs)	-	100
	118,346	114,540

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2017

5. CHARITABLE ACTIVITIES COSTS

	Direct costs	Support costs (See note 6)	Totals
	£	£	£
Advice and Information (A&I)	30,224	-	30,224
Armenian Community Pre-school Group (ACPG)	4,211	-	4,211
Cultural/Educational Expenditure and Library (CEE&L)	41,117	-	41,117
Elderly Armenians Project (EAP)	13,997	-	13,997
Health and Care Support Project	18,507	-	18,507
Youth Project (YP)	11,781	-	11,781
Support Costs	-	32,581	32,581
	<u>119,837</u>	<u>32,581</u>	<u>152,418</u>

6. SUPPORT COSTS

	Charitable activities	Governance costs	Totals
	£	£	£
Support Costs	<u>25,976</u>	<u>6,605</u>	<u>32,581</u>

	Basis of allocation	31.3.17 £	31.3.16 £
Charitable activities			
Salaries and wages	Staff time	2,688	6,705
Office costs	Actual	15,540	6,915
Furniture/equipment	Actual	2,829	631
Refreshments/catering	Actual	575	277
Insurance	Actual	1,925	2,094
Travel expenses	Actual	531	804
Training	Actual	528	-
Sundry expenses	Actual	18	-
Volunteers expenses	Actual	195	231
Website expenses	Actual	172	250
Subscription/membership	Actual	502	370
Armenian Tree Project donation	Actual	-	40
Consultancy/research costs	Actual	473	-
		<u>25,976</u>	<u>18,317</u>

	Basis of allocation	31.3.17 £	31.3.16 £
Governance costs			
Salaries and wages	Staff time	2,688	1,837
Auditors remuneration	Actual	3,000	3,000
Bookkeeping/payroll	Actual	1,619	1,655
Refreshments/catering	Actual	63	-
Volunteers expenses	Actual	55	232
Subscription/membership	Actual	13	-
		<u>6,605</u>	<u>6,724</u>

Office costs include the following items: premises repairs & maintenance, light and heat, water rates, phones/fax, postage and printing.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2017**7. NET INCOME/(EXPENDITURE)**

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

	31.3.17	31.3.16
	£	£
Auditors' remuneration	3,000	3,000
Depreciation - owned assets	<u>2,828</u>	<u>2,828</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

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

9. STAFF COSTS

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

	31.3.17	31.3.16
Advice and Information	1	1
Health Advocacy Project	1	1
Heritage Lottery Project	1	-
Librarian	1	1
Administration and governance	<u>1</u>	<u>2</u>
	<u>5</u>	<u>5</u>

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

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	35,739	3,368	39,107
Charitable activities			
Advice and Information (A&I)	-	40,000	40,000
Armenian Community Pre-school Group (ACPG)	-	7,800	7,800
Carers Project (CP)	-	7,684	7,684
Cultural/Educational Expenditure and Library (CEE&L)	-	2,325	2,325
Elderly Armenians Project (EAP)	-	9,758	9,758
Health Advocacy Project (HAP)	-	21,400	21,400
Training Programmes (TP)	-	2,376	2,376
Youth Project (YP)	-	10,700	10,700
Support Costs	800	11,697	12,497
Investment income	<u>271</u>	<u>-</u>	<u>271</u>
Total	36,810	117,108	153,918

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2017

10. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON			
Charitable activities			
Advice and Information (A&I)	-	37,029	37,029
Armenian Community Pre-school Group (ACPG)	-	5,588	5,588
Armenian Tree Project Donation	-	1,994	1,994
Capital Expenditure and Building Costs (CE&B)	-	3,903	3,903
Carers Project (CP)	-	2,182	2,182
Cultural/Educational Expenditure and Library (CEE&L)	-	10,163	10,163
Elderly Armenians Project (EAP)	-	16,438	16,438
Health Advocacy Project (HAP)	-	15,015	15,015
Training Programmes (TP)	-	1,022	1,022
Youth Project (YP)	-	11,445	11,445
Refugee Relief (A&I)	-	20	20
Support Costs	25,041	-	25,041
Fundraising and publicity	12,017	-	12,017
Total	37,058	104,799	141,857
NET INCOME/(EXPENDITURE)	(248)	12,309	12,061
Transfers between funds	(326)	326	-
Net movement in funds	(574)	12,635	12,061
RECONCILIATION OF FUNDS			
Total funds brought forward	27,126	318,016	345,142
TOTAL FUNDS CARRIED FORWARD	26,552	330,651	357,203

11. TANGIBLE FIXED ASSETS

	Freehold property £	Equipment, fixtures and fittings £	Motor vehicle £	Totals £
COST				
At 1 April 2016 and 31 March 2017	216,712	45,860	28,277	290,849
DEPRECIATION				
At 1 April 2016	-	45,859	22,622	68,481
Charge for year	-	-	2,828	2,828
At 31 March 2017	-	45,859	25,450	71,309
NET BOOK VALUE				
At 31 March 2017	216,712	1	2,827	219,540
At 31 March 2016	216,712	1	5,655	222,368

All tangible fixed assets are held by the Centre for Armenian Information and Advice. Substantially all are used for the charitable purposes of the charity.

