



Charity Sector

Services Information Pack

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We thank you for requesting information about our firm.

This information pack covers the following aspects. Please contact us if there is any further information you would like.

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Basis of pricing - audit and accounts service

We work on a fixed fee basis agreed in advance. The work we can carry out for you could include:

- Preparation of the statutory financial statements for the year, using our accounting software
- Audit of the statutory financial statements for the year
- Supply accounts for submission to Companies House (if applicable), and The Charity Commission, and to present to funders

Our fees are based on a matrix which looks at the size of the client, the services required, and the standard of the accounting systems. We work on a fixed fee basis, and do not charge on an hourly basis. Expenses will be recharged at cost.

Important Note

We would stress that the criteria are reviewed annually, and should your income for any year be in a different band – higher or lower – then the fee charged would be adjusted up or down according to the matrix valid that year.

All fees quoted to you are plus VAT at the standard rate.

Our Terms are full payment in advance. This policy avoids any costs in collecting fees, which would otherwise be reflected in fee levels. We provide our Telephone Helpline Service as part of our Service Package. Our clients find this a valuable resource and we encourage full use of it. This means that paid staff must be available to provide this service throughout the year, and not just during the relatively short span of accounts preparation or audit work. In addition, there is other preliminary work, such as renewal letters, issuing bank audit letters, and, for new clients, dealing with Engagement Letters, Money Laundering documents, etc. Should you wish, you may pay by standing order provided that the full amount is paid before we commence work.

Experience, ability and suitability of our staff

The director of the company, Hartley Jackson, is a Chartered Accountant. He is a member of the Institute of Chartered Accountants in England and Wales. He qualified in 1974. Hartley trained with a city firm, and gained post-qualification audit experience at what was then Cooper Brothers (now PricewaterhouseCoopers). In 2008 he was awarded the prestigious Diploma of Charity Accounting by the ICAEW.

Our senior manager is Ms. Rshesma Patel, BA (Hons) Accounting & Finance. Rshesma is a member of the Institute of Chartered Certified Accountants.

Our business development and marketing manager is Ms. Diane Bruford, MA, BA (Hons).

Our management team is supported by a hand-picked team of fully qualified consultants. Our consultants have specialist charity knowledge, and are qualified accountants (Chartered, Certified or CIMA). Unlike many firms, we only use qualified accountants for audits and accounts preparation.

In addition, all our accountants have undergone our own in-house accreditation.

All our team are required to maintain their knowledge by extensive Continuing Professional Development, both in-house and externally provided.

In addition, due to the complexity of tax law, we utilise the services of a handful of the UK's top charity tax consultants, should their services be required for our clients. We have deliberately chosen not to employ in-house specialists, as we believe this leads to poor practice, because a specialist employed by a general practice very quickly becomes a general practitioner - there just aren't enough specialist cases for him or her to handle in the general firm to maintain the specialist status, and his or her knowledge becomes quickly out of date, with potentially disastrous consequences for the clients. Our specialist tax consultants work in their respective fields on a daily basis, ensuring our work complies with current complex legislation, and the most recent case law.

Experience and expertise in carrying out audit and accounts services

We are Chartered Accountants based in London/Essex. We were established in 1952. We began working with charities in 1998. In recent years, we have conducted audits of clients of all sizes including a major subsidiary of a major European company.

Jackson & Jackson are Registered Auditors.

Our audits are conducted in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. Our audits include examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. They also include an assessment of the significant estimates and judgements made by the trustees in the preparation of the financial statements, and of whether the accounting policies are appropriate to the charitable company's circumstances, consistently applied and adequately disclosed.

We plan and perform our audits so as to obtain all the information and explanations which we consider necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. We also evaluate the overall adequacy of the presentation of information in the financial statements.

We carry out an initial assessment of your charity, reviewing the documentation supplied to us, and hold such discussions with your team, as we feel necessary.

We follow the ethical guidance issued by the Institute of Chartered Accountants in England and Wales in their current Code of Ethics.

We use specialist audit programmes for charities published by CCH, the international audit and accounting publishers.

We have an extensive knowledge base within our firm, which ensures that the accounts comply with The Statement of Recommended Practice, 'Accounting and Reporting by Charities', published in March 2005 (SORP 2005), as well as the relevant Companies and Charities Acts.

We also prepare accounts under the Industrial & Provident Societies Acts, and the Housing Corporation regulations.

Procedures and practices, to ensure high quality service is delivered every time

Our audits are run following specialist audit programmes for charities published by CCH, the international audit and accounting publishers. Accounts for charities are prepared on specialist formats, complying with SORP 2005, using Sage Advanced Accounts Production software.

