

CITIZENS ADVICE KENSINGTON AND CHELSEA

England & Wales · Charity number 1057195

Details

Other names	KENSINGTON AND CHELSEA CITIZENS ADVICE BUREAU SERVICE
Status	Registered
Legal form	Charitable company
Company number	03174842
Registered	1996-07-30
Register	View on the Charity Commission register

Contact

Address	Citizens Advice 37 Pembroke Road London W8 6PW
Phone	0808 278 7982
Email	Ann.Goodger@citizensadvicekc.org.uk
Website	www.citizensadvicekc.org.uk

Activities

Objects: THE SERVICE IS ESTABLISHED FOR THE PROMOTION OF ANY CHARITABLE PURPOSES FOR THE BENEFIT OF THE COMMUNITY IN THE ADMINISTRATIVE AREA OF THE ROYAL BOROUGH OF KENSINGTON AND CHELSEA BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS.

Activities: The Citizens Advice Service in Kensington & Chelsea is an independent charity serving the local community. Generalist advice services provided by our main office is at 37 Pembroke Road, London W86PW . We hold outreaches across the borough and details are on www.citizensadvicekc.org.uk. Additional services provided: Welfare benefits, Housing, Income Maximisation and other advice services.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** ROYAL BOROUGH OF KENSINGTON AND CHELSEA
- Kensington And Chelsea

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,221,987	£1,121,167	£752,584	14
2024-03-31	£1,046,250	£936,255	£650,227	14
2023-03-31	£1,088,141	£868,865	£598,958	17
2022-03-31	£1,372,417	£1,280,343	£379,682	33
2021-03-31	£1,453,148	£1,309,421	£287,608	31

Trustees

Name	Role	Appointed
Anna Moulton		2024-08-20
Dori Alexander Schmetterling		2018-10-17
Dr Jonathan Pinto		2021-11-09
Esperanza Cerdan		2025-12-09
Fiona Wilkinson Hockett		2024-06-25
Olga Petrovic		2025-12-09
Robert Orr-Ewing		2024-06-25
Teresa Chick		2025-12-09
Will Lane		2022-07-25

CITIZENS ADVICE KENSINGTON AND CHELSEA

England & Wales - Charity number 1057195

Accounts

REGISTERED COMPANY NUMBER: 03174842 (England and Wales)
REGISTERED CHARITY NUMBER: 1057195

Report of the Trustees and
Financial Statements for the Year Ended 31 March 2025 for
Citizens Advice Kensington and Chelsea

Citizens Advice Kensington and Chelsea

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for the Year Ended 31 March 2025

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Report of Trustees

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Structure, governance and management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Reference and administrative details

Registered Company number
03174842 (England and Wales)

Registered Charity number
1057195

Registered office

37 Pembroke Road, London W8 6PW

Trustees

Cllr D A Schmetterling
Ms C T H Bruce (resigned 1.8.25)
Ms K G Blagden (resigned 8.12.24)
Ms J Rhoades (resigned 6.11.25)
Cllr M S Bakhtiar (appointed 12.7.23) (resigned 22.4.24)
Ms S L Dunn (resigned 1.8.25)
Mr S Jayant
Cllr W Lane
Dr A Mfula (resigned 6.11.25)
Dr J Pinto
Mr R Orr-Ewing (appointed 25.6.24)
Ms F W Hockett (appointed 25.6.24)
Ms S L Goldsmith (appointed 25.6.24)
Mrs A Moulton (appointed 20.8.24)

**Citizens Advice Kensington and Chelsea (Registered number: 03174842)
Report of the Trustees
for the Year Ended 31 March 2025**

KEY MANAGEMENT PERSONNEL

Chief Executive Officer: Mr William Roberts (resigned 29.5.25)
Mrs Ann Goodger (appointed 7.3.25)
Company Secretary: Mr William Roberts (resigned 29.5.25)
Mrs Ann Goodger (appointed 7.3.25)

Website Address: <https://citizensadvicekc.org.uk>

Auditors
Goldwins Limited
75 Maygrove Road
London NW6 2EG

Reference and administrative details
Bankers
Barclays Bank PLC
137 Ladbrooke Grove
Notting Hill
London W11 1PR

Citizens Advice Kensington and Chelsea (Registered number: 03174842)
Report of the Trustees
for the Year Ended 31 March 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Status - The Citizens Advice Kensington & Chelsea (Charity Registration no: 1057195) is constituted as a company limited by guarantee (Company no: 3174842 incorporated 19 March 1996) and governed during the year by trustees under its memorandum and articles of association.

Trustees and Organisational Structure - Under the Articles of Association adopted on 27 November 2003, there may be between four and sixteen trustees. New Trustees are appointed by:

- Election by members in General Meeting
- Nomination by members' organisations and approval by the Trustees for the time being
- Co-option by the Trustees for a term of three years

Trustee members are individuals who are interested in furthering the missions of the charity. Up to three representative members of the trustees are councillors who represent the Royal Borough of Kensington & Chelsea. The role of trustees is voluntary and not paid.

Policies and procedures for the induction and training of trustees

The trustees endeavour to identify candidates for trusteeship from various individuals and organisations representative of the community in which the charity operates, particularly those with any of the various skills desirable in a trustee board and make use of the specialist training courses for trustees provided by the related national charity Citizens Advice.

Decision Making - The trustees oversee appointments of paid staff, grant funding applications, annual financial budgets and accounts, and quarterly financial and operational reports from staff, and any potential issue(s). Day-to-day implementation of decisions and operational management are delegated to the respective managers of the charity. Trustees are responsible for determining the remuneration of key management personnel.

A Related Charity is the Association of Citizens Advice Bureaux (Charity registration no:279057, of 3rd Floor North, Head Office, 1 Easton St, London, WC1X 0DW). As such Citizens Advice Kensington and Chelsea (CAKC) must conform to the requirements of the national organisation's membership scheme, and it is represented within the organisation's democratic structure. The service relies on the organisation for support services such as training of trustees, staff and volunteers, and provision of an information database.