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2017**11. TANGIBLE FIXED ASSETS - continued**

The land and buildings was purchased by the charity many years ago. There is a historical dispute over the ownership of the freehold property, and in this regard, refer to the note at the end of the accounts. In the absence of a formal valuation, it is not considered practicable to quantify the market value of the land and buildings.

The trustees are not aware of any other material difference between the carrying value and the market value of land and buildings.

12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.17	31.3.16
	£	£
Trade debtors	1,197	1,197
Other debtors	2,732	20
Prepayments	<u>1,849</u>	-
	<u>5,778</u>	<u>1,217</u>

13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.17	31.3.16
	£	£
Trade creditors	7,956	9,488
Social security and other taxes	-	1,688
Other creditors	-	337
Accrued expenses and deferred income	<u>3,000</u>	<u>39,325</u>
	<u>10,956</u>	<u>50,838</u>

Included within other creditors is deferred income of £nil (2016: £36,325).

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2017

14. MOVEMENT IN FUNDS

	At 1.4.16 £	Net movement in funds £	Transfers between funds £	At 31.3.17 £
Unrestricted funds				
General fund	-	1,415	-	1,415
Building and equipment fund	6,000	-	-	6,000
Contingency fund	20,552	-	-	20,552
	26,552	1,415	-	27,967
Restricted funds				
Advice and Information	13,810	(7,724)	6,613	12,699
Armenian Community Pre-School Group	13,388	(550)	1,653	14,491
Capital Expenditure and Building Costs	2,150	-	-	2,150
Carers Project	14,449	-	(14,449)	-
Consultancy/Research	2,705	-	-	2,705
Cultural/Educational Expenditure and Library	-	(4,357)	4,357	-
Elderly Armenians Project	3,823	(1,916)	6,135	8,042
Health and Care Support Project	27,397	(14,507)	17,756	30,646
Heritage Lottery Fund	-	2,886	3,306	6,192
Refugees Relief Funds	367	-	-	367
Tangible Fixed Assets	222,368	-	(2,828)	219,540
Training Programmes	16,739	-	-	16,739
Youth Project	13,455	(30)	3,307	16,732
Support Costs	-	25,850	(25,850)	-
	330,651	(348)	-	330,303
TOTAL FUNDS	357,203	1,067	-	358,270

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	44,180	(42,765)	1,415
Restricted funds			
Advice and Information	22,500	(30,224)	(7,724)
Armenian Community Pre-School Group	3,661	(4,211)	(550)
Cultural/Educational Expenditure and Library	1,321	(5,678)	(4,357)
Elderly Armenians Project	12,081	(13,997)	(1,916)
Health and Care Support Project	4,000	(18,507)	(14,507)
Heritage Lottery Fund	38,325	(35,439)	2,886
Youth Project	11,751	(11,781)	(30)
Support Costs	25,850	-	25,850
	119,489	(119,837)	(348)
TOTAL FUNDS	163,669	(162,602)	1,067

NOTES TO THE FINANCIAL STATEMENTS - CONTINUED
FOR THE YEAR ENDED 31 MARCH 2017**14. MOVEMENT IN FUNDS - continued****Purposes of restricted funds**

Tangible Fixed Assets: This comprises of the original donation of the freehold property and fixtures, fittings and equipment of the unincorporated charity.

Charitable Activities: These funds are held to further charitable activities as explained in the trustees' report.

Purposes of unrestricted funds**Designated funds**

Building and equipment fund: The trustees' has designated funds for purchase of new equipment in the furtherance of charitable activities.

Contingency fund: The trustees' has designated funds to enable the charity to function by meeting contractual obligations in respect of staff salaries, running and legal costs and client service provision.

Transfers between funds

Subsidies were made between unrestricted funds in the amount of £nil (2016: £574) in order to correct deficit position arising in the 2016/2017 financial year.

