WANDSWORTH CITIZENS ADVICE BUREAUX LIMITED

England & Wales · Charity number 1040303

Details

Other names	BATTERSEA CAB, ROEHAMPTON CAB, TOOTING & BALHAM CAB, TOOTING AND BALHAM CAB, WANDSWORTH MONEY ADVICE SERVICE
Status	Registered
Legal form	Charitable company
Company number	02947554
Registered	1994-08-19
Register	View on the Charity Commission register

Contact

Address	Citizens Advice Wandsworth Battersea Library 265 Lavender Hill London SW11 1JB
Phone	08082787833
Email	info@cawandsworth.org
Website	www.cawandsworth.org

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN THE LONDON BOROUGH OF WANDSWORTH AND SURROUNDING AREAS ("THE PRINCIPAL AREA OF BENEFIT") AND ELSEWHERE IN GREATER LONDON

Activities: The provision of advice services to Wandsworth residents

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Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** THE LONDON BOROUGH OF WANDSWORTH AND SURROUNDING AREAS AND ELSEWHERE IN GREATER LONDON.
- Wandsworth

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,179,634	£2,182,883	£679,328	48
2024-03-31	£2,132,160	£2,082,056	£602,456	47
2023-03-31	£1,674,920	£1,604,920	£561,165	41
2022-03-31	£1,717,708	£1,672,392	£476,586	41
2021-03-31	£1,537,308	£1,471,630	£421,505	37

Trustees

Name	Role	Appointed
Abdirahman Cali Xirsi		2023-02-21
Anshuk Sharma		2024-01-01
Armando Jose Urdaneta Hernandez		2023-02-21
Ben Dulieu		2018-05-23
Dylan Brooks		2018-05-23
Jonathan Mogford		
Lauren Iannarone		2020-07-28
Sumathi Narayanan Menon		2020-07-28
Susan Jane Wixley		2020-07-28

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WANDSWORTH CITIZENS ADVICE BUREAUX LIMITED

England & Wales - Charity number 1040303

Accounts

REGISTERED COMPANY NUMBER: 02947554 (England and Wales)
REGISTERED CHARITY NUMBER: 1040303

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

FOR

WANDSWORTH CITIZENS ADVICE BUREAUX

LIMITED

Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

WANDSWORTH CITIZENS ADVICE BUREAUX LIMITED

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FOR THE YEAR ENDED 31 MARCH 2025

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The Trustees of the charity (who are the directors of the charity for company law purposes) present their report and the audited financial accounts for the year ended 31 March 2025. The Trustees confirm that the annual report and financial statements comply with current statutory requirements, the requirements of the Charity's governing document and the provisions of the Statement of Recommended Practice ("SORP") applicable to charities preparing these accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland ("FRS102") (effective 1 January 2019).

Objectives and Activities

The Charity's objectives are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress, in particular, but without limitation, for the benefit of the community in the London Borough of Wandsworth and surrounding areas ("the principal area of benefit") and elsewhere in Greater London.

The main activity of the Charity is the provision of free, independent, confidential and impartial advice and information to the public on legal, civil, financial and other matters.

Citizens Advice Wandsworth ("CAW") ("the Charity") helps people get the support they need and enables them to manage their lives better – often in times of crisis – by providing information and advice and having a positive influence on policy and practice. The Charity acknowledges that life is complicated and things can go wrong for all people. CAW's free, impartial advice is crucial and highly valuable to individuals, the Council, government and society as a whole.

Our Aims

We are committed to being a client-focussed service. We will continue to enhance our reputation of being at the forefront of advice service delivery, embracing technology and enhancing our work with equity-led partners to give the most disadvantaged people in Wandsworth the skills and tools that they need to resolve their issues and to provide in-depth expert support for those that need it.

Our central aims are to:

- Be a great place to work and volunteer.
- Give our clients the skills, tools and support they need.
- Build and maintain strong and effective partnerships.
- Be a strong and resilient organisation.

The Trustees receive regular updates at Trustee Board meetings from the Chief Executive on progress against aims and objectives.

Statement on public benefit

The section below covering the achievements and performance of the Charity sets out the activities carried out for public benefit. The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the Charity

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

- It must be clear what the benefits are – these are set out below.
- The benefits must be related to the aims – the Trustees review the activities of the Charity against its aims on an ongoing basis and are satisfied that all activities continue to be related to the aims.
- Benefits must be balanced against any detriment or harm – no specific issues of detriment or harm have been identified.

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

- The beneficiaries must be appropriate to the aims – the beneficiaries are people from Wandsworth and other parts of London who seek advice and assistance from the Charity.
- 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 – the Charity's services are mainly provided to residents of the London Borough of Wandsworth with some projects serving surrounding areas and elsewhere in Greater London.
- People in poverty must not be excluded from the opportunity to benefit – the Charity's services are provided free to beneficiaries.
- Any private benefits must be incidental – several private benefits do necessarily arise from the activities of the Charity. In particular, the Charity finds it essential to employ and remunerate staff. These private benefits are, however, incidental as they are a necessary by-product of carrying out the Charity's aims.

Achievements and Performance

Core Advice

Under our contract with Wandsworth Borough Council ("WBC"), we provide the main public advice service for Wandsworth residents, the Generalist Advice Service. This was accessible via the telephone Adviceline, a public online referral form and face-to-face services based in our offices in Battersea and Roehampton. Our partners were also able to directly refer clients to us via online referral forms and a secure online referral platform.

Our projects and services were able to help 6,877 individuals in 2024-25 and achieve over £6.5 million of financial benefit for local people.

Specialist and targeted work

Our **Home Visiting service** continued to work effectively as part of our Specialist Service, which is also funded by WBC under our Community Advice Service contract. Clients are either referred by Wandsworth Adult Social Care team or members of our team when they identify clients with disabilities or long-term health conditions that need benefits assistance, through home visits.

Our Cost-of-Living Project team, funded by an additional Grant from Wandsworth Borough Council, worked alongside our Generalist Service, providing additional capacity that allowed us to respond quickly and ensure we could help residents facing immediate hardship due to financial issues. The project team also delivered Advice First Aid training, with support from our Crisis Project, and talked about cost-of-living issues at events organised by partners.

The **Greater London Authority** commissioned a Pan-London expansion of our Advice First Aid training work. Our Pan-London Lead manager has delivered AFA training in partnership with Local Citizens Advice offices across London.

Our **Propel** project is working with community partners in Wandsworth and other London Citizens Advice offices to increase diversity in our workforce and to support trainees from community organisations within the Advice sector.

We have been funded by Trust for London to expand our **Employment advice.** As well as giving advice to Wandsworth residents on employment matters, we work with Citizens Advice offices across London to increase their knowledge and understanding of employment advice.

Our **Homelessness Reduction Act project adviser** continued to deliver housing, benefits and debt advice to people threatened with homelessness, a service funded by WBC.

Cardinal Management funded an advice service for **Major Trauma** patients at St George's Hospital in Tooting.

Funding from the South West London Integrated Care System continued to enable CAW to provide a **Patient Welfare Advice Service** for GP patients in three of Wandsworth's Primary Care Networks (Battersea, Wandle and West Wandsworth). Since the introduction of social prescribing in the Borough, the link workers, attached to the GP practices, have referred patients on behalf of GPs.

The South West London and St George's NHS Trust funded a **Mental Health Advice service.**

Working in partnership with Citizens Advice Croydon, people affected by cancer were provided with welfare benefit advice by CAW's team of two **MacMillan** advisers.

The **Help Through Hardship Crisis Project**, funded by the National Lottery through the Big Lottery Fund, provides advice for people in hardship crisis, training for community-based volunteers in "Advice First Aid" and co-ordinates a hardship crisis network for the Borough. The project is delivered in partnership with Wandsworth Community Empowerment Network with 1.4 full time equivalent advisers and a Project Manager employed to deliver the project. Through this project CAW also upskilled local partners to provide accurate information to their communities by providing training, information sessions and support with cases through AFA training.

Funded by City Bridge Trust, the **Specialist Housing Advice** adviser provided in-depth advice and casework service to clients on their housing rights and duties. The main areas of advice included homelessness, suitability of temporary accommodation, security of tenure, possession proceedings, disrepair, and re-housing options.

Funding from both Trussell (formerly the Trussell Trust) and the Henry Smith Charity has enabled us to employ a **Foodbank Advice** team to deliver advice in foodbanks across Wandsworth, reaching people at point of crisis and working to reduce long-term reliance on emergency foodbank provision.

Roehampton University

We continued to work with Roehampton University's Law School during 2024-25 A grant from the university allowed us to provide volunteering opportunities for law students who provided much needed additional capacity and enabled the students to gain practical skills and experience.

Our impact

For every £1 Wandsworth Council invested in our core advice service in 2024-25 we estimate that we generated:

- £1.84 in savings for government and public services (fiscal benefits), totalling £3,692,342
- £10.91 in wider economic and social benefits (public value), totalling £21,915,605
- £9.09 in financial value to the people we help (outcomes for individuals), totalling £18,253,009

Client feedback

Citizens Advice nationally uses an independent agency to seek feedback from clients; the results are fed back quarterly, scrutinized and reflected upon routinely to inform service improvement and development. Our team are proud that our client feedback and quality scores remained good throughout 2023-24. 73% of people surveyed said their problem was solved following advice (1% increase on 2023-24) and, 83% of people said that the advice they got helped them to find a a way forward (3% decrease on 2023-24).

Our services are for everyone, but we recognise that the people who need us most are likely to come from groups that experience the greatest hardship, poverty and discrimination. 61% of our clients are people of colour (3% increase on 2023-24), compared to 32% of people in Wandsworth, as a whole. 60% of clients have a disability or long-term health condition (2% increase on 2023-34), compared to 15% of the Borough's population.

I will never forget your help and support for me in these difficult days. I really appreciate it
Client feedback

Your Advice has been a tremendous help and encouragement to us both, very patient and knowledgeable
Client advised by Benefits Specialist

This community service is crucial, as it provides the necessary resources and support to those in devastating situations, circumstances and struggling times lack of knowledge etc I I cannot Thank the professionals that helped me in time of need enough.
Client feedback

Research and campaigns and local leadership

Our research and campaigns activity, alongside national research, plays a key role in helping us to inform local policies and practices. Anonymised client data, collected by colleagues and client experience surveys, enables us to understand the issues that affect Wandsworth residents. Our evidence-led approach allows us to focus our policy influencing effectively whilst maintaining our political impartiality.

We are proud of our local partnerships, strong financial support from local public sector partners enables us to engage across a range of local and Pan-London partnerships where we champion the need for a focus on the most disadvantaged residents and the value of access to advice. Our Crisis project, funded by the National Lottery, plays a key role in coordinating local partner referrals and we work closely with local organisations, including local Foodbanks, the Community Empowerment Network, Elays and Mushkil Aasaan.

Equality, Diversity and Inclusion

Whilst the Citizens Advice name is a symbol for trusted advice and support for many, it is less well known and understood amongst some parts of society, we work hard to ensure that our reach into Wandsworth's Black and minoritised communities is strong, because evidence shows that there is deep-rooted disparity of experience for many people from non-White backgrounds. Our long-established Advice First Aid model has enabled us to engage successfully with organisations and community group that support Wandsworth's diverse community, and our client experience data shows that this approach leads to better engagement and better experiences for our clients. The success of Advice First Aid continues to grow across the Citizens Advice network. CAW coordinate Pan-London work to embed a community-focussed approach to access to advice and are prominent members of the national Community of Practice. Our work as part of the Propel – Robust Safety Net partnership has taken this approach into the realm of workforce development. Our work with community partners and other

London Citizens Advice charities supports recruitment and training in partnership with community organisations to address barriers to entry for potential new advisers.

We recognise similar trends for people living with disabilities and long-term health conditions and have prioritised development of several health-based projects to address that disparity.

Volunteer contributions

A vital part of CAW's activity is the engagement of volunteers in the delivery of its services, research, and campaigns. Over 80 volunteers (including Trustees) supported us in 2024-25 with over 20,000 hours of volunteering time. Volunteers were recruited and trained by CAW's volunteer and training team.

Our volunteers give their time, skills and experience to enable us to reach as many people as we do. The value of the time our volunteers gave during the year was over £750,000.

Plans for future periods

2025/26 will be another year of challenge for us the enduring impact of the Cost-of-Living crisis on Wandsworth residents, and disproportionately on people already facing disadvantage, means that demand remains at levels far higher than before the COVID pandemic. Our clients' challenges are often more complex, and it can often be harder for our team to find solutions. With that in mind. Our main goal in 2025-26 continues to be to retain and where possible enhance our capacity to give advice, with an ongoing focus on people facing extreme poverty and multiple disadvantages.

We are, as ever enduringly grateful to the local and national funders who continue to support our work. We know that they also face financial challenges, making their commitment even more valued. In 2024-25 we have also been successful in securing a significant five-year core Grant for **Improving Lives Through Advice** which will enable us to enhance our commitment to positively address inequality and ensure greater continuity across our core service and projects.

With significant funding in place for 2025-26 our central aims are to:

1. Be a great place to work and volunteer

We will maintain a resilient, committed and flexible workforce by sustaining a culture and practices that align with our values, and invest in our whole team's capability and skills so everyone is supported to contribute to the best of their ability.

2. Give people the skills, tools and expert support they need

We give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem. To achieve this, we need to provide high quality advice to our clients, maintain good access for the people who use our services and do more to reach the people who are not yet accessing them.

3. Build and maintain strong and effective partnerships

We recognise the role that advice for individuals plays in complementing the work of statutory agencies, we will work collaboratively with these agencies for the benefit of our clients. We also know that compared with many of our community partners we are a large well-funded organisation that benefits from organisational and structural privilege - we want to have strong partnerships to improve our reach, gain reputation and learn from other organisations.

Plans for future periods (continued)

4. Be a strong and resilient organisation

We recognise that our ability to help others relies on our own resilience as an organisation. This resilience starts with strong leadership that shows an ongoing commitment to putting our clients first and manifesting our core values in all that we do.

We acknowledge that we are financially privileged compared with many other Citizens Advice and that this stems, to a significant degree in our longstanding and successful partnership with Wandsworth Borough Council. We will continue to enhance this partnership with a portfolio of funding from a wide range of sources and operate with due regard for our financial resources. We will continue to maintain a healthy reserve and manage operational and financial risks effectively. We operate in a highly regulated environment: we are registered with the Charity Commission and Companies House, we hold the Advice Service Alliance quality standards and are regulated by the Financial Conduct Authority. Our advice work is regularly audited for the protection of our clients. In this environment it is imperative that, with support from national Citizens Advice, we ensure compliance through effective systems and practices.

Financial Review

Financial Performance

Against the backdrop of continued funding challenges for the charity sector, 2024-25 was a year of significant progress and accomplishments for CAW.

Income increased by £47,473 from £2,132,160 to £2,179,633 during the current financial year.

Expenditure in the same period increased by £100,826 from £2,082,056 to £2,182,882.

Direct staffing costs increased by £116,962 from £1,365,710 to £1,482,702.

This level of spending was necessary to support the continued expansion of services during the year.

The charity reported a surplus of £4,678 (2024 £41,291) of which £17,931 were restricted and (£13,253) were unrestricted.

Balance Sheet

Cash balances, including balances held on short-term deposits decreased by £80,224 from £1,109,578 to £1,029,354.

Working capital (net current assets) decreased by £3,249 from £682,577 to £679,328.

A liability for future pension payments is included on the balance sheet, and the pension reserve has decreased by £7,924 from £80,121 to £72,194.

Net assets at the year-end were £607,134 (2024 £602,456) of which £554,794 was unrestricted and £52,340 were restricted.

Financial Review (continued)

Reserves Policy

The Trustee Board reviews the reserves policy each year to consider the appropriate level of unrestricted reserves. The Trustees believe that sufficient reserves are necessary to balance the growing needs of the Charity to absorb setbacks and to take advantage of opportunities to meet our charitable objectives.

CAW holds reserves primarily to:

- Safeguard the Charity's service commitment in the event of delays in receipt of grants or income;
- Provide financial contingency against risks and uncertainties, and allow the Charity to meet any legal obligations that might arise from any materialisation of those risks and uncertainties; and
- Fund the research and development of services and initiatives.

In the event of a contract being terminated or not renewed by a funder, some roles may become redundant. While we operate on a going concern basis there is no certainty that existing contracts will be renewed at existing levels and, therefore, provision for redundancy costs will need to be made.

The Trustees have decided that the Charity's minimum reserves requirement as being:

Three to six months operating expenditure (excluding disbursements and depreciation)

Our restricted funds do not form part of the reserve policy.

Going Concern

CAW has strong cash flows and has secured significant funding for the next twelve months. We, therefore, believe that there are sufficient resources to meet our liabilities as they fall due. The Trustees review financial projections, management accounts, Balance sheet and cash flow projections quarterly to review and assess compliance with the reserves policy and the potential impact of any adverse economic condition on the Charity's income and planned expenditure. Therefore, we do not believe there are material uncertainties that call into doubt the Charity's ability to operate as a going concern for the foreseeable future.

Investment Policy

The Trustees adopt a low-risk strategy to manage the Charity's cash flows and reserves not immediately required by the organisation. We have decided to not invest funds in any product that carries risk to the security of capital and only invest funds in financial products that qualify for the Financial Services Compensation Scheme. Accordingly, our excess funds are invested in fixed rate bonds up to a maturity of one year and high interest deposit accounts with UK based financial institutions. Within these limits, we seek to provide the best returns on investment while maintaining necessary liquidity of funds.

This policy is reviewed each year in the light of any changes to financial conditions.

Financial Review (continued)

Risks and Uncertainties

The trustees identified the following key risks and uncertainties facing the Charity and the plans and strategies for managing these risks:

- Risk and Uncertainty: Financial - Reduced funding from statutory services, particularly the Local Authority, due to either financial pressures or competition from non-local organisations that have advantages due to better technology or economies of scale.
- Mitigation: Ongoing engagement with WBC and NHS at all levels, providing high quality reports and monitoring information, demonstrating value and impact through annual reports and other work.

- Risk and Uncertainty: Compliance - Regulatory non-compliance, resulting in sanctions from regulatory bodies and national Citizens Advice.
- Mitigation: Complete review and implementation of FCA Consumer Duty requirements.

- Risk and Uncertainty: Operational - Over-stretch of key individuals in supervisory, management and leadership roles, leading to governance and delivery risks, and negative impacts on team wellbeing and safety.
- Mitigation: Senior Management Team and Management Team structure that meets organisational requirements. Support structures in-place, including supervision and appraisal, regular review of requirements.

- Risk and Uncertainty: External - IT failure including disruption by AI and inability to take advantage of new technologies due to lack of infrastructure and technical skills.
- Mitigation: IT support service in-place, understood and used by colleagues. Active forward planning for IT need

Structure and governance

Constitution and organisational structure

The Charity is a company limited by guarantee, incorporated on 12 July 1994, and registered as a charity on 19 August 1994. The Memorandum and Articles of Association were last amended by special resolution dated February 2022.

The full Trustee Board met quarterly during 2024-25. Sub-committees with responsibility for Finance, and People helped to explore and prepare for Board decisions. The Board retained responsibility and oversight.

The operation of the Charity is managed by the Chief Executive, Deputy Chief Executive, Head of Projects, and Office Manager, with an outsourced contractor, reporting to the Chief Executive, responsible for the finance and accounting of the Charity

The pay for the organisation's Chief Executive and Deputy Chief Executive was set during the 2023 recruitment (having been benchmarked by the Trustee recruitment panel). Pay for all other staff roles was set following a benchmarking exercise by the Executive Team, and is described in a written policy document.

Structure and governance (continued)

Recruitment and appointment of Trustees

Trustees are appointed and offer themselves for re-election at the Annual General Meeting ("AGM"). At the Ordinary meeting of the Trustee Board immediately preceding the AGM, member organisations are reviewed and any applications for representation on the Board are considered. Trustees can also be co-opted by the Trustee Board, provided that the total number of co-opted and nominated Trustees does not exceed one third of the total number of Trustees. All elected Trustees retire from office after a three-year term but may be re-elected.

Induction and training of trustees

New Trustees undertake an induction programme covering the role of a Trustee, relevant Charity Commission guidance and extensive information on the work of Citizens Advice Wandsworth. In addition, Trustees have access to training via Citizens Advice and are encouraged to visit and spend time at individual advice centres operated by Citizens Advice Wandsworth.

Risk mitigation

The Chief Executive, together with the Trustee Board, analyses and agrees management and mitigation of the major risks to the Charity periodically and when preparing and updating the Business and Development Plan. Risk analysis evaluates the likelihood and severity of the impact to the organisation.

Related Organisations

The Charity is a member of Citizens Advice, a national network of over 280 charities that deliver across the country, overseen by a national framework provided by Citizens Advice.

As a member of the national Citizens Advice network all our advice work is subject to professional quality assurance standards so we can ensure the best standard of support is being consistently delivered.

Information Assurance

CAW has adopted the recommended Citizens Advice Information Assurance and Data Protection policy. All decisions on how to manage information risks within the Charity are derived from our wish to maintain a low level of risk. We ensure our information risk policy is reviewed regularly so that it remains comprehensive and effective at the following intervals and/or after the following events: a) annually; b) whenever significant amendments or additions are required (e.g. by changes in law or other compliance obligations); and c) after a data loss incident, if required. All significant information risks are documented in an appropriate section of the risk register, which is reviewed at regular intervals by the Trustee Board.

All information assurance policies and procedures are reviewed annually.

Legal and Administrative Information

The Charity is a company limited by guarantee, incorporated on 12 July 1994, and registered as a charity on 19 August 1994.

Wandsworth Citizens Advice Bureaux Ltd is the registered name of the company. It commonly trades as Citizens Advice Wandsworth ("CAW").

Governing documents	Memorandum and Articles of Association amended by special resolutions on 24 April 2002, 4 October 2006, 16 September 2009, 19 October 2016, 22 November 2018, and 3 February 2020
Company number	02947554
Charity number	1040303
Registered Office:	Battersea Library, 265 Lavender Hill, SW11 1JB
Roehampton Office:	Picasso Building, Minstead Gardens, SW15 4EE

Current Trustees (also directors under company law)		
Jonathan Mogford	Vice Chair	Appointed 25 July 2018
Ben Dulieu	Chair	Appointed 21 November 2018
Dylan Brooks		Appointed 21 November 2018
Lauren Beth Iannarone		Appointed 28 July 2020
Sumathi Narayanan Menon	Vice Chair	Appointed 28 July 2020
Susan Jane Wixley		Appointed 28 July 2020
Abdirahman Xirsi		Appointed 21 February 2023
Armando Urdaneta		Appointed 21 February 2023
Anshuk Sharma	Treasurer	Appointed 8 January 2024

Senior staff		
Jeremy Sandell	Chief Executive	From 17 July 2023
Tom Segurola	Deputy Chief Executive	From 23 April 2023
Helen Kalia	Head of Core Services	From 24 June 2024
Jo Anderson	Head of Community Partnerships	From 24 June 2024

Legal and Administrative Information (continued)

Bankers

Barclays Bank plc
83 Wandsworth High Street
London SW18 2PR

CAF Bank
25 Kings Hill Avenue
Kings Hill, West Malling
Kent ME19 4JQ

Redwood Bank Limited
The Nexus Building
Broadway
Letchworth Garden City
Hertfordshire
3G6 3TA

Julian Hodge Bank Limited
One Central Square
Cardiff
CF10 1FS

Virgin Money
Jubilee House
Gosforth
Newcastle upon Tyne
NE3 4PL

Nationwide Building Society
Kings Park House
Moulton Park
Northampton
NN3 6NW

Auditors

Hartley Fowler LLP
4th Floor Tuition House
27/37 St George's Road
London
SW19 4EU

Statement of Trustees' Responsibilities

The Trustees (who are also directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with the United Kingdom generally Accepted Accounting Practice (United Kingdom Accounting Standard and applicable law).

Under company law, the Trustees must not approve the company financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make 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 that the charitable company will continue in business.

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

In so far as we are aware:

- There is no relevant audit information of which the charitable company's auditor is 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 auditor is aware of that information.

Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2025 was 18 (2024: 18). The Trustees have no beneficial interest in the charitable company.

Auditors
The auditors, Hartley Fowler LLP, will be proposed for re-appointment in accordance with Section 485 of the Companies Act 2006.

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

Approval
This report was approved by the Board of Trustees on 26th January 2026 and signed on their behalf by:

Anshuk Sharma
Treasurer

Report of the Independent Auditors to the members of Wandsworth Citizens Advice Bureaux Limited for the year ended 31 March 2025

Opinion

We have audited the financial statements of Wandsworth Citizens Advice Bureaux Limited (the "charitable company") for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)") and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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.

Responsibilities of trustees

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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlines above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below;

We identify and assess risks of material misstatement of the financial statement, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis of our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

- The nature of the industry and sector, control environment and the charities activities;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to;
- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations; and
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all adults we also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reviewing minutes of meeting of those charged with governance, reviewing internal reports, and
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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.

Jonathan Askew FCA (Senior Statutory Auditor)
Hartley Fowler LLP Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27/37 St George's Road
Wimbledon
London
SW19 4EU

31 January 2026

Wandsworth Citizens Advice Bureaux Limited

Statement of financial activities (incorporating income and expenditure account)
For the year ended 31 March 2025

	Notes	Restricted £	Unrestricted £	2025 £	2024 £
Income					
Donations	3	-	11,018	11,018	6,757
Charitable activities: advice and advocacy	4	1,480,956	656,915	2,137,871	2,106,260
Other trading activities	5	-	15,833	15,833	5,537
Investments	6	-	14,912	14,912	13,606
Total incoming resources		1,480,956	698,678	2,179,634	2,132,160
Expenditure					
Raising funds		-	-	-	-
Charitable activities	7	(1,601,062)	(581,821)	(2,182,883)	(2,082,056)
Total expenditure		(1,601,062)	(581,821)	(2,182,883)	(2,082,056)
Net income		(120,106)	116,857	(3,249)	50,104
Actuarial gains / (losses) on defined benefit pension scheme		-	7,927	7,927	(8,813)
Transfers between funds		138,036	(138,036)	-	-
Net movement in funds		17,930	(13,252)	4,678	41,291
Reconciliation of funds					
Funds brought forward at 1 April 2024		34,409	568,047	602,456	561,165
Funds carried forward at 31 March 2025		52,339	554,795	607,134	602,456

The notes on pages 20 to 35 form part of these financial statements.

There were no other recognised gains and losses other than those listed above and the net income for the year. All income relates to continuing operations.

Wandsworth Citizens Advice Bureaux Limited

Balance sheet
As at 31 March 2025

	Notes	2025 £	2024 £
Fixed assets			
Tangible fixed assets	12	**7,347**	17,295
		7,347	17,295
Current assets			
Debtors	13	**127,092**	89,191
Short-term deposits		**614,785**	547,954
Cash at bank and in hand		**414,569**	561,624
		1,156,446	1,198,769
Creditors: amounts falling due within one year	14	**(484,465)**	(533,487)
Net current assets		**671,981**	665,282
Total assets less current liabilities		**679,328**	682,577
Creditors: amounts falling due after one year	14	**-**	-
Net assets excluding pension liability		**679,328**	682,577
Provisions for liabilities and charges			
Defined benefit pension scheme liability	15	**(72,194)**	(80,121)
Net assets		**607,134**	602,456
Funds of the Charity			
Restricted funds		**52,339**	34,409
Unrestricted funds		**626,989**	648,168
Pension reserve		**(72,194)**	(80,121)
Total Charity funds	17	**607,134**	602,456

The notes on pages 20 to 35 form part of these financial statements.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006.

The financial statements were approved and authorised for issue by the Trustees on 26 January 2026 and signed on their behalf by:

Anshuk Sharma
Treasurer

Wandsworth Citizens Advice Bureaux Limited

Cash Flow Statement
For the year ended 31 March 2025

	Note	2025 £	2024 £
Cash flows from operating activities			
Net cash used in operating activities	A	(95,135)	497,769
Cash flows from investing activities			
Interest from investments		14,912	13,606
Purchase of property, plant and equipment		-	(10,300)
Cash placed in short-term deposits	B	(66,830)	(120,406)
Net cash used in investing activities		(51,918)	(117,101)
Change in cash and cash equivalents		(147,054)	380,668
Cash and cash equivalent in the beginning of the year		561,624	180,956
Cash and cash equivalent at the end of the year		414,570	561,624

Notes to the cash flow statement

A Reconciliation of net income to net cash flow from operating activities

	2025 £	2024 £
Net income for the reporting period	- 3,249	50,104
Adjustments for:		
Depreciation	9,948	14,391
(Increase) / decrease in debtors	(37,901)	266,708
(Decrease) / increase in creditors	(49,022)	180,171
Bank interest receivable	(14,912)	(13,606)
Net cash provided by operating activities	(95,135)	497,769

B Analysis of short-term deposits

	2025 £	2024 £
Short-term deposits at beginning of year	547,955	427,549
Movement	66,830	120,406
Short-term deposits at end of year	614,785	547,955

Notes to the financial statements
For the year ended 31 March 2025

1 Company Status

Wandsworth Citizens Advice Bureaux is a registered charity in England and Wales (number 1040303) and is consituted as a company registered in England and Wales and limited by guaruntee (company number 02947554). Members of the charitable company guaruntee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guaruntees at 31 March 2025 was 18 (2024: 18). The Trustees have no beneficial interest in the charitable company.

2 Accounting Policies

a) Basis of preparation

The presentation currency of the financial statements is Pound Sterling (£).

These accounts have been prepared under historical cost convention with items recognised at costs or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The financial statements of Wandsworth Citizens Advice Bureaux Limited (the "Charity") have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006 as it applies from 1 January 2019. The Charity constitutes a public benefit entity as defined by FRS 102.

b) Going concern

The financial statements have been prepared on the going concern basis. The Charity has secured funding for the next twelve months and has a strong balance sheet to meet all its liabilities as they fall due. Management accounts are presented quarterly to the Trustee Board to monitor progress against plan. Any adverse variation against plan are actioned immediately by management to bring it back into line with agreed plan. There are no material uncertainties that cast doubt on the Charity's ability to continue.

c) Incoming resources

All income is accounted for when the Charity is legally entitled to the income, it is probable that the income will be received, and the amount can be quantified with reasonable accuracy.

Donation income

Donations are accounted for on an accruals basis in the period in which the Charity is entitled to income where the amount can be measured with reasonable certainty.

External grants

Grant receivables are recognised when due and when any conditions for receipts are met. Any unexpected grant is carried forward in reserves.

Legacies

Legacies are recognised when they are received or when notice is given from the executor that a payment is due, whichever is earlier.

Other income

All other income is accounted for on an accruals basis.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity.

2 Accounting policies (continued)

e) Resources expended

All expenditure is accounted for on an accruals basis and has been classified under the charitable expenditure activity headings with references to activities performed in the year.

Costs of generating funds include salaries, direct expenditure and overhead costs related to securing funding.

Charitable activities expenditure enables the Charity to meet its charitable aims and objectives.

Direct staff costs and overheads are alloacted to the activities to which they relate. Resources expenses include attributable VAT that cannot be recovered.

Indirect staff costs are allocated to activities on the basis of a reasonable estimate of time spent on those activities for each relevant member of staff.

Governance costs are those costs incurred in connection with enabling the charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutoty duties.

Support costs including central management, HR, Finance and IT support provided by the central management team (staff and other costs) which are not directly attributable to a particular principle activity, have been fully allocated to activities on a per capita basis.

Redundancy costs are recognised when there is a legal or constructive obligation.

Irrecoverable VAT is charged against the activity that incurred the original VAT.

f) Fund accounting

The Charity maintains the following types of fund:

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated that can be used freely in accordance with the Charity's purposes.

Designated funds are unrestricted funds earmarked by the Trustees out of unrestricted funds for specific purposes or projects.

g) Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. Assets are capitalised where the cost exceeds £500.

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each asset evenly over its expected useful life.

The estimated useful lives used for this purpose, which are consistent with those of the prior year, are:

Leasehold Building and Improvements	Over length of lease
Computers and IT equipment	2 years
Furniture and equipment	4 years

h) Leased assets

All leases are consisdered to be operating leases and rentals are charged to the statement of financial activities on a straight line basis over the term of the lease. There are no assets held under hire purchase agreements of finance leases.

2 Accounting policies (continued)

i) Cash and cash equivalents

Cash and cash equivalents include cash in hand, current balances with banks and short term deposits with banks with maturities of 12 months or less.

j) Provisions for liabilities and charges

Provision for future liabilities are recognised when the Charity has a legal or constructive financial obligation that can be reliably estimated and for which there is an expectation that payment will be made.

The Charity contributes to the National Association of Citizens Advice Bureaux pension fund which is a multi-employer defined benefit pension scheme fund. With effect from 31 March 2008, the scheme closed to future accrual. The assets and liabilities of the scheme are held seperately from those of the company in independently administered funds. it is not possible to identify the Charity's share of the assets and liabilities of the scheme on a consistent and reasonable basis. Therefore, the contributions to the scheme have been treated on a defined contributions basis. Further information is given in Note 20. The organisation also contributed to stakeholder pension schemes for its employees, the liability is limited to the amount contracted to pay each year.

As from January 2017, staff are automatically enrolled unless they opt out or eligibility criteria not met.

k) Deferred Income

Deferred income relates to restricted funding received in advance but where the related expenditure can only take place in a future accounting period.

l) Financial instruments

The Charity only has financial assts and financial liabilities of a kind that qualify as basis financial instruments which are initially recognised at transaction value and subsequently measured at the present value of future cash flows (amortised cost). Financial assts held at amortised cost comprise debtors, excluding prepayments, short-term cash deposits and cash at bank and in hand.

Financial liabilities held at amortised cost comprise the Charity's short term creditors excluding deferred income and taxation payable. No discounting has been applied to these financial instruments on the basis that the periods over which amounts will be settles are such that any discounting would be immaterial.

