

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.

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Report of the Trustees for the year ended 31 March 2021

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.

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Report of the Trustees for the year ended 31 March 2021

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.

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- 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.

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- 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.

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- 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.

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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

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Report of the Trustees for the year ended 31 March 2021

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").

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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 Segurolo	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
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Auditor	Hartley Fowler LLP, 4th Floor Tuition House 27/37 St George's Road, Wimbledon London SW19 4EU
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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 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).

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Report of the Trustees for the year ended 31 March 2021

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 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.

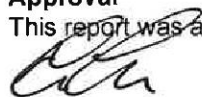
Auditors

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.

Wandsworth Citizens Advice Bureaux Limited

Report of the Trustees for the year ended 31 March 2021

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, outlined 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 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.

Wandsworth Citizens Advice Bureaux Limited
Report of the Trustees for the year ended 31 March 2021

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:

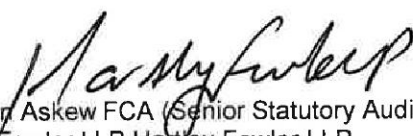
- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- 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		<u>919,055</u>	<u>618,253</u>	<u>1,537,308</u>	<u>1,329,204</u>
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		<u>(919,055)</u>	<u>(552,575)</u>	<u>(1,471,630)</u>	<u>(1,289,566)</u>
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		<u>-</u>	<u>421,505</u>	<u>421,505</u>	<u>387,752</u>

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
		<u>35,471</u>	<u>44,468</u>
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
		<u>964,069</u>	<u>660,471</u>
Creditors: amounts falling due within one year	14	(460,483)	(224,360)
Net current assets		<u>503,586</u>	<u>436,111</u>
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		<u>524,657</u>	<u>458,979</u>
Provisions for liabilities and charges			
Defined benefit pension scheme liability	15	(103,152)	(71,227)
Net assets		<u>421,505</u>	<u>387,752</u>
Funds of the Charity			
Restricted funds		-	-
Unrestricted funds		524,657	458,979
Pension reserve		(103,152)	(71,227)
Total Charity funds	16	<u>421,505</u>	<u>387,752</u>

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		<u>(15,908)</u>	<u>(87,939)</u>
Change in cash and cash equivalents		<u>354,669</u>	<u>(15,109)</u>
Cash and cash equivalent in the beginning of the year		217,436	232,545
Cash and cash equivalent at the end of the year		<u>572,105</u>	<u>217,436</u>

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	<u>370,577</u>	<u>72,830</u>
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	<u>315,905</u>	<u>312,600</u>

Wandsworth Citizens Advice Bureaux Limited

Notes to the financial statements

For the year ended 31 March 2021

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

Wandsworth Citizens Advice Bureaux Limited

Notes to the financial statements

For the year ended 31 March 2021

Charitable activities expenditure enables the Charity to meet its 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 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

Wandsworth Citizens Advice Bureaux Limited

Notes to the financial statements

For the year ended 31 March 2021

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
	<u>695</u>	<u>2,308</u>

Wandsworth Citizens Advice Bureaux Limited

Notes to the financial statements

For the year ended 31 March 2021

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

Wandsworth Citizens Advice Bureaux

Notes to the financial statements

For the year ended 31 March 2021

7. Resources expended

	Charitable Activities			Volunteer recruitment and training	Total costs of charitable activities	Generating funds	Total costs 2021
	Advice and advocacy	Research and campaign		£	£	£	£
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			Volunteer recruitment and training £	Total costs of charitable activities £	Generating funds £	Total costs 2020 £
	Advice and advocacy £	Research and campaign £					
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

Wandsworth Citizens Advice

Notes to the financial statements

For the year ended 31 March 2021

8. Support and governance costs

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

	Charitable activities				Volunteer recruitment and training	General support costs	Governance costs	Total 2021	Total 2020
	Advice and advocacy	Research and campaign	£	£					
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.

Wandsworth Citizens Advice

Notes to the financial statements

For the year ended 31 March 2021

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
	<u>1,144,094</u>	<u>980,405</u>

	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 No.	2020 No.
Generating funds	0.6	0.5
Charitable activity	29.6	26.2
Governance	0.9	0.7
	<u>31.1</u>	<u>27.4</u>
Average number of employees	<u>37</u>	<u>33</u>

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

Wandsworth Citizens Advice

Notes to the financial statements

For the year ended 31 March 2021

	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	<u>95,215</u>	<u>48,208</u>	<u>18,417</u>	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	<u>(67,456)</u>	<u>(40,496)</u>	<u>(18,417)</u>	(126,369)
Net book value				
At 31 March 2021	<u>27,759</u>	<u>7,712</u>	<u>-</u>	35,471
At 31 March 2020	<u>42,716</u>	<u>-</u>	<u>1,752</u>	<u>44,468</u>

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
	<u>76,059</u>	<u>130,435</u>

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)
	<u>(460,483)</u>	<u>(224,360)</u>
Amounts falling due after one year		
Other creditors	(14,400)	(21,600)
	<u>(14,400)</u>	<u>(21,600)</u>

Wandsworth Citizens Advice

Notes to the financial statements

For the year ended 31 March 2021

15. Defined benefit pension scheme liability

	2021 £	2020 £
Defined Benefit Pension FRS 102	<u>(103,152)</u>	<u>(71,227)</u>

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	<u>(195,179)</u>	<u>(64,124)</u>
	<u>(195,179)</u>	<u>(64,124)</u>

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)	<u>(103,152)</u>	<u>(71,227)</u>
Net assets at 31 March 2021	<u>-</u>	<u>-</u>	<u>421,505</u>	<u>421,505</u>	<u>387,752</u>

Wandsworth Citizens Advice

Notes to the financial statements

For the year ended 31 March 2021

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.

Wandsworth Citizens Advice

Notes to the financial statements

For the year ended 31 March 2021

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 Secretonary 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

Wandsworth Citizens Advice

Notes to the financial statements

For the year ended 31 March 2021

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	-
	<u>68,963</u>	<u>4,749</u>	<u>99,474</u>	<u>15,252</u>

Wandsworth Citizens Advice

Notes to the financial statements

For the year ended 31 March 2021

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

Wandsworth Citizens Advice

Notes to the financial statements

For the year ended 31 March 2021

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
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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

Wandsworth Citizens Advice

Notes to the financial statements

For the year ended 31 March 2021

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.

Wandsworth Citizens Advice

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	<u>797,300</u>	<u>531,904</u>	<u>1,329,204</u>
Expenditure			
Raising funds	-	20,389	20,389
Charitable activities	797,300	471,877	1,269,177
Total expenditure	<u>797,300</u>	<u>492,266</u>	<u>1,289,566</u>
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	<u>-</u>	<u>344,257</u>	<u>344,257</u>
Funds carried forward at 31 March 2020	<u>-</u>	<u>387,752</u>	<u>387,752</u>

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Notes to the financial statements

For the year ended 31 March 2021

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