We regard the audit and accounts as an opportunity to get to know your organisation inside out, and to identify opportunities to help you improve systems, controls and management, and generally contribute to the success of your charity.

As a result of this policy, we have worked together with many of our charity clients to update their internal procedures, improve training of team members and trustees, and introduce more effective systems.

Our policy is to agree timetables with our clients to enable them to submit accounts to statutory bodies and funders well in advance of statutory deadlines.

In order to facilitate this and enable us to provide an efficient and excellent service to all our clients, we ask you to agree a date with us when you will be providing the records to us. We ask that this is done as early as you can, but with a minimum of three weeks' lead-in.

If you are unable to meet the date agreed, please let us know as soon as you can, so we can arrange a new date with you.

Audit and Accounts Guarantee

If you keep to the date agreed, and there are no missing items or information, we will get your accounts back to you within 45 days of your providing us with all your books and records. Please note that the 45 days exclude bank and public holidays and any days we are waiting for responses from you regarding queries, missing items or further information needed by us.

Audit Only Guarantee

If you keep to the date agreed, and there are no missing items or information, we will provide an initial query list within 20 days, and then a final report of findings to you within 15 days of the queries being resolved, and our statutory audit report and Letter to Trustees will be supplied within 10 days of the amended accounts being supplied to us. These timings exclude bank and public holidays, and any days we are waiting for responses from you regarding queries, missing items or further information needed by us.

Practice Assurance scheme

Practice Assurance is a scheme of practice review operated by the Institute of Chartered Accountants in England and Wales. The scheme applies to all members in the UK (including the Channel Isles and the Isle of Man), the EU, Norway, Iceland and Liechtenstein who hold a practising certificate.

It provides members in practice with a framework of quality assurance principles to help them assess and develop their practices, offering practical support and advice.

Practice Assurance has been designed to demonstrate to the business community and the wider public the Institute's commitment to upholding and developing public standards that command public confidence.

Jackson & Jackson is a Member of the ICAEW Practice Assurance Scheme.

Further benefits

We offer all our clients further benefits, at no extra cost:

Fixed fees

You'll never pay more than you agreed in advance for any work we do for you. This will ensure you work within your budget.

Telephone advice line

You'll be able to call us at any time, on any issue, and we'll give you unlimited telephone support on ad-hoc matters without additional charge. As an example, within the last few months, charity clients have used our Telephone Helpline in the following areas:

- help in choosing new bankers
- aspects of CRB certificates
- accounting treatment of Employment Tribunal awards
- payroll issues
- the effects of the new Charities Acts

Free advice

We will point out where financial control may be improved, or any other issues which spring to light, as we carefully prepare your accounts and carry out our audit.

Regular discussions

We make sure we have regular discussions during the course of the year to ensure that YOU are totally happy with the service we provide.

Report to the Trustees

Our final Report to the Trustees is a statutory requirement. However, we include in it any findings and suggestions for the charity, whether or not these have affected our Audit Report or are required to be commented on.

Stress Free Transfer Service

Changing over to us couldn't be easier, since we will sort out all the paperwork quickly and easily for you, at no charge to you.

Audit location

As a result of discussions with our charity clients over the years, we now offer two options for the location of the audit.

Most audit firms send out juniors and trainees to the client's premises. These staff members stay at the client's office for several days, sometimes weeks, vouching invoices, photocopying documents, filling in schedules and asking questions.

This process is at best inconvenient – at worst, detrimental to the smooth running of the charity.

OPTION ONE: *The full audit is carried out at our premises*

- We conduct the audit at our premises. By sending us your documents by secure transport for a short period of time, we can keep our attendance at your offices down. This means you don't have accountant's staff taking up space at your copier, at your desks, and wasting your time!
- We only use qualified accountants for audits and accounts preparation – this gets rid of those inexperienced juniors and trainees!
- We use specialist accounts and audit software – this eliminates the need for detailed vouching, and replaces it with system checks and controlled vouching of documents.
- Most of our schedules are computer based, but we still need to use desk space and floor space for documents we are working on. Our office – our space! This eliminates the need for you to provide us with a room, internet and telephone access.
- All our queries are dealt with efficiently by email - providing a record easily accessible by our staff, and your charity staff, wherever they may be based. This means our staff won't be knocking on your door every ten minutes with some minor query!
- No time is wasted travelling to and from your office, so our fees are lower.
- All your documents are fully insured while with us.