Subsidies were made between unrestricted and restricted funds of £nil (2016: £326) in order to correct deficit position arising in the 2016/2017 financial year.

Subsidies were made between restricted funds of £25,850 (2016: £11,697) according to the terms of the grants arising in the 2016/2017 financial year.

Subsidies were made between restricted funds of £2,828 (2016: £2,828) in order to cover depreciation costs arising in the 2016/2017 financial year.

15. FINANCIAL INSTRUMENTS

The charity has the following financial instruments:

	Note	31.03.17 £	31.03.16 £
Financial assets measured at amortised cost			
- Cash and cash equivalents		143,908	184,456
- Trade debtors	8	1,197	1,197
- Other debtors - excluding taxes	8	2,732	20
		<u>147,837</u>	<u>185,673</u>
Financial liabilities measured at amortised cost			
- Trade creditors	9	7,955	9,488
- Other creditors - excluding taxes	9	-	337
- Accruals	see below	3,000	3,000
		<u>10,955</u>	<u>12,825</u>
Reconcile disclosure in note 9:			
- Accruals		3,000	3,000
- Deferred income		-	36,325
Accruals and deferred income		<u>3,000</u>	<u>39,325</u>

16. RELATED PARTY DISCLOSURES

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

17. ULTIMATE CONTROLLING PARTY

The charitable company is limited by guarantee and has no share capital. The charitable company is controlled by its members as a group and consequently there is no ultimate controlling party.

18. FREEHOLD PROPERTY

The freehold of the building at 105A Mill Hill Road occupied by the charitable company is registered in the name of three people who hold it in trust for the charity. At present there is a dispute as to the ownership of the property between the so called trustees of the old unincorporated charity and the charitable company which was incorporated to run the charity's affairs.

The management committee of the charitable company have taken advice from the Charity Commission in addition to legal advice on this matter with the intention of resolving the situation as expediently as possible.

19. COMPANY LIMITED BY GUARANTEE

The charitable company is limited by guarantee and has no share capital. Every member of the company undertakes to contribute to the assets of the company in the event of its being wound up, for payments of the debts and liabilities of the company, such amount as may be required, not exceeding £1.

20. FIRST YEAR ADOPTION

This is the first year that the charity has presented its results under FRS 102. The last financial statements prepared under the previous UK GAAP were for the year ended 31 March 2016. The date of transition to FRS 102 was 1 April 2015. Set out below are the changes in accounting policies which reconcile funds for the financial year ended 31 March 2016 and the total funds as at 1 April 2015 and 31 March 2016 between UK GAAP as previously reported and FRS 102.

i. Governance costs

Governance costs are no longer presented as a separate category of expenditure and in the Statement of Financial Activities as they are now regarded as part of support costs which are allocated to the cost of activities undertaken by the charity. Transition to FRS 102 did not require the opening fund balances to be restated.

There were no other adjustments to the charity's balance sheet at 1 April 2015 or 31 March 2016 on transition to FRS 102.

Transitional relief

On transition to FRS 102, no transitional relief was taken by the charity, as the Board of Trustees considered all the options as not being applicable to the charity.

21. APB ETHICAL STANDARD - PROVISIONS AVAILABLE FOR SMALL ENTITIES

In common with many other businesses of our size and nature we use our auditors to prepare and submit returns to the tax authorities and assist with the preparation of the financial statements.

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2017**

	31.3.17 £	31.3.16 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Membership fees	4,938	4,346
Donations	24,850	18,705
Gift aid	5,114	4,417
Other income	10,211	11,639
	45,113	39,107
Investment income		
Deposit account interest	210	271
Charitable activities		
Grants	118,346	114,540
Total incoming resources	163,669	153,918
EXPENDITURE		
Charitable activities		
Wages	78,002	60,293
Social security	3,750	3,235
Subcontractor labour	8,497	13,034
Office costs	268	4,092
Furniture/equipment	187	180
Refreshments/catering	3,388	5,139
Events and outings	6,251	7,364
Mini bus	2,147	2,378
Books, cd's and cassettes	16	-
Insurance	274	273
Travel expenses	441	249
Training	2,136	1,590
Sundry expenses	35	-
Volunteers expenses	1,282	366
Website expenses	375	-
Subscription/membership	734	1,559
Armenian Tree Project donation	-	1,994
Recruitment costs	-	225
Consultancy/research costs	1,676	-
Sound and visual productions	7,550	-
Depreciation motor vehicle	2,828	2,828
	119,837	104,799
Fundraising and publicity		
Wages	5,238	5,134
Social security	327	378
Publications/newsletters	2,656	5,119
Refreshments/catering	-	424
Events and outings	100	100
Website expenses	1,363	862
Consultancy/research costs	500	-
	10,184	12,017
Support costs		