Risk review - The trustees conduct regular reviews of the major external risks, which the charity is exposed to, and systems or best practices have been established to mitigate against those risks. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects, to ensure the consistent quality of delivery for all operational and financial activities of the charity. These procedures are reviewed annually to ensure they still meet the updated needs of the charity each year. The trustees note that there is the wide range of existing funders of the charity. There is an awareness that some grants are for a set time period, and this means that the service of the charity, in common with many similar voluntary organisations, can face significant risks to external funding. Trustees consider, bearing in mind these risks and the position set out below, that there should be unrestricted funds, neither committed nor invested, in fixed assets of not less than £250,000. From April 2024 this figure increased to £309,385.

On 31 March 2025, the free reserves amounted to £727,168 (2024: £596,921). As described in Note 15, the Service is an associate employer in the defined-benefit pension scheme for staff, which was closed to new staff on 1 October 2000 and to any further accrual from 31 March 2008. In common with similar organisations, the Service has arranged for former members of the scheme, as well as any other staff, to join a defined-contribution scheme managed by Scottish Widows.

PUBLIC BENEFIT

Public Benefit - The trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit, 'charities and public benefit'. The charity's objectives and achievements are set out below.

Citizens Advice Kensington and Chelsea (Registered number: 03174842)
Report of the Trustees
for the Year Ended 31 March 2025

OBJECTIVES AND ACTIVITIES

Objectives - The principal object of the charity is to provide centres for the supply of advice and guidance in furtherance of the advancement of education, the protection of health and the relief of poverty, sickness and distress, for the benefit of the community in Kensington and Chelsea. To this end, the service operates in accordance with the standards necessary for the service to qualify for membership of Citizens Advice. The service aims:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.
- The service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, sexuality or disability.

The service monitors its achievement of these objectives by the numbers of advice enquiries it deals with, and the amount of support given to clients at various levels, and particularly in financial terms by the amounts of benefits or judicial or other awards achieved for clients by advice given.

Activities - In furtherance of these objectives, the service aims to provide a regular generalist advice service within the borough, supplemented by additional projects for advice to particular groups or on particular topics identified as needed in the area, and for which funding can be obtained.

The service operates from our registered office at 37 Pembroke Road, London W8 6PW, with some work being carried out remotely where appropriate. We deliver an Adviceline drop-in telephone service, operating 10am to 4pm on weekdays, and pre-booked advice appointments at 37 Pembroke Road on weekdays too. We continue to operate outreach locations at Notting Hill Methodist Church (Kensington and Chelsea Foodbank (Trussell Trust)) 3 days per week, and HMP Wormwood Scrubs 2 days per week and NHS St Charles Health and Well Being Unit 2 days a week. Our team continues to take referrals from RBKC departments such as Adult Social Care and Children's Services. We operate Help and Advice Hubs four times per week, which are drop-in sessions in community settings (37 Pembroke Road on Mondays, Chelsea Theatre on Tuesdays, Kensington Town Hall on Wednesday and the Kensington Leisure Centre on Fridays).

From 1st April 2024, having been awarded the RBKC contract for a period of five (plus two) years, we set out to achieve its aims. Under this contract, we work in partnership with Nucleus Law Centre and North Kensington Law Centre; together we are called the Kensington & Chelsea Advice Partnership. The total annual value of the contract is £1.1m (plus VAT) with £307,542 to be distributed to our sub-contractors. This has been an extremely positive development which not only provides much greater security but also enshrines the community-based and partnership approach to service delivery.

In addition, the service operates the following special projects:

- An advice bureau service in HM Wormwood Scrubs began in 1994. In recent years HM Prison Service have not been able to approve any basic grant but continues to offer financial assistance in the form of £10,000 in premises' costs in kind.
- The Nationally Lottery funding has allowed us to increase the number of volunteers working in the service, substantially increasing our advice capacity. Funding for 2024-25 stands at £55,110.
- The Kensington & Chelsea Food Bank service which commenced in April 2022 is funded by the Trussell Trust under 3-year funding. The grant for 2024-25 is £44,000 to cover three days of advice per week.
- Volunteers - The service benefits from time and expertise voluntarily given. However, no financial value is recognised in the financial statements. It also includes the work of the trustees, who are unremunerated, and of volunteer administrative and advice workers. During the year, there was an average of five full time staff at no cost to the service apart from travel, training and other expenses of £640. The estimated additional value volunteers bring to the service is £105,000.

In January 2025, a search commenced to find a new Chief Executive to replace William Roberts at the end of his fixed term contract.

Citizens Advice Kensington and Chelsea (Registered number: 03174842)
Report of the Trustees
for the Year Ended 31 March 2025

As financial stability had been achieved under William's tenure it was agreed in discussing candidate criteria with trustees and staff that the new CEO should be appointed to lead a new chapter with a fresh vision for growing and strengthening the services that Citizens Advice provide to the Kensington and Chelsea community. A key requirement of this was to build a strong team with high levels of motivation and engagement. A critical candidate criteria of strong and proven people leadership alongside experience in successfully leading an advice-based charity was agreed upon.

Harris Hill was appointed as an external search partner to work with Claire Bruce the former Chair and Anna Moulton, lead HR Trustee throughout the recruitment process. The CEO vacancy was advertised externally across several vacancy platforms and Harris Hill also approached candidates directly from their network. The advertisement received a strong response with eight candidates identified for shortlist interviews. From the shortlist three candidates were identified for final round interviews where all Trustees participated in panel interviews. The background of the three candidates included an Interim CEO from another London Citizens Advice branch, a CEO of a national charity with a local government background, and an internal candidate who was working with the advice team as a volunteer.