3 Donations

	2025 £	2024 £
Donations from private individuals	11,018	6,757
	11,018	6,757

Notes to the financial statements
For the year ended 31 March 2025

4 Income from charitable activities

	Restricted	Unrestricted	2025	2024
	£	£	£	£
Grants and contracts for advice and advocacy				
Access to Justice Foundation	100,000	-	100,000	-
Aquila Family Charitable Trust	-	-	-	15,000
Big Lottery Fund - Crisis	187,308	-	187,308	-
Big Lottery Fund - HTC	-	-	-	149,143
Big Lottery Fund - ILTA	-	-	-	16,667
Citizens Advice	44,630	13,375	58,005	53,625
Citizens Advice - Southwark	-	8,636	8,636	-
City Bridge Trust	51,049	-	51,049	47,700
Foodbank - Earlsfield	13,000	-	13,000	14,083
Foodbank - Henry Smith	38,633	-	38,633	58,075
Foodbank - Trussell Trust	-	-	-	40,346
Foodbank - Wandsworth	118,649	-	118,649	65,293
London Legal Support Trust - Propel	203,408	-	203,408	207,075
Macmillan Cancer Care	162,429	-	162,429	196,934
Major Trauma Advice	34,754	-	34,754	34,753
NHS SW London ICB-Battersea;Wandle;West Wandsworth CCG	161,343	-	161,343	161,343
RCJ Advice Bureau	103,525	-	103,525	86,911
Roehampton University - Student Vols.	4,668	-	4,668	14,566
South West London & St Georges NHS	41,667	-	41,667	-
Trust for London	(12,500)	-	(12,500)	50,000
Wandsworth Borough Council	-	634,904	634,904	582,577
Wandsworth Community Empowerment Network	4,820	-	4,820	-
Wandsworth Council - Roehampton Capacity Building	-	-	-	60,000
Wandsworth Council - Cost Living HuB	198,073	-	198,073	177,003
Wandsworth Council - Support for Ukrainian	-	-	-	60,166
Wimbledon Care Alliance	25,500	-	25,500	-
Wimbledon Foundation	-	-	-	15,000
	1,480,956	656,915	2,137,871	2,106,260

5 Income from other activities

	Restricted	Unrestricted	2025	2024
	£	£	£	£
Miscellaneous income	-	15,000	15,000	537
Room hire	-	833	833	5,000
	-	15,833	15,833	5,537

6 Investment income

	Restricted	Unrestricted	2025	2024
	£	£	£	£
Interest income	-	14,912	14,912	13,606
	-	14,912	14,912	13,606

7 Resources expended

	Charitable Activities			
	General Advice Services	Specialist Advice Services 1	Specialist Advice Services 2	**Total 2025**
	£	£	£	£
Staff Costs	1,482,702	-	-	1,482,702
Staff and volunteer expenses	15,968	-	-	15,968
Office costs	47,948	-	-	47,948
Premises costs	1,575	-	-	1,575
Other running costs	262,172	-	-	262,172
Governance costs (Note 8)	6,175	-	-	6,175
Support costs (Note 8)	366,343	-	-	366,343
Total	2,182,884	-	-	2,182,884

	Charitable Activities			
	General Advice Services	Specialist Advice Services 1	Specialist Advice Services 2	**Total 2024**
	£	£	£	£
Staff Costs	1,365,710	-	-	1,365,710
Staff and volunteer expenses	38,982	-	-	38,982
Office costs	14,883	-	-	14,883
Premises costs	(12,475)	-	-	- 12,475
Other running costs	20,000	-	-	20,000
Payments to partners	327,705	-	-	327,705
Governance costs (Note 8)	4,585	-	-	4,585
Support costs (Note 8)	322,666	-	-	322,666
Total	2,082,056	-	-	2,082,056

8 Support and governance costs

	Charitable Activities			
	General Advice Services	Specialist Advice Services 1	Specialist Advice Services 2	**Total 2025**
	£	£	£	£
Staff costs	160,204	-	-	160,204
Staff and volunteer expenses	17,219	-	-	17,219
General office costs	105,418	-	-	105,418
Premises costs	66,408	-	-	66,408
Other costs	17,095	-	-	17,095
Audit costs	6,175	-	-	6,175
Total	372,518	-	-	372,518

8 Support and governance costs (continued)

	Charitable Activities			
	Advice	Advice	Advice	**Total 2024**
	£	£	£	£
Staff costs	83,575	-	-	83,575
Staff and volunteer expenses	12,511	-	-	12,511
General office costs	145,336	-	-	145,336
Premises costs	64,349	-	-	64,349
Other costs	16,895	-	-	16,895
Audit costs	4,585	-	-	4,585
Total	327,251	-	-	327,251

9 Net income for the year

This is stated after charging:

	2025	**2024**
	£	£
Operating lease rentals:		
- Property	59,636	40,000
- Other	-	-
Depreciation	9,948	9,187
External auditors' remuneration:		
- External audit fee	4,725	4,585
- Non audit remuneration	1,400	-

10 Staff costs and Trustee expenses

No emoluments were paid to the Charity's Trustees during the year (2024: £nil).
No travel expenses were reimbursed to the Charity's Trustees during the year (2024: £nil).

	2025	**2024**
	£	£
Staff costs during the year:		
Salaries and wages	1,407,957	1,249,681
Social security costs	134,687	116,963
Pension contributions	78,430	82,641
	1,621,074	1,449,285

	2025	**2024**
Number of employees who earned between £60k - £70k during the year:	1	1
Key Management personnel received benefits during the year of:	155,947	186,277

The average monthly head count was 48 staff (2024: 44).

11 Taxation

Wandsworth Citizens Advice Bureaux Limited is a registered charity and is therefore potentially exempt from taxation of its income and gains as Wandsworth Citizens Advice Bureaux Limited falls within the definition of a Charitable Company as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen during the year.

12 Tangible fixed assets

	Leasehold Building and improvement	Computers and IT equipment	Furniture and equipment	Total
	£	£	£	£
Cost				
At 1 April 2024	95,215	66,580	18,417	180,212
Additions in year	-	-	-	-
Disposals in year	-	-	-	-
At 31 March 2025	95,215	66,580	18,417	180,212
Depreciation				
At 1 April 2024	(83,071)	(61,429)	(18,417)	(162,917)
Charge for the year	(5,205)	(4,743)	-	(9,948)
Disposals in year	-	-	-	-
At 31 March 2025	(88,276)	(66,172)	(18,417)	(172,865)
Net book value				
At 31 March 2025	6,939	408	-	7,347
At 31 March 2024	12,144	5,151	-	17,295

All tangible fixed assets are used to fulfil the Charity's objects.

13 Debtors

	2025	2024
	£	£
Account receivables	99,974	23,858
Other debtors and accrued income	7,712	46,527
Prepaid expenses	19,406	18,806
	127,092	89,191

14 Creditors

	2025	2024
	£	£
Trade creditors	82,539	131,256
Other creditors	30,332	28,630
Deferred income (see Note 16)	212,050	192,579
Accruals	83,840	108,378
Taxation and social security	68,204	65,144
Defined benefit due within 1 year	7,500	7,500
	484,465	533,487

15 Defined benefit pension scheme liability

	2025	2024
	£	£
Definded benefit pension FRS 102 (more than 1 year)	72,194	80,121

16 Deferred income

	2025	2024
	£	£
Deferred income brought forward	192,579	167,975
Amounts released to income during the year	(192,579)	(136,307)
Incoming resources deferred in the year	212,050	160,911
	212,050	192,579

17 Analysis of net assets between funds

	Restricted funds	Designated funds	General funds	Total funds 2025	Total funds 2024
	£	£	£	£	£
Tangible fixed assets	-	-	7,347	7,347	17,295
Current assets	264,389	-	892,057	1,156,446	1,198,769
Current liabilities	(212,050)	-	(272,415)	(484,465)	(533,487)
Non-current liabilities	-	-	(72,194)	(72,194)	(80,121)
Net assets at 31 March 2025	52,339	-	554,795	607,134	602,456

18 Operating lease commitments

Total future minimum lease payments are as follows:

	Land and buildings 2025	Other 2025	Land and buildings 2024	Other 2024
	£	£	£	£
Within one year	46,875	-	54,158	-
Between one and five years	12,208	-	51,042	-
	59,083	-	105,200	-

19 Statement of funds

	At 1 April 2024	Incoming resources	Outgoing resources	Transfers	Gain (loss) on investments	At 31 March 2025
	£	£	£	£	£	£
Restricted funds						
Access to Justice-R	-	100,000	(100,000)	-	-	-
ALG-Citizens Advice	-	44,630	(44,630)	-	-	-
ALG-RCJ Advice Bureau	-	103,525	(93,439)	-	-	10,086
Employment Advice Aqula Family Charitable	25,879	-	(32,833)	6,954	-	-
Employment Advice Trust for London	-	(12,500)	12,500	-	-	-
Battersea; Wandle & West Wandsworth CCG	-	161,343	(188,226)	26,883	-	-
Big Lottery Fund - Crisis	(37,592)	187,308	(169,944)	20,228	-	-
Big Lottery Fund - ILTA	16,667	-	(16,667)	-	-	-
City Bridge Trust	(2,870)	51,049	(47,966)	(213)	-	-
Foodbank - Earlsfield	-	13,000	(13,000)	-	-	-
Foodbank - Henry Smith	14,550	38,633	(53,183)	-	-	-
Foodbank - Wandsworth	-	118,649	(162,109)	43,460	-	-
London Legal Support Trust - Propel	-	203,408	(173,976)	-	-	29,432
Macmillan Cancer Care	-	162,429	(195,410)	32,981	-	-
Major Trauma Advice	-	34,754	(32,061)	-	-	2,693
South West London & St Georges NHS	-	41,667	(36,359)	-	-	5,308
University of Roehampton	-	4,668	(9,124)	4,456	-	-
Wandsworth Care Alliance	-	25,500	(25,631)	131	-	-
Wandsworth Council - Cost Living HuB	-	198,073	(198,947)	874	-	-
Wandsworth Council - Support for Ukrainian	17,775	-	(20,057)	2,282	-	-
Wandsworth Community Empowerment Network	-	4,820	-	-	-	4,820
Total restricted funds	34,409	1,480,956	(1,601,062)	138,036	-	52,339
Unrestricted funds						
General unrestricted funds	648,168	698,678	(581,821)	(138,036)		626,989
Defined pension benefit scheme	(80,121)	-	-	-	7,927	(72,194)
Total unrestricted funds	568,047	698,678	(581,821)	(138,036)	7,927	554,795
Total funds	602,456	2,179,634	(2,182,883)	-	7,927	607,134

The unrestricted funds represents the free funds of the Charity. The Trustee Board has agreed to a minimum level of £435,000 funding as reserves to guard against unforseen eventualities.

19 Statement of funds (continued)

Purpose of restricted funds

Macmillan Cancer Care	To provide benefit advice to cancer patients at St George's and Kingston hospitals
Big Lottery Fund - Help through Hardship Crisis Fund	This project is funded by the National Lottery through the Big Lottery Fund and provides advice for people in harship crisis, supports training of community volunteers in first aid, and coordinates a hardship crisis network.
Wandle CCG	Provision of an advice service for patients of Wandle GPs. This is an innovative approach to prescribing advisory support and community referrals for patients presenting social needs to their GPs. It is intended to help achieve resource savings for GPs and promote better health in the Wandle locality.
Battersea CCG	Provision of an advice service in partnership with patients of GPs in the Battersea locality.
West Wandsworth CCG	Provision of an advice service for patients of GPs in the West Wandsworth locality.
City Bridge Trust	Provision of specialist housing advice to clients on their housing rights and duties.
Major Trauma Advice	Provision of support and advice to people with serious injuries as a result of major trauma. It also facilitates access to further advice and alternative resources to ensure improved service/experience for major trauma patients and families.
Foodbank	Funding for an adviser to help users of an independent Wandsworth foodbank address their advice requirements.

20 Pension scheme

Citizens Advice ('the Principal Employer') operates a defined benefit scheme ('the Plan') in the UK which provides both pensions in retirement and death benefits to members. Pension benefits are related to the members' final salaries at retirement and their length of service at the date they retired or left pensionable service. The Plan closed to future accrual on 31 March 2008. The Plan also contains some money purchase AVCs and protected rights funds, which are not included in these disclosures.

In accordance with the schedule of contributions agreed by the Employer and Trustee in August 2023, the contributions to the Plan for the year ending 31 March 2025 have been £3,218,000, which includes £2,918,000 towards the deficit and £300,000 as an allowance for administration expenses and all scheme levies.

The Plan is a registered scheme under UK legislation. The Plan is subject to the scheme funding requirements outlined in UK legislation. The Plan is governed by the Plan's Trust Deed and Rules dated 4 April 2011. The Trustee is responsible for the operation and the governance of the Plan, including making decisions regarding the Plan's funding investment strategy (although they are required to consult the Principal Employer).

An actuarial valuation of the Plan was carried out as at 31 March 2025 by a qualified independent actuary, based upon membership data as at 31 March 2022, allowing for assumed membership movements over the period from this date, and any material membership movements significantly different from those assumed (e.g. transfers out).

The most recent formal actuarial valuation of the Plan was as at 31 March 2022 and revealed a funding deficit of £53,536,000. In the recovery plan agreed following the valuation, the Principal Employer and other participating employers agreed to pay deficit reduction contributions of £2,918,000 per annum with the view to eliminating the deficit by 30 September 2040.

The liabilities of the Plan are based on the current value of expected benefit payment cashflows to members of the Plan over the next 60 or more years. The average duration of the liabilities is approximately 10 years.

The Plan is exposed to actuarial risks such as market (investment) risk, interest rate risk, inflation risk, currency risk and longevity risk.

20 Pension scheme (continued)

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

	As at 31/03/2025	As at 31/03/2024
Discount rate	5.80%	4.90%
Inflation assumption (RPI)	3.10%	3.20%
Inflation assumption (CPI)	2.75%	2.80%
Revaluation of deferred pensions in excess of GMP	2.75%	2.80%
Pension in payment increases of:		
- CPI or 5% p.a. if less	2.70%	2.80%
- CPI inflation since retirement or 5% p.a. compound if less	2.70%	2.80%
- CPI or 3% p.a. if less	2.30%	2.50%
Commutation of pension for cash at retirement	75% of HMRC maximum	75% of HMRC maximum

	As at 31/03/2025	As at 31/03/2024
Assumed life expectancies on retirement at age 65 are:		
Retiring today - Males	20.6	20.6
Retiring today - Females	23.4	23.4
Retiring in 20 years time - Males	21.9	21.8
Retiring in 20 years time - Females	24.6	24.5

	Value at 31/03/2025 £000s	Value at 31/03/2024 £000s
The assets in the Plan were:		
Multi asset funds	25,527	26,047
Structured equity and LDI	29,553	33,448
Cash	881	1,100
Fair value of Plan assets	**55,961**	**60,594**
The actual return on assets over the period was:	**(2,113)**	**307**
Present value of funded obligations	96,535	107,082
Fair value of Plan assets	55,911	60,594
Surplus/(deficit) in funded scheme	**40,624**	**46,488**
Present value of unfunded obligations	0	0
Unrecognised actuarial gains (losses)	0	0
Adjustment in respect of asset ceiling	0	0
Net liability in balance sheet	**40,624**	**46,488**

20 Pension scheme (continued)

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

	31/03/2025 £000s	31/03/2024 £000s
Benefit obligation at beginning of year	107,082	111,169
Current service cost	604	693
Interest cost	5,122	5,250
Contributions by Plan participants	0	0
Actuarial (gains)/losses	(10,485)	(5,729)
Benefits paid and expenses	(5,788)	(5,676)
Past service cost	0	1,375
Settlements	0	0
Business combinations	0	0
Exchange rate	0	0
Benefit obligation at end of year	**96,535**	**107,082**

20 Pension scheme (continued)

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

	31/03/2025 £000s	31/03/2024 £000s
Fair value of Plan assets at beginning of year	60,594	60,745
Interest income on Plan assets	2,907	2,905
Return on assets, excluding interest income	(5,020)	(2,598)
Contributions by employers	3,218	5,218
Contributions by Plan participants	0	0
Benefits paid and expenses	(5,788)	(5,676)
Business combinations	0	0
Settlements	0	0
Exchange rate	0	0
Fair value of Plan assets at end of year	**55,911**	**60,594**

The amounts recognised in profit or loss:

	31/03/2025 £000s	31/03/2024 £000s
Service cost - inc. current & past service costs, settlements	0	1,375
Service cost - administrative cost	604	693
Net interest on the net defined benefit liability	2,215	2,345
Total expense	**2,819**	**4,413**

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

	31/03/2025 £000s	31/03/2024 £000s
Actuarial (gains)/losses on the liabilities	(10,485)	(5,729)
Return on assets, excluding interest income	5,020	2,598
Changes in the effect of the asset ceiling excluding interest income	0	0
Total remeasurement of the net defined benefit liability / (asset) to be shown in OCI	**(5,465)**	**(3,131)**

21 Related party transactions

There were no related party transactions during the year.

Notes to the financial statements
For the year ended 31 March 2025

22 Comparative Statement of Financial activities (incorporating income and expenditure account)

	Restricted £	Unrestricted £	**Total 2024** £
Income			
Donations	-	6,757	6,757
Charitable activities: advice and advocacy	1,434,117	672,143	2,106,260
Other trading activities	-	5,537	5,537
Investments	-	13,606	13,606
Total incoming resources	1,434,117	698,043	2,132,160
Expenditure			
Raising funds	-	-	-
Charitable activities	(1,526,383)	(555,673)	(2,082,056)
Total expenditure	(1,526,383)	(555,673)	(2,082,056)
Net income	(92,266)	142,370	50,104
Actuarial gains / (losses) on defined benefit pension scheme	-	(8,813)	(8,813)
Tranfers between funds	126,675	(126,675)	-
Net movement in funds	34,409	6,882	41,291
Reconciliation of funds			
Funds brought forward at 1 April 2023	-	561,165	561,165
Funds carried forward at 31 March 2024	34,409	568,047	602,456

23 Comparative Statement of funds for the year ended 31 March 2024

	At 1 April 2023	Incoming resources	Outgoing resources	Transfers	Gain (loss) on investments	At 31 March 2024
	£	£	£	£	£	£
Restricted funds						
Macmillan Cancer Care	-	196,934	(219,888)	22,954	-	-
Big Lottery - HTC	-	149,143	(192,227)	5,492	-	(37,592)
Big Lottery - ILTA	-	16,667	-	-	-	16,667
Wandsworth Council - Cost Living HuB	-	177,003	(179,202)	2,199	-	-
Wandsworth Council - Support for Ukrainian	-	60,166	(42,391)	-	-	17,775
RCJ Advice Bureau	-	86,911	(109,603)	22,692	-	-
Aquila Family Charitable Trust	-	15,000	(15,000)	-	-	-
Trust for London	-	50,000	(24,121)	-	-	25,879
Citizens Advice	-	53,625	(53,625)	-	-	-
Wandle CCG	-	88,250	(88,334)	84	-	-
Battersea CCG	-	36,233	(42,668)	6,435	-	-
West Wandsworth CCG	-	36,860	(37,200)	340	-	-
City Bridge Trust	-	47,700	(46,850)	(3,720)	-	(2,870)
Major Trauma Advice	-	34,753	(31,860)	(2,893)	-	-
Foodbank - Wandsworth	-	65,293	(91,428)	26,135	-	-
Foodbank - Earlsfield	-	14,083	(14,899)	816	-	-
Foodbank - Henry Smith	-	58,075	(60,947)	17,422	-	14,550
Foodbank - Trussell Trust	-	40,346	(56,495)	16,149	-	-
London Legal Support Trust - Propel	-	207,075	(219,644)	12,569	-	-
Total restricted funds	-	1,434,117	(1,526,382)	126,674	-	34,409
Unrestricted funds						
General unrestricted funds	632,473	698,042	(555,673)	(126,674)	0.00	648,168
Defined pension benefit scheme	(71,308)	-	-	-	(8,813)	(80,121)
Total unrestricted funds	561,165	698,042	(555,673)	(126,674)	(8,813)	568,047
Total funds	561,165	2,132,159	(2,082,055)	-	(8,813)	602,456

The unrestricted funds represents the free funds of the Charity. The Trustee Board has agreed to a minimum level of £435,000 funding as reserves to guard against unforseen eventualities.

WANDSWORTH CITIZENS ADVICE BUREAUX LIMITED

England & Wales - Charity number 1040303

Accounts

REGISTERED COMPANY NUMBER: 02947554 (England and Wales)
REGISTERED CHARITY NUMBER: 1040303

REPORT OF THE TRUSTEES AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

FOR

WANDSWORTH CITIZENS ADVICE BUREAUX

LIMITED

Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

WANDSWORTH CITIZENS ADVICE BUREAUX LIMITED

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FOR THE YEAR ENDED 31 MARCH 2024

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Objectives and Activities

The Charity's objectives are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress, in particular, but without limitation, for the benefit of the community in the London Borough of Wandsworth and surrounding areas ("the principal area of benefit") and elsewhere in Greater London.

The main activity of the Charity is the provision of free, independent, confidential and impartial advice and information to the public on legal, civil, financial and other matters.

Citizens Advice Wandsworth ("CAW") ("the Charity") helps people get the support they need and enables them to manage their lives better – often in times of crisis – by providing information and advice and having a positive influence on policy and practice. The Charity acknowledges that life is complicated and things can go wrong for all people. CAW's free, impartial advice is crucial and highly valuable to individuals, the Council, government and society as a whole.

The current aims of the Charity are set out in its Business and Development Plan and are regularly reviewed. The Trustees receive regular updates at Trustee Board meetings from the Chief Executive on progress against aims and objectives.

Statement on public benefit

The section below covering the achievements and performance of the Charity sets out the activities carried out for public benefit. The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the Charity

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

- It must be clear what the benefits are – these are set out below.
- The benefits must be related to the aims – the Trustees review the activities of the Charity against its aims on an ongoing basis and are satisfied that all activities continue to be related to the aims.
- Benefits must be balanced against any detriment or harm – no specific issues of detriment or harm have been identified.

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

- The beneficiaries must be appropriate to the aims – the beneficiaries are people from Wandsworth and other parts of London who seek advice and assistance from the Charity.
- 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 – the Charity's services are mainly provided to residents of the London Borough of Wandsworth with some projects serving surrounding areas and elsewhere in Greater London.
- People in poverty must not be excluded from the opportunity to benefit – the Charity's services are provided free to beneficiaries.
- Any private benefits must be incidental – several private benefits do necessarily arise from the activities of the Charity. In particular, the Charity finds it essential to employ and remunerate staff. These private benefits are, however, incidental as they are a necessary by-product of carrying out the Charity's aims.

Achievements and Performance

Core Advice

Under our contract with Wandsworth Borough Council ("WBC"), we provided the main public advice service for local people, the Generalist Advice Service. This was accessible via the telephone Adviceline, a public online referral form and face-to-face services based in our offices in Battersea and Roehampton. Our partners were also able to directly refer clients via online referral forms and Refernet (a secure online referral platform).

Our projects and services were able to help 7,221 individuals in 2023-24 and achieve over £6.5 million of financial benefit for Wandsworth residents.

Specialist and targeted work

Our **Disability and Social Care Advice Service** ("DASCAS") continued to work effectively as part of our Specialist Service, which is also funded by WBC under our Community Advice Service contract. Clients are either referred to DASCAS by Wandsworth Social Services or members of our team when they identify clients with disabilities or long-term health conditions that need benefits assistance, often through home visits.

Our Cost of Living Project team, funded by an additional Grant from Wandsworth Borough Council, worked alongside our Generalist Service, providing additional capacity that allowed us to respond quickly and ensure we could help residents facing immediate hardship due to financial issues. The project team also delivered Advice First Aid training, with support from our Crisis Project, and talked about cost of living issues at events organised by partners.

We took part in a pilot corporate donation programme facilitated by national Citizens Advice. This involved **National Grid** seconding a member of staff to volunteer with us full-time for 12 months. Our National Grid volunteer worked on Adviceline and made a significant contribution to service delivery. They also gave very positive feedback about our services and the experience of volunteering with us.

We coordinated a **Domestic Violence One Stop Shop** in partnership with Wandsworth Borough Council to provide a drop-in service in Roehampton for women experiencing domestic violence.

The **Greater London Authority** commissioned a Pan-London expansion of our Advice First Aid training work. Our Pan-London Lead manager has delivered AFA training in partnership with Local Citizens Advice offices across London.

Our **Propel** project is working with community partners in Wandsworth and other London Citizens Advice offices to increase diversity in our workforce and to support trainees from community organisations within the Advice sector.

We have been funded by Trust for London to expand our **Employment advice.** As well as giving advice to Wandsworth residents on employment matters, we work with Citizens Advice offices across London to increase their knowledge and understanding of employment advice.

Our **Roehampton Community Capacity Building** project, funded by public health, continues to host monthly Roehampton Response Network meetings, bringing together members of the community to learn and share activities and opportunities in one of the most deprived wards in Wandsworth.

Our **Homelessness Reduction Act project adviser** continued to deliver housing, benefits and debt advice to people threatened with homelessness, a service funded by WBC.

Cardinal Management funded an advice service for **Major Trauma** patients at St George's Hospital in Tooting.

Funding from the South West London Integrated Care System continued to enable CAW to provide a **Patient Welfare Advice Service** for GP patients in three of Wandsworth's Primary Care Networks (Battersea, Wandle and West Wandsworth). Since the introduction of social prescribing in the Borough, the link workers, attached to the GP practices, have referred patients on behalf of GPs.

Working in partnership with Citizens Advice Croydon, people affected by cancer were provided with welfare benefit advice by CAW's team of two **MacMillan** advisers.

The **Help Through Hardship Crisis Project**, funded by the National Lottery through the Big Lottery Fund, provides advice for people in hardship crisis, training for community-based volunteers in "Advice First Aid" and co-ordinates a hardship crisis network for the Borough. The project is delivered in partnership with Wandsworth Community Empowerment Network with 1.4 full time equivalent advisers and a Project Manager employed to deliver the project. Through this project CAW also upskilled local partners to provide accurate information to their communities by providing training, information sessions and support with cases through AFA training.

Funded by City Bridge Trust, the **Specialist Housing Advice** adviser provided in-depth advice and casework service to clients on their housing rights and duties. The main areas of advice included homelessness, suitability of temporary accommodation, security of tenure, possession proceedings, disrepair, and re-housing options.

Funding from both Trussell (formerly the Trussell Trust) and the Henry Smith Charity has enabled us to employ a **Foodbank Advice** team to deliver advice in foodbanks across Wandsworth, reaching people at point of crisis and working to reduce long-term reliance on emergency foodbank provision.

Roehampton University

We continued to work with Roehampton University's Law School during 2023-24. A grant from the university allowed us to provide volunteering opportunities for law students who provided much needed additional capacity and enabled the students to gain practical skills and experience.

Our impact

For every £1 Wandsworth Council invested in our core advice service in 2023-24, we estimate that we generated:

- £6.41 in savings for government and public services (fiscal benefits), totalling £3,695,522.
- £37.79 in wider economic and social benefits (public value), totalling £21,772,908
- £24.57 in financial value to the people we help (outcomes for individuals), totalling £14,157,466

Client feedback

Citizens Advice nationally uses an independent agency to seek feedback from clients; the results are fed back quarterly, scrutinized and reflected upon routinely in order to inform service improvement and development. Our team are proud that our client feedback and quality scores remained good throughout 2023-24. 72% of people surveyed said their problem was solved following advice and, 88% said they could not have resolved their problem without us.

Our services are for everyone, but we recognise that the people who need us most are likely to come from groups that experience the greatest hardship, poverty and discrimination. 58% of our clients are people of colour, compared to 32% of people in Wandsworth, as a whole. 58% of clients have a disability or long-term health condition, compared to 15% of the Borough's population.

"Your team's dedication to assisting individuals like myself is truly commendable... It is reassuring to know that there are organisations like yours that genuinely care for the well-being of the community and vulnerable people"
Client advised by a Welfare Benefits specialist caseworker

"Because of your help I was able to feed my kids, so for that I am very grateful"
Client advised by our Foodbank Advice team

"I was put in touch via my GP. My adviser has saved me in ways she may not know. She is so supportive, understanding, helpful and patient and took the time to actually listen and hear my problems."
Client advised by our Patient Welfare Advice Service.

Research and campaigns and local leadership

Being influential by developing and contributing to research and campaign activity that leads to improvements in policy and practice and prevents problems and systemic failure, is an important aspect of our work. We also know the importance of local collaboration and work hard to ensure that our clients have as smooth a "journey" as possible between local services. Our work includes public information campaigns, coordination of policy forums and collection of evidence and research data on the problems and issues dealt with by our advice services. We play an important role in the local voluntary and community sector – planning and coordinating activity and ensuring that other agencies are kept informed.
In 2023-24:

- We worked closely with other local voluntary sector agencies to raise concerns and advocate for better local support for residents. Notably we worked with Wandsworth Foodbank, South West London Law Centres, and Katherine Low Settlement.
- Team members attended monthly Welfare Reform meetings. The group monitors local data, including the number of Universal Credit claims, social fund claims and payments, Council Tax Reduction claims, Local Authority rent arrears etc., and pushes for better local action to support residents.
- We were proactive in encouraging and facilitating the up skilling of local voluntary and community agencies on advice issues, establishing new in-person and online Advice First Aid training courses which kept local partners up to date with the changing legal framework.

Volunteer contributions

A vital part of CAW's activity is the engagement of volunteers in the delivery of its services, research, and campaigns. Over 80 volunteers (including Trustees) supported us in 2023-24. Volunteers were recruited and trained by CAW's volunteer and training team.

Our volunteers give their time, skills and experience to enable us to reach as many people as we do. The value of the time our volunteers gave during the year was over £700,000.

Equity, diversity and inclusion

In the past year we've updated our EDI policy to reflect our ongoing commitment to EDI and particularly our commitment as an organisation to embedding EDI into our business planning and our commitment to continuous learning in relation to EDI related issues. Our team have compulsory EDI training, set an EDI related objective which is monitored at annual appraisals, and are encouraged to come together to watch films related to EDI issues affecting our clients. We have an EDI working group of staff and volunteers that met regularly to review EDI business objectives and give insight into how we can improve policies, procedures and culture to make CAW a more diverse and inclusive place to work while offering a service that removes barrier to access and reaches Wandsworth's diverse communities.

Plans for future periods

2024-25 will be another year of challenge for us the enduring impact of the Cost of Living crisis on local residents, and disproportionately on people already facing disadvantage, means that demand remains at levels far higher than before the COVID pandemic. Our clients' challenges are often more complex and it can often be harder for our team to find solutions. With that in mind. Our main goal in 2024-25 is to retain and where possible enhance our capacity to give advice, with an ongoing focus on people facing extreme poverty and multiple disadvantages.

We remain enduringly grateful to the local and national funders who continue to support our work. We know that they also face financial challenges, making their commitment even more valued. In 2024-25 we have also been successful in securing a significant five-year core Grant for **Improving Lives Through Advice** which will enable us to enhance our commitment to positively address inequality and ensure greater continuity across our core service and projects.

With secure funding for 2024-25 our central aims are to:

1. Be a great place to work and volunteer
We will maintain a resilient, committed and flexible workforce by sustaining a culture and practices that align with our values, and invest in our whole team's capability and skills so everyone is supported to contribute to the best of their ability.

2. Give people the skills, tools and expert support they need
We give people the knowledge and the confidence they need to find their way forward - whoever they are, and whatever their problem. To achieve this, we need to provide high quality advice to our clients, maintain good access for the people who use our services and do more to reach the people who are not yet accessing them.

3. Build and maintain strong and effective partnerships
We recognise the role that advice for individuals plays in complementing the work of statutory agencies, we will work collaboratively with these agencies for the benefit of our clients. We also know that compared with many

of our community partners we are a large well-funded organisation that benefits from organisational and structural privilege - we want to have strong partnerships to improve our reach, gain reputation and learn from other organisations.

4. Be a strong and resilient organisation

We recognise that our ability to help others relies on our own resilience as an organisation. This resilience starts with strong leadership that shows an ongoing commitment to putting our clients first and manifesting our core values in all that we do. We acknowledge that we are financially privileged compared with many other Citizens Advice and that this stems, to a significant degree in our longstanding and successful partnership with Wandsworth Borough Council. We will continue to enhance this partnership with a portfolio of funding from a wide range of sources and operate with due regard for our financial resources. We will continue to maintain a healthy reserve and manage operational and financial risks effectively. We operate in a highly-regulated environment: we are registered with the Charity Commission and Companies House, we hold the Advice Service Alliance quality standards and are regulated by the Financial Conduct Authority. Our advice work is regularly audited for the protection of our clients. In this environment it is imperative that, with support from national Citizens Advice, we ensure compliance through effective systems and practices.

Financial Review

Financial Performance

Against the backdrop of continued funding challenges for the charity sector, 2023-24 was a year of significant progress and accomplishments for CAW.

Total income increased to £2,132,160 (2023: £1,674,920) during the current financial year.

Total expenditure in the same period increased to £2,082,056 (2023: £1,604,920)

Balance Sheet

Total cash balance was £1,109,578 (2023: £608,505) supported by grants received in advance. Working capital increased to £665,282 (2023: £618,588).

A liability for future pension payments has been included on the balance sheet and the pension reserve has increased to £80,121 (2023: £78,808).

Reserves Policy

The Trustee Board reviews the reserves policy each year to consider the appropriate level of unrestricted reserves. The Trustees believe that sufficient reserves are necessary to balance the growing needs of the Charity to absorb setbacks and to take advantage of opportunities to meet our charitable objectives.

CAW holds reserves primarily to:

- Safeguard the Charity's service commitment in the event of delays in receipt of grants or income;
- Provide financial contingency against risks and uncertainties, and allow the Charity to meet any legal obligations that might arise from any materialisation of those risks and uncertainties; and
- Fund the research and development of services and initiatives.