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

**DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2017**

	31.3.17 £	31.3.16 £
Charitable activities		
Wages	2,579	6,572
Social security	109	133
Office costs	15,540	6,915
Furniture/equipment	2,829	631
Refreshments/catering	575	277
Insurance	1,925	2,094
Travel expenses	531	804
Training	528	-
Sundry expenses	18	-
Volunteers expenses	195	231
Website expenses	172	250
Subscription/membership	502	370
Armenian Tree Project donation	-	40
Consultancy/research costs	473	-
	<u>25,976</u>	<u>18,317</u>
Governance costs		
Wages	1,746	1,711
Social security	109	126
Auditors' remuneration	3,000	3,000
Bookkeeping/payroll	1,619	1,655
Refreshments/catering	63	-
Volunteers expenses	55	232
Subscription/membership	13	-
	<u>6,605</u>	<u>6,724</u>
Total resources expended	162,602	141,857
	<u> </u>	<u> </u>
Net income	<u>1,067</u>	<u>12,061</u>

CENTRE FOR ARMENIAN INFORMATION AND ADVICE

**RESOURCES EXPENDED PER FUND ANALYSIS
FOR THE YEAR ENDED 31 MARCH 2017**

	Advice and Information	Armenian Community Pre-School Group	Carers Project	Restricted Funds					Library Project	Unrestricted Funds			2017 Total	2016 Total	2015 Total
				Children's /Youth Project	Cultural /Education Expenses	Elderly Armenians Project	Health Advocacy Project	Heritage Lottery Project		Management and Admin	Fundraising and Publicity	Support Costs			
Employment costs	29,710	1,855	-	3,710	3,710	3,710	15,693	21,936	1,428	1,855	5,565	2,688	91,860	77,582	86,461
Subcontractor labour	-	1,930	1,810	1,890	-	2,867	-	-	-	-	-	-	8,497	13,034	13,589
Office costs	-	6	-	-	-	27	-	235	-	-	-	15,540	15,808	11,007	12,888
Furniture/equipment	-	92	-	95	-	-	-	-	-	-	-	2,829	3,016	811	118
Refreshments/catering	-	159	-	308	-	2,361	-	560	-	63	-	575	4,026	5,840	5,464
Events and outings	-	-	620	5,631	-	-	-	-	-	-	100	-	6,351	7,464	2,487
Mini bus	-	-	-	4	-	2,143	-	-	-	-	-	-	2,147	2,378	2,557
Books, cd's and cassettes	-	-	-	-	-	-	-	16	-	-	-	-	16	-	-
Insurance	274	-	-	-	-	-	-	-	-	-	-	1,925	2,199	2,367	2,130
Travel expenses	-	-	-	-	-	-	311	130	-	-	-	531	972	1,053	2,540
Training	-	-	-	-	320	-	-	1,816	-	-	-	528	2,664	1,590	5,680
Sundry expenses	-	-	-	-	-	15	-	20	-	-	-	18	53	-	20
Volunteers expenses	-	-	-	18	-	46	73	925	220	55	-	195	1,532	829	1,412
Website expenses	-	-	-	-	-	-	-	375	-	-	1,363	172	1,910	1,112	244
Subscription/membership	240	169	-	125	-	-	-	200	-	13	-	502	1,249	1,929	650
Armenian Tree Project donation	-	-	-	-	-	-	-	-	-	-	-	-	-	2,034	1,986
Compliance costs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	13
Recruitment costs	-	-	-	-	-	-	-	-	-	-	-	-	-	225	-
Consultancy/research costs	-	-	-	-	-	-	-	1,676	-	-	500	473	2,649	-	3,600
Sound and vision productions	-	-	-	-	-	-	-	7,550	-	-	-	-	7,550	-	-
Depreciation	-	-	-	-	-	2,828	-	-	-	-	-	-	-	2,828	2,828
Bookkeeping/payroll	-	-	-	-	-	-	-	-	-	-	-	-	1,619	1,655	1,642
Auditors' remuneration	-	-	-	-	-	-	-	-	-	3,000	-	-	3,000	3,000	3,000
Publications/new sletters	-	-	-	-	-	-	-	-	-	-	2,656	-	2,656	5,119	1,198
Grand Total	30,224	4,211	2,430	11,781	4,030	13,997	16,077	35,439	1,648	6,605	10,184	25,976	162,602	141,857	150,507

This page does not form part of the statutory financial statements