After a thorough set of interviews, the internal candidate - Ann Goodger- was unanimously selected by Trustees as the preferred candidate. Ann's background combines charity CEO leadership at the Dalgarno Trust, with a long career in business and corporate development in professional service organisations. Ann's track record of building and motivating teams made her the standout candidate among an exceptionally strong slate of candidates interviewed.

Ann started in the CEO role in March 2025.

ACHIEVEMENTS AND PERFORMANCE – detailed financial comparisons to be stated once draft accounts are reviewed.

Qualitative and quantitative indicators of the numbers and nature of enquiries, and of progress with casework, and numbers of appointments, representations at panels and tribunals, and of complaints are collated in the form of Service Information which is reported quarterly to the principal funder under the current funding agreement.

FINANCIAL REVIEW

Funders - The service is grateful for the financial support it receives from its various funders, notably the Royal Borough of Kensington & Chelsea, National Lottery Community Fund and The Trussell Trust.

Financial Position - The statement of financial activities for the year ended 31 March 2025 shows total revenue income of £1,221,987 (2024: £1,046,250) expenditure of £1,122,167 (2024: £936,255) and net present value pension re-measurements of £1,537 giving net incoming resources for the year of £102,357 (2024: £97,475).

Reserves Policy - Details of fund balances are given in Note 15 to the accounts. Of the total balances, those of restricted funds will be required for ongoing expenditure or adjustment against future grants for restricted projects. Unrestricted reserves amount to £727,168 (2024: £596,919) representing 67% of revenue expenditure in the year (2024: 67%). These reserves are held as a working balance to smooth any day-to-day and/or project to-project fluctuations in income and expenditure. It also covers separately funded projects, which may have different accounting periods and different timetables for grant instalments. Apart from this reserve, the charity holds no financial assets or investments and relies entirely on current funding for its activities. Except for funding for the special projects listed in the first paragraph above, and income from referral service work, donations and bank interest, the service is wholly dependent on funding by the local authority.

Going concern - The trustees have considered the confirmed income forecast for the period ahead. Given that CAKC was awarded the new IAG contract with Kensington and Chelsea Council from April 2024 (5 years + 2) the trustees believe that the charity has a good expectation of having sufficient resources to continue in the foreseeable future.

The financial activity and position are outlined in pages 11, 12 and 13. The trustees have assessed the financial position of the charity and conclude that it is well-prepared to meet the liabilities and to manage any identified business and financial risk. The financial position is enhanced by sufficient reserves, positive relationships and feedback received from key funders and a proven ability to secure successful bids for new funding. The financial planning takes into the considerations of current economic climate and any potential impact on charity sources of income and planned expenditures. We acknowledge the pension obligations of the national Citizens Advice charity and have a clear course of actions to reduce the pension deficit over time.

Citizens Advice Kensington and Chelsea (Registered number: 03174842)
Report of the Trustees
for the Year Ended 31 March 2025

PLANS FOR FUTURE PERIODS

The focus of service development is to significantly extend our reach and accessibility by developing a range of access channels and outreach services.

We have changed our website to include a public access benefits checker, and we are developing an interactive, automated 24-hour chat facility.

We have located services where people already go - particularly those who have not sought advice before or who did not realise they may be able to get help. We have successfully piloted a help and support hub, based on triage and close work with other advice and community support partners. Building on the learning from this pilot, and in the spirit of continuous learning, we will be seeking additional locations and partners for these weekly drop-in services. We are also aware of the changing needs of our communities, and we will be looking for ways of providing advice outside our current working hours.

We will also continue to work with advice sector partners on seamless referrals, creating single points of access to new clients.

We are also aware of the need to grow and develop a workforce of the future. Over the year, we have successfully recruited several volunteers on to the staff team. This has added value to what we offer, as volunteers already have direct experience in working with our community.

Statement of trustees' responsibilities [Bold or caps?]

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

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

- select suitable accounting policies and then apply them consistently.
- observe the methods and principles in the Charity SORP.
- make judgements and estimates that are reasonable and prudent.
- prepare the financial statements on the going concern

unless it is inappropriate to presume that the charitable company will continue in business.

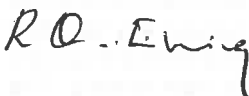
The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding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

As far as the trustees are aware:

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

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

Approved by order of the board of trustees on 9th December 2025 and signed on its behalf by:



Robert Orr-Ewing
Chair of Trust Board

Independent Auditor's Report
To the members of
Citizens Advice Kensington and Chelsea

Opinion

We have audited the financial statements of Citizens Advice Kensington and Chelsea for the year ended 31 March 2025 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

Opinion on financial statements

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of 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 Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity 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 work 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 charity'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 directors 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 auditor's report 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.

Independent Auditor's Report

To the members of

Citizens Advice Kensington and Chelsea

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 there is a material misstatement in the financial statements or a material misstatement of the other information. 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 matter 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 trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report (incorporating the directors' report) have 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 Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

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.

Responsibilities of the trustees

As explained more fully in the Trustees' Responsibilities Statement, 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 they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Independent Auditor's Report

To the members of

Citizens Advice Kensington and Chelsea

In preparing the financial statements, the trustees are responsible for assessing the Charity'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 Charity 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 an auditor's report 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 are set out below.

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

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to:
 - Detecting, evaluating, and complying with laws and regulations and whether they were aware of any instances of non-compliance;
 - Detecting of the risks of fraud and responding whether they have knowledge of any actual or suspected fraud;
 - The internal controls in place to mitigate risks related to fraud or non-compliance with laws and regulations.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We performed analytical procedures to detect any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 auditor's report.