In the event of a contract being terminated or not renewed by a funder, some roles may become redundant. While we operate on a going concern basis there is no certainty that existing contracts will be renewed at existing levels and, therefore, provision for redundancy costs will need to be made.

The Trustees have decided that the Charity's minimum reserves requirement as being:

Three to six months operating expenditure (excluding disbursements and depreciation) – equivalent to £435,000 (2023: £368,000).

Therefore, for this financial year the minimum reserves requirement should increase from £368,000 to £435,000. Our restricted funds do not form part of the reserve policy.

Going Concern

CAW has strong cash flows and has secured funding for the next twelve months. We, therefore, believe that there are sufficient resources to meet our liabilities as they fall due. The Trustees review financial projections, management accounts, Balance sheet and cash flow projections quarterly to review and assess compliance with the reserves policy and the potential impact of any adverse economic condition on the Charity's income and planned expenditure. Therefore, we do not believe there are material uncertainties that call into doubt the Charity's ability to operate as a going concern for the foreseeable future.

Investment Policy

The Trustees adopt a low risk strategy to manage the Charity's cash flows and reserves not immediately required by the organisation. We have decided to not invest funds in any product that carries risk to the security of capital and only invest funds in financial products that qualify for the Financial Services Compensation Scheme. Accordingly, our excess funds are invested in fixed rate bonds up to a maturity of one year and high

interest deposit accounts with UK based financial institutions. Within these limits, we seek to provide the best returns on investment while maintaining necessary liquidity of funds.

This policy is reviewed each year in the light of any changes to financial conditions.

Structure and governance

Constitution and organisational structure
The Charity is a company limited by guarantee, incorporated on 12 July 1994, and registered as a charity on 19 August 1994. The Memorandum and Articles of Association were last amended by special resolution dated February 2022.

The full Trustee Board met quarterly during 2023-24. Sub-committees with responsibility for Finance, and People helped to explore and prepare for Board decisions. The Board retained responsibility and oversight. The Trustee Board conducts a review of its performance annually.

The operation of the Charity is managed by the Chief Executive, Deputy Chief Executive (a new role from April 2023), Head of Projects, and Office Manager, with an outsourced contractor, reporting to the Chief Executive, responsible for the finance and accounting of the Charity. Our long-standing Chief Executive Mary-Ann Foxwell left at the end of March 2023, with an interim appointed prior to Jeremy Sandell joining as Chief Executive from Citizens Advice East Berkshire in July 2023.

The pay for the organisation's Chief Executive and Deputy Chief Executive was set during the 2023 recruitment (having been benchmarked by the Trustee recruitment panel). Pay for all other staff roles was set following a benchmarking exercise by the Executive Team and is described in a written policy document.

Recruitment and appointment of Trustees
Trustees are appointed and offer themselves for re-election at the Annual General Meeting ("AGM"). At the Ordinary meeting of the Trustee Board immediately preceding the AGM, member organisations are reviewed and any applications for representation on the Board are considered. Trustees can also be co-opted by the Trustee Board, provided that the total number of co-opted and nominated Trustees does not exceed one third of the total number of Trustees. All elected Trustees retire from office after a three-year term but may be re-elected.

Induction and training of trustees
New Trustees undertake an induction programme covering the role of a Trustee, relevant Charity Commission guidance and extensive information on the work of Citizens Advice Wandsworth. In addition, Trustees have access to training via Citizens Advice and are encouraged to visit and spend time at individual advice centres operated by Citizens Advice Wandsworth.

Risk mitigation

The Chief Executive, together with the Trustee Board, analyses and agrees management and mitigation of the major risks to the Charity periodically and when preparing and updating the Business and Development Plan. Risk analysis evaluates the likelihood and severity of the impact to the organisation.

Related Organisations

The Charity is a member of Citizens Advice, a national network of over 280 charities that deliver across the country, overseen by a national framework provided by Citizens Advice.

As a member of the national Citizens Advice network all our advice work is subject to professional quality assurance standards so we can ensure the best standard of support is being consistently delivered.

Information Assurance

CAW has adopted the recommended Citizens Advice Information Assurance and Data Protection policy. All decisions on how to manage information risks within the Charity are derived from our wish to maintain a low level of risk. We ensure our information risk policy is reviewed regularly so that it remains comprehensive and effective at the following intervals and/or after the following events: a) annually; b) whenever significant amendments or additions are required (e.g. by changes in law or other compliance obligations); and c) after a data loss incident, if required. All significant information risks are documented in an appropriate section of the risk register, which is reviewed at regular intervals by the Trustee Board.

All information assurance policies and procedures are reviewed annually.

Legal and Administrative Information

The Charity is a company limited by guarantee, incorporated on 12 July 1994, and registered as a charity on 19 August 1994.

Wandsworth Citizens Advice Bureaux Ltd is the registered name of the company. It commonly trades as Citizens Advice Wandsworth ("CAW").

Governing documents	Memorandum and Articles of Association amended by special resolutions on 24 April 2002, 4 October 2006, 16 September 2009, 19 October 2016, 22 November 2018, and 3 February 2020
Company number	02947554
Charity number	1040303
Registered Office:	Battersea Library, 265 Lavender Hill, SW11 1JB
Roehampton Office:	Picasso Building, Minstead Gardens, SW15 4EE

Current Trustees (also directors under company law)		
Jonathan Mogford	Co-Vice Chair	Appointed 25 July 2018
Ben Dulieu	Chair	Appointed 21 November 2018
Dylan Brooks		Appointed 21 November 2018
Lauren Beth Iannarone		Appointed 28 July 2020
Sumathi Narayanan Menon	Co-Vice Chair	Appointed 28 July 2020
Susan Jane Wixley		Appointed 28 July 2020
Abdirahman Xirsi		Appointed 21 February 2023
Armando Urdaneta		Appointed 21 February 2023
Anshuk Sharma	Treasurer	Appointed 8 January 2024

Retired Trustees		
Lucy Harmer	Chair	Retired 31 October 2023
Kalai Chau	Treasurer	Retired 25 July 2023
Susan Marshall		Retired 30 January 2024

Senior staff		
Justin Irwin	Interim Chief Executive	Left 16 July 2023
Harriet Plows	Head of Projects	Left 29 May 2024
Hannah-Leigh Morgan	Office Manager and Company Secretary	Left 14 September 2023
Jeremy Sandell	Chief Executive	From 17 July 2023
Tom Segurola	Deputy Chief Executive	From 23 April 2023

Bankers

Barclays Bank plc
83 Wandsworth High Street
London SW18 2PR

CAF Bank
25 Kings Hill Avenue
Kings Hill, West Malling
Kent ME19 4JQ

Auditor

Hartley Fowler LLP
4th Floor Tuition House
27/37 St George's Road
London SW19 4EU

The Trustees of the charity (who are the directors of the charity for company law purposes) present their report and the audited financial accounts for the year ended 31 March 2024. The Trustees confirm that the annual report and financial statements comply with current statutory requirements, the requirements of the Charity's governing document and the provisions of the Statement of Recommended Practice ("SORP") applicable to charities preparing these accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland ("FRS102") (effective 1 January 2019).

Statement of Trustees' Responsibilities

The Trustees (who are also directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with the United Kingdom generally Accepted Accounting Practice (United Kingdom Accounting Standard and applicable law).

Under company law, the Trustees must not approve the company financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources

and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make 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 that the charitable company will continue in business.

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

In so far as we are aware:

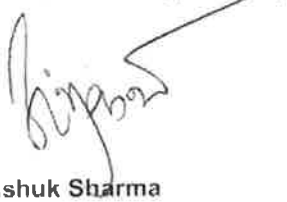
- There is no relevant audit information of which the charitable company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2024 was 18 (2023: 18). The Trustees have no beneficial interest in the charitable company.

Auditors
The auditors, Hartley Fowler LLP, will be proposed for re-appointment in accordance with Section 485 of the Companies Act 2006.

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

Approval
This report was approved by the Board of Trustees on 28th January 2025 and signed on their behalf by:



Anshuk Sharma
Treasurer

Report of the Independent Auditors to the members of Wandsworth Citizens Advice Bureaux Limited for the year ended 31 March 2024

Opinion

We have audited the financial statements of Wandsworth Citizens Advice Bureaux Limited (the "charitable company") for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)") and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

The trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlines above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below;

We identify and assess risks of material misstatement of the financial statement, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis of our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

- The nature of the industry and sector, control environment and the charities activities;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to;
- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations; and
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all adults we also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reviewing minutes of meeting of those charged with governance, reviewing internal reports, and
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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.

Jonathan Askew FCA (Senior Statutory Auditor)
Hartley Fowler LLP Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27/37 St George's Road
Wimbledon
London
SW19 4EU

29/01/2025

Wandsworth Citizens Advice Bureaux Limited

Statement of financial activities (incorporating income and expenditure account)
For the year ended 31 March 2024

	Notes	Restricted £	Unrestricted £	2024 £	2023 £
Income					
Donations	3	-	6,757	6,757	2,403
Charitable activities: advice and	4	1,434,117	672,143	2,106,260	1,662,747
Other trading activities	5	-	5,537	5,537	5,000
Investments	6	-	13,606	13,606	4,770
Total incoming resources		1,434,117	698,043	2,132,160	1,674,920
Expenditure					
Raising funds	7			-	(21,266)
Charitable activities	7	(1,526,383)	(555,673)	(2,082,056)	(1,583,654)
Total expenditure		(1,526,383)	(555,673)	(2,082,056)	(1,604,920)
Net income		(92,266)	142,370	50,104	70,000
Actuarial gains / (losses) on defined benefit pension scheme		-	(8,813)	(8,813)	14,579
Transfers between funds		126,675	(126,675)	-	-
Net movement in funds		34,409	6,882	41,291	84,579
Reconciliation of funds					
Funds brought forward at 1 April 2023		-	561,165	561,165	476,586
Funds carried forward at 31 March 2024		34,409	568,047	602,456	561,165

The notes on pages 19 to 34 form part of these financial statements.

There were no other recognised gains and losses other than those listed above and the net income for the year. All income relates to continuing operations.

Wandsworth Citizens Advice Bureaux Limited

Balance sheet
As at 31 March 2024

	Notes	2024 £	2023 £
Fixed assets			
Tangible fixed assets	12	17,295	21,385
		17,295	21,385
Current assets			
Debtors	13	89,191	355,899
Short-term deposits		547,954	427,549
Cash at bank and in hand		561,624	180,956
		1,198,769	964,404
Creditors: amounts falling due within one year	14	(533,487)	(353,316)
Net current assets		665,282	611,088
Total assets less current liabilities		682,577	632,473
Creditors: amounts falling due after one year	14	-	-
Net assets excluding pension liability		682,577	632,473
Provisions for liabilities and charges			
Defined benefit pension scheme liability	15	(80,121)	(71,308)
Net assets		602,456	561,165
Funds of the Charity			
Restricted funds		34,409	-
Unrestricted funds		648,168	632,473
Pension reserve		(80,121)	(71,308)
Total Charity funds	17	602,456	561,165

The notes on pages 19 to 34 form part of these financial statements.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006.

The financial statements were approved and authorised for issue by the Trustees on 28 January 2025 and signed on their behalf by:

Anshuk Sharma
Treasurer

Wandsworth Citizens Advice Bureaux Limited

Cash Flow Statement
For the year ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities			
Net cash used in operating activities	A	497,769	(123,608)
Cash flows from investing activities			
Interest from investments		13,606	4,770
Purchase of property, plant and equipment		(10,302)	(8,070)
Cash placed in short-term deposits	B	(120,406)	(23,847)
Net cash used in investing activities		(117,102)	(27,148)
Change in cash and cash equivalents		380,666	(150,756)
Cash and cash equivalent in the beginning of the year		180,956	331,713
Cash and cash equivalent at the end of the year		561,622	180,956

Notes to the cash flow statement

A Reconciliation of net income to net cash flow from operating activities

	2024 £	2023 £
Net income for the reporting period	50,104	70,000
Adjustments for:		
Depreciation	14,391	9,240
(Increase) / decrease in debtors	266,708	(193,046)
(Decrease) / increase in creditors	180,171	(5,033)
Bank interest receivable	(13,606)	(4,770)
Net cash provided by operating activities	497,769	(123,608)

B Analysis of short-term deposits

	2024 £	2023 £
Short-term deposits at beginning of year	427,549	403,702
Movement	120,406	23,847
Short-term deposits at end of year	547,955	427,549

Notes to the financial statements
For the year ended 31 March 2024

1 Company Status

Wandsworth Citizens Advice Bureaux is a registered charity in England and Wales (number 1040303) and is consituted as a company registered in England and Wales and limited by guaruntee (company number 02947554). Members of the charitable company guaruntee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of sucg guaruntees at 31 March 2024 was 18 (2023: 18). The Trustees have no beneficial interest in the charitable company.

2 Accounting Policies

a) Basis of preparation

The presentation currency of the financial statements is Pound Sterling (£).

These accounts have been prepared under historical cost convention with items recognised at costs or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The financial statements of Wandsworth Citizens Advice Bureaux Limited (the "Charity") have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006 as it applies from 1 January 2019. The Charity constitutes a public benefit entity as defined by FRS 102.

b) Going concern

The financial statements have been prepared on the going concern basis. The Charity has secured funding for the next twelve months and has a strong balance sheet to meet all its liabilities as they fall due. Management accounts are presented quarterly to the Trustee Board to monitor progress against plan. Any adverse variation against plan are actioned immediately by management to bring it back into line with agreed plan. There are no material uncertainties that cast doubt on the Charity's ability to continue.

c) Incoming resources

All income is accounted for when the Charity is legally entitled to the income, it is probable that the income will be received, and the amount can be quantified with reasonable accuracy.

Donation income

Donations are accounted for on an accruals basis in the period in which the Charity is entitled to income where the amount can be measured with reasonable certainty.

External grants

Grant receivables are recognised when due and when any conditions for receipts are met. Any unexpected grant is carried forward in reserves.

Legacies

Legacies are recognised when they are received or when notice is given from the executor that a payment is due, whichever is earlier.

Other income

All other income is accounted for on an accruals basis.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity.

2 Accounting policies (continued)

e) Resources expended

All expenditure is accounted for on an accruals basis and has been classified under the charitable expenditure activity headings with references to activities performed in the year.

Costs of generating funds include salaries, direct expenditure and overhead costs related to securing funding.

Charitable activities expenditure enables the Charity to meet its charitable aims and objectives.

Direct staff costs and overheads are alloacted to the activities to which they relate. Resources expenses include attributable VAT that cannot be recovered.

Indirect staff costs are allocated to activities on the basis of a reasonable estimate of time spent on those activities for each relevant member of staff.

Governance costs are those costs incurred in connection with enabling the charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutoty duties.

Support costs including central management, HR, Finance and IT support provided by the central management team (staff and other costs) which are not directly attributable to a particular principle activity, have been fully allocated to activities on a per capita basis.

Redundancy costs are recognised when there is a legal or constructive obligation.

Irrecoverable VAT is charged against the activity that incurred the original VAT.

f) Fund accounting

The Charity maintains the following types of fund:

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated that can be used freely in accordance with the Charity's purposes.

Designated funds are unrestricted funds earmarked by the Trustees out of unrestricted funds for specific purposes or projects.

g) Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. Assets are capitalised where the cost exceeds £500.

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each asset evenly over its expected useful life.

The estimated useful lives used for this purpose, which are consistent with those of the prior year, are:

Leasehold Building and Improvements	Over length of lease
Computers and IT equipment	2 years
Furniture and equipment	4 years

h) Leased assets

All leases are consisdered to be operating leases and rentals are charged to the statement of financial activities on a straight line basis over the term of the lease. There are no assets held under hire purchase agreements of finance leases.

2 Accounting policies (continued)

i) Cash and cash equivalents

Cash and cash equivalents include cash in hand, current balances with banks and short term deposits with banks with maturities of 12 months or less.

j) Provisions for liabilities and charges

Provision for future liabilities are recognised when the Charity has a legal or constructive financial obligation that can be reliably estimated and for which there is an expectation that payment will be made.

The Charity contributes to the National Association of Citizens Advice Bureaux pension fund which is a multi-employer defined benefit pension scheme fund. With effect from 31 March 2008, the scheme closed to future accrual. The assets and liabilities of the scheme are held seperately from those of the company in independently administered funds. it is not possible to identify the Charity's share of the assets and liabilities of the scheme on a consistent and reasonable basis. Therefore, the contributions to the scheme have been treated on a defined contributions basis. Further information is given in Note 20. The organisation also contributed to stakeholder pension schemes for its employees, the liability is limited to the amount contracted to pay each year.

As from January 2017, staff are automatically enrolled unless they opt out or eligibility criteria not met.

k) Deferred Income

Deferred income relates to restricted funding received in advance but where the related expenditure can only take place in a future accounting period.

l) Financial instruments

The Charity only has financial assts and financial liabilities of a kind that qualify as basis financial instruments which are initially recognised at transaction value and subsequently measured at the present value of future cash flows (amortised cost). Financial assts held at amortised cost comprise debtors, excluding prepayments, short-term cash deposits and cash at bank and in hand.

Financial liabilities held at amortised cost comprise the Charity's short term creditors excluding deferred income and taxation payable. No discounting has been applied to these financial instruments on the basis that the periods over which amounts will be settles are such that any discounting would be immaterial.

3 Donations

	2024	2023
	£	£
Donations from private individuals	6,757	2,403
	6,757	2,403

4 Income from charitable activities

	Restricted £	Unrestricted £	2024 £	2023 £
Grants and contracts for advice and advocacy				
Wandsworth Borough Council		582,577	582,577	561,002
Wandsworth Council - Cost Living HuB	177,003		177,003	62,965
Wandsworth Council - Support for Ukrainian	60,166		60,166	41,667
Wandsworth Council - One Stop Shop			-	9,056
Wandsworth Council - Community Saftety Team Contract			-	10,000
Wandsworth Council - Roehampton Capacity Building		60,000	60,000	30,000
Wandsworth Council -EU National			-	54,510
Wandsworth Council - DSF			-	9,710
Macmillan Cancer Care	196,934		196,934	195,701
Big Lottery Fund - HTC	149,143		149,143	141,727
Big Lottery Fund - ILTA	16,667		16,667	-
RCJ Advice Bureau	86,911		86,911	26,964
Aquila Family Charitable Trust	15,000		15,000	10,000
Trust for London	50,000		50,000	37,500
Citizens Advice	53,625		53,625	500
NHS South West London ICB-Wandle CCG	88,250		88,250	88,250
NHS South West London ICB-Battersea CCG	36,233		36,233	36,233
NHS South West London ICB-West Wandsworth CCG	36,860		36,860	36,860
Roehampton University - Student Vols.		14,566	14,566	14,280
Citizens Advice Hammersmith & Fulham			-	15,356
The London Community			-	12,000
City Bridge Trust	47,700		47,700	51,941
Major Trauma Advice	34,753		34,753	30,980
Foodbank - Earlsfield	14,083		14,083	13,000
Foodbank - Wandsworth	65,293		65,293	25,538
Foodbank - Henry Smith	58,075		58,075	57,675
Foodbank - Trussell Trust	40,346		40,346	72,191
Kickstart Grant			-	17,140
Wimbledon Foundation		15,000	15,000	-
London Legal Support Trust - Propel	207,075		207,075	-
	1,434,117	672,143	2,106,260	1,662,746

5 Income from other activities

	Restricted £	Unrestricted £	2024 £	2023 £
Miscellaneous income	-	537	537	-
Room hire	-	5,000	5,000	5,000
	-	5,537	5,537	5,000

6 Investment income

	Restricted £	Unrestricted £	2024 £	2023 £
Interest income	-	13,606	13,606	4,770
	-	13,606	13,606	4,770

7 Resources expended

	Charitable Activities			
	General Advice Services	Specialist Advice Services 1	Specialist Advice Services 2	Total 2024
	£	£	£	£
Staff Costs	1,365,710			1,365,710
Staff and volunteer expenses	38,982			38,982
Office costs	14,883			14,883
Premises costs	(12,475)			(12,475)
Other running costs	20,000			20,000
Payments to partners	327,705			327,705
Governance costs (Note 8)	4,585			4,585
Support costs (Note 8)	322,666			322,666
Total	2,082,056	-	-	2,082,056

	Charitable Activities			
	General Advice Services	Specialist Advice Services 1	Specialist Advice Services 2	Total 2023
	£	£	£	£
Staff Costs	1,197,919			1,197,919
Staff and volunteer expenses	21,104			21,104
Office costs	77,270			77,270
Premises costs	35,211			35,211
Other running costs	165,019			165,019
Payments to partners	-			-
Governance costs (Note 8)	30,829			30,829
Support costs (Note 8)	77,568			77,568
Total	1,604,920	-	-	1,604,920

8 Support and governance costs

	Charitable Activities			
	General Advice Services	Specialist Advice Services 1	Specialist Advice Services 2	Total 2024
	£	£	£	£
Staff costs	83,575			83,575
Staff and volunteer expenses	12,511			12,511
General office costs	145,336			145,336
Premises costs	64,349			64,349
Other costs	16,895			16,895
Audit costs	4,585			4,585
Total	327,251	-	-	327,251

8 Support and governance costs (continued)

	Charitable Activities			
	Advice	Advice	Advice	Total 2023
	£	£	£	£
Staff costs	66,347			66,347
Staff and volunteer expenses	16,112			16,112
General office costs	8,085			8,085
Premises costs	9,292			9,292
Other costs	2,571			2,571
Audit costs	5,989			5,989
Total	108,396	-	-	108,396

9 Net income for the year

This is stated after charging:

	2024	2023
	£	£
Operating lease rentals:		
- Property	40,000	50,884
- Other	-	21,742
Depreciation	9,187	9,240
External auditors' remuneration:		
- External audit fee	4,585	5,000
- Non audit remuneration	-	989

10 Staff costs and Trustee expenses

No emoluments were paid to the Charity's Trustees during the year (2023: £nil).
No travel expenses were reimbursed to the Charity's Trustees during the year (2023: £nil).

	2024	2023
	£	£
Staff costs during the year:		
Salaries and wages	1,249,681	1,116,646
Social security costs	116,963	107,195
Pension contributions	82,641	70,894
	1,449,285	1,294,735

	2023	2022
Number of employees who earned between £60k - £70k during the year:	1	1
Key Management personnel received benefits during the year of:	186,277	170,395

The average monthly head count was 47 staff (2023: 41) and the avergage monthly number of full time equivalent employees during the year were as follows:

	2024	2022
Generating funds	-	0.6
Charitable activity	38.1	29.9
Governance	-	0.9
	38.1	31.4

11 Taxation

Wandsworth Citizens Advice Bureaux Limited is a registered charity and is therefore potentially exempt from taxation of its income and gains as Wandsworth Citizens Advice Bureaux Limited falls within the definition of a Charitable Company as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen during the year.

12 Tangible fixed assets

	Leasehold Building and improvement £	Computers and IT equipment £	Furniture and equipment £	Total £
Cost				
At 1 April 2023	95,215	56,278	18,417	169,910
Additions in year	-	10,302	-	10,302
Disposals in year	-	-	-	-
At 31 March 2024	95,215	66,580	18,417	180,212
Depreciation				
At 1 April 2023	(77,866)	(52,242)	(18,417)	(148,525)
Charge for the year	(5,205)	(9,187)	-	(14,392)
Disposals in year	-	-	-	-
At 31 March 2024	(83,071)	(61,429)	(18,417)	(162,917)
Net book value				
At 31 March 2024	12,144	5,151	-	17,295
At 31 March 2023	17,349	4,036	-	21,385

All tangible fixed assets are used to fulfil the Charity's objects.

13 Debtors

	2024 £	2023 £
Account receivables	23,858	222,353
Other debtors	46,527	107,337
Prepaid expenses	18,806	26,209
	89,191	355,899

14 Creditors

	2024 £	2023 £
Trade creditors	131,256	66,894
Other creditors	28,630	32,760
Deferred income (see Note 16)	192,579	167,975
Accruals	108,378	51,051
Taxation and social security	65,144	27,135
Defined benefit due within 1 year	7,500	-
	533,487	345,815

	2024 £	2023 £
Amounts due after more than one year		
Other creditors	-	-

15 Defined benefit pension scheme liability

	2024	2023
	£	£
Definded benefit pension FRS 102 (more than 1 year)	80,121	78,808

16 Deferred income

	2024	2023
	£	£
Deferred income brought forward	167,975	139,595
Amounts released to income during the year	(136,307)	(139,595)
Incoming resources deferred in the year	160,911	167,975
	192,579	167,975

17 Analysis of net assets between funds

	Restricted funds	Designated funds	General funds	Total funds 2024	Total funds 2023
	£	£	£	£	£
Tangible fixed assets	-	-	17,295	17,295	21,385
Current assets	229,858	-	968,911	1,198,769	964,189
Current liabilities	(195,449)	-	(338,038)	(533,487)	(330,093)
Non-current liabilities	-	-	(80,121)	(80,121)	(78,808)
Net assets at 31 March 2024	34,409	-	568,047	602,456	576,673

18 Operating lease commitments

Total future minimum lease payments are as follows:

	Land and buildings 2024	Other 2024	Land and buildings 2023	Other 2023
	£	£	£	£
Within one year	54,158	-	11,208	-
Between one and five years	51,042	-	28,083	-
More than five years	-	-	-	-
	105,200	-	39,291	-

19 Statement of funds

	At 1 April 2023 £	Incoming resources £	Outgoing resources £	Transfers £	Gain (loss) on investments £	At 31 March 2024 £
Restricted funds						
Macmillan Cancer Care	-	196,934	(219,888)	22,954	-	-
Big Lottery Fund - HTC	-	149,143	(192,227)	5,492	-	(37,592)
Big Lottery Fund - ILTA		16,667	0.00	-	-	16,667
Wandsworth Council - Cost Living HuB	-	177,003	(179,202)	2,199	-	-
Wandsworth Council - Support for Ukrainian	-	60,166	(42,391)	-	-	17,775
RCJ Advice Bureau	-	86,911	(109,603)	22,692	-	-
Aquila Family Charitable Trust	-	15,000	(15,000)	-	-	-
Trust for London	-	50,000	(24,121)	-	-	25,879
Citizens Advice	-	53,625	(53,625)	-	-	-
Wandle CCG	-	88,250	(88,334)	84	-	-
Battersea CCG	-	36,233	(42,668)	6,435	-	-
West Wandsworth CCG	-	36,860	(37,200)	340	-	-
City Bridge Trust	-	47,700	(46,850)	(3,720)	-	(2,870)
Major Trauma Advice	-	34,753	(31,860)	(2,893)	-	-
Foodbank - Wandsworth	-	65,293	(91,428)	26,135	-	-
Foodbank - Earlsfield	-	14,083	(14,899)	816	-	-
Foodbank - Henry Smith	-	58,075	(60,947)	17,422	-	14,550
Foodbank - Trussell Trust	-	40,346	(56,495)	16,149	-	-
London Legal Support Trust - Propel	-	207,075	(219,644)	12,569	-	-
Total restricted funds	-	1,434,117	(1,526,382)	126,674	-	34,409
Unrestricted funds						
General unrestricted funds	632,473	698,042	(555,673)	(126,674)		648,168
Defined pension benefit scheme	(71,308)				(8,813)	(80,121)
Total unrestricted funds	561,165	698,042	(555,673)	(126,674)	(8,813)	568,047
Total funds	561,165	2,132,159	(2,082,055)	-	(8,813)	602,456

The unrestricted funds represents the free funds of the Charity. The Trustee Board has agreed to a minimum level of £435,000 funding as reserves to guard against unforseen eventualities.

19 Statement of funds (continued)

Purpose of restricted funds

Macmillan Cancer Care	To provide benefit advice to cancer patients at St George's and Kingston hospitals
Big Lottery Fund - Help through Hardship Crisis Fund	This project is funded by the National Lottery through the Big Lottery Fund and provides advice for people in harship crisis, supports training of community volunteers in first aid, and coordinates a hardship crisis network.
Wandle CCG	Provision of an advice service for patients of Wandle GPs. This is an innovative approach to prescribing advisory support and community referrals for patients presenting social needs to their GPs. It is intended to help achieve resource savings for GPs and promote better health in the Wandle locality.
Battersea CCG	Provision of an advice service in partnership with patients of GPs in the Battersea locality.
West Wandsworth CCG	Provision of an advice service for patients of GPs in the West Wandsworth locality.
City Bridge Trust	Provision of specialist housing advice to clients on their housing rights and duties.
Major Trauma Advice	Provision of support and advice to people with serious injuries as a result of major trauma. It also facilitates access to further advice and alternative resources to ensure improved service/experience for major trauma patients and families.
Foodbank	Funding for an adviser to help users of an independent Wandsworth foodbank address their advice requirements.

20 Pension scheme

Citizens Advice ('the Principal Employer') operates a defined benefit scheme ('the Plan') in the UK which provides both pensions in retirement and death benefits to members. Pension benefits are related to the members' final salaries at retirement and their length of service at the date they retired or left pensionable service. The Plan closed to future accrual on 31 March 2008. The Plan also contains some money purchase AVCs and protected rights funds, which are not included in these disclosures.

In accordance with the schedule of contributions agreed by the Employer and Trustee in August 2023, the contributions to the Plan for the year ending 31 March 2024 have been £5,218,000, which includes £4,918,000 towards the deficit and £300,000 as an allowance for administration expenses and all scheme levies.

The Plan is a registered scheme under UK legislation. The Plan is subject to the scheme funding requirements outlined in UK legislation. The Plan is governed by the Plan's Trust Deed and Rules dated 4 April 2011. The Trustee is responsible for the operation and the governance of the Plan, including making decisions regarding the Plan's funding investment strategy (although they are required to consult the Principal Employer).

An actuarial valuation of the Plan was carried out as at 31 March 2024 by a qualified independent actuary, based upon membership data as at 31 March 2022, allowing for assumed membership movements over the period from this date, and any material membership movements significantly different from those assumed (e.g. transfers out).

The most recent formal actuarial valuation of the Plan was as at 31 March 2022 and revealed a funding deficit of £53,536,000. In the recovery plan agreed following the valuation, the Principal Employer and other participating employers agreed to pay deficit reduction contributions of £2,918,000 per annum with the view to eliminating the deficit by 30 September 2040.

The liabilities of the Plan are based on the current value of expected benefit payment cashflows to members of the Plan over the next 60 or more years. The average duration of the liabilities is approximately 11 years.

The Plan is exposed to actuarial risks such as market (investment) risk, interest rate risk, inflation risk, currency risk and longevity risk.

20 Pension scheme (continued)

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

	As at 31/03/2024	As at 31/03/2023
Discount rate	4.90%	4.80%
Inflation assumption (RPI)	3.20%	3.30%
Inflation assumption (CPI)	2.80%	2.85%
Revaluation of deferred pensions in excess of GMP	2.80%	2.85%
Pension in payment increases of:		
- CPI or 5% p.a. if less	2.80%	2.85%
- CPI inflation since retirement or 5% p.a. compound if less	2.80%	2.85%
- CPI or 3% p.a. if less	2.50%	2.50%
Commutation of pension for cash at retirement	75% of HMRC maximum	75% of HMRC maximum

	As at 31/03/2024	As at 31/03/2023
Assumed life expectancies on retirement at age 65 are:		
Retiring today - Males	20.6	20.8
Retiring today - Females	23.4	23.6
Retiring in 20 years time - Males	21.8	22.0
Retiring in 20 years time - Females	24.5	24.7

	Value at 31/03/2024 £000s	Value at 31/03/2023 £000s
The assets in the Plan were:		
Multi asset funds	26,047	24,903
Structured equity and LDI	33,448	35,116
Cash	1,100	726
Fair value of Plan assets	**60,594**	**60,745**
The actual return on assets over the period was:	**307**	**(37,084)**
Present value of funded obligations	107,082	111,169
Fair value of Plan assets	60,594	60,745
Surplus/(deficit) in funded scheme	**(46,488)**	**(50,424)**
Present value of unfunded obligations	0	0
Unrecognised actuarial gains (losses)	0	0
Adjustment in respect of asset ceiling	0	0
Net liability in balance sheet	**46,488**	**50,424**

20 Pension scheme (continued)

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

	31/03/2024 £000s	31/03/2023 £000s
Benefit obligation at beginning of year	111,169	148,768
Current service cost	693	832
Interest cost	5,250	4,074
Contributions by Plan participants	0	0
Actuarial (gains)/losses	(5,729)	(35,041)
Benefits paid and expenses	(5,676)	(7,464)
Past service cost	1,375	0
Settlements	0	0
Business combinations	0	0
Exchange rate	0	0
Benefit obligation at end of year	**107,082**	**111,169**

20 Pension scheme (continued)

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

	31/03/2024 £000s	31/03/2023 £000s
Fair value of Plan assets at beginning of year	60,745	102,214
Interest income on Plan assets	2,905	2,801
Return on assets, excluding interest income	(2,598)	(39,885)
Contributions by employers	5,218	3,079
Contributions by Plan participants	0	0
Benefits paid and expenses	(5,676)	(7,464)
Business combinations	0	0
Settlements	0	0
Exchange rate	0	0
Fair value of Plan assets at end of year	**60,594**	**60,745**

The amounts recognised in profit or loss:

	31/03/2024 £000s	31/03/2023 £000s
Service cost - inc. current & past service costs, settlements	1,375	0
Service cost - administrative cost	693	832
Net interest on the net defined benefit liability	2,345	1,273
Total expense	**4,413**	**2,105**

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

	31/03/2024 £000s	31/03/2023 £000s
Actuarial (gains)/losses on the liabilities	(5,729)	(35,041)
Return on assets, excluding interest income	2,598	39,885
Changes in the effect of the asset ceiling excluding interest income	0	0
Total remeasurement of the net defined benefit liability / (asset) to be shown in OCI	**(3,131)**	**4,844**

21 Related party transactions

There were no related party transactions during the year.