OPTION TWO: *The majority of the audit is carried out at our premises, but the original documents stay with you*

We understand that some clients are reluctant to let original invoices and other documents out of their premises. Therefore, in order to facilitate those clients, we conduct most of the audit at our offices, only attending your offices at the end to vouch a sample of documents.

- We will still only use qualified accountants for audits and accounts preparation – this gets rid of those inexperienced juniors and trainees!
- We still use the specialist accounts and audit software – this eliminates the need for detailed vouching, and replaces it with system checks and controlled vouching of documents. Deployment of qualified personnel at clients' premises would greatly increase our costs and therefore our charges to our clients, so by investing in this software, we found a way to limit the time we spend at your premises.
- We will conduct the initial audit at our premises. You will retain all your original documents, sending us only printouts and a limited amount of copy documents (see our restricted list).
- We would provide on-site attendance towards the end of the audit, for the sole purpose of carrying out our sample audit tests on original documents only. We will still need a room, internet and telephone access, and the use of a photocopier – but for less than a day!
- All our queries are dealt with efficiently by email - providing a record easily accessible by our staff, and your charity staff, wherever they may be based. This means our staff won't be knocking on your door every ten minutes with some minor query!

Over the years, our full off-site system has proved to work excellently to the benefit of both parties. Please feel free to contact our other charity clients (see testimonials) to verify this.

If you wish to take Option Two, an additional charge would be made.

Equality policy

Our firm has a Company Handbook which all team members have committed to. From that handbook, we have extracted our Equal Opportunities Policy.

1. Jackson & Jackson is an equal opportunities employer.
2. Our policy is that no employee or applicant for employment receives less favourable treatment than another on the grounds of race, colour, ethnic, racial or national origins, religion, sex, marital status, sexual orientation, age or disability. Further, no employee will be disadvantaged by any condition or requirement that is not justified by the genuine needs of the job or the business.
3. This commitment applies to the following areas of employment;
 - a) Recruitment and selection including advertisements, job descriptions, interview and selection procedures.
 - b) Training.
 - c) Career development opportunities.
 - d) Terms and conditions of employment and access to employment related benefits and facilities.
 - e) Grievance handling and the application of disciplinary procedures.
 - f) Selection for redundancy.
 - g) Prevention of harassment of any description.
4. The Company views this policy as an important issue. It is the responsibility of all Company directors, managers and employees to ensure its observance.
5. All and any breaches of this policy will be treated extremely seriously by the Company. Conduct by employees during the course of employment that constitutes discrimination of the type referred to above, will be regarded as gross misconduct and will lead to dismissal.
6. Equal Opportunities practice is developing constantly as social attitudes and legalisation change. The Company will keep its policies under review and will implement changes where these could improve equality of opportunity. This commitment applies to all the Company's employment policies and procedures, not just those specifically connected with equal opportunities.

Ethical and environmental policy

Our firm has an ethical and environmental policy which is beneficial to our clients, our team and our community.

We will work to ensure this policy is applied in all areas of our operations. We will never knowingly act for nor do business with companies whose practices conflict with this direction.

We actively seek to work with organisations that support similar policies.

Animal Welfare

We will not act for any business involved in:

- animal testing
- blood sports
- the fur trade

Human Rights

We will not act for:

- any business which fails to uphold basic human rights within its sphere of influence.
- any business whose links to an oppressive regime are a continuing cause for concern.

Furthermore, we will seek to support companies and organizations that support fair trade, humane working conditions, and international standards of human rights.

Military Weapons

We will not act for nor do business with any company involved in the manufacture or design of weapons, instruments of warfare or torture, or that derives significant revenue from weapons-related products or services.

Employee Relations

We will not act for nor do business with any company that has a poor record of employee relations in the areas of health and safety, labour practices, employee benefits, or employment equity.

We will be a fair and equitable employer and will actively strive to be progressive in employee relations.

Global Trade

We will seek to support businesses which take a responsible position with regard to:

- fair trade
- labour rights in their own operations and through their supply chains in developing countries.

We will not act for any business with irresponsible marketing practices in developing countries.

Ecological Impact

We will not act for any business whose core activity contributes to:

- global climate change, through the extraction or production of fossil fuels
- the manufacture of chemicals which are persistent in the environment and linked to long term health concerns
- the unsustainable harvest of natural resources, including timber and fish

Furthermore, we will seek to support companies involved in:

- recycling and sustainable waste management
- renewable energy and energy efficiency
- sustainable natural products and services, including timber and organic produce
- the pursuit of ecological sustainability

Tobacco

We will not act for nor do business with any company that manufactures tobacco products or derives significant revenue from tobacco-related production.