Independent Auditor's Report

To the members of

Citizens Advice Kensington and Chelsea

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 charity's members those matters we are required to state to them in an auditor's 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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

**Anthony Epton (Senior Statutory Auditor)
for and on behalf of
Goldwins Limited
Statutory Auditor
Chartered Accountants
75 Maygrove Road
West Hampstead
London NW6 2EG**

Citizens Advice Kensington and Chelsea
Statement of financial activities
(incorporating an income and expenditure account)
For the year ended 31 March 2025

	2025	2025	2025	2024
	Unrestricted funds	Restricted funds	Total funds	Total funds
	£	£	£	£
Income and endowments from				
Donations and legacies	610	-	610	613
Charitable activities	3			
General Bureaux and Community Services	1,100,951	-	1,100,951	728,293
Wormwood Scrubs Project	-	-	-	46,302
Adult Social Care	-	-	-	110,000
Grenfell Project	-	105,577	105,577	100,000
RBKC WECAN Project	-	-	-	48,458
Investment income	4	14,849	14,849	12,584
Total income	<u>1,116,410</u>	<u>105,577</u>	<u>1,221,987</u>	<u>1,046,250</u>
Expenditure on				
Charitable activities				
General Bureaux and Community Services	5	987,698	987,698	549,271
Wormwood Scrubs Project	-	28,193	28,193	33,348
Adult Social Care	-	-	-	125,994
Grenfell Project	-	54,138	54,138	138,237
National Lottery Community Fund	-	51,138	51,138	55,372
Kensington Covid Recovery	-	-	-	34,033
Total expenditure	<u>987,698</u>	<u>133,469</u>	<u>1,121,167</u>	<u>936,255</u>
Net income / expenditure before gains / (losses) on	128,712	(27,892)	100,820	109,995
Transfers between funds	14	-	-	-
Actuarial gains/(losses) on defined benefit schemes	1,537	-	1,537	(12,520)
Net movement in funds	<u>130,249</u>	<u>(27,892)</u>	<u>102,357</u>	<u>97,475</u>
Reconciliation of funds:				
Total funds brought forward				
As previously reported	596,919	53,308	650,227	598,958
Prior year adjustment	-	-	-	(46,206)
As restated	<u>596,919</u>	<u>53,308</u>	<u>650,227</u>	<u>552,752</u>
Total funds carried forward	<u><u>727,168</u></u>	<u><u>25,416</u></u>	<u><u>752,584</u></u>	<u><u>650,227</u></u>

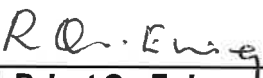
All of the above results are derived from continuing activities.
There were no other recognised gains or losses other than those stated above.
The attached notes form part of these financial statements.

Citizens Advice Kensington and Chelsea
Balance sheet
As at 31 March 2025

	Note	2025 £	2025 £	2024 £	2024 £
Fixed assets:					
Tangible assets	10		<u>14,846</u>		<u>15,002</u>
			14,846		15,002
Current assets:					
Debtors	11	50,378		8,484	
Cash at bank and in hand		<u>1,025,585</u>		<u>1,025,310</u>	
		1,075,963		1,033,794	
Liabilities:					
Creditors: amounts falling due within one year	12		<u>(51,328)</u>	<u>(83,135)</u>	
Net current assets			1,024,635		950,659
Total assets less current liabilities			1,039,481		965,661
Defined benefit pension scheme	15		<u>(286,897)</u>		<u>(315,434)</u>
Total net assets			752,584		650,227
Funds					
Restricted funds	14		25,416		53,306
Unrestricted funds:					
General funds		<u>727,168</u>		<u>596,921</u>	
Total unrestricted funds			727,168		596,921
Total funds			752,584		650,227

The financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

Approved by the trustees on 9.12.25
and signed on their behalf by:



Mr Robert Orr-Ewing
Chair

The attached notes form part of the financial statements.

Citizens Advice Kensington and Chelsea
Statement of cash flows
For the year ended 31 March 2025

	Note	2025 £	2025 £	2024 £	2024 £
Cash flows from operating activities:					
Net cash provided by / (used in) operating activities	16		11,693		94,836
Cash flows from investing activities:					
Sale/ (purchase) of fixed assets		(11,418)		(21,703)	
Cash provided by / (used in) investing activities			(11,418)		(21,703)
Change in cash and cash equivalents in the year			275		73,133
Cash and cash equivalents at the beginning of the year			1,025,310		952,177
Cash and cash equivalents at the end of the year	17		1,025,585		1,025,310

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

1 Accounting policies

a) Statutory information

Citizens Advice Kensington and Chelsea is an incorporated charity, limited by guarantee, registered in England and Wales. The registered number and registered office address can be found in the Report of the Trustees.

b) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 - effective 1 January 2015) - (Charities SORP FRS 102) and the Companies Act 2006.

The charitable company meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

c) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

d) Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

e) Expenditure

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

Governance costs

These include the costs attributable to the Charity's compliance with constitutional and statutory requirements including audit, strategic management and Trustee's meetings and reimbursed expenses.

Allocation of support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources for example staff costs by the time spent and other costs by their usage.

f) Operating leases

Rental charges are charged on a straight line basis over the term of the lease.

g) Tangible fixed assets

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

Computer equipment	33% SL
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h) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

i) Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

Citizens Advice Kensington and Chelsea

Notes to the financial statements

For the year ended 31 March 2025

1 Accounting policies (continued)

j) Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

k) Fund accounting

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

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

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

l) Pension costs and other post-retirement benefits

The Charity is part of a multi-employer defined benefit pension scheme. The plan closed to future accrual on 31 March 2008. A separate actuarial valuation for the Charity is unable to be obtained in relation to the pension scheme and therefore it is unable to ascertain its share of the underlying assets and liabilities of the plan at the year end. The liability has therefore been calculated based on the present value of the funding agreement with the pension plan. The liability has been discounted at an appropriate market rate. For more information see note 16.

Defined contribution pension schemes

The Charity operates a defined contribution pension scheme. Contributions payable to the Charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

m) Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of loans which are subsequently measured at amortised cost using the effective interest method.

n) Termination benefits

Termination benefits are recognised when the charity is demonstrably committed either:

- to terminate the employment of an employee or group of employees before the normal retirement date; or
- to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

Termination benefits are recognised at the best estimate of the expenditure that would be required to settle the obligation at the reporting date.