22 Comparative Statement of Financial activities (incorporating income and expenditure account)

	Restricted £	Unrestricted £	Total 2023 £
Income			
Donations	-	2,403	2,403
Charitable activities: advice and advocacy	1,020,248	642,499	1,662,747
Other trading activities	-	5,000	5,000
Investments	-	4,770	4,770
Total incoming resources	1,020,248	654,672	1,674,920
Expenditure			
Raising funds	-	(21,266)	(21,266)
Charitable activities	(1,035,183)	(548,471)	(1,583,654)
Total expenditure	(1,035,183)	(569,737)	(1,604,920)
Net income	(14,935)	84,935	70,000
Actuarial gains / (losses) on defined benefit pension scheme	-	14,579	14,579
Net movement in funds	(14,935)	99,514	84,579
Reconciliation of funds			
Funds brought forward at 1 April 2022	14,935	461,651	476,586
Funds carried forward at 31 March 2023	-	561,165	561,165

23 Comparative Statement of funds

	At 1 April 2022 £	Incoming resources £	Outgoing resources £	Gain (loss) on investments £	At 31 March 2023 £
Restricted funds					
Macmillan Cancer Care	-	195,701	(195,701)	-	-
Big Lottery Fund - HTC	13,195	141,727	(154,922)	-	-
Wandsworth Council - Cost Living HuB	-	62,965	(62,965)	-	-
Wandsworth Council - Support for Ukrainian	-	41,667	(41,667)	-	-
Wandsworth Council - One Stop Shop	-	9,056	(9,056)	-	-
Wandsworth Council - Community Saftety	-	10,000	(10,000)	-	-
RCJ Advice Bureau	-	26,964	(26,964)	-	-
Aquila Family Charitable Trust	-	10,000	(10,000)	-	-
Trust for London	-	37,500	(37,500)	-	-
Citizens Advice	-	500	(500)	-	-
Wandle CCG	-	88,250	(88,250)	-	-
Battersea CCG	-	36,233	(36,233)	-	-
West Wandsworth CCG	-	36,860	(36,860)	-	-
City Bridge Trust	-	47,220	(47,220)	-	-
Major Trauma Advice	-	30,980	(30,980)	-	-
Citizens Advice - Help to Claim	1,740	-	(1,740)	-	-
The London Community	-	12,000	(12,000)	-	-
Wandsworth Council - DSF	-	9,710	(9,710)	-	-
Foodbank - Wandsworth	-	25,538	(25,538)	-	-
Foodbank - Earlsfield	-	13,000	(13,000)	-	-
Foodbank - Henry Smith	-	57,675	(57,675)	-	-
Foodbank - Trussell Trust	-	72,191	(72,191)	-	-
EU National	-	54,510	(54,510)	-	-
Total restricted funds	14,935	1,020,248	(1,035,183)	-	-
Unrestricted funds					
General unrestricted funds	555,038	654,672	(569,737)	-	639,973
Defined pension benefit scheme	(93,387)	-	-	14,579	(78,808)
Total unrestricted funds	461,651	654,672	(569,737)	14,579	561,165
Total funds	476,586	1,674,920	(1,604,920)	14,579	561,165

WANDSWORTH CITIZENS ADVICE BUREAUX LIMITED

England & Wales - Charity number 1040303

Accounts

Company No. 02947554
Charity No. 1040303

Wandsworth Citizens Advice Bureaux Limited

Report and Financial Statements

31 March 2023

Wandsworth Citizens Advice Bureaux Limited

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Objectives and Activities

The Charity's objectives are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress, in particular, but without limitation, for the benefit of the community in the London Borough of Wandsworth and surrounding areas ("the principal area of benefit") and elsewhere in Greater London.

The main activity of the Charity is the provision of free, independent, confidential and impartial advice and information to the public on legal, civil, financial and other matters.

Citizens Advice Wandsworth ("CAW") ("the Charity") helps people get the support they need and enables them to manage their lives better – often in times of crisis – by providing information and advice and having a positive influence on policy and practice. The Charity acknowledges that life is complicated and things can go wrong for all people. Our free, impartial advice is crucial and highly valuable to individuals, the Council, government and society as a whole.

The current aims of the Charity are set out in its Business and Development Plan and are regularly reviewed. The Trustees receive regular updates at Trustee Board meetings from the Chief Executive on progress against aims and objectives.

The agreed objectives for the Charity are:

- To address the challenge of rising demand
- To address the particular challenges experienced by marginalised groups
- To address the challenge of future funding uncertainty and rising demand.

Statement on public benefit

The section below covering the achievements and performance of the Charity sets out the activities carried out for public benefit. The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity

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

- It must be clear what the benefits are – these are set out below.
- The benefits must be related to the aims – the Trustees review the activities of the Charity against its aims on an ongoing basis and are satisfied that all activities continue to be related to the aims.
- Benefits must be balanced against any detriment or harm – no specific issues of detriment or harm have been identified.

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

- The beneficiaries must be appropriate to the aims – the beneficiaries are people from Wandsworth and other parts of London who seek advice and assistance from the Charity.
- 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 – the Charity's services are mainly provided to residents of the London Borough of Wandsworth with some projects serving surrounding areas and elsewhere in Greater London.
- People in poverty must not be excluded from the opportunity to benefit – the Charity's services are provided free to beneficiaries.
- Any private benefits must be incidental – several private benefits do necessarily arise from the activities of the Charity. In particular, the Charity finds it essential to employ and remunerate staff. These private benefits are, however, incidental as they are a necessary by-product of carrying out the Charity's aims.

Achievements and Performance

In 2022-23 we achieved the following:

Advice Services

Generalist and Specialist Service

Under our contract with Wandsworth Borough Council ("WBC"), we provided the main public advice service for local people, the Generalist Advice Service. This was accessible via the telephone Adviceline, a public online referral form and face-to-face services based in our offices in Battersea and Roehampton. Our partners were also able to directly refer clients to via online referral forms and Refernet (a secure online referral platform).

In 2022-23 we continued to lead our Adviceline partnership, which is made up of seven local Citizens Advice offices operating in eight London boroughs. By working with local partners and the national Citizens Advice office we were able to respond to 7,286 calls to our Adviceline.

We continued to take a large number of referrals from partners and self-referrals by maintaining our webform and Refernet as access points. We recorded 1,618 referrals in during 2022-23, matching the high level received in the previous year. We also provided face-to-face help through 2,860 unscheduled visits to our drop-in service (in addition to pre-booked face to face appointments and home visits).

Our projects and services were able to help 9,272 people with 31,290 issues in 2022-23, an increase on the previous year.

Our Disability and Social Care Advice Service ("DASCAS") continued to work effectively as part of our Specialist Service, which is also funded by WBC under our Community Advice Service contract. Clients are either referred to DASCAS by Wandsworth Social Services or members of our team when they identify clients with disabilities or long-term health conditions that need benefits assistance. The Specialist Service as a whole helped residents secure financial gains of £1,778,394 in 2022-23. Over £1 million of this came from helping residents successfully challenge welfare benefits decisions, often by providing representation at Social Security tribunal hearings.

Specialist and targeted projects

New Projects

Cost of Living Project

In Autumn 2022 WBC funded us to help residents with the ongoing cost of living crisis. Our Cost of Living Project team worked alongside our Generalist Service, providing additional capacity that allowed us to respond quickly and ensure we could help residents facing immediate hardship due to financial issues. The project team also delivered Advice First Aid training, with support from our Crisis Project, and talked about cost of living issues at events organised by partners.

National Grid volunteering

In 2023 we took part in a pilot corporate donation program organised by our national office. This involved National Grid seconding a member of staff to volunteer with us full-time for 12 months. Our National Grid volunteer started their training on Adviceline and quickly started contributing significantly to service delivery. They also gave us positive feedback about our services and the experience of volunteering with us.

Ukrainian Support Project

In May 2022, we were commissioned by WBC to run a project to support newly arrived Ukrainian refugees. We attended 20 community events, with an average of 60 attendees at each, to build relationships and raise awareness of our service. We assisted 138 clients with discrete advice and 163 with in-depth advice and casework. In addition to this, we worked with a Ukrainian volunteer to deliver an Advice First Aid session in Ukrainian to 30 people.

Expanded Projects

Domestic violence One Stop Shop in Roehampton

A new Domestic Violence One Stop Shop was set up in partnership with Wandsworth Borough Council to provide a drop-in service in Roehampton for women experiencing domestic violence to seek help from an independent domestic violence advocate, the police and Citizens Advice. 62 clients have visited since April 2022.

Pan-London

The Greater London Authority commissioned a pan-London expansion of our Advice First Aid training work. Our new Pan-London Lead manager has delivered AFA training in partnership with 10 Local Citizens Advice offices across London.

We have been funded by Trust for London to expand our Employment project to include capacity building Citizens Advice across London to increase their capacity to deliver employment advice. 46 clients have received employment advice through this project and 33 staff or volunteers from other local Citizens Advice offices have either completed the course (6 two-hour seminars and a half-day workshop), or are in progress.

Ongoing Projects

- In 2022-23, our Roehampton Community Capacity Building project, funded by public health, continued to host monthly Roehampton Response Network meetings, bringing together members of the community to learn and share activities and opportunities in the borough.
- We continued to deliver housing, benefits and debt advice to people threatened with homelessness, a service funded by WBC. Our Homelessness Reduction Act project adviser assisted 119 people and contributed to the prevention or relief of homelessness in 19 cases.
- Cardinal Management funded us to provide an advice service for patients on the Major Trauma wing of St George's Hospital in Tooting. This service assisted 134 people in 2022-23.
- Funding from the three localities of Wandsworth Clinical Commissioning Group ("CCG") (Battersea, Wandle and West Wandsworth) continued to enable us to provide a social welfare advice service for GP patients. Since the introduction of social prescribing in the borough, the Link Workers (attached to every GP practice) have referred patients on behalf of GPs. Referrals continued to be high this year with the project advisers assisting 859 clients in 2022-23, delivered by 3 full time equivalent staff.
- Working in partnership with Citizens Advice Croydon, and funded by Macmillan Cancer Support, our project advisers provided welfare benefits advice to 578 people affected by cancer in 2022-23. This is a small increase from the previous year - after referrals decreased during the Covid-19 pandemic. We aim to increase our referral numbers further by building relationships in the community and in hospitals.
- Our Help Through Hardship Crisis Project, funded by the National Lottery through the Big Lottery Fund, provides advice for people in hardship crisis, training for community-based volunteers in Advice First Aid and co-ordinates a hardship crisis network for the Borough. The project is delivered in partnership with Wandsworth Community Empowerment Network with 1.4 full time equivalent advisers and a Project Manager employed to deliver the project. In 2022-3, the service provided advice to 200 people in hardship crisis and over 100 people from local organisations in Advice First Aid, with 4 training sessions that focused on helping people understand what help was available for the cost of living crisis.
- Funded by City Bridge Trust, the project adviser for our specialist housing work provided in-depth advice and casework service to over 140 clients on their housing rights and duties. The main areas of advice included homelessness, suitability of temporary accommodation, security of tenure, possession proceedings, disrepair, and re-housing options. Through this project we also upskilled local partners to provide accurate information to their communities by providing training, information sessions and support with cases through AFA training.

- Funding from both Henry Smith Charity and Trussell Trust has enabled us to employ 3.6FTE advisers to deliver advice in foodbanks across Wandsworth to 747 clients in 2023-23, tackling the underlying reasons for individuals' use of foodbanks.
- We produced an end-of-project report in 2022 outlining the impact of the EU project, which had been commissioned by WBC in 2017 to support local residents affected by the UK's withdrawal from the European Union. We then received further funding from the Home Office and Wandsworth Borough Council for our project helping EU nationals apply for settled status in 2022-23. We helped 184 clients, with a reduced amount of adviser time on this. This project has now been absorbed into our core service.
- We continued to work with Roehampton University's Law School during 2022-23. A grant from the university allowed us to provide volunteering opportunities for 8 law students and a shared legal advice clinic that allowed students to develop experience working with the public.

Our impact and quality

For every £1 Wandsworth Council invested in our core advice service in 2022-23, we estimate that we generated:

- £24.30 in financial value to the people we help (outcomes for individuals), totalling £12,783,364.
- £5.36 in savings for government and public services (fiscal benefits), totalling £2,822,801.
- £40.14 in wider economic and social benefits (public value), totalling £21,117,040.

This is based on a treasury-approved financial model developed by national Citizens Advice.

Our three yearly audit by national Citizens Advice confirmed that we were excelling in all nine leadership areas: governance, strategic business planning, risk management, people management, operational performance management, partnership working, research and campaigning and equality.

Citizens Advice nationally uses an independent agency to seek feedback from clients; the results are fed back quarterly, scrutinized and reflected upon routinely in order to inform service improvement and development. Our team are proud that our client feedback and quality scores remained good throughout 2022-23. 75% of people surveyed said their problem was solved following advice, 86% said they couldn't have resolved their problem without us and 64% said they felt less stressed, depressed or anxious as a result of our help.

Research and campaigns and local leadership

Being influential by developing and contributing to research and campaign activity that leads to improvements in policy and practice, and prevents problems and systemic failure, is an important aspect of our work. We know the importance of local collaboration and work hard to ensure that our clients have as smooth a "journey" as possible between local services.

Our work includes public information campaigns, coordination of policy forums and collection of evidence and research data on the problems and issues dealt with by its advice services. We play an important role in the local voluntary and community sector – planning and coordinating activity and ensuring that other agencies are kept informed. In 2022-23:

- Our national office recognised our campaign against exploitative agency landlords with the award for 'most influential campaign or research project'.
- Building on our previous reports about Covid-19, we published a report about how the pandemic and cost of living crisis have affected our clients over the last two years.
- We gave evidence to Wandsworth Council's Cost of Living Commission and started to engage with WBC about contributing data and evidence to their Low Income Family Tracker ("LIFT").
- We helped WBC design their Household Support Fund 3 scheme and redesign the application process for discretionary grants, making this more accessible for residents at risk of hardship.

- We continued to work extremely closely with other local voluntary sector agencies to raise concerns and advocate for better local support for residents, in particular Wandsworth Foodbank, South West London Law Centres, and Katherine Low Settlement.
- The Chief Executive attended fortnightly (which became monthly) calls convened by WBC with local voluntary, Health and Council partners in attendance. This group was a key hub for information dissemination and where issues could reliably be escalated.
- The Chief Executive (accompanied by senior advisers) attended monthly Welfare Reform meetings (attended in addition by the local Job Centre Plus). The group monitors local data, including the number of Universal Credit claims, social fund claims and payments, Council Tax Reduction claims, Local Authority rent arrears etc., and pushes for better local action to support residents.

Volunteer contributions

A vital part of our activity is the engagement of volunteers in the delivery of our services, research, and campaigns. More than 80 volunteers (including Trustees) supported us in 2022-23.

Volunteers contributed around 500 hours per week on average during the year. If we had paid staff to do the work of our volunteers, this would have cost an estimated £700,000.

Equity, diversity and inclusion

In the past year we updated our equity, diversity and inclusion ("EDI") policy to reflect our ongoing commitment to EDI and particularly our commitment as an organisation to embed EDI into our business planning and continuously learn in relation to EDI related issues.

Our staff now have compulsory EDI training, set an EDI related objective which is monitored at annual appraisals, and are encouraged to meet together to watch and discuss films and other outputs related to EDI issues affecting our clients.

We have an EDI working group of staff and volunteers that meet quarterly to review EDI business objectives and give insight into how we can improve policies, procedures and culture to make us a more diverse and inclusive place to work, while offering a service that removes barrier to access and reaches Wandsworth's diverse communities. Outputs from this group feed into our senior management team and Trustee meetings. For example, following reviews of the demographic data of applicants for our roles, the team has agreed to look afresh at our recruitment processes with the aim of improving the ethnic diversity of our staff team at management level – replicating recent successful efforts to improve the diversity of our board of trustees.

Our values

We use our agreed values to underpin the decisions that we make and the way that we work:

- Creativity: We're always looking for better ways to achieve our purpose, deliver value for money and have an impact on the lives of our clients
- Generosity: We're non-judgemental, kind, collaborative and empowering when working with each other, our clients and partners.
- Quality: We're committed to being a high quality, responsive and trusted service that works with integrity and confidence
- Accountability: We're accountable to each other, but also to our clients, funders and other stakeholders, as well as the wider public and local community

Plans for future periods

2023-24 will be another busy and challenging year for us, as we aim to deliver against our three key strategic objectives:

To address the challenge of rising demand we will:

- Ensure our services continue to be there for everyone whilst working to make our in-depth and specialist support focussed on those most in need.
- Notice and monitor patterns in the problems that clients bring to us, and act on this information in order to prevent advice issues arising and contribute to improvements in policy and practice.

To address the particular challenges experienced by marginalised groups we will:

- Retain a focus on championing equality and reducing discrimination.
- Make our workplace and services as accessible as possible.
- Improve our research, campaigns and service provision in those areas where we know disadvantage and discrimination intersect.

To address the challenge of future funding uncertainty and rising demand we will:

- Maintain a strong, committed and flexible workforce that provides good quality advice and can move between projects and services in response to changes in demand and funding arrangements.
- Become a more resilient, and flexible organisation, ensuring that our infrastructure supports us to appropriately support our team as well as maintain and develop relationships.
- Communicate effectively and ensure we are resourced to implement and deliver our funding strategy.

Financial Review

Financial Performance

Against the backdrop of continued funding challenges for the charity sector, 2022-23 saw relatively small reductions in our overall income and expenditure.

Total income was £1,674,920 (2022: £1,717,708) during the current financial year. This relatively small reduction was largely because of some project work finishing.

Total expenditure in the same period reduced to £1,604,920 (2022: £1,672,392) in line with reduced income.

Advice and advocacy continued to be our biggest area of expenditure £1,420,455 (2022: £1,470,075) and expenditure on research and campaign to £78,471 (2022: £81,576). In 2023, we spent 84,728 (2022: £95,234) on volunteer recruitment, training, and support.

Balance Sheet

Total cash balance was £608,505 (2022: £735,415) supported by grants received in advance. Working capital increased to £618,588 (2022: £554,619).

A liability for future pension payments has been included on the balance sheet and the pension reserve has reduced to £78,808 (2022: £93,387).

Reserves Policy

The Trustee Board reviews the reserves policy each year to consider the appropriate level of unrestricted reserves. The Trustees believe that sufficient reserves are necessary to balance the growing needs of the Charity to absorb setbacks and to take advantage of opportunities to meet our charitable objectives.

We hold reserves primarily to:

- Safeguard the Charity's service commitment in the event of delays in receipt of grants or income;
- Provide financial contingency against risks and uncertainties, and allow the Charity to meet any legal obligations that might arise from any materialisation of those risks and uncertainties; and
- Fund the research and development of services and initiatives.

In the event of a contract being terminated or not renewed by a funder, some roles may become redundant. While we operate on a going concern basis there is no certainty that existing contracts will be renewed at existing levels and, therefore, provision for redundancy costs will need to be made.

The Trustees have decided that the Charity's minimum reserves requirement as being:

- Three months operating expenditure (excluding disbursements and depreciation) – equivalent to £368,000 (2022: £381,000).

Therefore, for this financial year the minimum reserves requirement should reduce from £381,000 to £368,000. Our restricted funds do not form part of the reserve policy.

Going Concern

We have strong cash flows and secure funding for the next twelve months, with significant funding already in place for future years. We, therefore, believe that there are sufficient resources to meet our liabilities as they fall due. The Trustees review two-year financial projections, management accounts, Balance sheet and cash flow projections quarterly to review and assess compliance with the reserves policy and the potential impact of any adverse economic condition on the Charity's income and planned expenditure. Therefore, we do not believe

there are material uncertainties that call into doubt the Charity's ability to operate as a going concern for the foreseeable future.

Investment Policy
The Trustees adopt a low risk strategy to manage the Charity's cash flows and reserves not immediately required by the organisation. We have decided to not invest funds in any product that carries risk to the security of capital and only investing funds in financial products that qualify for the Financial Services Compensation Scheme. Accordingly, our excess funds are invested in fixed rate bonds up to a maturity of one year and high interest deposit accounts with UK based financial institutions. Within these limits, we seek to provide the best returns on investment while maintaining necessary liquidity of funds.

This policy is reviewed each year in the light of any changes to financial conditions.

Structure and governance

Constitution and organisational structure
The Charity is a company limited by guarantee, incorporated on 12 July 1994, and registered as a charity on 19 August 1994. The Memorandum and Articles of Association were last amended by special resolution in March 2022.

The full Trustee Board met five times during 2022-23. Sub-committees with responsibility for Strategy, Finance, and People helped to explore and prepare for Board decisions. The Board retained responsibility and oversight.

The operation of the Charity is managed by the Chief Executive, Deputy Chief Executive (a new role from April 2023), Head of Projects, and Office Manager, with an outsourced contractor reporting to the Chief Executive responsible for the finance and accounting of the Charity. Our long-standing Chief Executive Mary-Ann Foxwell left at the end of March 2023, with an interim appointed prior to a new permanent Chief Executive starting in July 2023.

The pay for the organisation's Chief Executive and Deputy Chief Executive was set during the 2023 recruitment, having been benchmarked by the recruitment panel of Trustees. Pay for all other staff roles was set following a benchmarking exercise by the Executive Team and is described in a written policy document.

Recruitment and appointment of Trustees
Trustees are appointed and offer themselves for re-election at the Annual General Meeting ("AGM"). At the Ordinary meeting of the Trustee Board immediately preceding the AGM, member organisations are reviewed and any applications for representation on the Board are considered. Trustees can also be co-opted by the Trustee Board, provided that the total number of co-opted and nominated Trustees does not exceed one third of the total number of Trustees. All elected Trustees retire from office after a three-year term but may be re-elected.

Induction and training of trustees
New Trustees undertake an induction programme covering the role of a Trustee, relevant Charity Commission guidance and extensive information on the work of Citizens Advice Wandsworth. In addition, Trustees have access to training via Citizens Advice and are encouraged to visit and spend time at individual centres operated by Citizens Advice Wandsworth.

Risk mitigation

The Chief Executive, together with the Trustee Board, analyses and agrees management and mitigation of the major risks to the Charity periodically and when preparing and updating the Business and Development Plan. Risk analysis evaluates the likelihood and severity of the impact to the organisation.

Related Organisations

The Charity is a member of Citizens Advice, a national network of more than 250 charities that deliver across the country, overseen by a national framework provided by Citizens Advice.

As a member of the national Citizens Advice network all our advice work is subject to professional quality assurance standards so we can ensure the best standard of support is being consistently delivered.

Information Assurance

We have adopted the recommended Citizens Advice Information Assurance and Data Protection policy. All decisions on how to manage information risks within the Charity are derived from our wish to maintain a low level of risk. We ensure our information risk policy is reviewed regularly so that it remains comprehensive and effective at the following intervals and/or after the following events: a) annually; b) whenever significant amendments or additions are required (e.g. by changes in law or other compliance obligations); and c) after a data loss incident, if required. All significant information risks are documented in an appropriate section of the risk register, which is reviewed at regular intervals by the Trustee Board.

All information assurance policies and procedures are reviewed annually and last reviewed in October 2022.

Legal and Administrative Information

The Charity is a company limited by guarantee, incorporated on 12 July 1994, and registered as a charity on 19 August 1994.

Wandsworth Citizens Advice Bureaux Ltd is the registered name of the company. It commonly trades as Citizens Advice Wandsworth ("CAW").

Governing documents	Memorandum and Articles of Association amended by special resolutions on 24 April 2002, 4 October 2006, 16 September 2009, 19 October 2016, 22 November 2018, and 3 February 2020, and 22 March 2022.
Company number	02947554
Charity number	1040303
Registered Office:	Battersea Library, 265 Lavender Hill, SW11 1JB
Roehampton Office:	Picasso Building, Minstead Gardens, SW15 4EE

Trustees (also directors under company law)

Lucy Harmer	Chair (to Oct 23)	Appointed 1 November 2015	Resigned 31 October 2023
Jonathan Mogford	Deputy Chair	Appointed 25 July 2018	
Kalai Chau	Treasurer (to July 23)	Appointed 28 July 2020	Resigned 25 July 2023
Guy Conway		Appointed 23 November 2016	Resigned 25 July 2023
Susan Marshall		Appointed 23 November 2016	
Dylan Brooks		Appointed 21 November 2018	
Ben Dulieu	Chair (from Oct 23)	Appointed 21 November 2018	
Lauren Beth Iannarone		Appointed 28 July 2020	
Sumathi Narayanan Menon		Appointed 28 July 2020	
Susan Jane Wixley		Appointed 28 July 2020	
Abdirahman Xirsi		Appointed 21 February 2023	
Armando Urdaneta		Appointed 21 February 2023	

Senior Staff

Mary-Ann Foxwell	Chief Executive	Until 31 March 2023
Justin Irwin	Interim Chief Executive	From 4 April 2023
Tom Segurola	Deputy Chief Executive	
Harriet Plows	Head of Projects	
Hannah-Leigh Morgan	Office Manager & Company Secretary	

Bankers

Barclays Bank plc
83 Wandsworth High Street
London SW18 2PR

CAF Bank
25 Kings Hill Avenue
Kings Hill, West Malling
Kent ME19 4JQ

Auditor

Hartley Fowler LLP
4th Floor Tuition House
27/37 St George's Road
London SW19 4EU

The Trustees of the charity (who are the directors of the charity for company law purposes) present their report and the audited financial accounts for the year ended 31 March 2023. The Trustees confirm that the annual report and financial statements comply with current statutory requirements, the requirements of the Charity's governing document and the provisions of the Statement of Recommended Practice ("SORP") applicable to charities preparing these accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland ("FRS102") (effective 1 January 2019).

Statement of Trustees' Responsibilities

The Trustees (who are also directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with the United Kingdom generally Accepted Accounting Practice (United Kingdom Accounting Standard and applicable law).

Under company law, the Trustees must not approve the company financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make 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 that the charitable company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies

Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as we are aware:

- There is no relevant audit information of which the charitable company's auditor is 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 auditor is aware of that information.

Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2023 was 12 (2022: 18). The Trustees have no beneficial interest in the charitable company.

Auditors
The auditors, Hartley Fowler LLP, will be proposed for re-appointment in accordance with Section 485 of the Companies Act 2006.

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

Approval
This report was approved by the Board of Trustees on 19th December 2023 and signed on their behalf by:



Ben Dulieu
Trustee (Chair Designate)

Report of the Independent Auditors to the members of Wandsworth Citizens Advice Bureaux Limited for the year ended 31 March 2023

Opinion

We have audited the financial statements of Wandsworth Citizens Advice Bureaux Limited (the "charitable company") for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)") and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

The trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlines above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below;

We identify and assess risks of material misstatement of the financial statement, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis of our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

- The nature of the industry and sector, control environment and the charities activities;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to;
- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations; and
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reviewing minutes of meeting of those charged with governance, reviewing internal reports, and
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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.

Jonathan Askew FCA (Senior Statutory Auditor)
Hartley Fowler LLP Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27/37 St George's Road
Wimbledon
London
SW19 4EU

20/12/23

Wandsworth Citizens Advice Bureaux Limited

Statement of financial activities (incorporating income and expenditure account)
For the year ended 31 March 2023

	Note	Restricted £	Unrestricted £	**2023 £**	2022 £
Income					
Donations	3	-	2,403	**2,403**	766
Charitable activities: advice and	4	1,020,248	642,499	**1,662,747**	1,705,655
Other trading activities	5	-	5,000	**5,000**	9,527
Investments	6	-	4,770	**4,770**	1,760
Total incoming resources		1,020,248	654,672	**1,674,920**	1,717,708
Expenditure					
Raising funds	7	-	(21,266)	**(21,266)**	(25,507)
Charitable activities	7	(1,035,183)	(548,471)	**(1,583,654)**	(1,646,885)
Total expenditure		(1,035,183)	(569,737)	**(1,604,920)**	(1,672,392)
Net income		-(14,935)	84,935	**70,000**	45,316
Actuarial gains / (losses) on defined benefit pension scheme		-	14,579	**14,579**	9,765
Net movement in funds		(14,935)	99,514	**84,579**	55,081
Reconciliation of funds					
Funds brought forward at 1 April 2022		14,935	461,651	**476,586**	421,505
Funds carried forward at 31 March 2023		0	561,165	**561,165**	476,586

The notes on pages 19 to 36 form part of these financial statements.

There were no other recognised gains and losses other than those listed above and the net income for the year. All income relates to continuing operations.

Wandsworth Citizens Advice Bureaux Limited

Balance sheet
As at 31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible fixed assets	12	**21,385**	22,554
		21,385	22,554
Current assets			
Debtors	13	**355,899**	162,853
Short-term deposits		**427,549**	403,702
Cash at bank and in hand		**180,956**	331,713
		964,404	898,268
Creditors: amounts falling due within one year	14	**(345,816)**	(343,649)
Net current assets		**618,588**	554,619
Total assets less current liabilities		**639,973**	577,173
Creditors: amounts falling due after one year	14	**-**	(7,200)
Net assets excluding pension liability		**639,973**	569,973
Provisions for liabilities and charges			
Defined benefit pension scheme liability	15	**(78,808)**	(93,387)
Net assets		**561,165**	476,586
Funds of the Charity			
Restricted funds		**0**	14,935
Unrestricted funds		**639,973**	555,038
Pension reserve		**(78,808)**	(93,387)
Total Charity funds	17	**561,165**	476,586

The notes on pages 19 to 36 form part of these financial statements.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006.

The financial statements were approved and authorised for issue by the Trustees on 19th December 2023 and signed on their behalf by:



Ben Dulieu
Trustee (Chair Designate)

Wandsworth Citizens Advice Bureaux Limited

Cash Flow Statement
For the year ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities			
Net cash used in operating activities	A	**(123,608)**	**(154,355)**
Cash flows from investing activities			
Interest from investments		**4,770**	1,760
Purchase of property, plant and equipment		**(8,070)**	
Cash placed in short-term deposits	B	**(23,847)**	(87,797)
Net cash used in investing activities		**(27,148)**	(86,037)
Change in cash and cash equivalents		**(150,757)**	**(240,392)**
Cash and cash equivalent in the beginning of the year		**331,713**	572,105
Cash and cash equivalent at the end of the year		**180,956**	331,713

Notes to the cash flow statement

A Reconciliation of net income to net cash flow from operating activities

	2023 £	2022 £
Net income for the reporting period	**70,000**	45,316
Adjustments for:		
Depreciation	**9,240**	12,917
(Increase) / decrease in debtors	**(193,046)**	(86,794)
(Decrease) / increase in creditors	**(5,033)**	(124,034)
Bank interest receivable	**(4,770)**	(1,760)
Net cash provided by operating activities	**(123,608)**	(154,355)

B Analysis of short-term deposits

	2023 £	2022 £
Short-term deposits at beginning of year	**403,702**	315,905
Movement	**23,847**	87,797
Short-term deposits at end of year	**427,549**	403,702

Notes to the financial statements
For the year ended 31 March 2023

1 Company Status

Wandsworth Citizens Advice Bureaux is a registered charity in England and Wales (number 1040303) and is constituted as a company registered in England and Wales and limited by guarantee (company number 02947554). Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2023 was 18 (2021:18). The Trustees have no beneficial interest in the charitable company.

2. Accounting policies

a) Basis of preparation

The presentation currency of the financial statements is Pound Sterling (£).

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The financial statements of Wandsworth Citizens Advice Bureaux Limited (the "Charity") have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006 as it applies from 1 January 2019. The Charity constitutes a public benefit entity as defined by FRS 102.

b) Going concern

The financial statements have been prepared on the going concern basis. The Charity has secured funding for the next twelve months and has a strong balance sheet to meet all its liabilities as they fall due. Management accounts are presented quarterly to the Trustee Board to monitor progress against plan. Any adverse variation against plan are actioned immediately by management to bring it back into line with agreed plan. There are no material uncertainties that cast doubt on the Charity's ability to continue.

c) Incoming resources

All income is accounted for when the Charity is legally entitled to the income, it is probable that the income will be received, and the amount can be quantified with reasonable accuracy.

Donation income

Donations are accounted for on an accruals basis in the period in which the Charity is entitled to income where the amount can be measured with reasonable certainty.

External grants

Grant receivables are recognised when due and when any conditions for receipt are met. Any unexpended grant is carried forward in reserves.

Legacies

Legacies are recognised when they are received or when notice is given from the executor that a payment is due, whichever is earlier.

Other income

All other income is accounted for on an accruals basis.

2. **Accounting policies (continued)**

d) **Interest receivable**
Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity.

e) **Resources expended**
All expenditure is accounted for on an accruals basis and has been classified under the charitable expenditure activity headings with references to activities performed in the year.

Costs of generating funds include salaries, direct expenditure and overhead costs related to securing funding.

Charitable activities expenditure enables the Charity to meets it charitable aims and objectives.

Direct staff costs and overheads are allocated to the activities to which they relate. Resources expended include attributable VAT that cannot be recovered.

Indirect staff costs are allocated to activities on the basis of a reasonable estimate of time spent on those activities for each relevant member of staff.

Governance costs are those costs incurred in connection with enabling the charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutory duties.

Support costs including central management, HR, Finance and IT support provided by the central management team (staff and other costs) which are not directly attributable to a particular principal activity, have been fully allocated to activities on a per capita basis.

Redundancy costs are recognised when there is a legal or constructive obligation.

Irrecoverable VAT is charged against the activity that incurred the original VAT.

f) **Fund accounting**
The Charity maintains the following types of fund:

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated that can be used freely in accordance with the Charity's purposes.

Designated funds are unrestricted funds earmarked by the Trustees out of unrestricted funds for specific purposes or projects.

2. **Accounting policies (continued)**

g) **Tangible fixed assets**

Tangible fixed assets are stated at cost less accumulated depreciation. Assets are capitalised where the cost exceeds £500.

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each asset evenly over its expected useful life.