Social Enterprise

We will seek to support charities and the broad range of organisations which make up the Social Enterprise sector, including:

- co-operatives
- credit unions
- community finance initiatives

Business Conduct

Jackson & Jackson ensures that its operations comply with the highest legal and professional standards demanded of chartered accountants.

Mission statement

Our mission is to:

- Provide our clients with first class service and value
- Help our clients achieve their business and personal goals
- To help make our clients' businesses become more enjoyable and more successful
- Always provide our services within a friendly, approachable and caring environment
- Provide an excellent work environment where everyone can experience an enjoyable and flexible working relationship
- Provide all team members with the opportunity to learn new skills and develop increased responsibilities, enabling advancement within our organisation
- To provide ourselves with secure, well paid jobs, working in a stimulating, equal opportunities environment
- To allow ourselves to maintain a lifestyle that balances work with recreation and family
- To give ourselves the opportunity to work with clients who value our skills and culture
- To create a business which is sustainable beyond its present team

Basis of our relationship document

To be effective, we believe that professional relationships need to be based on mutual trust, mutual support, mutual respect and mutual integrity. As a result we only work with clients who share our belief in the importance of these four factors.

On approaching any proposed new client we feel that both the client and our firm have to be happy with the relationship. This means that we do, in certain circumstances, decline to act for certain organisations.

The Basis of Our Relationship:

We will always...

Do everything in our power to:

- Keep you fully informed about what's happening on your affairs, and complete every task on or ahead of time - so that you never have to chase us.
- Operate on the principle that a problem isn't solved, or a piece of work finished, until you are 100% delighted.
- Reply to every telephone message the day you call us.
- Reply to every letter on the day we receive it.
- Maintain the high standards of integrity, honesty, openness, professionalism and confidentiality that you rightly expect from us.
- Always be on the lookout for new ideas that could help you to support the charity in the best possible way to achieve the goals of the charity.
- And do what we say we are going to do, when we say we are going to do it.

You will always...

Do everything in your power to:

- Maintain the high standards of integrity, honesty and openness that we rightly expect from each other.
- Pay our fees in advance of any work you ask us to do for you.
- Tell us immediately if we do anything that you are in any way unhappy with.
- Provide us with all the information we require within the time frames we agree. This will allow us to give you the service you need in good time.
- Make time available to attend to any aspect of your affairs that you agree to work on, and meet the associated deadlines subject to problems that are beyond your control.
- Listen to any advice we offer, but we acknowledge your absolute right to reject it.

Other services

We provide an extensive range of other services for our charity clients. Further details of these may be obtained from us, and from our website. These services include a Payroll Bureau Service at competitive rates.

Employment Support

Employment issues are often very troublesome to charities. We provide expert assistance - from access to the country's top employment law specialists, to employers' protection schemes, including audit of employment manuals, contracts, etc.

Other useful information

Our status and professional liability insurance

Like many professional firms, we operate as a limited company, as regulated and approved by the Institute of Chartered Accountants in England and Wales. We carry Professional Liability Insurance exceeding that recommended by the Institute.

Website

Our website provides valuable information for our clients and potential clients. We invite you to take a look at our site at www.jacksonandjackson.co.uk

Support for your charity and the community

Annual General Meeting

Charity clients have a statutory obligation to ask us to the charity's AGM, giving the same period of notice as required for members.

As such, we are entitled to attend the AGM, and make a charge for our attendance.

However, we like to show our support to our charity clients as much as possible, and know that having the auditor at the AGM is a good boost to the charity members, staff and supporters.

We therefore always try to attend AGMs, and, in most cases, do so without charge. Our attendance is then on a goodwill basis, so we will not present accounts, answer questions on the accounts, or similar.

We do also provide a service where we will present the financial statements to the AGM. This needs to be agreed in advance. We will make a charge for this, but this is at a special rate subsidised for charities.

Voluntary Work

Support is given, where we can, to team members involved in voluntary work within the community. Our team have volunteered in various capacities, including:

Voluntary nursing in a local hospital

Teaching assistance in both a special needs school and primary schools

Accounting assistance to a local school

Treasurer of a local charity

Referral Scheme

We understand that many charities would like to benefit other charitable groups, and we would value working with your contacts as well. We operate a unique Referral Scheme – please ask for details.

Charity clients' testimonials

Our charity clients include:

Cricklewood Homeless Concern
Home-Start Westminster
Islington Voluntary Action Council
Vauxhall City Farm
Whittington Park Community Centre

We enclose testimonial letters from these charities for your reference. Other letters may be seen on our website, or in our office.