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

2 Detailed comparatives for the statement of financial activities

	2024 Unrestricted funds	2024 Restricted funds	2024 Total funds
	£	£	£
Income and endowments from			
Donations and legacies	613	-	613
<i>Charitable activities</i>			
General Bureaux and Community Services	674,264	54,029	728,293
Wormwood Scrubs Project	-	46,302	46,302
Adult Social Care	-	110,000	110,000
Grenfell Project	-	100,000	100,000
RBKC WECAN Project	48,458	-	48,458
Investment income	12,584	-	12,584
Total income	735,919	310,331	1,046,250
Expenditure on			
<i>Charitable activities</i>			
General Bureaux and Community Services	549,271	-	549,271
Wormwood Scrubs Project	-	33,348	33,348
Adult Social Care	-	125,994	125,994
Grenfell Project	-	138,237	138,237
National Lottery Community Fund	-	55,372	55,372
Kensington Covid Recovery	-	34,033	34,033
Total expenditure	549,271	386,984	936,255
Net income / expenditure before gains / (losses) on investments	186,648	(76,653)	109,995
Transfers between funds	83,005	(83,005)	-
Actuarial gains/(losses) on defined benefit schemes	(12,520)	-	(12,520)
Net movement in funds	257,133	(159,658)	97,475
Reconciliation of funds:			
Total funds brought forward			
As previously reported	385,992	212,966	598,958
Prior year adjustment	(46,206)	-	(46,206)
As restated	339,786	212,966	552,752
Total funds carried forward	596,919	53,308	650,227

3 Income from charitable activities

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Royal Borough of Kensington & Chelsea - general grant	4,286	-	4,286	550,000
Royal Borough of Kensington & Chelsea - KCAP	1,016,008	-	1,016,008	-
K&C Foundation	2,866	-	2,866	32,164
RBKC	-	-	-	13,104
RBKCAICS	-	-	-	14,939
Campden Charities	-	-	-	6,000
CitA	2,022	-	2,022	15,269
Arun & Chichester Citizens Advice	22,234	-	22,234	-
NHS- St Charles	9,535	-	9,535	-
The Trussell Trust	44,000	-	44,000	42,788
RBKC - Social Services	-	-	-	110,000
RBKC Grenfell Project	-	41,667	41,667	100,000
The National Lottery	-	53,910	53,910	54,029
Wormwood Scrubs - donations in kind	-	10,000	10,000	10,000
Wormwood Scrubs	-	-	-	36,302
RBKC WECAN Project	-	-	-	48,458
	1,100,951	105,577	1,206,528	1,033,053

Donations in kind relate to the rental of the facilities at Wormwood Scrubs H M Prison for the Charity to provide advisory services.

4. Investment Income

	Unrestricted £	Restricted £	2025 Total £	2024 Total £
Interest	14,849	-	14,849	12,584
Total income from charitable activities	14,849	-	14,849	12,584

**Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025**

5 Analysis of expenditure

	General Bureaux and Community Services £	Wormwood Scrubs Project £	Adult Social Care £	Grenfell Project £	National Lottery Community Fund £	Kensington Covid Recovery £	2025 Total £	2024 Total £
Direct costs	543,806	15,337	-	36,120	37,965	-	633,228	556,896
Premises costs	35,896	10,030	-	3,922	996	-	50,814	52,447
IT costs	20,379	374	-	5,781	5,579	-	32,113	21,713
Human resources	263,147	437	-	2,365	2,787	-	268,796	110,501
Admin costs	14,520	633	-	4,228	1,464	-	20,815	27,338
Other	96,846	521	-	-	624	-	97,991	150,208
Governance costs	13,104	851	-	1,722	1,723	-	17,410	17,152
Total expenditure 2025	987,698	28,193	-	54,138	51,138	-	1,121,167	-
Total expenditure 2024	549,271	33,348	125,994	138,237	55,372	34,033	-	936,255

Of the total expenditure, £987,698 was unrestricted (2024: £549,271) and £133,399 was restricted (2024: £386,984).

5a Analysis of expenditure (prior year)

	General Bureaux and Community £	Wormwood Scrubs Project £	Adult Social Care £	Grenfell Project £	National Lottery Community £	Kensington Covid Recovery £	Universal support £	2024 Total £	2023 Total £
Direct costs	332,762	16,620	97,009	76,005	34,500	-	-	631,714	
Premises costs	32,108	10,262	4,248	3,628	2,201	-	-	34,340	
IT costs	12,642	576	2,186	4,112	2,197	-	-	32,607	
Human resources	60,113	4,424	11,121	23,055	11,788	-	-	57,188	
Admin costs	17,064	716	2,947	3,885	2,726	-	-	23,714	
Other	84,124	24	4,955	26,080	992	-	-	99,169	
Governance costs	10,458	726	3,528	1,472	968	-	-	15,619	
Total expenditure 2024	549,271	33,348	125,994	138,237	55,372	34,033	-	936,255	
Total expenditure 2023	579,289	17,709	98,382	197,217	-	-	1,754	894,351	

Of the total expenditure, £549,271 was unrestricted (2023: £516,017) and £386,984 was restricted (2023: £378,334).

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

7 Net Income / (expenditure) for the year

This is stated after charging / (crediting):	2025	2024
	£	£
Depreciation	11,574	7,767
Auditor's remuneration:		
Audit fees	10,000	8,850
	<u><u> </u></u>	<u><u> </u></u>

8 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel

Staff costs (excluding agency staff) were as follows:	2025	2024
	£	£
Salaries and wages	458,799	595,512
Social security costs	41,925	49,080
Employer's contribution to defined contribution pension schemes	12,619	18,017
	<u><u>513,343</u></u>	<u><u>662,609</u></u>

No employee received employee benefits (excluding employer pension) of over £60,000.