The estimated useful lives used for this purpose, which are consistent with those of the prior year, are:

Leasehold Building and improvements	Over length of lease
Computers and IT equipment	2 years
Furniture and equipment	4 years

h) **Leased assets**

All leases are considered to be operating leases and rentals are charged to the statement of financial activities on a straight line basis over the term of the lease. There are no assets are held under hire purchase agreements or finance leases.

i) **Cash and cash equivalents**

Cash and cash equivalents include cash in hand, current balances with banks, and short-term deposits with banks with maturities of 12 months or less.

j) **Provisions for liabilities and charges**

Provision for future liabilities are recognised when the Charity has a legal or constructive financial obligations that can be reliably estimated and for which there is an expectation that payment will be made.

The Charity contributes to the National Association of Citizens Advice Bureaux pension fund which is a multi-employer defined benefit pension scheme fund. With effect from 31 March 2008, the scheme closed to future accrual. The assets and liabilities of the scheme are held separately from those of the company in independently administered funds. It is not possible to identify the Charity's share of the assets and liabilities of the scheme on a consistent and reasonable basis. Therefore, the contributions to the scheme have been treated on a defined contributions basis. Further information is given in Note 20. The organisation also contributes to stakeholder pension schemes for its employees, the liability is limited to the amount contracted
to pay each year

As from January 2017, staff are automatically enrolled unless they opt out or eligibility criteria not met.

k) **Deferred income**

Deferred income relates to restricted funding received in advance but where the related expenditure can only take place in a future accounting period.

2. **Accounting policies (continued)**

l) **Financial instruments**

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments which are initially recognised at transaction value and subsequently measured at the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise debtors, excluding prepayments, short-term cash deposits and cash at bank and in hand.

Financial liabilities held at amortised cost comprise the Charity's short term creditors excluding deferred income and taxation payable. No discounting has been applied to these financial instruments on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

3. **Donations**

	2023 £	2022 £
Donations from private individuals	2,403	766
	2,403	766

4. Income from charitable activities

	Restricted £	Unrestricted £	2023 £	2022 £
Grants and contracts for advice and advocacy				
Wandsworth Borough Council	-	561,002	**561,002**	537,452
Macmillan Cancer Care	195,701	-	**195,701**	191,425
Trust For London	-	-	**-**	-
Big Lottery Fund - HTC	141,727	-	**141,727**	143,329
Wandsworth Council - Cost Living HuB	62,965	-	**62,965**	-
Wandsworth Council - Support for Ukrainian	41,667	-	**41,667**	-
Wandsworth Council - One Stop Shop	9,056	-	**9,056**	-
Wandsworth Council - Community Saftety Tea	10,000	-	**10,000**	-
RCJ Advice Bureau	26,964	-	**26,964**	-
Aquila Family Charitable Trust	10,000	-	**10,000**	-
Trust for London	37,500	-	**37,500**	-
Citizens Advice	500	-	**500**	-
Roehampton Community Capacity	-	30,000	**30,000**	60,000
Wandle CCG	88,250	-	**88,250**	73,250
Battersea CCG	36,233	-	**36,233**	28,734
West Wandsworth CCG	36,860	-	**36,860**	29,360
Social Prescribing	-	-	**-**	6,000
Roehampton University - Student Vols.	-	14,280	**14,280**	14,000
Citizens Advice Hammersmith & Fulham	-	15,356	**15,356**	-
The London Community	12,000	-	**12,000**	18,000
City Bridge Trust	47,220	4,721	**51,941**	47,260
Major Trauma Advice	30,980	-	**30,980**	27,707
Earlsfield - Foodbank	13,000	-	**13,000**	13,000
Citizens Advice - BEIS	-	-	**-**	12,500
Citizens Advice - Help to Claim	-	-	**-**	139,961
Kickstart Grant	-	17,140	**17,140**	68,703
Wandsworth Council - DSF	9,710	-	**9,710**	47,406
Foodbank - Wandsworth	25,538	-	**25,538**	54,053
EU National	54,510	-	**54,510**	109,590
Foodbank - Henry Smith	57,675	-	**57,675**	58,200
Foodbank - Trussell Trust	72,191	-	**72,191**	25,725
Total income from charitable activities	1,020,248	642,499	1,662,747	1,705,655

5. Income from other activities

	Restricted £	Unrestricted £	2023 £	2022 £
Miscellaneous	-	-	**-**	6,610
Room hire	-	5,000	**5,000**	2,917
	-	5,000	5,000	9,527

6. Investment income

	Restricted £	Unrestricted £	2023 £	2022 £
Interest income	-	4,770	**4,770**	1,760
	-	4,770	**4,770**	1,760

7. Resources expended

	Charitable Activities					
	Advice and advocacy £	Research and campaign £	Volunteer recruitment and training £	Total costs of charitable activities £	Generating funds £	**Total costs 2023 £**
Staff costs	1,060,425	58,582	62,495	1,181,502	16,417	**1,197,919**
Staff and volunteer expenses	18,031	996	2,077	21,104	-	**21,104**
Office costs	67,327	3,719	3,968	75,014	2,256	**77,270**
Premises costs	29,276	1,617	1,725	32,618	2,593	**35,211**
Other running costs	148,108	8,182	8,729	165,019	-	**165,019**
Governance costs (Note 8)	27,669	1,529	1,631	30,829	-	**30,829**
Support costs (Note 8)	69,619	3,846	4,103	77,568	-	**77,568**
Redundancy cost	-	-	-	-	-	-
Total	1,420,455	78,471	84,728	1,583,654	21,266	**1,604,920**

	Charitable Activities					
	Advice and advocacy £	Research and campaign £	Volunteer recruitment and training £	Total costs of charitable activities £	Generating funds £	Total costs 2022 £
Staff costs	1,100,529	61,069	70,988	1,232,586	19,366	1,251,952
Staff and volunteer expenses	4,093	227	673	4,993	-	4,993
Office costs	93,107	5,167	6,005	104,279	4,046	108,325
Premises costs	17,591	976	1,135	19,702	2,095	21,797
Other running costs	144,919	8,042	9,348	162,309	-	162,309
Governance costs (Note 8)	30,124	1,672	1,943	33,739	-	33,739
Support costs (Note 8)	79,712	4,423	5,142	89,277	-	89,277
Redundancy cost	-	-	-	-	-	-
Total	1,470,075	81,576	95,234	1,646,885	25,507	1,672,392

8. Support and governance costs

Support costs are allocated across activities based on direct staff numbers.

	Charitable activities						
	Advice and advocacy £	Research and campaign £	Volunteer recruitment and training £	General support costs £	Governance costs £	**Total 2023 £**	Total 2022 £
Staff costs	43,913	2,426	2,588	48,927	17,420	**66,347**	78,267
Staff and volunteer expenses	14,461	799	852	16,112	-	**16,112**	15,694
General office costs	5,232	289	308	5,829	2,256	**8,085**	14,499
Premises costs	6,013	332	354	6,699	2,593	**9,292**	7,508
Other costs	-	-	-	-	2,571	**2,571**	2,548
Trustee expenses	-	-	-	-	-	**-**	-
Audit costs	-	-	-	-	5,989	**5,989**	4,500
Total	69,618	3,846	4,102	77,567	30,829	**108,396**	123,016

Governance costs of £30,829 (2022: £33,738) includes administrative and management support costs.

Notes to the financial statements
For the year ended 31 March 2023

9. Net income for the year

This is stated after charging

	2023	2022
	£	£
Operating lease rentals:		
Property	**50,884**	42,480
Other	**21,742**	21,742
Depreciation	**9,240**	12,916
External Auditors' remuneration:		
▪ External Audit Fee	**5,000**	4,500
▪ Non Audit remuneration	**989**	-

10. Staff costs and Trustee expenses

No emoluments were paid to the Charity's Trustees during the year (2022: £nil).
No travel expenses were reimbursed to the Charity's Trustees during the year (2022: £192).

	2023	2022
	£	£
Staff costs during the year:		
Salaries and wages	**1,116,646**	1,114,119
Redundancy costs	**-**	-
Social security costs	**107,195**	102,453
Pension contributions	**70,894**	74,749
	1,294,736	1,291,321

	2023	2022
Number of employees who earned between £60k - £70k during the year:	**1**	1
Key management personnel received benefits during the year of:	**70,395**	160,232

The average monthly head count was 41 staff (2022: 41) and the average monthly number of full time equivalent employees during the year were as follows:

	2023	2022
	No.	No.
Generating funds	**0.6**	0.6
Charitable activity	**29.9**	29.6
Governance	**0.9**	0.9
	31.4	31.1
Average number of employees	**41**	41

11. Taxation

Wandsworth Citizens Advice Bureaux Limited is a registered charity and is therefore potentially exempt from taxation of its income and gains as Wandsworth Citizens Advice Bureaux Limited falls within the definition of Charitable Company as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen during the year.

12. Tangible fixed assets

	Leasehold Building and improvement £	Computers and IT equipment £	Furniture and equipment £	**Total £**
Cost				
At 1 April 2022	95,215	48,207	18,417	**161,839**
Additions in year	-	8,070	-	**8,070**
Disposals in year	-	-	-	-
At 31 March 2023	95,215	56,277	18,417	**169,909**
Depreciation				
At 1 April 2022	(72,661)	(48,207)	(18,417)	**(139,285)**
Charge for the year	(5,205)	(4,035)	-	**(9,240)**
Disposals in year	-	-	-	-
At 31 March 2023	(77,866)	(52,242)	(18,417)	**(148,525)**
Net book value				
At 31 March 2023	17,349	4,035	-	**21,385**
At 31 March 2022	22,554	-	-	**22,554**

All tangible fixed assets are used to fulfil the Charity's objects.

13. Debtors

	2023 £	2022 £
Account receivables	**222,353**	42,889
Other debtors	**107,337**	93,329
Prepaid expenses	**26,209**	26,635
	355,899	162,853

14. Creditors

	2023 £	2022 £
Amounts falling due within one year		
Bank overdraft	-	-
Trade creditors	**(66,894)**	(19,235)
Other creditors	**(32,760)**	(19,391)
Deferred income (see Note 16)	**(167,975)**	(139,595)
Accruals	**(51,051)**	(110,256)
Taxation and social security	**(27,135)**	(55,172)
	(345,816)	(343,649)

	2023 £	2022 £
Amounts falling due after one year		
Other creditors	-	(7,200)

15. Defined benefit pension scheme liability

	2023 £	2022 £
Defined Benefit Pension FRS 102	**(78,808)**	(93,387)

16. Deferred income

	2023 £	2022 £
Deferred income brought forward	**(139,595)**	(195,179)
Amounts released to income during the year	**139,595**	195,179
Incoming resources deferred in the year	**(167,975)**	(139,595)
	(167,975)	(139,595)

17. Analysis of net assets between funds

	Restricted funds £	Designated funds £	General funds £	**Total funds 2023 £**	Total funds 2022 £
Tangible fixed assets	-	-	21,385	**21,385**	22,554
Current assets	-	-	964,404	**964,404**	898,268
Current liabilities	-	-	(345,816)	**(345,816)**	(350,849)
Non current liabilities	-	-	(78,808)	**(78,808)**	(93,387)
Net assets at 31 March 2023	-	-	561,165	**561,165**	476,586

Notes to the financial statements
For the year ended 31 March 2023

18. Statement of Funds

	At 1 April 2022 £	Incoming resources £	Outgoing resources £	Gain (loss) on investments £	Pension adjustment £	At 31 March 2023 £
Restricted funds						
Macmillan Cancer Care	-	195,701	(195,701)	-	-	-
Big Lottery Fund - HTC	13,195	141,727	(154,922)	-	-	-
Wandsworth Council - Cost Living	-	62,965	(62,965)	-	-	-
Wandsworth Council - Support for	-	41,667	(41,667)	-	-	-
Wandsworth Council - One Stop	-	9,056	(9,056)	-	-	-
Wandsworth Council - Community	-	10,000	(10,000)	-	-	-
RCJ Advice Bureau	-	26,964	(26,964)	-	-	-
Aquila Family Charitable Trust	-	10,000	(10,000)	-	-	-
Trust for London	-	37,500	(37,500)	-	-	-
Citizens Advice	-	500	(500)	-	-	-
Wandle CCG	-	88,250	(88,250)	-	-	-
Battersea CCG	-	36,233	(36,233)	-	-	-
West Wandsworth CCG	-	36,860	(36,860)	-	-	-
Social Prescribing	-	-	-	-	-	-
City Bridge Trust	-	47,220	(47,220)	-	-	-
Major Trauma Advice	-	30,980	(30,980)	-	-	-
Citizens Advice - Help to Claim	1,740	-	(1,740)	-	-	-
Citizens Advice BEIS Funding	-	-	-	-	-	-
The London Community	-	12,000	(12,000)	-	-	-
Wandsworth Council - DSF	-	9,710	(9,710)	-	-	-
Foodbank - Wandsworth	-	25,538	(25,538)	-	-	-
Foodbank - Earlsfield	-	13,000	(13,000)	-	-	-
Foodbank - Henry Smith	-	57,675	(57,675)	-	-	-
Foodbank - Trussell Trust	-	72,191	(72,191)	-	-	-
EU National	-	54,510	(54,510)	-	-	-
Total restricted funds	14,935	1,020,248	(1,035,183)	-	-	-
Unrestricted funds						
Free funds	555,038	654,672	(569,737)	-	-	**639,973**
Defined pension benefit scheme	(93,387)	-	-	14,579	-	**(78,808)**
Total unrestricted funds	461,651	654,672	(569,737)	14,579	-	**561,165**
Total funds	476,586	1,674,920	(1,604,920)	14,579	-	**561,165**

The unrestricted funds represents the free funds of the Charity. The Trustee Board has agreed to a minimum level of £381,000 funding as reserves to guard against unforeseen eventualities.

18. Statement of funds (continued)

Purpose of restricted funds	
Macmillan Cancer Care	To provide benefit advice to cancer patients at St Georges and Kingston hospitals.
Big Lottery Fund - Help through Hardship Crisis Fund	This project is funded by the National Lottery through the Big Lottery Fund and provides advice for people in hardship crisis, supports training of community volunteers in first aid, and coordinates a hardship crisis network.
Wandle CCG	Provision of an advice service for patients of Wandle GPs. This is an innovative approach to prescribing advisory support and community referrals for patients presenting social needs to their GPs. It is intended to help achieve resource savings for GPs and promote better health in the Wandle locality.
Battersea CCG	Provision of an advice service in partnership with patients of GPs in the Battersea locality.
West Wandsworth CCG	Provision of an advice service for patients of GPs in the West Wandsworth locality.
Social Prescribing	Provision of resources to help people improve their health and wellbeing by connecting them to activities and services within the community.
City Bridge Trust	Provision of specialist housing advice to clients on their housing rights and duties.
Major Trauma Advice	Provision of support and advice to people with serious injuries as a result of major trauma. It also facilitate access to further advice and alternative resources to ensure improved service / experience for major trauma patients and families.
Citizens Advice - Help to Claim	Funding towards a service that delivers information, advance and support in making Universal Credit Claims.
Citizens Advice BEIS Funding	Funding to develop and test a model of video advice with local partners.
The London Community Response Fund (wave 1)	Emergency funding to support our move to remote working; contribution towards the costs of mobile phones, SIMS, headsets, etc.
The London Community Response Fund (wave 2)	Trust for London; funding to enable us to provide employment advice to residents affected by covid-related employment issues
Wandsworth Council - DSF	Funding for a service aimed at supporting digitally excluded residents to access the Discretionary Social Fund ("DSF").
Foodbank	Funding for an adviser to help users of an independent Wandsworth foodbank address their advice requirements.
EU Nationals Advice	Funding for advisers to support EU Nationals in Wandsworth understand the EUSS scheme and support people to make successful applications.

19. Operating lease commitments

Total future minimum lease payments are as follows:

	Land and Buildings 2023 £	**Other 2023 £**	Land and Buildings 2022 £	Other 2022 £
Within one year	**11,208**	**-**	42,268	-
Between one and five years	**28,083**	**-**	42,449	-
More than 5 years	-	-	-	-
	39,292	**-**	84,717	-

20. Pension scheme

Citizens Advice ('the Principal Employer') operates a defined benefit scheme ('the Plan') in the UK which provides both pensions in retirement and death benefits to members. Pension benefits are related to the members' final salaries at retirement and their length of service at the date they retired or left pensionable service. The Plan closed to future accrual on 31 March 2008. The Plan also contains some money purchase AVCs and protected rights funds, which are not included in these disclosures

In accordance with the schedule of contributions in force over the 2023/24 accounting year, the contributions to the Plan for the year ending 31 March 2024 are expected to be £2,579,000, which includes £2,279,000 towards the deficit and £300,000 as an allowance for administration expenses and all scheme levies. The 31 March 2022 valuation is currently underway and a new schedule of contributions will be put in place at its completion.

The Plan is a registered scheme under UK legislation. The Plan is subject to the scheme funding requirements outlined in UK legislation. The Plan is governed by the Plan's Trust Deed and Rules dated 4 April 2011. The Trustee is responsible for the operation and the governance of the Plan, including making decisions regarding the Plan's funding investment strategy (although they are required to consult the Principal Employer).

A full actuarial valuation of the Plan was carried out as at 31 March 2023 by a qualified independent actuary, based upon membership data as at 31 March 2022, allowing for assumed membership movements over the period from this date, and any material membership movements significantly different from those assumed (e.g. transfers out).

The most recent formal actuarial valuation of the Plan was as at 31 March 2019 and revealed a funding deficit of £68,501,000. In the recovery plan agreed following the valuation, the Principal Employer and other participating employers agreed to pay deficit reduction contributions of £2,279,000 per annum with the view to eliminating the deficit by 31 March 2037. The 31 March 2022 valuation is currently underway

The liabilities of the Plan are based on the current value of expected benefit payment cashflows to members of the Plan over the next 60 or more years. The average duration of the liabilities is approximately 12 years.

The Plan is exposed to actuarial risks such as market (investment) risk, interest rate risk, inflation risk, currency risk and longevity risk.

20. Pension scheme (continued)

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

	31 March 2023	31 March 2022
Discount rate	**4.80%**	2.80%
Inflation assumption (RPI)	**3.30%**	3.70%
Inflation assumption (CPI)	**2.85%**	3.25%
Revaluation of deferred pensions in excess of GMP	**2.85%**	3.25%
Pension in payment increases of:		
- CPI or 5% p.a. if less	**2.85%**	3.25%
- CPI inflation since retirement or 5% p.a. compound if less	**2.85%**	3.25%
- CPI or 3% p.a. if less	**2.50%**	2.70%

Commutation of pension for cash at retirement	**75% of HMRC maximum**	% of HMRC maximum

	31 March 2023	31 March 2022
Assumed life expectancies on retirement at age 65 are:		
Retiring today - Males	**20.8**	21.3
Retiring today - Females	**23.6**	24.2
Retiring in 20 years time - Males	**22.0**	22.6
Retiring in 20 years time - Females	**24.7**	25.7

The assets in the Plan were:

	Value at 31 March 2023 £000s	Value at 31 March 2022 £000s
The assets in the Plan were:		
Multi asset funds	**24,903**	68,955
Structured equity and LDI	**35,116**	27,488
Cash	**726**	5,771
Fair value of Plan assets	**60,745**	102,214
The actual return on assets over the period was:	**(37,084)**	5,301
Present value of funded obligations	**111,169**	148,768
Fair value of Plan assets	**60,745**	102,214
Deficit in funded scheme	**(50,424)**	(46,554)
Present value of unfunded obligations	**-**	-
Unrecognised actuarial gains / (losses)	**-**	-
Adjustment in respect of asset ceiling	**-**	-
Net liability in balance sheet	**50,424**	46,554

20. Pension scheme (continued)

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

	31 March 2023 £000s	31 March 2022 £000s
Benefit obligation at beginning of year	**148,768**	161,415
Current service cost	**832**	771
Interest cost	**4,074**	3,346
Contributions by Plan	**-**	-
Actuarial (gains)/losses	**(35,041)**	- 11,745
Benefits paid and expenses	**(7,464)**	(5,019)
Past service cost	**-**	-
Settlements	**-**	-
Business combinations	**-**	-
Exchange rate	**-**	-
Benefit obligation at end of year	**111,169**	148,768

20. Pension scheme (continued)

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

	31 March 2023 £000s	31 March 2022 £000s
Fair value of Plan assets at beginning of year	**102,214**	99,353
Interest income on Plan assets	**2,801**	2,061
Return on assets, excluding interest income	**(39,885)**	3,240
Contributions by employers	**3,079**	2,579
Contributions by Plan participants	**-**	-
Benefits paid and expenses	**(7,464)**	(5,019)
Business combinations	**-**	-
Settlements	**-**	-
Exchange rate	**-**	-
Fair value of Plan assets at end of year	**60,745**	102,214

The amounts recognised in profit or loss:

	31 March 2023 £000s	31 March 2022 £000s
Service cost - including current and past service costs, and settlements	**-**	-
Service cost - administrative cost	**832**	771
Net interest on the net defined benefit liability	**1,273**	1,285
Total expense	**2,105**	2,056

Remeasurements of the net defined benefits (asset) / liability to be shown in OCI:

	31 March 2023 £000s	31 March 2022 £000s
Actuarial (gains) / losses on the liabilities	**(35,041)**	(11,745)
Return on assets, excluding interest income	**39,885**	(3,240)
Changes in the effect of the asset ceiling excluding interest income	**-**	-
Total remeasurement of the net defined benefit (asset) / liability to be shown in OCI	**4,844**	- 14,985

21. Related party transactions.

There were no related party transactions during the year.

22. Comparative Statement of financial activities (incorporating income and expenditure account)

	Restricted £	Unrestricted £	Total 2022 £
Income			
Donations	-	766	766
Income from charitable activities: advice and advocacy	1,025,500	680,155	1,705,655
Other trading activities	-	9,527	9527
Investment income	-	1,760	1,760
Total incoming resources	919,055	618,253	1,717,708
Expenditure			
Raising funds	-	(25,507)	(25,507)
Charitable activities	(1,010,565)	(636,320)	(1,646,885)
Total expenditure	(1,010,565)	(661,827)	(1,672,392)
Net income	14,935	30,381	45,316
Actuarial gains on defined benefit pension scheme	-	9,765	9,765
Net movement in funds	-	40,146	55,081
Reconciliation of funds			
Funds brought forward at 1 April 2021	-	421,505	421,505
Funds carried forward at 31 March 2022	14,935	461,651	476,586

Notes to the financial statements
For the year ended 31 March 2023

23. Statement of Funds

	At 1 April 2021 £	Incoming resources £	Outgoing resources £	Gain / (loss) on investments £	Pension adjustment £	At 31 March 2022 £
Restricted funds						
Macmillan Cancer Care	-	191,425	(191,425)	-	-	-
Social Prescribing	-	6,000	(6,000)	-	-	-
Big Lottery Fund-HTC	-	143,329	(130,134)	-	-	13,195
City Bridge Trust	-	-	-	-	-	-
Wandle CCG	-	73,250	(73,250)	-	-	-
Battersea CCG	-	28,734	(28,734)	-	-	-
West Wandsworth CCG	-	29,360	(29,360)	-	-	-
City Bridge Trust	-	47,260	(47,260)	-	-	-
Major Trauma Advice	-	27,707	(27,707)	-	-	-
Citizens Advice - Help to Claim	-	139,961	(138,221)	-	-	1,740
Citizens Advice BEIS funding	-	12,500	(12,500)	-	-	-
The London Community	-	18,000	(18,000)	-	-	-
Wandsworth Council - DSF	-	47,406	(47,406)	-	-	-
Battersea BPSF	-		-	-	-	-
Wandle HA	-		-	-	-	-
Wandsworth - Foodbank	-	54,053	(54,053)	-	-	-
Foodbank - Henry Smith	-	58,200	(58,200)	-	-	-
Foodbank - Trussell Trust	-	25,725	(25,725)	-	-	-
Foodbank - Earlsfield	-	13,000	(13,000)	-	-	-
EU National	-	109,590	(109,590)	-	-	-
Total restricted funds	-	1,025,500	(1,010,565)	-	-	14,935
Unrestricted funds						
General funds						
Free funds	524,657	692,208	(661,827)	-	-	555,038
Defined pension benefit scheme	(103,152)	-	-	9,765	-	(93,387)
Total unrestricted funds	421,505	692,208	(661,827)	9,765	-	461,651
Total funds	421,505	1,717,708	(1,672,392)	19,530	-	476,586

WANDSWORTH CITIZENS ADVICE BUREAUX LIMITED

England & Wales - Charity number 1040303

Accounts

Company No. 02947554
Charity No. 1040303

Wandsworth Citizens Advice Bureaux Limited

Report and Financial Statements

31 March 2022

Wandsworth Citizens Advice Bureaux Limited

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Objectives and Activities

The Charity's objectives are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness, and distress, in particular, but without limitation, for the benefit of the community in the London Borough of Wandsworth and surrounding areas ("the principal area of benefit") and elsewhere in Greater London.

The main activity of the Charity is the provision of free, independent, confidential, and impartial advice and information to the public on legal, civil, financial, and other matters.

Citizens Advice Wandsworth ("CAW") ("the Charity") helps people get the support they need and enables them to manage their lives better – often in times of crisis – by providing information and advice and having a positive influence on policy and practice. The Charity acknowledges that life is complicated, and things can go wrong for all people. CAW's free, impartial advice is crucial and highly valuable to individuals, the Council, government, and society as a whole.

The current aims of the Charity are set out in its Business and Development Plan and are regularly reviewed. The Trustees receive regular updates at Trustee Board meetings from the Chief Executive on progress against aims and objectives.

The agreed objectives for the Charity are:

To address the challenge of rising demand by:

- Ensuring our services continue to be there for everyone whilst working to make our in-depth and specialist support is focussed to those most in need; and
- By noticing patterns in the problems that clients bring to us and acting on this information in order to prevent advice issues arising and contribute to improvements in policy and practice.

To address the particular challenges experienced by marginalised groups by:

- Retaining a focus on championing equality and reducing discrimination;
- By making our workplace and services as accessible as possible; and
- Improving our research, campaigns, and service provision in those areas where we know disadvantage and discrimination intersect.

To address the challenge of future funding uncertainty and rising demand by:

- Maintaining a strong, committed, and flexible workforce that provides good quality advice and can move between projects and services in response to changes in demand and funding arrangements;
- By becoming a more resilient, and flexible organisation, ensuring that our infrastructure supports us to appropriately support our team as well as maintain and develop relationships; and
- By communicating effectively to ensure we are resourced to implement and deliver our funding strategy.

Statement on public benefit

The section below covering the achievements and performance of the Charity sets out the activities carried out for public benefit. The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity.

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

- It must be clear what the benefits are – these are set out below.
- The benefits must be related to the aims – the Trustees review the activities of the Charity against its aims on an ongoing basis and are satisfied that all activities continue to be related to the aims.
- Benefits must be balanced against any detriment or harm – no specific issues of detriment or harm have been identified.

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

- The beneficiaries must be appropriate to the aims – the beneficiaries are people from Wandsworth and other parts of London who seek advice and assistance from the Charity.
- 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 – the Charity's services are mainly provided to residents of the London Borough of Wandsworth with some projects serving surrounding areas and elsewhere in Greater London.
- People in poverty must not be excluded from the opportunity to benefit – the Charity's services are provided free to beneficiaries.
- Any private benefits must be incidental – several private benefits do necessarily arise from the activities of the Charity. In particular, the Charity finds it essential to employ and remunerate staff. These private benefits are, however, incidental as they are a necessary by-product of carrying out the Charity's aims.

COVID-19

For the majority of 2021-22, we delivered a service subject to Covid-19 restrictions, with our team of staff and volunteers working mostly from home. However, we were determined to remain accessible to the people who needed us the most and our decisions regarding both service-delivery and working arrangements were underpinned by our values, and a set of core principles. Throughout this period, we made accommodations for clients who needed face to face help and welcomed members of our team who were unable to work from home into the office.

From February 2022, the lifting of national Covid-19 restrictions led us to encourage staff and volunteers back in to our offices for a proportion of their working week, to re-open our advice Centres, and to relax safety measures for home visits.

Over the last 12 months, we continued to undertake significant amounts of local advocacy, and to influence the maintenance and development of models and partnerships developed during the pandemic. In recognition of CAW's contribution in the Borough during the pandemic, CAW's Chief Executive received entry into Wandsworth's roll of honour, and CAW's Roehampton Community Capacity building-lead received a Civic Award in recognition of his outstanding contribution.

Achievements and Performance

In pursuance of the objects set out above, and despite the restrictions imposed because of Covid-19, CAW provided and achieved the following in 2021-22:

Advice Services

Core public advice service

Under its contract with Wandsworth Borough Council ("WBC"), CAW provided the main public advice service for local people. This was accessible via the telephone Adviceline and a public online referral form. CAW's partners were also able to directly refer clients to CAW via online referral forms and Refernet (a secure online referral platform).

The Adviceline partnership expanded during 2021-22 and is now operated alongside seven other local Citizens Advice services in London, with CAW's Head of Service taking on the leadership of this initiative. In 2021-22, we employed Kickstart trainees to support the volunteers who deliver this service. Our Adviceline team answered a total of 8,428 calls last year.

We continued to take a large number of referrals from partners and self-referrals by maintaining our webform and Refernet as access points. We recorded 1,771 referrals in during 2021-22, 23% more than the previous year.

We also reopened our walk-in services in Q2 of 2021-22 and provided face-to-face help through 983 unscheduled visits to our centres (in addition to pre-booked face-to-face appointments).

Our projects and services were able to help 8,947 individuals directly in 2021-22. This is slightly fewer people by comparison to previous years, in part because we provided more in-depth help and casework support. Illustrating this trend, the number of issues we recorded on client cases increased by 18% and we recorded 30% more activities despite opening fewer cases by comparison to the previous year. These changes reflect the ongoing development of our services in response to the need of residents, as people are now coming to us with more complex problems that involve multiple issues.

In 2021-22, CAW's disability and social care advice service ("DASCAS") continued to work effectively with CAW's public advice service. Clients are either referred to DASCAS by Wandsworth Social Services or CAW's Adviceline team when they identify clients with disabilities or long-term health conditions that need benefits assistance and refer internally. Working together, the team secured financial gains of £179,832.

In 2021-22, CAW took advantage of a national Government employability scheme for young people and employed seven Kickstart trainees. CAW was paid (by the Department for Work and Pensions ("DWP")) the minimum wage for these people for 25 hours a week and supported with start-up costs. In return, CAW provided training, mentoring and support to these trainees in the workplace. Each of the seven recruits were assets to the organisation.

Specialist and targeted projects

New Projects

- Adviceline management

In 2021-22, CAW took on leadership of the pan-London Adviceline project. Funding from Citizens Advice enabled CAW to deploy its Head of Service to undertake this work part-time. CAW sees this ambition to connect services across Local Citizens Advice as core to the development of the wider pan-London Local Citizens Advice initiative.

- Specialist Housing Advice,

In 2021, CAW began to deliver a new specialist housing advice project. Funded by City Bridge Trust, the project adviser provided in-depth advice and casework service to over 150 clients on their housing rights and duties. The main areas of advice included homelessness, suitability of temporary accommodation, security of tenure,

possession proceedings, disrepair, and re-housing options. Through this project CAW also upskilled local partners to provide accurate information to their communities by providing training, information sessions and support with cases.

Expanded Projects

- Employment Advice project - CAW was fortunate to receive ongoing funding from the London Coronavirus Relief Fund to extend our employment advice project; helping them manage the increase in demand for employment-related queries. The specialist adviser assisted 59 clients with employment issues.
- Discretionary Social Fund ("DSF") project - Wandsworth Council funded CAW for an additional nine month period, until July 2022, to help residents in hardship (without online access or capability) to access the DSF and to address the claimant's underlying advice issues. During 2021-22, the DSF advisers assisted 231 people.
- Innovation fund project - Citizens Advice funded CAW from October 2020 until October 2021 to test delivery of video advice with community partners. During 2021-22, the adviser supported 49 clients.
- In 2021-22, CAW continued to develop and deliver its project providing advice for non-UK EU nationals. This service was commissioned by WBC in 2017 to support local residents affected by the UK's withdrawal from the European Union. During 2020-21, and as the date for EU withdrawal approached, WBC applied for Home Office funding to increase the reach of this work and to include funding for specialist immigration advice from South West London Law Centre ("SWLLC"), and included the secondment of a CAW worker into WBC. During 2021-22, following the EU withdrawal date, the project continued to receive funding from the Home Office and WBC and its focus shifted to reaching people whose applications were not submitted on time. CAW provided information, advice, and support to over 6,213 people during 2021-22.
- In response to the continued and increased need for foodbank support, CAW's Foodbank Advice project expanded during 2021-22. Renewal funding was obtained from the Henry Smith Charity, Trussell Trust (applied for by Wandsworth Foodbank) and Earlsfield Church. This enabled CAW to expand the provision of advice for local people in food poverty who had been referred to local foodbanks for emergency food parcels. Under this project, CAW employed four full-time advisers to deliver advice at foodbank centres supported by our team of foodbank advice volunteers. The project assisted 563 clients during 2021-22.

Ongoing Projects

- In 2021-22, CAW continued to deliver Help to Claim services for people needing assistance with Universal Credit applications which was funded by the DWP and the payment and contract managed by Citizens Advice. During 2021-22, three CAW project staff assisted 990 people via webchat and telephone advice.
- In 2021-22, CAW's Roehampton Community Capacity Building project, funded by public health, continued to play a key part of the Covid-19 response. The project worker led and delivered a Roehampton Community Response network that brought together a cross-section of community, faith, voluntary and statutory groups who all collaborated to support local residents. The project worker received a Civic Award for his outstanding contribution to the community during the pandemic.
- CAW continued to deliver housing, benefits, and debt advice to people threatened with homelessness which was funded by WBC. The Homelessness Reduction adviser assisted 180 people with 10 cases confirmed where homelessness was prevented.
- Cardinal Management funded an advice service for Major Trauma patients at St George's Hospital in Tooting. The service assisted 141 people in 2021-22.
- Funding from the three localities of Wandsworth Clinical Commissioning Group ("CCG") (Battersea, Wandle and West Wandsworth) continued to enable CAW to provide a social welfare advice service for GP patients. Since the introduction of social prescribing in the Borough, the Link workers (attached to every GP practice)

have referred patients on behalf of GPs. Referrals continued to be high this year with the project advisers assisting 1,031 clients in 2021/22, delivered by 2.6 full time equivalent staff.