The total employee benefits including pension contributions and employer national insurance contributions of the key management personnel were £41,927 (2024: £96,454).

The charity trustees were not paid or received any benefits from employment with the Charity in the year (2024: Nil).

Staff numbers

The average number of employees (head count based on number of staff employed) during the year was as follows:

	2025	2024
	No.	No.
Project workers	12	12
Management and administration	2	2
	<u><u>14</u></u>	<u><u>14</u></u>

9 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

10 Tangible fixed assets

	Computer equipment £	Total £
Cost		
At the start of the year	91,433	91,433
Additions in year	11,418	11,418
Disposals in year	-	-
At the end of the year	<u><u>102,851</u></u>	<u><u>102,851</u></u>
Depreciation		
At the start of the year	76,431	76,431
Charge for the year	11,574	11,574
Eliminated on disposal	-	-
At the end of the year	<u><u>88,005</u></u>	<u><u>88,005</u></u>
Net book value		
At the end of the year	<u><u>14,846</u></u>	<u><u>14,846</u></u>
At the start of the year	<u><u>15,002</u></u>	<u><u>15,002</u></u>

All of the above assets are used for charitable purposes.

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

11 Debtors

	2025	2024
	£	£
Trade debtors	17,382	-
VAT	29,867	-
Prepayments and accrued income	3,129	8,484
	<u>50,378</u>	<u>8,484</u>

12 Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	19,257	8,163
Social security and other taxes	2,635	9,926
Other creditors	2,639	-
Amounts held on behalf of clients	5,601	13,744
Accrued expenses	21,196	51,302
	<u>51,328</u>	<u>83,135</u>

13 Analysis of net assets between funds

	General unrestricted	Restricted	Total funds
	£	£	£
Tangible fixed assets	14,846	-	14,846
Net current assets	999,219	25,416	1,024,635
Non current assets	(286,897)	-	(286,897)
Net assets at the end of the year	<u>727,168</u>	<u>25,416</u>	<u>752,584</u>

13a Analysis of net assets between funds (prior year).

	General unrestricted	Restricted	Total funds
	£	£	£
Tangible fixed assets	15,002	-	15,002
Net current assets	897,353	53,306	950,659
Non current assets	(315,434)	-	(315,434)
Net assets at the end of the year	<u>596,921</u>	<u>53,306</u>	<u>650,227</u>

14 Movements In funds

	At the start of the year	Incoming resources & gains	Outgoing resources & losses	Gains and losses	Transfers	At the end of the year
	£	£	£	£	£	£
Restricted funds:						
HM Prison Service - Wormwood Scrubs	22,492	10,000	(28,193)	-	-	4,299
RBKC - Grenfell Project	28,493	41,667	(54,138)	-	-	16,022
National Lottery Community Fund	2,323	53,910	(51,138)	-	-	5,095
Total restricted funds	<u>53,308</u>	<u>105,577</u>	<u>(133,469)</u>	<u>-</u>	<u>-</u>	<u>25,416</u>
Unrestricted funds:						
General funds	(1,152)	-	-	-	-	(1,152)
General Fund - Bureaux Services	863,505	1,116,410	(1,014,698)	-	-	965,217
Pension liability	(315,434)	1,537	27,000	-	-	(286,897)
Designated Fund - IT and Service Developments	50,000	-	-	-	-	50,000
	-	-	-	-	-	-
Total unrestricted funds	<u>596,919</u>	<u>1,117,947</u>	<u>(987,698)</u>	<u>-</u>	<u>-</u>	<u>727,168</u>

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

14a Movements in funds (prior year)	At the start of the year £	Incoming resources & gains £	Outgoing resources & losses £	Gains and losses £	Transfers £	At the end of the year £
Restricted funds:						
HM Prison Service - Wormwood Scrubs	9,540	46,302	(33,350)	-	-	22,492
Adult Social Care	98,999	110,000	(125,994)	-	(83,005)	-
RBKC - Grenfell Project	66,731	100,000	(138,238)	-	-	28,493
National Lottery Community Fund	3,665	54,029	(55,371)	-	-	2,323
Kensington Covid Recovery	34,033	-	(34,033)	-	-	-
Total restricted funds	212,968	310,331	(386,986)	-	-	53,308
Unrestricted funds:						
General funds	-	-	(1,152)	-	-	(1,152)
General Fund - Bureaux Services	619,698	735,919	(575,117)	-	83,005	863,505
Pension liability	(329,914)	-	27,000	(12,520)	-	(315,434)
Designated Fund - IT and Service Developments	50,000	-	-	-	-	50,000
Total unrestricted funds	339,784	735,919	(549,269)	(12,520)	83,005	596,919

Wormwood Scrubs project is an advice bureau service in HM Prison, which began in 1994, which has been largely funded by HM Prison Service together with various other funding partners.

Adult Social Care Income Maximisation projects, Mental Health project, B&E project and the HIV project funded by the local authority's Social Services Department (Adult Social Care) all began between 1995 and 2002. These projects provide advice and casework to help vulnerable adults (including older people, and those with physical or mental health conditions) with benefits-related issues. The fund has previously been split into 3 separate funds within the financial statements but have now been consolidated into one Adult Social Care fund.

Grenfell project, which commenced in June 2017, provides advice and support on a range of important matters such as rehousing of survivors and displaced residents, supporting residents to make claims for welfare benefits, assisting families and survivors who received charitable donations and supporting residents with their employer relationships.

Universal Support project provided the advice and support people need to make and complete their first Universal Credit claim. This project has now finished.

Pension liability has been designated within unrestricted funds to separately identify the amount owed by the Charity to fund the defined benefit pension deficit at the year end.

The Kensington Covid Recovery funding has enabled the charity to restructure, by meeting redundancy costs and buy in professional support for the process.