- Working in partnership with Citizens Advice Croydon, 360 people affected by cancer were provided with welfare benefit advice by CAW's team of two advisers. This is a significant reduction on the previous year due to a new project service-delivery model, funded by Macmillan Cancer Support, and the closure of the cancer information centres caused by Covid-19.
- The Help Through Hardship Crisis Project, funded by the National Lottery through the Big Lottery Fund, provides advice for people in hardship crisis, training for community-based volunteers in "Advice First Aid" and co-ordinates a hardship crisis network for the Borough. The project is delivered in partnership with Wandsworth Community Empowerment Network with 1.4 full time equivalent advisers and a Project Manager employed to deliver the project. In 2021/22, the service provided advice for 200 people in hardship crisis and trained 96 people from local organisations in "Advice First Aid".
- Roehampton University's Law School continued its work with CAW during 2021-22. A grant from the University allowed CAW to provide volunteering opportunities in its advice services for 15 law degree students.

In total, 8,947 individual people benefited from CAW's advice services in 2021-22 concerning 32,012 issues. Total financial gains for local people because of the interventions of CAW's public and project advice services totalled over £5 million for the year.

Client feedback
Citizens Advice nationally uses an independent agency to seek feedback from clients; the results are fed back quarterly, scrutinized and reflected upon routinely to inform service improvement and development. The CAW team are proud that our client feedback and quality scores remained good throughout 2021-22.

Research and campaigns and local leadership

Being influential by developing and contributing to research and campaign activity that leads to improvements in policy and practice and prevents problems and systemic failure, is an important aspect of CAW's work. We also know the importance of local collaboration and work hard to ensure that our clients have a smooth a "journey" as possible between local services.

CAW's work includes public information campaigns, coordination of policy forums and collection of evidence and research data on the problems and issues dealt with by its advice services. CAW plays an important role in the local voluntary and community sector – planning and coordinating activity and ensuring that other agencies are kept informed. In 2021-22, CAW:

- Built on the publication of the previous year's Covid-19 reports and published two further reports into the impact of Covid-19 on its clients, one specifically considering housing issues and one looking at a 12 month picture of the pandemic's impact. The Housing report was launched at a specially convened network event and helped to influence the WBC's approach to housing and homelessness issues. The 12-month report demonstrated the hardship caused by the pandemic and helped to influence WBC's investment in discretionary support for residents.
- Worked more closely than ever with other local voluntary sector agencies to raise concerns and advocate for better local support for residents. Notably CAW worked with Wandsworth Foodbank, South West London Law Centres, and Katherine Low Settlement.

- The Chief Executive attended fortnightly (which became monthly) calls convened by WBC with local voluntary, Health, and Council partners in attendance. This group was a key hub for information dissemination and where issues could reliably be escalated.
- The Chief Executive (accompanied by senior advisers) attended monthly Welfare Reform meetings (attended in addition by the local Job Centre Plus). The group monitors local data, including the number of Universal Credit claims, social fund claims and payments, Council Tax Reduction claims, Local Authority rent arrears etc., and pushes for better local action to support residents.
- Contributed statistics, case studies and observations on the impact of Covid-19 on CAW's clients.
- Convened an online Hardship Crisis Conference in July 2021, entitled "Where we were, Where we are, and Where we want to be: Learning from service delivery during a pandemic". The event brought together local statutory, voluntary, community, social and faith agencies to discuss new ways of working and how learning can be applied. The event also considered the disproportionate impact of Covid-19, the link between social and health inequalities, and the role advice must play in influencing the wider determinants of health.
- Was proactive in encouraging and facilitating the up skilling of local voluntary and community agencies on advice issues, establishing new online Advice First Aid training courses which kept local partners up to date with the changing legal framework.

Volunteer contributions

A vital part of CAW's activity is the engagement of volunteers in the delivery of its services, research, and campaigns. Over 80 volunteers (including Trustees) were engaged in CAW activity during 2021-22. Volunteers were recruited and trained by CAW's volunteer and training team, led by a Volunteer and Training Manager.

Volunteers contributed over 500 hours per week on average during the year. If CAW had paid staff to do the work of volunteers, this would have cost an estimated £779,646.

Plans for future periods

2022-23 will be another year of challenge for CAW:

- Post-pandemic services and working arrangements will need to be reviewed due to learnings from the pandemic and is applied in a way that ensures that clients who need face to face help are able to access it, and team members who would benefit from office working can take advantage of this.
- The cost-of-living crisis coupled with the harm caused to communities by the pandemic, and years of austerity, is leading to unprecedented levels of hardship. CAW will continue to face high levels of demand for its services, from clients with multiple and complex issues.
- Our Council and health contracts are both scheduled for re-commissioning during 2021-22. The value we provide both to the Council and to the CCG/ integrated care system is obvious. However, the state of public sector finances from 2021-22 is unclear and, as yet, we have no guidance on the frameworks or processes that we need to navigate to secure our future core funding.
- The final Kickstart placements end in September 2022 and the opportunity to employ (with support from the DWP) trainees has been immeasurably beneficial to the Charity. The trainees themselves have credited their experience with us as improving their confidence, skills, and employability and we have been fortunate to employ two people directly from the scheme. The trainees have provided us with much needed additional staffing, brought fresh ideas and energy and have made us more representative of the community we serve. In 2021-22, we will work to retain a trainee into our workforce.

- Continue to consolidate and build on achievements in respect of equality and diversity including:
    - Being mindful of the disproportionate impact of hardship on BAME communities in the Borough and working to promote the value of advice in tackling social inequality;
    - Ensuring we do all we can to recruit, train and support staff, volunteers and Trustees from backgrounds that are as representative of our communities as they can be;
    - Monitoring the equalities impact of CAW's service model; and
    - Improving the provision of discrimination advice.

Financial Review

Financial Performance

Against the backdrop of continued funding challenges for the charity sector, 2021-22 was a year of significant progress and accomplishments for CAW.

Total income increased to £1,717,708 (2021: £1,537,308) during the current financial year mostly due to new funding and additional Covid-19 funding.

Total expenditure in the same period increased to £1,672,392 (2021: £1,471,630) primarily because of increased staff costs to support the increase in funding.

Expenditure on advice and advocacy increased slightly to £1,470,075 (2021: £1,283,528) and expenditure on research and campaign to £81,576 (2021: £71,844). In 2022, we spent £95,234 (2021: £96,920) on volunteer recruitment, training, and support. This level of spending was necessary to support the continued expansion of services during the year.

Balance Sheet

Total cash balance was £735,415 (2021: £888,010) supported by grants received in advance. Working capital increased to £554,619 (2021: £503,586).

A liability for future pension payments has been included on the balance sheet and the pension reserve has reduced to £93,387 (2021: £103,152).

Reserves Policy

The Trustee Board reviews the reserves policy each year to consider the appropriate level of unrestricted reserves. The Trustees believe that sufficient reserves are necessary to balance the growing needs of the Charity to absorb setbacks and to take advantage of opportunities to meet our charitable objectives.

CAW holds reserves primarily to:

- Safeguard the Charity's service commitment in the event of delays in receipt of grants or income;
- Provide financial contingency against risks and uncertainties, and allow the Charity to meet any legal obligations that might arise from any materialisation of those risks and uncertainties; and
- Fund the research and development of services and initiatives.

In the event of a contract being terminated or not renewed by a funder, some roles may become redundant. While we operate on a going concern basis there is no certainty that existing contracts will be renewed at existing levels and, therefore, provision for redundancy costs will need to be made.

The Trustees have decided that the Charity's minimum reserves requirement as being:

- Three months operating expenditure (excluding disbursements and depreciation) – equivalent to £381,000 (2021: £330,000).

Therefore, for this financial year the minimum reserves requirement should increase from £330,000 to £381,000. Our restricted funds do not form part of the reserve policy.

Going Concern
CAW has strong cash flows and has secured funding for the next twelve months. We, therefore, believe that there are sufficient resources to meet our liabilities as they fall due. The Trustees review two-year financial projections, management accounts, Balance sheet and cash flow projections quarterly to review and assess compliance with the reserves policy and the potential impact of any adverse economic condition on the Charity's income and planned expenditure. Therefore, we do not believe there are material uncertainties that call into doubt the Charity's ability to operate as a going concern for the foreseeable future.

Investment Policy
The Trustees adopt a low risk strategy to manage the Charity's cash flows and reserves not immediately required by the organisation. We have decided to not invest funds in any product that carries risk to the security of capital and only investing funds in financial products that qualify for the Financial Services Compensation Scheme. Accordingly, our excess funds are invested in fixed rate bonds up to a maturity of one year and high interest deposit accounts with UK based financial institutions. Within these limits, we seek to provide the best returns on investment while maintaining necessary liquidity of funds.

This policy is reviewed each year in the light of any changes to financial conditions.

Structure and governance

Constitution and organisational structure
The Charity is a company limited by guarantee, incorporated on 12 July 1994, and registered as a charity on 19 August 1994. The Memorandum and Articles of Association were last amended by special resolution dated February 2022.

The full Trustee Board met four times during 2021-22. Sub-committees with responsibility for Strategy, Finance, and People helped to explore and prepare for Board decisions. The Board retained responsibility and oversight.

The operation of the Charity is managed by the Chief Executive, Office Manager, Head of Projects, and Head of Service, with an outsourced contractor, reporting to the Chief Executive, responsible for the finance and accounting of the Charity.

The pay for the organisation's Chief Executive was set during the 2013 recruitment and was retained for the 2018 recruitment round (having been benchmarked by the Trustee recruitment panel). Pay for the two Heads of Service roles was set following a benchmarking exercise by the Executive (Director of Services and Chief Executive).

Recruitment and appointment of Trustees
Trustees are appointed and offer themselves for re-election at the Annual General Meeting ("AGM"). At the Ordinary meeting of the Trustee Board immediately preceding the AGM, member organisations are reviewed and any applications for representation on the Board are considered. Trustees can also be co-opted by the Trustee Board, provided that the total number of co-opted and nominated Trustees does not exceed one third of the total number of Trustees. All elected Trustees retire from office after a three-year term but may be re-elected.

Induction and training of trustees
New Trustees undertake an induction programme covering the role of a Trustee, relevant Charity Commission guidance and extensive information on the work of Citizens Advice Wandsworth. In addition, Trustees have

access to training via Citizens Advice and are encouraged to visit and spend time at individual advice centres operated by Citizens Advice Wandsworth.

Risk mitigation

The Chief Executive, together with the Trustee Board, analyses and agrees management and mitigation of the major risks to the Charity periodically and when preparing and updating the Business and Development Plan. Risk analysis evaluates the likelihood and severity of the impact to the organisation.

Related Organisations

The Charity is a member of Citizens Advice, a national network of over 280 charities that deliver across the country, overseen by a national framework provided by Citizens Advice.

As a member of the national Citizens Advice network all our advice work is subject to professional quality assurance standards so we can ensure the best standard of support is being consistently delivered.

Information Assurance

CAW has adopted the recommended Citizens Advice Information Assurance and Data Protection policy. All decisions on how to manage information risks within the Charity are derived from our wish to maintain a low level of risk. We ensure our information risk policy is reviewed regularly so that it remains comprehensive and effective at the following intervals and/or after the following events: a) annually, b) whenever significant amendments or additions are required (e.g. by changes in law or other compliance obligations), and c) after a data loss incident, if required. All significant information risks are documented in an appropriate section of the risk register, which is reviewed at regular intervals by the Trustee Board.

All information assurance policies and procedures are reviewed annually and last reviewed in Autumn 2021.

Legal and Administrative Information

The Charity is a company limited by guarantee, incorporated on 12 July 1994, and registered as a charity on 19 August 1994.

Wandsworth Citizens Advice Bureaux Ltd is the registered name of the company. It commonly trades as Citizens Advice Wandsworth ("CAW").

Governing documents	Memorandum and Articles of Association amended by special resolutions on 24 April 2002, 4 October 2006, 16 September 2009, 19 October 2016, 22 November 2018, and 3 February 2020
Company number	02947554
Charity number	1040303
Registered Office:	Battersea Library, 265 Lavender Hill, SW11 1JB
Roehampton Office:	Picasso Building, Minstead Gardens, SW15 4EE

Current Trustees (also directors under company law)

Lucy Harmer	Chair	Appointed 1 November 2015
Jonathan Mogford	Deputy Chair	Appointed 25 July 2018
Ben Dulieu		Appointed 21 November 2018
Guy Conway		Appointed 23 November 2016
Susan Marshall		Appointed 23 November 2016
Dylan Brooks		Appointed 21 November 2018
Lauren Beth Iannarone		Appointed 28 July 2020
Kalai Chau	Treasurer	Appointed 28 July 2020
Sumathi Narayanan Menon		Appointed 28 July 2020
Susan Jane Wixley		Appointed 28 July 2020

Retired Trustees

Gaynor Nuimata	Trustee	Deceased 13 August 2020
James Spybey	Deputy Chair	Retired 7 December 2020
Makoto Takano	Treasurer	Retired 7 December 2020

Senior staff

Mary-Ann Foxwell	Chief Executive
Hannah-Leigh Morgan	Office Manager and Company Secretary
Harriet Plows	Head of Projects
Tom Segurola	Head of Service

Bankers

Barclays Bank plc
83 Wandsworth High Street
London SW18 2PR

CAF Bank
25 Kings Hill Avenue
Kings Hill, West Malling
Kent ME19 4JQ

Auditor

Hartley Fowler LLP
4th Floor Tuition House
27/37 St George's Road
London SW19 4EU

The Trustees of the charity (who are the directors of the charity for company law purposes) present their report and the audited financial accounts for the year ended 31 March 2022. The Trustees confirm that the annual report and financial statements comply with current statutory requirements, the requirements of the Charity's governing document and the provisions of the Statement of Recommended Practice ("SORP") applicable to charities preparing these accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland ("FRS102") (effective 1 January 2019).

Statement of Trustees' Responsibilities

The Trustees (who are also directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with the United Kingdom generally Accepted Accounting Practice (United Kingdom Accounting Standard and applicable law).

Under company law, the Trustees must not approve the company financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources

and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make 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 that the charitable company will continue in business.

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

In so far as we are aware:

- There is no relevant audit information of which the charitable company's auditor is 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 auditor is aware of that information.

Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2022 was 18 (2021: 18). The Trustees have no beneficial interest in the charitable company.

Auditors
The auditors, Hartley Fowler LLP, will be proposed for re-appointment in accordance with Section 485 of the Companies Act 2006.

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

Approval
This report was approved by the Board of Trustees on 25th November 2022 and signed on their behalf by:



Kalai Chau
Treasurer

Report of the Independent Auditors to the members of Wandsworth Citizens Advice Bureaux Limited for the year ended 31 March 2022

Opinion

We have audited the financial statements of Wandsworth Citizens Advice Bureaux Limited (the "charitable company") for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)") and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

The trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlines above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below;

We identify and assess risks of material misstatement of the financial statement, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis of our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

- The nature of the industry and sector, control environment and the charities activities;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to;
- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations; and
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all adults we also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reviewing minutes of meeting of those charged with governance, reviewing internal reports, and
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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.

Jonathan Askew FCA (Senior Statutory Auditor)
Hartley Fowler LLP Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27/37 St George's Road
Wimbledon
London
SW19 4EU

16/12/2022

Wandsworth Citizens Advice Bureaux Limited

Statement of financial activities (incorporating income and expenditure account)
For the year ended 31 March 2022

	Note	Restricted £	Unrestricted £	**2022 £**	2021 £
Income					
Donations	3	-	766	**766**	695
Charitable activities: advice and	4	1,025,500	680,155	**1,705,655**	1,533,793
Other trading activities	5	-	9,527	**9,527**	-
Investments	6	-	1,760	**1,760**	2,820
Total incoming resources		1,025,500	692,208	**1,717,708**	1,537,308
Expenditure					
Raising funds	7	-	(25,507)	**(25,507)**	(19,338)
Charitable activities	7	(1,010,565)	(636,320)	**(1,646,885)**	(1,452,292)
Total expenditure		(1,010,565)	(661,827)	**(1,672,392)**	(1,471,630)
Net income		14,935	30,381	**45,316**	65,678
Actuarial gains / (losses) on defined benefit pension scheme		-	9,765	**9,765**	(31,925)
Net movement in funds		14,935	40,146	**55,081**	33,753
Reconciliation of funds					
Funds brought forward at 1 April 2021		-	421,505	**421,505**	387,752
Funds carried forward at 31 March 2022		14,935	461,651	**476,586**	421,505

The notes on pages 19 to 36 form part of these financial statements.

There were no other recognised gains and losses other than those listed above and the net income for the year. All income relates to continuing operations.

Wandsworth Citizens Advice Bureaux Limited

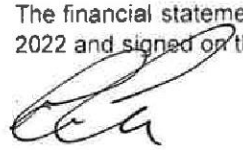
Balance sheet
As at 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible fixed assets	12	**22,554**	35,471
		22,554	35,471
Current assets			
Debtors	13	**162,853**	76,059
Short-term deposits		**403,702**	315,905
Cash at bank and in hand		**331,713**	572,105
		898,268	964,069
Creditors: amounts falling due within one year	14	**(343,649)**	(460,483)
Net current assets		**554,619**	503,586
Total assets less current liabilities		**577,173**	539,057
Creditors: amounts falling due after one year	14	**(7,200)**	(14,400)
Net assets excluding pension liability		**569,973**	524,657
Provisions for liabilities and charges			
Defined benefit pension scheme liability	15	**(93,387)**	(103,152)
Net assets		**476,586**	421,505
Funds of the Charity			
Restricted funds		**14,935**	-
Unrestricted funds		**555,038**	524,657
Pension reserve		**(93,387)**	(103,152)
Total Charity funds	17	**476,586**	421,505

The notes on pages 19 to 36 form part of these financial statements.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006.

The financial statements were approved and authorised for issue by the Trustees on 25 November 2022 and signed on their behalf by:



Kalai Chau
Treasurer

Wandsworth Citizens Advice Bureaux Limited

Cash Flow Statement
For the year ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash used in operating activities	A	**(154,355)**	370,577
Cash flows from investing activities			
Interest from investments		**1,760**	2,820
Purchase of property, plant and equipment		**-**	(15,423)
Cash placed in short-term deposits	B	**(87,797)**	(3,305)
Net cash used in investing activities		**(86,037)**	(15,908)
Change in cash and cash equivalents		**(240,392)**	354,669
Cash and cash equivalent in the beginning of the year		**572,105**	217,436
Cash and cash equivalent at the end of the year		331,713	572,105

Notes to the cash flow statement

A Reconciliation of net income to net cash flow from operating activities

	2022 £	2021 £
Net income for the reporting period	**45,316**	65,678
Adjustments for:		
Depreciation	**12,917**	24,421
(Increase) / decrease in debtors	**(86,794)**	54,376
(Decrease) / increase in creditors	**(124,034)**	228,922
Bank interest receivable	**(1,760)**	(2,820)
Net cash provided by operating activities	**(154,355)**	370,577

B Analysis of short-term deposits

	2022 £	2021 £
Short-term deposits at beginning of year	**315,905**	312,600
Movement	**87,797**	3,305
Short-term deposits at end of year	**403,702**	315,905

Notes to the financial statements
For the year ended 31 March 2022

1 Company Status

Wandsworth Citizens Advice Bureaux is a registered charity in England and Wales (number 1040303) and is constituted as a company registered in England and Wales and limited by guarantee (company number 02947554). Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2022 was 18 (2021:18). The Trustees have no beneficial interest in the charitable company.

2. Accounting policies

a) Basis of preparation

The presentation currency of the financial statements is Pound Sterling (£)

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The financial statements of Wandsworth Citizens Advice Bureaux Limited (the "Charity") have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006 as it applies from 1 January 2019. The Charity constitutes a public benefit entity as defined by FRS 102.

b) Going concern

The financial statements have been prepared on the going concern basis. The Charity has secured funding for the next twelve months and has a strong balance sheet to meet all its liabilities as they fall due. Management accounts are presented quarterly to the Trustee Board to monitor progress against plan. Any adverse variation against plan are actioned immediately by management to bring it back into line with agreed plan. There are no material uncertainties that cast doubt on the Charity's ability to continue.

c) Incoming resources

All income is accounted for when the Charity is legally entitled to the income, it is probable that the income will be received, and the amount can be quantified with reasonable accuracy.

Donation income
Donations are accounted for on an accruals basis in the period in which the Charity is entitled to income where the amount can be measured with reasonable certainty.

External grants
Grant receivables are recognised when due and when any conditions for receipt are met. Any unexpended grant is carried forward in reserves.

Legacies
Legacies are recognised when they are received or when notice is given from the executor that a payment is due, whichever is earlier.

Other income
All other income is accounted for on an accruals basis.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity.

2. Accounting policies (continued)

e) Resources expended

All expenditure is accounted for on an accruals basis and has been classified under the charitable expenditure activity headings with references to activities performed in the year.

Costs of generating funds include salaries, direct expenditure and overhead costs related to securing funding.

Charitable activities expenditure enables the Charity to meets it charitable aims and objectives.

Direct staff costs and overheads are allocated to the activities to which they relate. Resources expended include attributable VAT that cannot be recovered.

Indirect staff costs are allocated to activities on the basis of a reasonable estimate of time spent on those activities for each relevant member of staff.

Governance costs are those costs incurred in connection with enabling the charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutory duties.

Support costs including central management, HR, Finance and IT support provided by the central management team (staff and other costs) which are not directly attributable to a particular principal activity, have been fully allocated to activities on a per capita basis.

Redundancy costs are recognised when there is a legal or constructive obligation.

Irrecoverable VAT is charged against the activity that incurred the original VAT.

f) Fund accounting

The Charity maintains the following types of fund:

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated that can be used freely in accordance with the Charity's purposes.

Designated funds are unrestricted funds earmarked by the Trustees out of unrestricted funds for specific purposes or projects.

g) Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. Assets are capitalised where the cost exceeds £500.

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each asset evenly over its expected useful life.

The estimated useful lives used for this purpose, which are consistent with those of the prior year, are:

Leasehold Building and improvements	Over length of lease
Computers and IT equipment	2 years
Furniture and equipment	4 years

h) Leased assets

All leases are considered to be operating leases and rentals are charged to the statement of financial activities on a straight line basis over the term of the lease. There are no assets are held under hire purchase agreements or finance leases.

i) Cash and cash equivalents

Cash and cash equivalents include cash in hand, current balances with banks, and short-term deposits with banks with maturities of 12 months or less.

2. Accounting policies (continued)

j) Provisions for liabilities and charges

Provision for future liabilities are recognised when the Charity has a legal or constructive financial obligations that can be reliably estimated and for which there is an expectation that payment will be made.

The Charity contributes to the National Association of Citizens Advice Bureaux pension fund which is a multi-employer defined benefit pension scheme fund. With effect from 31 March 2008, the scheme closed to future accrual. The assets and liabilities of the scheme are held separately from those of the company in independently administered funds. It is not possible to identify the Charity's share of the assets and liabilities of the scheme on a consistent and reasonable basis. Therefore, the contributions to the scheme have been treated on a defined contributions basis. Further information is given in Note 20. The organisation also contributes to stakeholder pension schemes for its employees, the liability is limited to the amount contracted to pay each year.

As from January 2017, staff are automatically enrolled unless they opt out or eligibility criteria not met.

k) Deferred income

Deferred income relates to restricted funding received in advance but where the related expenditure can only take place in a future accounting period.

l) Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments which are initially recognised at transaction value and subsequently measured at the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise debtors, excluding prepayments, short-term cash deposits and cash at bank and in hand.

Financial liabilities held at amortised cost comprise the Charity's short term creditors excluding deferred income and taxation payable. No discounting has been applied to these financial instruments on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

3. Donations

	2022	2021
	£	£
Donations from private individuals	**766**	695
	766	695

4. Income from charitable activities

	Restricted £	Unrestricted £	**2022 £**	2021 £
Grants and contracts for advice and advocacy				
Wandsworth Borough Council	-	537,452	**537,452**	540,738
Macmillan Cancer Care	191,425	-	**191,425**	187,263
Trust For London	-	-	**-**	27,652
Big Lottery Fund - HTC	143,329	-	**143,329**	147,849
Roehampton Community Capacity	-	60,000	**60,000**	60,000
Wandle CCG	73,250	-	**73,250**	73,250
Battersea CCG	28,734	-	**28,734**	28,733
West Wandsworth CCG	29,360	-	**29,360**	29,360
Social Prescribing	6,000	-	**6,000**	-
Roehampton University - Student Vols.	-	14,000	**14,000**	14,000
The London Community	18,000	-	**18,000**	2,116
City Bridge Trust	47,260	-	**47,260**	-
Major Trauma Advice	27,707	-	**27,707**	16,680
Earlsfield - Foodbank	13,000	-	**13,000**	11,916
Citizens Advice - BEIS	12,500	-	**12,500**	33,073
Citizens Advice - Help to Claim	139,961	-	**139,961**	138,932
Kickstart Grant	-	68,703	**68,703**	-
Wandsworth Council - DSF	47,406	-	**47,406**	25,000
Foodbank - Wandsworth	54,053	-	**54,053**	19,178
EU National	109,590	-	**109,590**	93,495
Foodbank - Henry Smith	58,200	-	**58,200**	58,833
Foodbank - Trussell Trust	25,725	-	**25,725**	25,725
Total income from charitable activities	1,025,500	680,155	1,705,655	1,533,793

5. Income from other activities

	Restricted £	Unrestricted £	**2022 £**	2021 £
Miscellaneous	-	6,610	**6,610**	-
Room hire	-	2,917	**2,917**	-
	-	9,527	9,527	-

6. Investment income

	Restricted £	Unrestricted £	**2022 £**	2021 £
Interest income	-	1,760	**1,760**	2,820
	-	1,760	**1,760**	2,820

7. Resources expended

	Charitable Activities					
	Advice and advocacy £	Research and campaign £	Volunteer recruitment and training £	Total costs of charitable activities £	Generating funds £	**Total costs 2022 £**
Staff costs	1,100,529	61,069	70,988	1,232,586	19,366	**1,251,952**
Staff and volunteer expenses	4,093	227	673	4,993	-	**4,993**
Office costs	93,107	5,167	6,005	104,279	4,046	**108,325**
Premises costs	17,591	976	1,135	19,702	2,095	**21,797**
Other running costs	144,919	8,042	9,348	162,309	-	**162,309**
Governance costs (Note 8)	30,124	1,672	1,943	33,739	-	**33,739**
Support costs (Note 8)	79,712	4,423	5,142	89,277	-	**89,277**
Redundancy cost	-	-	-	-	-	-
Total	1,470,075	81,576	95,234	1,646,885	25,507	**1,672,392**

7. Resources expended (continued)

	Charitable Activities					
	Advice and advocacy £	Research and campaign £	Volunteer recruitment and training £	Total costs of charitable activities £	Generating funds £	Total costs 2021 £
Staff costs	961,310	53,809	72,513	1,087,632	13,916	1,101,548
Staff and volunteer expenses	1,645	92	225	1,962	-	1,962
Office costs	86,450	4,839	6,521	97,810	4,002	101,812
Premises costs	21,301	1,192	1,607	24,100	1,420	25,520
Other running costs	129,634	7,256	9,779	146,669	-	146,669
Governance costs (Note 8)	22,233	1,244	1,677	25,154	-	25,154
Support costs (Note 8)	60,955	3,412	4,598	68,965	-	68,965
Redundancy cost	-	-	-	-	-	-
Total	1,283,528	71,844	96,920	1,452,292	19,338	1,471,630

8. Support and governance costs

Support costs are allocated across activities based on direct staff numbers.

	Charitable activities						
	Advice and advocacy £	Research and campaign £	Volunteer recruitment and training £	General support costs £	Governance costs £	**Total 2022 £**	Total 2021 £
Staff costs	51,533	2,860	3,324	57,717	20,550	**78,267**	56,237
Staff and volunteer expenses	14,012	778	904	15,694	-	**15,694**	13,482
General office costs	9,334	518	602	10,454	4,045	**14,499**	14,344
Premises costs	4,833	268	312	5,413	2,095	**7,508**	5,090
Other costs	-	-	-	-	2,548	**2,548**	48
Trustee expenses	-	-	-	-	-	-	418
Audit costs	-	-	-	-	4,500	**4,500**	4,500
Total	79,712	4,424	5,142	89,278	33,738	**123,016**	94,119

Governance costs of £33,738 (2021: £25,154) includes administrative and management support costs.

9. Net income for the year

This is stated after charging

	2022	2021
	£	£
Operating lease rentals:		
Property	**42,480**	26,400
Other	**21,742**	10,240
Depreciation	**12,916**	24,421
External Auditors' remuneration:		
• External Audit Fee	**4,500**	4,500
• Non Audit remuneration	-	-

10. Staff costs and Trustee expenses

No emoluments were paid to the Charity's Trustees during the year (2021: £nil).
No travel expenses were reimbursed to the Charity's Trustees during the year (2021: £192).

	2022	2021
	£	£
Staff costs during the year:		
Salaries and wages	**1,114,119**	985,587
Redundancy costs	-	-
Social security costs	**102,453**	88,546
Pension contributions	**74,749**	69,961
	1,291,321	1,144,094

	2022	2021
Number of employees who earned between £60k - £70k during the year:	**1**	1
Key management personnel received benefits during the year of:	**160,232**	160,420

The average monthly head count was 41 staff (2021: 37) and the average monthly number of full time equivalent employees during the year were as follows:

	2022	2021
	No.	No.
Generating funds	**0.6**	0.6
Charitable activity	**29.9**	29.6
Governance	**0.9**	0.9
	31.4	31.1
Average number of employees	**41**	37

11. Taxation

Wandsworth Citizens Advice Bureaux Limited is a registered charity and is therefore potentially exempt from taxation of its income and gains as Wandsworth Citizens Advice Bureaux Limited falls within the definition of Charitable Company as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen during the year.

12. Tangible fixed assets

	Leasehold Building and improvement £	Computers and IT equipment £	Furniture and equipment £	**Total £**
Cost				
At 1 April 2021	95,215	48,208	18,417	**161,840**
Additions in year	-	-	-	-
Disposals in year	-	-	-	-
At 31 March 2022	95,215	48,208	18,417	**161,840**
Depreciation				
At 1 April 2021	(67,456)	(40,496)	(18,417)	**(126,369)**
Charge for the year	(5,206)	(7,711)	-	**(12,917)**
Disposals in year	-	-	-	-
At 31 March 2022	(72,662)	(48,207)	(18,417)	**(139,286)**
Net book value				
At 31 March 2022	22,553	1	-	**22,554**
At 31 March 2021	27,759	7,712	-	**35,471**

All tangible fixed assets are used to fulfil the Charity's objects.

13. Debtors

	2022 £	2021 £
Account receivables	**42,889**	40,140
Other debtors	**93,329**	13,014
Prepaid expenses	**26,635**	22,905
	162,853	76,059

14. Creditors

	2022 £	2021 £
Amounts falling due within one year		
Bank overdraft	-	(53,089)
Trade creditors	**(19,235)**	(45,252)
Other creditors	**(19,391)**	(19,644)
Deferred income (see Note 16)	**(139,595)**	(195,179)
Accruals	**(110,256)**	(87,658)
Taxation and social security	**(55,172)**	(59,661)
	(343,649)	(460,483)

Notes to the financial statements
For the year ended 31 March 2022

14. Creditors (continued)

	2022	2021
	£	£
Amounts falling due after one year		
Other creditors	(7,200)	(14,400)

15. Defined benefit pension scheme liability

	2022	2021
	£	£
Defined Benefit Pension FRS 102	(93,387)	(103,152)

16. Deferred income

	2022	2021
	£	£
Deferred income brought forward	(195,179)	(64,124)
Amounts released to income during the year	195,179	64,124
Incoming resources deferred in the year	(139,595)	(195,179)
	(139,595)	(195,179)

17. Analysis of net assets between funds

	Restricted funds	Designated funds	General funds	Total funds 2022	Total funds 2021
	£	£	£	£	£
Tangible fixed assets	-	-	22,554	22,554	35,471
Current assets	-	-	898,268	898,268	964,069
Current liabilities	-	-	(350,849)	(350,849)	(474,883)
Non current liabilities	-	-	(93,387)	(93,387)	(103,152)
Net assets at 31 March 2022	-	-	476,586	476,586	421,505

Notes to the financial statements
For the year ended 31 March 2022

18. Statement of Funds

	At 1 April 2021 £	Incoming resources £	Outgoing resources £	Gain (loss) on investments £	Pension adjustment £	**At 31 March 2022 £**
Restricted funds						
Macmillan Cancer Care	-	191,425	(191,425)	-	-	-
Big Lottery Fund - HTC	-	143,329	(130,134)	-	-	**13,195**
Wandle CCG	-	73,250	(73,250)	-	-	-
Battersea CCG	-	28,734	(28,734)	-	-	-
West Wandsworth CCG	-	29,360	(29,360)	-	-	-
Social Prescribing	-	6,000	(6,000)	-	-	-
City Bridge Trust	-	47,260	(47,260)	-	-	-
Major Trauma Advice	-	27,707	(27,707)	-	-	-
Citizens Advice - Help to Claim	-	139,961	(138,221)	-	-	**1,740**
Citizens Advice BEIS Funding	-	12,500	(12,500)	-	-	-
The London Community	-	18,000	(18,000)	-	-	-
Wandsworth Council - DSF	-	47,406	(47,406)	-	-	-
Foodbank - Wandsworth	-	54,053	(54,053)	-	-	-
Foodbank - Earlsfield	-	13,000	(13,000)	-	-	-
Foodbank - Henry Smith	-	58,200	(58,200)	-	-	-
Foodbank - Trussell Trust	-	25,725	(25,725)	-	-	-
EU National	-	109,590	(109,590)	-	-	-
Total restricted funds	-	1,025,500	(1,010,565)	-	-	**14,935**
Unrestricted funds						
General funds						
Free funds	524,657	692,208	(661,827)	-	-	**555,038**
Defined pension benefit scheme	(103,152)	-	-	9,765	-	**(93,387)**
Total unrestricted funds	421,505	692,208	(661,827)	9,765	-	**461,651**
Total funds	421,505	1,717,708	(1,672,392)	9,765	-	**476,586**

The unrestricted funds represents the free funds of the Charity. The Trustee Board has agreed to a minimum level of £381,000 funding as reserves to guard against unforeseen eventualities.

18. Statement of funds (continued)

Purpose of restricted funds	
Macmillan Cancer Care	To provide benefit advice to cancer patients at St Georges and Kingston hospitals.
Big Lottery Fund - Help through Hardship Crisis Fund	This project is funded by the National Lottery through the Big Lottery Fund and provides advice for people in hardship crisis, supports training of community volunteers in first aid, and coordinates a hardship crisis network.
Wandle CCG	Provision of an advice service for patients of Wandle GPs. This is an innovative approach to prescribing advisory support and community referrals for patients presenting social needs to their GPs. It is intended to help achieve resource savings for GPs and promote better health in the Wandle locality.
Battersea CCG	Provision of an advice service in partnership with patients of GPs in the Battersea locality
West Wandsworth CCG	Provision of an advice service for patients of GPs in the West Wandsworth locality.
Social Prescribing	Provision of resources to help people improve their health and wellbeing by connecting them to activities and services within the community.
City Bridge Trust	Provision of specialist housing advice to clients on their housing rights and duties.
Major Trauma Advice	Provision of support and advice to people with serious injuries as a result of major trauma. It also facilitate access to further advice and alternative resources to ensure improved service / expenence for major trauma patients and families.
Citizens Advice - Help to Claim	Funding towards a service that delivers information, advance and support in making Universal Credit Claims
Citizens Advice BEIS Funding	Funding to develop and test a model of video advice with local partners.
The London Community Response Fund (wave 1)	Emergency funding to support our move to remote working; contribution towards the costs of mobile phones, SIMS, headsets, etc.
The London Community Response Fund (wave 2)	Trust for London; funding to enable us to provide employment advice to residents affected by covid-related employment issues
Wandsworth Council - DSF	Funding for a service aimed at supporting digitally excluded residents to access the Discretionary Social Fund ("DSF").

18. Statement of funds (continued)

Foodbank	Funding for an adviser to help users of an independent Wandsworth foodbank address their advice requirements.
EU Nationals Advice	Funding for advisers to support EU Nationals in Wandsworth understand the EUSS scheme and support people to make successful applications

19. Operating lease commitments

Total future minimum lease payments are as follows

	Land and Buildings 2022 £	**Other 2022 £**	Land and Buildings 2021 £	Other 2021 £
Within one year	**42,268**	-	15,807	4,749
Between one and five years	**42,449**	-	53,156	-
More than 5 years	-	-	-	-
	84,717	-	68,963	4,749

20. Pension scheme

Citizens Advice ("the Principal Employer") operates a defined benefit scheme ("the Plan") in the UK which provides both pensions in retirement and death benefits to members. Pension benefits are related to the members' final salaries at retirement and their length of service at the date they retired or left pensionable service. The Plan closed to future accrual on 31 March 2008. The Plan also contains some money purchase AVCs and protected rights funds, which are not included in these disclosures.

In accordance with the schedule of contributions in force over the 2022/23 accounting year, the contributions to the Plan for the year ending 31 March 2023 are expected to be £2,579,000, which includes £2,279,000 towards the deficit and £300,000 as an allowance for administration expenses and all scheme levies. The 31 March 2022 valuation is currently underway and a new schedule of contributions will be put in place at its completion.

The Plan is a registered scheme under UK legislation. The Plan is subject to the scheme funding requirements outlined in UK legislation. The Plan is governed by the Plan's Trust Deed and Rules dated 4 April 2011. The Trustee is responsible for the operation and the governance of the Plan, including making decisions regarding the Plan's funding investment strategy (although they are required to consult the Principal Employer).

A full actuarial valuation of the Plan was carried out as at 31 March 2022 by a qualified independent actuary, based upon membership data as at 31 March 2019, allowing for assumed membership movements over the period from this date, and any material membership movements significantly different from those assumed (e.g. transfers out).

The most recent formal actuarial valuation of the Plan was as at 31 March 2019 and revealed a funding deficit of £68,501,000. In the recovery plan agreed following the valuation, the Principal Employer and other participating employers agreed to pay deficit reduction contributions of £2,279,000 per annum with the view to eliminating the deficit by 31 March 2037. The 31 March 2022 valuation is currently underway.

The liabilities of the Plan are based on the current value of expected benefit payment cashflows to members of the Plan over the next 60 or more years. The average duration of the liabilities is approximately 15 years.

The Plan is exposed to actuarial risks such as market (investment) risk, interest rate risk, inflation risk, currency risk and longevity risk.

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

	31 March 2022	31 March 2021
Discount rate	**2.80%**	2.10%
Inflation assumption (RPI)	**3.70%**	3.30%
Inflation assumption (CPI)	**3.25%**	2.80%
Revaluation of deferred pensions in excess of GMP	**3.25%**	2.80%
Pension in payment increases of:		
- CPI or 5% p.a. if less	**3.25%**	2.80%
- CPI inflation since retirement or 5% p.a. compound if less	**3.25%**	2.80%
- CPI or 3% p.a. if less	**2.70%**	2.50%
Commutation of pension for cash at retirement	**75% of HMRC maximum**	75% of HMRC maximum

20. Pension scheme (continued)

	31 March 2021	31 March 2020
Assumed life expectancies on retirement at age 65 are:		
Retiring today - Males	**21.3**	21.2
Retiring today - Females	**24.2**	24.1
Retiring in 20 years time - Males	**22.6**	22.6
Retiring in 20 years time - Females	**25.7**	25.7

The assets in the Plan were:	**Value at 31 March 2022 £000s**	Value at 31 March 2021 £000s
The assets in the Plan were:		
Multi asset funds	**68,955**	72,995
Structured equity and LDI	**27,488**	24,849
Cash	**5,771**	1,509
Fair value of Plan assets	**102,214**	99,353
The actual return on assets over the period was:	**5,301**	14,282
Present value of funded obligations	**148,768**	161,415
Fair value of Plan assets	**102,214**	99,353
Deficit in funded scheme	**(46,554)**	(62,062)
Present value of unfunded obligations	**-**	-
Unrecognised actuarial gains / (losses)	**-**	-
Adjustment in respect of asset ceiling	**-**	-
Net liability in balance sheet	**46,554**	62,062

Reconciliation of opening and closing balances of the present value of

	31 March 2022 £000s	31 March 2021 £000s
Benefit obligation at beginning of year	**161,415**	140,310
Current service cost	**771**	652
Interest cost	**3,346**	3,322
Contributions by Plan	**-**	-
Actuarial (gains)/losses	**(11,745)**	21,568
Benefits paid and expenses	**(5,019)**	(4,437)
Past service cost	**-**	-
Settlements	**-**	-
Business combinations	**-**	-
Exchange rate	**-**	-
Benefit obligation at end of year	**148,768**	161,415

20. Pension scheme (continued)

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

	31 March 2022 £000s	31 March 2021 £000s
Fair value of Plan assets at beginning of year	**99,353**	85,959
Interest income on Plan assets	**2,061**	2,052
Return on assets, excluding interest income	**3,240**	12,230
Contributions by employers	**2,579**	3,549
Contributions by Plan participants	-	-
Benefits paid and expenses	**(5,019)**	(4,437)
Business combinations	-	-
Settlements	-	-
Exchange rate	-	-
Fair value of Plan assets at end of year	**102,214**	99,353

The amounts recognised in profit or loss:

	31 March 2022 £000s	31 March 2021 £000s
Service cost - including current and past service costs, and settlements	-	-
Service cost - administrative cost	**771**	652
Net interest on the net defined benefit liability	**1,285**	1,270
Total expense	**2,056**	1,922

20. Pension scheme (continued)

Remeasurements of the net defined benefits (asset) / liability to be shown in OCI:

	31 March 2022 £000s	31 March 2021 £000s
Actuarial (gains) / losses on the liabilities	**(11,745)**	21,568
Return on assets, excluding interest income	**(3,240)**	(12,230)
Changes in the effect of the asset ceiling excluding interest income	-	-
Total remeasurement of the net defined benefit (asset) / liability to be shown in OCI	**(14,985)**	9,338

21. **Related party transactions.**
There were no related party transactions during the year.

22. Comparative Statement of financial activities (incorporating income and expenditure account)

	Restricted £	Unrestricted £	Total 2021 £
Income			
Donations	-	695	695
Income from charitable activities: advice and advocacy	919,055	614,738	1,533,793
Other trading activities	-	-	-
Investment income	-	2,820	2,820
Total incoming resources	919,055	618,253	1,537,308
Expenditure			
Raising funds	-	(19,338)	(19,338)
Charitable activities	(919,055)	(533,237)	(1,452,292)
Total expenditure	(919,055)	(552,575)	(1,471,630)
Net income	-	65,678	65,678
Actuarial gains on defined benefit pension scheme	-	(31,925)	(31,925)
Net movement in funds	-	33,753	33,753
Reconciliation of funds			
Funds brought forward at 1 April 2021	-	387,752	387,752
Funds carried forward at 31 March 2022	-	421,505	421,505

23. Statement of Funds

	At 1 April 2020 £	Incoming resources £	Outgoing resources £	Gain / (loss) on investments £	Pension adjustment £	At 31 March 2021 £
Restricted funds						
Macmillan Cancer Care	-	187,263	(187,263)	-	-	-
Roehampton Community	-	-	-	-	-	-
Big Lottery Fund-HTC	-	147,849	(147,849)	-	-	-
London Community Response	-	27,652	(27,652)	-	-	-
Wandle CCG	-	73,250	(73,250)	-	-	-
Battersea CCG	-	28,733	(28,733)	-	-	-
West Wandsworth CCG	-	29,360	(29,360)	-	-	-
Major Trauma Advice	-	16,680	(16,680)	-	-	-
Citizens Advice - Help to Claim	-	138,932	(138,932)	-	-	-
Citizens Advice BEIS funding	-	33,073	(33,073)	-	-	-
The London Community	-	2,116	(2,116)	-	-	-
Wandsworth Council - DEFRA	-	25,000	(25,000)	-	-	-
Earlsfield - Foodbank	-	19,178	(19,178)	-	-	-
Foodbank - Henry Smith	-	58,833	(58,833)	-	-	-
Foodbank - Trussell Trust	-	25,725	(25,725)	-	-	-
Foodbank - Earlsfield	-	11,916	(11,916)	-	-	-
EU National	-	93,495	(93,495)	-	-	-
Total restricted funds	-	919,055	(919,055)	-	-	-
Unrestricted funds						
General funds						
Free funds	458,979	618,253	(552,575)	-	-	524,657
Defined pension benefit scheme	(71,227)	-	-	-	(31,925)	(103,152)
Total unrestricted funds	387,752	618,253	(552,575)	-	(31,925)	421,505
Total funds	387,752	1,537,308	(1,471,630)	-	(31,925)	421,505

WANDSWORTH CITIZENS ADVICE BUREAUX LIMITED

England & Wales - Charity number 1040303

Accounts

Company No. 02947554
Charity No. 1040303

Wandsworth Citizens Advice Bureaux Limited

Report and Financial Statements

31 March 2021

Wandsworth Citizens Advice Bureaux Limited

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Objectives and Activities

The Charity's objectives are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the London Borough of Wandsworth and surrounding areas ("the principal area of benefit") and elsewhere in Greater London.

The main activity of the Charity is the provision of free, independent, confidential and impartial advice and information to the public on legal, civil, financial and other matters.

Citizens Advice Wandsworth ("CAW") ("the Charity") helps people to get the support they need and enables them to manage their lives better – often in times of crisis – by providing information and advice and having a positive influence on policy and practice. The Charity acknowledges that life is complicated and things can go wrong for all people. CAW's free, impartial advice is crucial and highly valuable to individuals, the Council, government and society as a whole.

The current aims of the Charity are set out in its Business and Development Plan and are regularly reviewed. The Trustees receive regular updates at Trustee Board meetings from the Chief Executive on progress against aims and objectives.

The agreed objectives for the Charity are:

To address the challenge of rising demand by:

- Ensuring our services continue to be there for everyone whilst working to make our in-depth and specialist support is focussed at those most in need. And
- By noticing patterns in the problems that clients bring to us and acting on this information in order to prevent advice issues arising and contribute to improvements in policy and practice.

To address the particular challenges experienced by marginalised groups by:

- Retaining a focus on championing equality and reducing discrimination.
- By making our workplace and services as accessible as possible. And
- Improving our research, campaigns and service provision in those areas where we know disadvantage and discrimination intersect.

To address the challenge of future funding uncertainty and rising demand by:

- Maintaining a strong, committed and flexible workforce that provides good quality advice and can move between projects and services in response to changes in demand and funding arrangements.
- By becoming a more resilient, and flexible organisation, ensuring that our infrastructure supports us to appropriately support our team as well as maintain and develop relationships,
- And by communicating effectively and ensuring we are resourced to implement and deliver our funding strategy.

Statement on public benefit

The section below covering the achievements and performance of the Charity sets out the activities carried out for public benefit. The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity.

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

- It must be clear what the benefits are – these are set out below.
- The benefits must be related to the aims – the Trustees review the activities of the Charity against its aims on an ongoing basis and are satisfied that all activities continue to be related to the aims.
- Benefits must be balanced against any detriment or harm – no specific issues of detriment or harm have been identified.

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

- The beneficiaries must be appropriate to the aims – the beneficiaries are people from Wandsworth and other parts of London who seek advice and assistance from the Charity.
- 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 – the Charity's services are mainly provided to residents of the London Borough of Wandsworth with some projects serving surrounding areas and elsewhere in Greater London.
- People in poverty must not be excluded from the opportunity to benefit – the Charity's services are provided free to beneficiaries.
- Any private benefits must be incidental – several private benefits do necessarily arise from the activities of the Charity. In particular, the Charity finds it essential to employ and remunerate staff. These private benefits are, however, incidental as they are a necessary by-product of carrying out the Charity's aims.

COVID-19

At the beginning of March 2020, as the country went into lockdown, the entire CAW's staff and 60% of the volunteer team moved to home-working. This transition was implemented according to principles agreed between the Executive and Trustee Board, and in line with our Business Continuity Plan. The CAW's operations managers implemented new processes that supported the effective delivery of remote services. During this period, the CAW team provided information and advice to more people than ever as well as maintaining quality and client satisfaction levels.

We were well supported by Citizens Advice throughout the transition period and, in turn, we worked closely with key local stakeholders – providing support and opening new referral routes and channels.

At the time of writing (15 months on) national restrictions are lifting and we are gradually re-opening our offices and are offering some limited face to face advice from our Battersea Library Centre and outreach locations, as well as home visits for particularly vulnerable clients. We have an outline plan for developing a new model of service delivery, and for re-imagining staff and volunteer working arrangements. There will be no compulsion to come to our offices until national restrictions have all been lifted.

Over the last 12 months we have undertaken unprecedented amounts of local advocacy and have succeeded in raising awareness of the impact of coronavirus on our service users. This work has included the writing of three reports, the hosting of an online conference and the dissemination of client films. We have received funding from a range of sources to help us both with our transition costs and to help us manage the rise in demand for our services.

Our organisational risk register contains new risks, which specifically relate to coronavirus, and other risks have been reviewed due to the pandemic. In particular, we are concerned about the long-term impact of a recession on our funding, and on unmanageable service demand being caused by high levels of unemployment. We are also aware of the risk that one of our team or a client contracts coronavirus whilst on our premises/undertaking CAW work. We have realistic mitigations in place – and the Trustee Board closely monitors our progress in these areas.

Achievements and Performance

In pursuance of the objects set out above, despite the restrictions imposed as a result of the coronavirus pandemic, CAW provided and achieved the following in 2020-21:

Advice Services

Core public advice service

- Under its contract with Wandsworth Borough Council, CAW provided the main public advice service for local people. This was accessible via our telephone Adviceline and a publicly accessible online referral form. CAW's partners were also able to directly refer clients to CAW via online referral forms and Refernet (a secure online referral platform).

- As we moved to remote working, we introduced new tools and processes to help communication. Most significantly, Microsoft Teams has allowed us to maintain communication with each other across the organisation; it has supported team liaison, supervision arrangements and hosted social channels.

- When we closed our offices in March 2020 we moved as many volunteers as possible to remote working but Covid-19 has still been highly disruptive for our volunteer-based services. We could not retain volunteers who did not want to or who could not work remotely; some of our volunteers had to take time out to focus on looking after themselves or their family and we had to completely reinvent how we recruit, train and supervise volunteers.

- CAW's five days a week telephone advice service (Adviceline) operated in partnership with five other local Citizens Advice services in West and South West London. This volunteer-delivered service was maintained despite lockdown restrictions; with volunteers provided with the IT equipment they needed to deliver from home, supervision provided via Microsoft Teams, and recruitment and training carried out online. We were able to answer 25% more Adviceline calls in 2020-21 in comparison to the previous year.

- CAW also tripled the number of incoming referrals by creating a new online access point that makes it easy for anyone with internet access to ask for help, which is a new feature for the service.

- This enabled CAW to help 9,092 people in 2020-21, only 300 fewer than the previous year. In 2019-20, drop-in visits to our advice centres accounted for about 30% of our client numbers. The last year has seen significant changes in the needs of residents and, therefore, not only in how they access us but also how we help them. More people are coming to us in crisis and with problems that have already become acute, illustrated by the fact that the number of food vouchers issued had increased by 500%. We delivered 15% more detailed advice and casework support to residents, 50% more one-off advice contacts and 45% fewer contacts that only involve providing straightforward information; reflecting a change in emphasis in how we work, in response to the need of local residents.

- In 2020-21, as a result of Covid-related service changes, increased funding and new projects (to help meet this increase in demand and the complexity of cases), CAW re-designed supervision arrangements and created a new service manager (projects) post.

- In 2020-21 CAW's disability and social care advice service ("DASCAS") continued to work effectively as with CAW's public advice service. Clients are either referred to DASCAS by Wandsworth Social Services or CAW's Adviceline team when they identify clients with disabilities or long-term health conditions that need benefits assistance and refer internally. Working together, the team secured financial gains of £1,428,223.

Specialist and targeted projects

New Projects

- Employment Advice project - CAW was fortunate to receive funding from the London Coronavirus Relief Fund for a 6-month employment adviser post; helping them manage the increase in demand for employment-related queries. The specialist adviser assisted 41 clients with employment issues and delivered a successful insecure work network event during this project.
- Discretionary Social Fund ("DSF") project - Wandsworth Council funded CAW for a 12-month period, from October 2020, to help residents in hardship (without online access or capability) to access the DSF and to address the claimant's underlying advice issues. The DSF advisers assisted 233 people in the first six months of the project (against a target of 150).
- Innovation fund project - Citizens Advice funded CAW from October 2020 to test delivery of video advice with community partners. The first period of this project has involved developing relations, setting up the IT and the project approach.

Expanded Projects

- In 2020-21, CAW expanded its project providing advice for non-UK EU nationals. This service was commissioned by Wandsworth Council ("WBC") in 2017 to support local residents affected by the UK's withdrawal from the European Union. During 2020-21, and as the date for EU withdrawal approached, WBC applied for Home Office funding to increase the reach of this work and to include funding for specialist immigration advice from South West London Law Centre ("SWLLC"). This project now has 3.2 FTE CAW advisers allocated to it, one of whom is seconded to Wandsworth Council for its duration. The increased capacity allowed CAW to provide information and support to over 20,000 people during 2020-21.

- In response to the increased need for foodbank support (CAW referrals alone have increased by more than 500%), CAW's Foodbank Advice project expanded during 2020-21. Existing funding from the Henry Smith Charity, ASDA and Earlsfield church was complemented by additional funding from ASDA (from October 2020 onwards) and enabled CAW to expand the provision of advice for local people in food poverty who had been referred to local foodbanks for emergency food parcels. Under this project, CAW employed three full-time advisers to deliver advice at foodbank centres; our foodbank volunteers rose to the challenge of the project and contributed hundreds of extra hours over the year. The project assisted 563 clients during 2020-21, compared to 230 during the previous year.

Ongoing Projects

- In 2020-21, CAW continued to deliver Help to Claim services for people needing assistance with Universal Credit applications. Funded by the Department for Work and Pensions ("DWP") with the payment and contract managed by Citizens Advice. During 2020-21, 2.6 CAW project staff assisted 1,041 people via webchat and telephone advice.

- In 2020-21, CAW's Roehampton Community Capacity Building project, funded by public health, became a key part of the coronavirus response. The project worker has led and delivered a Roehampton Community Response network that has brought together a cross-section of community, faith, voluntary and statutory groups who have all collaborated to support local residents.

- CAW continued to deliver housing, benefits and debt advice to people threatened with homelessness. Wandsworth Council funds this work. 155 people were advised by the Homelessness Reduction adviser with 9 cases confirmed where homelessness was prevented.

- Cardinal Management funded an advice service for Major Trauma patients at St George's Hospital in Tooting. The service was closed for a significant part of the year and re-opened using a different (more centralised) operating model and reduced (from 1.2 full time equivalent staff to 0.6) hospital-based adviser staffing. The service assisted 47 people in 2020-21.

- Funding from the three localities of Wandsworth Clinical Commissioning Group ("CCG") (Battersea, Wandle and West Wandsworth) enabled CAW to provide a social welfare advice service for GP patients. Since the introduction of social prescribing in the borough, the Link workers (attached to every GP's practice) have referred patients on behalf of GPs. Referrals have significantly increased this year with the project advisers assisting 856 clients in 2020/21 (compared to 610 in the previous year). 2.6 full time equivalent staff were employed to deliver these services.
- 272 people affected by cancer were provided with welfare benefits advice by CAW's team of two advisers, working in partnership with Citizens Advice Croydon. This is a significant reduction on the previous year due to a new project service-delivery model and the closure of the cancer information centres caused by coronavirus. Macmillan Cancer Support funded this service.
- The Help Through Hardship Crisis Project, funded by the National Lottery through the Big Lottery Fund, provides advice for people in hardship crisis, training for community-based volunteers in "Advice First Aid" and co-ordinates a hardship crisis network for Wandsworth. The project is delivered in partnership with Wandsworth Community Empowerment Network and 1.4 full time equivalent advisers and a Project Manager were employed to deliver the project. In 2020/21, the project was expanded to help manage the coronavirus related demand and overall, the service provided advice for 195 people in hardship crisis and trained 69 people from local organisations in "Advice First Aid".
- A volunteer Financial Adviser with CAW provided free generic financial advice for 14 people. The MoneyPlan advice service covered mortgages, endowments, equity release, banking, savings, investments, raising money from property, tax, life and health insurance and pensions.
- Roehampton University's Law School continued its work with CAW during 2020-21. A grant from the University allowed CAW to provide volunteering opportunities in its advice services for 6 law degree students.
- In total, 9,092 individual people benefited from CAW's advice services in 2020-21 concerning 27,108 issues. Total financial gains for local people as a result of the interventions of CAW's public and project advice services totalled over £4.95 million for the year.

Client feedback
Citizens Advice nationally uses an independent agency to seek feedback from clients; the results are fed back quarterly, scrutinized and reflected upon routinely in order to inform service improvement and development. The CAW team are proud that our client feedback and quality scores remained good throughout 2020-21.

Research and campaigns and local leadership

Being influential by developing and contributing to research and campaign activity that leads to improvements in policy and practice and prevents problems and systemic failure is an important aspect of CAW's work. We also know the importance of local collaboration; and work hard to ensure that our clients have a smooth a "journey" as possible between local services.

CAW's work includes public information campaigns, coordination of policy forums and collection of evidence and research data on the problems and issues dealt with by its advice services. CAW plays an important role in the local voluntary and community sector – planning and coordinating activity and ensuring that other agencies are kept informed. In 2020-21, CAW:

- Published three reports into the impact of coronavirus on its clients, after 6 weeks, 12 weeks and 6 months. The reports demonstrated the hardship caused by the pandemic and helped to influence the Council's investment in discretionary support for residents.

- Published two separate reports. One looking at the harsh, unjust and unclear approach to littering and fly tipping offences taken by the Council's contractor, and the other exposing the practice of exploitative landlords in the borough.
- Worked more closely than ever with other local voluntary sector agencies to raise concerns, and advocate for better local support for residents. Notably CAW worked with Wandsworth Foodbank, South West London Law Centres, and Katherine Low Settlement.
- The CAW Chief Executive attended weekly (which became fortnightly) calls convened by the Council and with local voluntary, Health and Council and partners in attendance. The groups were key hubs for information dissemination and where issues could reliably be escalated.
- The Chief Executive (accompanied by senior advisers) also attended monthly Welfare Reform meetings (attended in addition by the local JCPs). The group monitors local data – including the number of Universal Credit claims, social fund claims and payments, Council Tax Reduction claims, Local Authority rent arrears etc. and pushes for better local action to support residents.
- Contributed statistics, case studies and observations on the impact of the pandemic on CAW's clients.
- Convened a well-attended local network events on insecure work in order to help partners across the borough understand the key issues relating to this issue and help equip them to best support local residents.
- Convened a Hardship Crisis Conference on zoom in July 2020. The event brought together local statutory, voluntary, community, social and faith agencies to discuss local hardship issues, systemic problems and interventions. The event focused on the disproportionate impact of coronavirus, the link between social and health inequalities, and the role advice has to play in influencing the wider determinants of health.
- Was also proactive in encouraging and facilitating the up-skilling of local voluntary and community agencies on advice issues, establishing new online Advice First Aid training courses which kept local partners up to date with the changing legal framework (related to coronavirus).

Volunteer contributions

A vital part of CAW's activity is the engagement of volunteers in the delivery of its services, research and campaigns. Over 70 volunteers (including Trustees) were engaged in CAW activity during 2020/21. Volunteers were recruited and trained by CAW's volunteer and training team, led by a Volunteer and Training Manager.

When we closed our offices in March 2020, we moved as many volunteers as possible to Adviceline. Coronavirus has been highly disruptive for our volunteers; we couldn't retain volunteers who didn't want to or who couldn't work remotely; some of our volunteers had to take time out to focus on looking after themselves or their family; and we had to completely reinvent how we recruit, train and supervise volunteers. Despite this, volunteers (including Trustees) contributed over 621 hours per week on average during the year. If CAW had paid staff to do the work of volunteers it would have cost an estimated £843,522.

Plans for future periods

2021/20 will be a year of significant challenges for CAW:

- CAW will need to re-design its services and working arrangements to take advantage of the learning from the pandemic and being careful to ensure that clients who need face to face help are able to access it.
- CAW anticipates a significant surge in demand once the Government support measures are lifted and lockdown is eased.

- The funding outlook is unclear; the need for advice is clear and the value we provide to the Council is obvious. However, the state of public sector finances from 2021-22 is precarious.
- CAW will continue to consolidate and build on achievements in respect of equality and diversity including:
    - Being mindful of the disproportionate impact of coronavirus on BAME communities in Wandsworth and working to promote the value of advice in tackling social inequality;
    - Ensuring we do all we can to recruit, train and support staff, volunteers and Trustees from backgrounds that are as representative of our communities as they can be;
    - Monitoring the equalities impact of CAW's service model;
    - Developing our ASK practice and working with local providers to improve local domestic abuse provision; and
    - Improving the provision of discrimination advice.

Financial Review

Financial Performance

Against the backdrop of continued funding challenges for the charity sector, 2020/21 was a year of significant progress and accomplishments for CAW.

Total income increased to £1,537,308 during the current financial year compared to £1,329,204 from the previous financial year mostly due to new funding and additional Covid-19 funding.

Total expenditure in the same period increased slightly to £1,471,630 (2020: £1,289,566) primarily as a result of increased staff costs to support the increase in funding.

Expenditure on advice and advocacy increased slightly to £1,283,528 (2020: £1,054,173) and expenditure on research and campaign to £71,844 (2020: £105,124). In 2021, we spent £96,920 (2020: £109,881) on volunteer recruitment, training and support. This level of spending was necessary to support the continued expansion of services during the year.

Balance Sheet

Total cash balance was £888,010 (2020: £530,036) supported by grants received in advance. Working capital increased to £503,586 (2020: £436,111).

A liability for future pension payments has been included on the balance sheet and the pension reserve has increased to £103,152 (2020: £71,227).

Reserves Policy

The Trustee Board reviews the reserves policy each year to consider the appropriate level of unrestricted reserves. The Trustees believe that sufficient reserves are necessary to balance the growing needs of the Charity to absorb setbacks and to take advantage of opportunities to meet our charitable objectives.

CAW holds reserves primarily to:

- Safeguard the Charity's service commitment in the event of delays in receipt of grants or income;
- Provide financial contingency against risks and uncertainties, and allow the Charity to meet any legal obligations that might arise from any materialisation of those risks and uncertainties; and
- Fund the research and development of services and initiatives.

In the event of a contract being terminated or not renewed by a funder, some roles may become redundant. While we operate on a going concern basis there is no certainty that existing contracts will be renewed at existing levels and, therefore, provision for redundancy costs will need to be made.

The Trustees have decided that the Charity's minimum reserves requirement as being:

- Three months operating expenditure (excluding disbursements and depreciation) – equivalent to £330,000 (2020: £298,000).

Therefore, for this financial year the minimum reserves requirement should increase from £298,000 to £330,000. Our restricted funds do not form part of the reserve policy.

The Trustees monitor the minimum reserve requirement against two measures. Total reserves were £421,500 (2020: 388,000) and unrestricted reserves less fixed assets was £393,000 (2020: £343,000) and therefore in excess of the minimum requirement under both measures.

Going Concern

CAW has strong cash flows and has secured funding for the next twelve months. We, therefore, believe that there are sufficient resources to meet our liabilities as they fall due. The Trustees review two-year financial projections, management accounts, Balance sheet and cash flow projections quarterly to review and assess compliance with the reserves policy and the potential impact of any adverse economic condition on the Charity's income and planned expenditure. Therefore, we do not believe there are material uncertainties that call into doubt the Charity's ability to operate as a going concern for the foreseeable future.

Investment Policy

The Trustees adopt a low risk strategy to manage the Charity's cash flows and reserves not immediately required by the organisation. We have decided to not invest funds in any product that carries risk to the security of capital and only investing funds in financial products that qualify for the Financial Services Compensation Scheme. Accordingly, our excess funds are invested in fixed rate bonds up to a maturity of one year and high interest deposit accounts with UK based financial institutions. Within these limits, we seek to provide the best returns on investment while maintaining necessary liquidity of funds.

This policy is reviewed each year in the light of any changes to financial conditions.

Structure and governance

Constitution and organisational structure

The Charity is a company limited by guarantee, incorporated on 12 July 1994, and registered as a charity on 19 August 1994. The Memorandum and Articles of Association were last amended by special resolution dated 3 February 2020.

The full Trustee Board met four times during 2020/21. Sub-committees with responsibility for Strategy, Finance, and People helped to explore and prepare for Board decisions. The Board retained responsibility and oversight.

The operation of the Charity is managed by the Chief Executive, Office Manager, Head of Projects and Head of Service, with an outsourced contractor, reporting to the Chief Executive, responsible for the finance and accounting of the Charity.

The pay for the organisation's Chief Executive was set during the 2013 recruitment and was retained for the 2018 recruitment round (having been benchmarked by the Trustee recruitment panel). Pay for the two Heads

of Service roles was set following a benchmarking exercise by the Executive (Director of Services and Chief Executive).

Recruitment and appointment of Trustees
Trustees are appointed and offer themselves for re-election at the Annual General Meeting ("AGM"). At the Ordinary meeting of the Trustee Board immediately preceding the AGM, member organisations are reviewed and any applications for representation on the Board are considered. Trustees can also be co-opted by the Trustee Board, provided that the total number of co-opted and nominated Trustees does not exceed one third of the total number of Trustees. All elected Trustees retire from office after a three-year term but may be re-elected.

Induction and training of trustees
New Trustees undertake an induction programme covering the role of a Trustee, relevant Charity Commission guidance and extensive information on the work of Citizens Advice Wandsworth. In addition, Trustees have access to training via Citizens Advice and are encouraged to visit and spend time at individual advice centres operated by Citizens Advice Wandsworth.

Risk mitigation
The Chief Executive, together with the Trustee Board, analyses and agrees management and mitigation of the major risks to the Charity periodically and when preparing and updating the Business and Development Plan. Risk analysis evaluates the likelihood and severity of the impact to the organisation.

Related Organisations
The Charity is a member of Citizens Advice, a national network of over 280 charities that deliver across the country, overseen by a national framework provided by Citizens Advice.

As a member of the national Citizens Advice network all our advice work is subject to professional quality assurance standards so we can ensure the best standard of support is being consistently delivered.

Information Assurance
CAW has adopted the recommended Citizens Advice Information Assurance and Data Protection policy. All decisions on how to manage information risks within the Charity are derived from our wish to maintain a low level of risk. We ensure our information risk policy is reviewed regularly so that it remains comprehensive and effective at the following intervals and/or after the following events: a) annually; b) whenever significant amendments or additions are required (e.g. by changes in law or other compliance obligations); and c) after a data loss incident, if required. All significant information risks are documented in an appropriate section of the CAW corporate risk register, which is reviewed at regular intervals by the Trustee Board.