The National Lottery Community funding has enabled the charity to enhance volunteer training programme, substantially increasing our advice capacity.

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

15. Pension commitments

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.

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

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.

As the Charity is unable to value its share of the multi-employer pension scheme assets and liabilities at the year-end, the pension liability has been calculated based on the net present value of future pension deficit contributions. The Charity has agreed to make deficit contributions of £27,000 to the pension scheme per year until 2041. The discount factor of 5.8% (2024: 4.9%) has been extracted from the actuarial valuation report of the multi-employer pension scheme.

	At 31 March 2025	At 31 March 2024
	£	£
Pension liability brought forward	315,434	329,914
Deficit contribution in the year	(27,000)	(27,000)
Net present value remeasurement	(1,537)	12,520
	<hr/>	<hr/>
Pension liability as at 31 March	286,897	315,434
	<hr/> <hr/>	<hr/> <hr/>

Citizens Advice Kensington and Chelsea
Notes to the financial statements
For the year ended 31 March 2025

16. Reconciliation of net Income / (expenditure) to net cash flow from operating activities

	2025	2024
	£	£
Net income / (expenditure) for the reporting period (as per the statement of financial activities)	100,820	109,995
Depreciation	11,574	7,767
(Increase)/ decrease in debtors	(41,894)	53,213
Increase/ (decrease) in creditors	(31,807)	(49,139)
Difference between pension charge and cash contributions	(27,000)	(27,000)
Net cash provided by / (used in) operating activities	11,693	94,836

Analysis of cash and cash equivalents

	At 1 April 2024	Cash flow	2025
	£	£	£
17. Cash at bank and in hand	1,025,310	275	1,025,585
Total cash and cash equivalents	1,025,310	275	1,025,585

18. Operating lease commitments

At the reporting date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases which fall due as follows:

	2025	2024
	£	£
Less than one year	20,000	6,695
One to five years	80,000	-
	100,000	6,695

19. Related party disclosures

There were no related party transactions for the year ended 31 March 2025 (2024: £Nil).

CITIZENS ADVICE KENSINGTON AND CHELSEA

England & Wales - Charity number 1057195

Accounts

**Report of the Trustees and
Financial Statements for the Year Ended 31 March 2024
for
Citizens Advice Kensington and Chelsea**

Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

Citizens Advice Kensington and Chelsea

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for the Year Ended 31 March 2024**

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**Report of the Trustees
for the Year Ended 31 March 2024**

1. The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Structure, governance and management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Reference and administrative details

Registered Company number

03174842 (England and Wales)

Registered Charity number

1057195

Registered office

Chelsea Old Town Hall
Kings Road
London
SW3 5EB

Trustees

Cllr D A Schmetterling
Ms C T H Bruce
Revd Dr M J A Long (resigned 6.6.23)
Ms K G Blagden
Ms J Rhoades
Cllr M Adam (resigned 12.7.23)
Cllr M S Bakhtiar (appointed 12.7.23) (resigned 22.4.24)
Ms S L Dunn
Mr S Jayant
Cllr W Lane
Dr A Mfula
Dr J Pinto
Mr R Orr-Ewing (appointed 25.6.24)
Ms F W Hockett (appointed 25.6.24)
Mrs S L Goldsmith (appointed 25.6.24)
Mrs A Moulton (appointed 20.8.24)

2. KEY MANAGEMENT PERSONNEL

Chief Executive Officer: Mr William Roberts

Company Secretary: Mr William Roberts

Website Address: <https://citizensadvicekc.org.uk>

Auditors

Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

**Report of the Trustees
for the Year Ended 31 March 2024**

Reference and administrative details

Bankers

Barclays Bank PLC
137 Ladbroke Grove
Notting Hill
London
W11 1PR

**Report of the Trustees
for the Year Ended 31 March 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT

3. **Status** - The Citizens Advice Kensington & Chelsea (Charity Registration no: 1057195) is constituted as a company limited by guarantee (Company no: 3174842 incorporated 19 March 1996) and governed during the year by trustees under its memorandum and articles of association.

4. **Trustees and Organisational Structure** - Under the Articles of Association adopted on 27 November 2003, there may be between four and sixteen trustees. New Trustees are appointed:

- election by members in General Meeting,
- by nomination by member organisations and approval by the trustees for the time being,
- by co-option by the trustees, for terms of three years.

Trustee members are individuals who are interested in furthering the missions of the charity. Three representative members of the trustees are councillors who represent the Royal Borough of Kensington & Chelsea. The role of trustees is voluntary, and not paid.

5. **Policies and procedures for the induction and training of trustees** -The trustees endeavour to identify candidates for trusteeship from various individuals and organisations representative of the community in which the charity operates, particularly those with any of the various skills desirable in a trustee board and makes use of the specialist training courses for trustees provided by the related national charity Citizens Advice.

6. **Decision Making** - The trustees oversee appointments of paid staff, grant funding applications, annual financial budgets and accounts, and quarterly financial and operational reports from staff, and any potential issue(s). Day-to-day implementation of decisions and operational management are delegated to the respective managers of the charity. Trustees are responsible for determining the remuneration of key management personnel.

7. **Related Charities and Organisations** - The service is a member of Citizens Advice (the operating name of the National Association of Citizens Advice Bureaux) (Charity registration no:279057,of 3rd Floor North, Head Office, 1 Easton St, London, WC1X 0DW). As such it must conform to the requirements of the organisation's membership scheme, and it is represented within the organisation's democratic structure. The service relies on the organisation for support services such as training of trustees, staff and volunteers, and provision of an information database.