All information assurance policies and procedures are reviewed annually and last reviewed in Autumn 2020.

Legal and Administrative Information

The Charity is a company limited by guarantee, incorporated on 12 July 1994, and registered as a charity on 19 August 1994.

Wandsworth Citizens Advice Bureaux Ltd is the registered name of the company. It commonly trades as Citizens Advice Wandsworth ("CAW").

Governing documents	Memorandum and Articles of Association amended by special resolutions on 24 April 2002, 4 October 2006, 16 September 2009, 19 October 2016, 22 November 2018 and 3 February 2020
Company number	02947554
Charity number	1040303
Registered Office:	Battersea Library, 265 Lavender Hill, SW11 1JB
Roehampton Office:	Picasso Building, Minstead Gardens, SW15 4EE

Current Trustees (also directors under company law)

Lucy Harmer	Chair	Appointed 1 November 2015
Jonathan Mogford	Deputy Chair	Appointed 25 July 2018
Ben Dulieu		Appointed 21 November 2018
Guy Conway		Appointed 23 November 2016
Susan Marshall		Appointed 23 November 2016
Dylan Brooks		Appointed 21 November 2018
Lauren Beth Iannarone		Appointed 28 July 2020
Kalai Chau	Treasurer	Appointed 28 July 2020
Sumathi Narayanan Menon		Appointed 28 July 2020
Susan Jane Wixley		Appointed 28 July 2020

Retired Trustees

Gaynor Nuimata	Trustee	Deceased 13 August 2020
James Spybey	Deputy Chair	Retired 7 December 2020
Makoto Takano	Treasurer	Retired 7 December 2020

Senior staff

Mary-Ann Foxwell	Chief Executive	
Hannah-Leigh Morgan	Office Manager and Company Secretary	Appointed Company Secretary 28 July 2020
Beth Rattigan	Head of Projects	
Tom Segurola	Head of Service	

Bankers	Barclays Bank plc 83 Wandsworth High Street London SW18 2PR	CAF Bank 25 Kings Hill Avenue Kings Hill, West Malling Kent ME19 4JQ
Auditor	Hartley Fowler LLP, 4th Floor Tuition House 27/37 St George's Road, Wimbledon London SW19 4EU	

The Trustees of the charity (who are the directors of the charity for company law purposes) present their report and the audited financial accounts for the year ended 31 March 2021. The Trustees confirm that the annual report and financial statements comply with current statutory requirements, the requirements of the Charity's governing document and the provisions of the Statement of Recommended Practice ("SORP") applicable to charities preparing these accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland ("FRS102") (effective 1 January 2019).

Statement of Trustees' Responsibilities

The Trustees (who are also directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the Trustees have elected to prepare the financial statements in accordance with the United Kingdom generally Accepted Accounting Practice (United Kingdom Accounting Standard and applicable law).

Under company law, the Trustees must not approve the company financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities SORP;
- Make 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 that the charitable company will continue in business.

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

In so far as we are aware:

- There is no relevant audit information of which the charitable company's auditor is 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 auditor is aware of that information

Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2021 was 18 (2020: 18). The Trustees have no beneficial interest in the charitable company.

Auditors
The auditors, Hartley Fowler LLP, will be proposed for re-appointment in accordance with Section 485 of the Companies Act 2006.

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

Approval
This report was approved by the Board of Trustees on 26 October 2021 and signed on their behalf by:



Kalai Chau
Treasurer

Report of the Independent Auditors to the members of Wandsworth Citizens Advice Bureaux Limited for the year ended 31 March 2021

Opinion

We have audited the financial statements of Wandsworth Citizens Advice Bureaux Limited (the "charitable company") for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report, other than the financial statements and our Report of the Independent Auditors thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

The trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

Responsibilities of trustees

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, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Our responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue a Report of the Independent Auditors that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlines above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below;

We identify and assess risks of material misstatement of the financial statement, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis of our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following;

- The nature of the industry and sector, control environment and the charities activities;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to:
- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations;
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all adults we also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:

- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reviewing minutes of meeting of those charged with governance, reviewing internal reports, and
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at www.frc.org.uk/auditorsresponsibilities. This description forms part of our Report of the Independent Auditors.

Use of our report

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.

Jonathan Askew FCA (Senior Statutory Auditor)
Hartley Fowler LLP Hartley Fowler LLP
Statutory Auditors
Chartered Accountants
4th Floor Tuition House
27/37 St George's Road
Wimbledon
London
SW19 4EU

1/11/21

Wandsworth Citizens Advice Bureaux Limited

Statement of financial activities (incorporating income and expenditure account)

For the year ended 31 March 2021

	Notes	Restricted £	Unrestricted £	**2021 £**	2020 £
Income					
Donations	3	-	695	**695**	2,308
Charitable activities: advice and	4	919,055	614,738	**1,533,793**	1,314,028
Other trading activities	5	-	-	**-**	8,844
Investments	6	-	2,820	**2,820**	4,024
Total incoming resources		919,055	618,253	**1,537,308**	1,329,204
Expenditure					
Raising funds	7, 8	-	(19,338)	**(19,338)**	(20,389)
Charitable activities	7, 8	(919,055)	(533,237)	**(1,452,292)**	(1,269,177)
Total expenditure		(919,055)	(552,575)	**(1,471,630)**	(1,289,566)
Net income		-	65,678	**65,678**	39,638
Actuarial (losses) / gains on defined benefit pension scheme		-	(31,925)	**(31,925)**	3,857
Net movement in funds		-	33,753	**33,753**	43,495
Reconciliation of funds					
Funds brought forward at 1 April 2020		-	387,752	**387,752**	344,257
Funds carried forward at 31 March 2021		-	421,505	**421,505**	387,752

The notes on pages 19 to 36 form part of these financial statements.

There were no other recognised gains and losses other than those listed above and the net income for the year. All income relates to continuing operations.

Wandsworth Citizens Advice Bureaux Limited

Registered Company number 02947554

Balance sheet

As at 31 March 2021

	Notes	2021 £	2020 £
Fixed assets			
Tangible fixed assets	12	**35,471**	44,468
		35,471	44,468
Current assets			
Debtors	13	**76,059**	130,435
Short-term deposits		**315,905**	312,600
Cash at bank and in hand		**572,105**	217,436
		964,069	660,471
Creditors: amounts falling due within one year	14	**(460,483)**	(224,360)
Net current assets		**503,586**	436,111
Total assets less current liabilities		**539,057**	480,579
Creditors: amounts falling due after one year	14	**(14,400)**	(21,600)
Net assets excluding pension liability		**524,657**	458,979
Provisions for liabilities and charges			
Defined benefit pension scheme liability	15	**(103,152)**	(71,227)
Net assets		**421,505**	387,752
Funds of the Charity			
Restricted funds		**-**	-
Unrestricted funds		**524,657**	458,979
Pension reserve		**(103,152)**	(71,227)
Total Charity funds	16	**421,505**	387,752

The notes on pages 19 to 36 form part of these financial statements.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006.

The financial statements were approved and authorised for issue by the Trustees on 26 October 2021 and signed on their behalf by:

Kalai Chau
Treasurer



Wandsworth Citizens Advice Bureaux Limited

Cash Flow Statement

For the year ended 31 March 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net cash used in operating activities	A	**370,577**	72,830
Cash flows from investing activities			
Interest from investments		**2,820**	4,024
Purchase of property, plant and equipment		**(15,423)**	(7,200)
Cash placed in short-term deposits	B	**(3,305)**	(84,763)
Net cash used in investing activities		**(15,908)**	(87,939)
Change in cash and cash equivalents		**354,669**	(15,109)
Cash and cash equivalent in the beginning of the year		**217,436**	232,545
Cash and cash equivalent at the end of the year		**572,105**	217,436

Notes to the cash flow statement

A Reconciliation of net income to net cash flow from operating activities

	2,021 £	2020 £
Net income for the reporting period	**65,678**	43,495
Adjustments for:		
Depreciation	**24,421**	17,300
Decrease in debtors	**54,376**	50,462
Increase / (decrease) in creditors	**228,922**	(34,403)
Bank interest receivable	**(2,820)**	(4,024)
Net cash provided by operating activities	**370,577**	72,830

B Analysis of short-term deposits

	2,021 £	2020 £
Short-term deposits at beginning of year	**312,600**	227,837
Movement	**3,305**	84,763
Short-term deposits at end of year	**315,905**	312,600

1 Company Status

Wandsworth Citizens Advice Bureaux is a registered charity in England and Wales (number 1040303) and is constituted as a company registered in England and Wales and limited by guarantee (company number 02947554). Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2021 was 18 (2020:18). The Trustees have no beneficial interest in the charitable company.

2. Accounting policies

a) Basis of preparation

The presentation currency of the financial statements is Pound Sterling (£).

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The financial statements of Wandsworth Citizens Advice Bureaux Limited (the "Charity") have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006 as it applies from 1 January 2019. The Charity constitutes a public benefit entity as defined by FRS 102.

b) Going concern

The financial statements have been prepared on the going concern basis. The Charity has secured funding for the next twelve months and has a strong balance sheet to meet all its liabilities as they fall due. Management accounts are presented to the Trustee Board quarterly to monitor progress against plan. Any adverse variation against plan are actioned immediately by management to bring it back into line with agreed plan. There are no material uncertainties that cast doubt on the Charity's ability to continue.

c) Incoming resources

All income is accounted for when the Charity is legally entitled to the income, it is probable that the income will be received, and the amount can be quantified with reasonable accuracy.

Donation income
Donations are accounted for on an accruals basis in the period in which the Charity is entitled to income where the amount can be measured with reasonable certainty.

External grants
Grant receivables are recognised when due and when any conditions for receipt are met. Any unexpended grant is carried forward in reserves.

Legacies
Legacies are recognised when they are received or when notice is given from the executor that a payment is due, whichever is earlier.

Other income
All other income is accounted for on an accruals basis.

d) Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity.

e) Resources expended

All expenditure is accounted for on an accruals basis and has been classified under the charitable expenditure activity headings with references to activities performed in the year.

Costs of generating funds include salaries, direct expenditure and overhead costs related to securing

Charitable activities expenditure enables the Charity to meets it charitable aims and objectives.

Direct staff costs and overheads are allocated to the activities to which they relate. Resources expended include attributable VAT that cannot be recovered.

Indirect staff costs are allocated to activities on the basis of a reasonable estimate of time spent on those activities for each relevant member of staff.

Governance costs are those costs incurred in connection with enabling the charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutory duties.

Support costs including central management, HR, Finance and IT support provided by the central management team (staff and other costs) which are not directly attributable to a particular principal activity, have been fully allocated to activities on a per capita basis.

Redundancy costs are recognised when there is a legal or constructive obligation.

Irrecoverable VAT is charged against the activity that incurred the original VAT.

f) Fund accounting

The Charity maintains the following types of fund:

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

Unrestricted funds are donations and other incoming resources received or generated that can be used freely in accordance with the Charity's purposes.

Designated funds are unrestricted funds earmarked by the Trustees out of unrestricted funds for specific purposes or projects.

g) Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. Assets are capitalised where the cost exceeds £500.

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each asset evenly over its expected useful life.

The estimated useful lives used for this purpose, which are consistent with those of the prior year, are:

Leasehold Building and improvements	Over length of lease
Computers and IT equipment	2 years
Furniture and equipment	4 years

h) Leased assets

All leases are considered to be operating leases and rentals are charged to the statement of financial activities on a straight line basis over the term of the lease. There are no assets are held under hire purchase agreements or finance leases.

i) Cash and cash equivalents

Cash and cash equivalents include cash in hand, current balances with banks, and short-term deposits with banks with maturities of 12 months or less.

j) Provisions for liabilities and charges

Provision for future liabilities are recognised when the Charity has a legal or constructive financial obligations that can be reliably estimated and for which there is an expectation that payment will be made.

The Charity contributes to the National Association of Citizens Advice Bureaux pension fund which is a multi-employer defined benefit pension scheme fund. With effect from 31 March 2008 the scheme closed to future accrual. The assets and liabilities of the scheme are held separately from those of the company in independently administered funds. It is not possible to identify the Charity's share of the assets and liabilities of the scheme on a consistent and reasonable basis. Therefore, the contributions to the scheme have been treated on a defined contributions basis. Further information is given in Note 18. The organisation also contributes to stakeholder pension schemes for its employees the liability is limited to

As from January 2017 staff are automatically enrolled unless they opt out or eligibility criteria not met.

k) Deferred income

Deferred income relates to restricted funding received in advance but where the related expenditure can only take place in a future accounting period.

l) Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments which are initially recognised at transaction value and subsequently measured at the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise debtors, excluding prepayments, short-term cash deposits and cash at bank and in hand.

Financial liabilities held at amortised cost comprise the Charity's short term creditors excluding deferred income and taxation payable. No discounting has been applied to these financial instruments on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

3. Donations

	2021	2020
	£	£
Donations from private individuals	695	2,308
	695	2,308

4. Income from charitable activities

	Restricted £	Unrestricted £	**2021 £**	2020 £
Grants and contracts for advice and advocacy				
Wandsworth Borough Council	-	540,738	**540,738**	516,728
Macmillan Cancer Care	187,263	-	**187,263**	195,624
Trust For London	27,652	-	**27,652**	-
Big Lottery Fund - HTC	147,849	-	**147,849**	122,407
Roehampton Community Capacity	-	60,000	**60,000**	15,000
Wandle CCG	73,250	-	**73,250**	73,250
Battersea CCG	28,733	-	**28,733**	28,733
West Wandsworth CCG	29,360	-	**29,360**	29,360
Roehampton University - Student Vols.	-	14,000	**14,000**	-
The London Community	2,116	-	**2,116**	-
City Bridge Trust	-	-	-	-
Major Trauma Advice	16,680	-	**16,680**	58,122
Earlsfield - Foodbank	11,916	-	**11,916**	9,750
Citizens Advice - Windrush	33,073	-	**33,073**	975
Citizens Advice - Help to Claim	138,932	-	**138,932**	135,341
London Catalyst	-	-	-	-
Wandsworth Council - DEFRA	25,000	-	**25,000**	14,000
Foodbank - Wandsworth	19,178	-	**19,178**	-
EU National	93,495	-	**93,495**	34,233
Foodbank - Henry Smith	58,833	-	**58,833**	59,067
Foodbank - Trussell Trust	25,725	-	**25,725**	21,438
Total income from charitable activities	919,055	614,738	**1,533,793**	1,314,028

5. Income from other activities

	Restricted £	Unrestricted £	**2021 £**	2020 £
Miscellaneous	-	-	-	8,844
Room hire	-	-	-	-
	-	-	-	8,844

6. Investment income

	Restricted £	Unrestricted £	**2021 £**	2020 £
Interest income	-	2,820	**2,820**	4,024
	-	2,820	**2,820**	4,024

7. Resources expended

	Charitable Activities					
	Advice and advocacy £	Research and campaign £	Volunteer recruitment and training £	Total costs of charitable activities £	Generating funds £	**Total costs 2021 £**
Staff costs	961,310	53,809	72,513	1,087,632	13,915	1,101,547
Staff and volunteer expenses	1,645	92	225	1,962	-	1,962
Office costs	86,450	4,839	6,521	97,810	4,002	101,812
Premises costs	21,301	1,192	1,607	24,100	1,420	25,520
Other running costs	129,634	7,256	9,779	146,669	-	146,669
Governance costs (Note 8)	22,233	1,244	1,677	25,154	-	25,154
Support costs (Note 8)	60,955	3,412	4,598	68,965	-	68,965
Redundancy cost	-	-	-	-	-	-
Total	1,283,528.00	71,844.00	96,920.00	1,452,292.00	19,338.15	**1,471,630**

7. Resources expended (continued)

	Charitable Activities					
	Advice and advocacy £	Research and campaign £	Volunteer recruitment and training £	Total costs of charitable activities £	Generating funds £	Total costs 2020 £
Staff costs	758,980	75,797	77,911	912,688	15,184	927,871
Staff and volunteer expenses	3,755	378	2,215	6,348	-	6,348
Office costs	66,682	6,712	6,900	80,294	2,757	83,051
Premises costs	35,249	3,548	3,647	42,444	2,448	44,892
Other running costs	107,371	10,420	10,711	128,502	-	128,502
Governance costs (Note 8)	22,235	2,238	2,301	26,774	-	26,774
Support costs (Note 8)	56,775	6,030	6,198	69,003	-	69,003
Redundancy cost	3,125	-	-	3,125		3,125
Total	1,054,173	105,124	109,881	1,269,178	20,389	1,289,566

8. Support and governance costs

Support costs are allocated across activities based on direct staff numbers.

	Charitable activities						
	Advice and advocacy £	Research and campaign £	Volunteer recruitment and training £	General support costs £	Governance costs £	**Total 2021 £**	Total 2020 £
Staff costs	36,654	2,052	2,765	41,471	14,766	**56,237**	58,239
Staff and volunteer expenses	11,916	667	899	13,482	-	**13,482**	13,426
General office costs	9,141	512	689	10,342	4,002	**14,344**	9,882
Premises costs	3,244	181	245	3,670	1,420	**5,090**	8,773
Other costs	-	-	-	-	48	**48**	766
Trustee expenses	-	-	-	-	418	**418**	192
Audit costs	-	-	-	-	4,500	**4,500**	4,500
Total	60,955	3,412	4,598	68,965	25,154	**94,119**	95,778

Governance costs of £25,154 (2020: £26,774) includes administrative and management support costs.

9. Net income / (expenditure) for the year

This is stated after charging

	2021	2020
	£	£
Operating lease rentals:		
Property	**26,400**	46,620
Other	**10,240**	10,788
Depreciation	**24,421**	17,300
External Auditors' remuneration:		
▪ External Audit Fee	**4,500**	4,500
▪ Non Audit remuneration	**-**	-

10. Staff costs and Trustee Expenses

No emoluments were paid to the Charity's Trustees during the year (2020: £nil).
No travel expenses were reimbursed to the Charity's Trustee during the year (2020: £192).

	2021	2020
	£	£
Staff costs during the year :		
Salaries and wages	**985,587**	845,918
Redundancy costs	**-**	3,126
Social security costs	**88,546**	75,351
Pension contributions	**69,961**	56,010
	1,144,094	980,405

	2021	2020
Number of employees who earned between £60k - £70k during the year:	**1**	1
Key management personnel received benefits during the year of:	**160,420**	159,280

The average monthly head count was 37 staff (2020: 33) and the average monthly number of full time equivalent employees during the year were as follows:

	2021	2020
	No.	No.
Generating funds	**0.6**	0.5
Charitable activity	**29.6**	26.2
Governance	**0.9**	0.7
	31.1	27.4
Average number of employees	**37**	33

11. Taxation

Wandsworth Citizens Advice Bureaux Limited is a registered charity and is therefore potentially exempt from taxation of its income and gains as Wandsworth Citizens Advice Bureaux Limited falls within the definition of Charitable Company as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen during the year.

12. Tangible fixed assets

	Leasehold Building and improvement £	Computers and IT equipment £	Furniture and equipment £	**Total £**
Cost				
At 1 April 2020	95,215	32,784	18,417	**146,416**
Additions in year	-	15,424	-	**15,424**
Disposals in year	-	-	-	-
At 31 March 2021	95,215	48,208	18,417	**161,840**
Depreciation				
At 1 April 2020	(52,499)	(32,784)	(16,665)	**(101,948)**
Charge for the year	(14,957)	(7,712)	(1,752)	**(24,421)**
Disposals in year	-	-	-	-
At 31 March 2021	(67,456)	(40,496)	(18,417)	**(126,369)**
Net book value				
At 31 March 2021	**27,759**	**7,712**	**-**	**35,471**
At 31 March 2020	42,716	-	1,752	44,468

All tangible fixed assets are used to fulfil the Charity's objects.

13. Debtors

	2021 £	2020 £
Account receivables	**40,141**	66,751
Other debtors	**13,014**	52,194
Prepaid expenses	**22,905**	11,490
	76,059	130,435

14. Creditors

	2021 £	2020 £
Amounts falling due within one year		
Bank overdraft	**(53,089)**	-
Trade creditors	**(45,252)**	(13,437)
Other creditors	**(19,644)**	(15,910)
Deferred income (see Note 16)	**(195,179)**	(64,124)
Accruals	**(87,658)**	(83,396)
Taxation and social security	**(59,661)**	(47,493)
	(460,483)	(224,360)
Amounts falling due after one year		
Other creditors	**(14,400)**	(21,600)
	(14,400)	(21,600)

15. Defined benefit pension scheme liability

	2021 £	2020 £
Defined Benefit Pension FRS 102	**(103,152)**	(71,227)

16. Deferred income

	2021 £	2020 £
Deferred income brought forward	**(64,124)**	(84,339)
Amounts released to income during the year	**64,124**	84,339
Incoming resources deferred in the year	**(195,179)**	(64,124)
	(195,179)	(64,124)

17. Analysis of net assets between funds

	Restricted funds £	Designated funds £	General funds £	**Total funds 2021 £**	Total funds 2020 £
Tangible fixed assets	-	-	35,471	**35,471**	44,468
Current assets	-	-	964,069	**964,069**	660,471
Current liabilities	-	-	(474,883)	**(474,883)**	(245,960)
Non Current liabilities	-	-	(103,152)	**(103,152)**	(71,227)
Net assets at 31 March 2021	-	-	421,505	**421,505**	387,752

18. Statement of Funds

	At 1 April 2020 £	Incoming resources £	Outgoing resources £	Gain (loss) on investments £	Pension adjustment £	At 31 March 2021 £
Restricted funds:						
Macmillan Cancer Care	-	187,263	(187,263)	-	-	-
Big Lottery Fund - HTC	-	147,849	(147,849)	-	-	-
London Community Response	-	27,652	(27,652)	-	-	-
Wandle CCG	-	73,250	(73,250)	-	-	-
Battersea CCG	-	28,733	(28,733)	-	-	-
West Wandsworth CCG	-	29,360	(29,360)	-	-	-
Major Trauma Advice	-	16,680	(16,680)	-	-	-
Citizens Advice - Help to Claim	-	138,932	(138,932)	-	-	-
Citizens Advice BEIS funding	-	33,073	(33,073)	-	-	-
The London Community	-	2,116	(2,116)	-	-	-
Wandsworth Council - DEFRA	-	25,000	(25,000)	-	-	-
Foodbank - Wandsworth	-	19,178	(19,178)	-	-	-
Foodbank - Earlsfield	-	11,916	(11,916)	-	-	-
Foodbank - Henry Smith	-	58,833	(58,833)	-	-	-
Foodbank - Trussell Trust	-	25,725	(25,725)	-	-	-
EU National	-	93,495	(93,495)	-	-	-
Total restricted funds	-	919,055	(919,055)	-	-	-
Unrestricted funds:						
General funds						
Free funds	458,979	618,253	(552,575)	-	-	**524,657**
Defined pension benefit scheme	(71,227)	-	-	(31,925)	-	**(103,152)**
Total unrestricted funds	387,752	618,253	(552,575)	(31,925)	-	**421,505**
Total funds	387,752	1,537,308	(1,471,630)	(31,925)	-	**421,505**

The unrestricted funds represents the free funds of the Charity. The Trustee Board has agreed to a minimum level of £330,000 funding as reserves to guard against unforeseen eventualities.

18. Statement of funds (continued)

Purpose of restricted funds	
Macmillan Cancer Care	To provide benefit advice to cancer patients at St Georges and Kingston hospitals.
Roehampton Community Capacity Fund	To develop community capacity in Roehampton; helping community groups to formalise and the community to come together in order to establish an infrastructure that provides better support for local people.
Big Lottery Fund - Help through Hardship Crisis Fund	This project is funded by the National Lottery through the Big lottery fund and provides advice for people in hardship crisis, supports training of community volunteers in first aid, and co-ordinates a hardship crisis
Wandle CCG	Provision of an advice service for patients of Wandle GPs. This is an innovative approach to prescribing advisory support and community referrals for patients presenting social needs to their GPs. It is intended to help achieve resource savings for GPs and promote better health in the
Battersea CCG	Provision of an advice service in partnership for patients of GPs in the Battersea locality.
Citizens Advice - Windrush	Funding per casework to support people making claims under the Windrush compensation scheme.
Major Trauma Advice	Provision of support and advice to people with serious injuries as a result of major trauma. It also facilitate access to further advice and alternative resources to ensure improved service / experience for major trauma patients and families.
Wandsworth Foodbank Support	Funding for direct costs of an adviser to help foodbank users to address their advice needs. Work is delivered by the Trussell Trust foodbanks – alongside our existing project.
Roehampton University Student Volunteers	The aim is to link its new law degree with Citizens Advice Wandsworth; student volunteers will not only benefit from the experience but at the same time increase the capacity for Citizens Advice Wandsworth to provide advice to the community.
West Wandsworth CCG	Provision of an advice service for patients of GPs in the West Wandsworth locality.
Disability and Social Care Services	Provision of advice services to local people with disabilities.
Wandsworth Defra funding	Funding for a service aimed at supporting digitally excluded residents to access the Sicretionary Social Fund (DSF).
Foodbank	Funding for an adviser to help users of an independent Wandsworth foodbank address their advice requirements.
Citizens Advice – Help to Claim	Funding towards a service that delivered information, advance and support in making Universal Credit Claims.
Citizens Advice	Funding to develop and test a model of video advice with local partners.
Wandsworth Grand Fund	Funding to undertake training for staff and volunteers across the borough.
The London Community Response Fund (wave 1)	Emergency funding to support our move to remote working; contribution towards the costs of mobile phones, SIMS, headsets, etc.
The London Community Response Fund (wave 2)	Trust for London; funding to enable us to provide employment advice to residents affected by covid-related employment issues
EU Nationals Advice	Funding for advisers to support EU Nationals in Wandsworth understand the EUSS scheme and support people to make successful applications

19. Operating lease commitments

Total future minimum lease payments are as follows:

	Land and Buildings 2021 £	**Other 2021 £**	Land and Buildings 2020 £	Other 2020 £
Within one year	**15,807**	**4,749**	39,296	10,503
Between one and five years	**53,156**	**-**	43,893	4,749
More than 5 years	**-**	**-**	16,285	-
	68,963	**4,749**	99,474	15,252

20. Pension scheme

Citizens Advice ("the Principal Employer") operates a defined benefit scheme ("the Plan") in the UK which provides both pensions in retirement and death benefits to members. Pension benefits are related to the members' final salaries at retirement and their length of service at the date they retired or left pensionable service. The Plan closed to future accrual on 31 March 2008. The Plan also contains some money purchase AVCs and protected rights funds, which are not included in these disclosures.

In accordance with the schedule of contributions in force over the 2021/22 accounting year, the contributions to the Plan for the year ending 31 March 2022 are expected to be £2,579,000, which includes £2,279,000 towards the deficit and £300,000 as an allowance for administration expenses and all scheme levies. A new schedule of contributions is likely to be agreed during the year following the completion of the actuarial valuation as at 31 March 2020. However, this has yet been finalised.

The Plan is a registered scheme under UK legislation. The Plan is subject to the scheme funding requirements outlined in UK legislation. The Plan is governed by the Plan's Trust Deed and Rules dated 4 April 2011. The Trustee is responsible for the operation and the governance of the Plan, including making decisions regarding the Plan's funding investment strategy (although they are required to consult the Principal Employer).

A full actuarial valuation of the Plan was carried out as at 31 March 2021 by a qualified independent actuary, based upon membership data as at 31 March 2019, allowing for assumed membership movements over the period from this date, as well as any actual transfers out or trivial commutations over the period.

The most recent formal actuarial valuation of the Plan was as at 31 March 2019 and revealed a funding deficit of £68,501,000. In the recovery plan agreed following the valuation, the Principal Employer and other participating employers agreed to pay deficit reduction contributions of £2,279,000 per annum with the view to eliminating the deficit by 31 March 2037.

The liabilities of the Plan are based on the current value of expected benefit payment cashflows to members of the Plan over the next 60 or more years. The average duration of the liabilities is approximately 16 years.

The Plan is exposed to actuarial risks such as market (investment) risk, interest rate risk, inflation risk, currency risk and

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

	31 March 2021	31 March 2020
Discount rate	**2.10%**	2.40%
Inflation (RPI)	**3.30%**	2.80%
Inflation (CPI)	**2.80%**	2.00%
Revaluation of deferred pensions in excess of GMP	**2.80%**	2.00%
Pension in payment increases of:		
CPI or 5% p.a. if less	**2.80%**	2.00%
CPI onflation since retirement or 5% p.a. compound if less	**2.80%**	2.00%
CPI or 3% p.a. if less	**2.50%**	1.90%
Commutation of pension for cash at retirement	**75% of HMRC maximum**	75% of HMRC maximum

	31 March 2021	31 March 2020
Assumed life expectancies on retirement at age 65 are:		
Retiring today - Males	**21.2**	21.2
Retiring today - Females	**24.1**	24.1
Retiring in 20 years time - Males	**22.6**	22.6
Retiring in 20 years time - Females	**25.7**	25.6

20. Pension scheme (continued)

The assets in the Plan were:

	31 March 2021 £000s	31 March 2020 £000s
The assets in the Plan were:		
Multi asset funds	**72,995**	61,086
Structured equity	**24,849**	24,279
Cash	**1,509**	594
Fair value of Plan assets	**99,353**	85,959
The actual return on assets over the period was:	**14,282**	188
Present value of funded obligations	**161,415**	140,310
Fair value of Plan assets	**99,353**	85,959
(Deficit) in funded scheme	**(62,062)**	(54,351)
Present value of unfunded obligations	-	-
Unrecognised actuarial gains / (losses)	-	-
Adjustment in respect of asset ceiling and minimum funding requirement	-	-
Net liability in balance sheet	**62,062**	54,351

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

	31 March 2021 £000s	31 March 2020 £000s
Benefit obligation at beginning of year	**140,310**	144,378
Current service cost	**652**	866
Interest cost	**3,322**	3,549
Contributions by Plan participants	-	-
Actuarial losses / (gains)	**21,568**	(2,823)
Benefits paid and expenses	**(4,437)**	(5,660)
Past service cost	-	-
Settlements	-	-
Business combinations	-	-
Exchange rate	-	-
Benefit obligation at end of year	**161,415**	140,310

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

	31 March 2021 £000s	31 March 2020 £000s
Fair value of Plan assets at beginning of year	**85,959**	88,882
Interest income on Plan assets	**2,052**	2,183
Return on assets, excluding interest income	**12,230**	(1,995)
Contributions by employers	**3,549**	2,549
Contributions by Plan participants	-	-
Benefits paid and expenses	**(4,437)**	(5,660)
Business combinations	-	-
Settlements	-	-
Exchange rate	-	-
Fair value of Plan assets at end of year	**99,353**	85,959

The amounts recognised in profit or loss:

	31 March 2021 £000s	31 March 2020 £000s
Service cost - including current and past service costs, and settlements	-	-
Service cost - administrative cost	**652**	866
Net interest on the net defined benefit liability	**1,270**	1,366
Total expense	**1,922**	2,232

20. Pension scheme (continued)

Remeasurements of the net defined benefits liability (asset) to be shown in OCI:

	31 March 2021	31 March 2020
	£000s	£000s
Actuarial losses / (gains) on the liabilities	21,568	(2,823)
Return on assets, excluding interest income	(12,230)	1,995
Changes in the effect of the asset ceiling excluding interest income	-	-
Total remeasurement of the net defined benefit liability / (asset) to be shown in OCI	9,338	(828)

21. Related party transactions.

There were no related party transaction for the year ended 31 March 2021.

22. Comparative Statement of financial activities (incorporating income and expenditure account)

	Restricted £	Unrestricted £	Total 2020 £
Income			
Donations	-	2,308	2,308
Income from charitable activities: advice and advocacy	797,300	516,728	1,314,028
Other trading activities	-	8,844	8,844
Investment income	-	4,024	4,024
Total incoming resources	797,300	531,904	1,329,204
Expenditure			
Raising funds	-	20,389	20,389
Charitable activities	797,300	471,877	1,269,177
Total expenditure	797,300	492,266	1,289,566
Net income	-	39,638	39,638
Actuarial gains on defined benefit pension scheme	-	3,857	3,857
Net movement in funds	-	43,495	43,495
Reconciliation of funds			
Funds brought forward at 1 April 2019	-	344,257	344,257
Funds carried forward at 31 March 2020	-	387,752	387,752

23. Comparative Statement of Funds

	At 1 April 2019 £	Incoming resources £	Outgoing resources £	Gain / (loss) on investments £	Pension adjustment £	At 31 March 2020 £
Restricted funds:						
Macmillan Cancer Care	-	195,624	(195,624)	-	-	-
Roehampton Community Capacity	-	15,000	(15,000)	-	-	-
Big Lottery Fund-HTC	-	122,407	(122,407)	-	-	-
Wandle CCG	-	73,250	(73,250)	-	-	-
Battersea CCG	-	28,733	(28,733)	-	-	-
West Wandsworth CCG	-	29,360	(29,360)	-	-	-
Major Trauma Advice	-	58,122	(58,122)	-	-	-
Citizens Advice - Help to Claim	-	135,341	(135,341)	-	-	-
Citizens Advice - Windrush	-	975	(975)	-	-	-
Roehampton University	-	14,000	(14,000)	-	-	-
Earlsfield - Foodbank	-	9,750	(9,750)	-	-	-
Foodbank - Henry Smith	-	59,067	(59,067)	-	-	-
Foodbank - Trussell Trust	-	21,438	(21,438)	-	-	-
EU National	-	34,233	(34,233)	-	-	-
Total restricted funds	-	797,300	(797,300)	-	-	-
Unrestricted funds:						
General funds						
Free funds	419,341	531,904	(492,266)	-	-	458,979
Defined pension benefit scheme	(75,084)	-	-	-	3,857	(71,227)
Total unrestricted funds	344,257	531,904	(492,266)	-	3,857	387,752
Total funds	344,257	1,329,204	(1,289,566)	-	3,857	387,752