8. **Risk review** - The trustees conduct regular reviews of the major external risks, which the charity is exposed to, and systems or best practices have been established to mitigate against those risks. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects, to ensure the consistent quality of delivery for all operational and financial activities of the charity. These procedures are reviewed annually to ensure they still meet the updated needs of the charity each year. One note to highlight is that amongst the wide range of existing funders of the charity, some making grants only on an annual basis, means that the service of the charity, in common with many similar voluntary organisations, faces significant risks to external funding. Trustees consider, bearing in mind these risks and the position set out in para's 12 & 13 below, that there should be unrestricted funds neither committed nor invested in fixed assets of £250,000. From April 2024 this figure will increase to £309,385.

At 31 March 2024, the free reserves amounted to £581,919 (2023: £338,720). As described in Note 15, the Service is an associate employer in the defined-benefit pension scheme for staff, which was closed to new staff on 1 October 2000 and to any further accrual from 31 March 2008. In common with similar organisations, the Service has arranged for former members of the scheme, as well as any other staff, to join a defined-contribution scheme managed by Scottish Widows.

PUBLIC BENEFIT

9. **Public Benefit** - The trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit, 'charities and public benefit'. The charity's objectives and achievements are set out below.

**Report of the Trustees
for the Year Ended 31 March 2024**

OBJECTIVES AND ACTIVITIES

10. **Objectives** - The principal object of the charity is to provide centres for the supply of advice and guidance in furtherance of the advancement of education, the protection of health and the relief of poverty, sickness and distress, for the benefit of the community in Kensington and Chelsea. To this end, the service operates in accordance with the standards necessary for the service to qualify for membership of Citizens Advice (a related charity as described in para. 7 above). The service aims:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.
- The service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, sexuality or disability.

11. The service monitors its achievement of these objectives by the numbers of advice enquiries it deals with, and the amount of support given to clients at various levels, and particularly in financial terms by the amounts of benefits or judicial or other awards achieved for clients by advice given.

12. **Activities** - In furtherance of these objectives, the service aims to provide a regular generalist advice service within the borough, supplemented by additional projects for advice to particular groups or on particular topics identified as needed in the area, and for which funding can be obtained.

13. The service operates from our registered office at Chelsea Old Town Hall, London SW3 5EB, with some work such being carried out remotely where appropriate. We deliver an Adviceline drop-in telephone service, operating 9am - 5pm on weekdays, and pre-booked advice appointments in the Chelsea office on weekdays too. We continue to operate outreach locations at Notting Hill Methodist Church (Kensington and Chelsea Foodbank (Trussell Trust)) 3 days per week, and HMP Wormwood Scrubs (The Rausing Trust and the K+C Foundation) 2 days per week. Our team continues to take referrals from the Grenfell Dedicated Service and Adult Social Care Teams, as well as from other RBKC departments. We operate Help and Advice Hubs three times per week, which are drop-in sessions in community settings (Chelsea Theatre on Tuesdays, Kensington Town Hall on Wednesday and the Kensington Leisure Centre on Fridays).

In the summer of 2023, the Royal Borough of Kensington and Chelsea put its Information, Advice and Guidance (IAG) contract out to tender. We submitted a bid as the main contractor with two other advice agencies as our sub-contractors (Nucleus Legal Advice and North Kensington Law Centre). In early 2024 we were awarded this contract for a period of five (plus two) years. The total annual value of the contract is £1,016,000 with £307,542 to be distributed to our sub-contractors. This is an extremely positive development which not only provides much greater security, it also enshrines the community based and partnership approach to service delivery that we have developed over the past two years.

In addition the service operates the following special projects:

- An advice bureau service in HM Wormwood Scrubs began in 1994. In recent years HM Prison Service have not been in a position to approve any basic grant but continues to offer financial assistance in the form of £10,000 in premises' costs in kind. Funding from February 2023 to March 2025 has been received from the Kensington and Chelsea Foundation (£25,000) and The Julia & Hans Rausing Trust (£20,000). Further efforts will continue to secure funding for 2025-26.
- The Adult Social Care project is funded by the local authority's Social Services Department (Adult Social Care), which began between 1995 and 2002. In 2023-24 a grant of £110,000 was awarded and from April 2024 this service will be included in the IAG contract.
- Grenfell project which commenced in June 2017 to support residents and families affected by the Grenfell Tower fire tragedy was supported in 2023-24 by local authority funding of £100,000. A further grant of £50,000 has been awarded in 2024-25 to cover the period April to September.
- The Nationally Lottery funding has allowed us to increase the number of volunteers working in the service, substantially increasing our advice capacity. Funding for 2024-25 stands at £55,110 (2023.24: £54,029).
- The Covid Recovery funding, supported by the local authority, enables us to restructure by meeting redundancy costs and bring in professional support for the process and ceased in 2023-24.
- The Food Bank service which commenced in April 2022 is funded by the Trussell Trust under 3-year funding. The grant for 2024-25 is £44,001 (2023.24: £42,788) to cover four days of advice per week.
- The AiCS project commenced in January 2022, under which we receive £18,947/year (2022.23: £4,008) from RBKC (who have a GLA grant for the project) to provide outreach, currently at K&C Foodbank and Bay20. This project ceased in January 2024.

**Report of the Trustees
for the Year Ended 31 March 2024**

-National Citizens Advice awarded a one-off grant of £15,000 in 2023-24 under their Cost of Living initiative which ran from April to September 2023.

-The local authority awarded a one-off grant of £48,458 in 2023-24 to pilot the Help and Advice Hub in the Chelsea Theatre which will be included in the IAG contract from April 2024.

14. **Volunteers** - The service benefits from time and expertise voluntarily given - however, no financial value is recognised in the financial statements. It also includes the work of the trustees, who are unremunerated, and of volunteer administrative and advice workers. During the year, there was an average of five full time staff at no cost to the service apart from travel, training and other expenses of £1,340 in 2023-2024. The estimated additional value volunteers bring to the service is £65,000.

**Report of the Trustees
for the Year Ended 31 March 2024**

ACHIEVEMENTS AND PERFORMANCE

15. Qualitative and quantitative indicators of the numbers and nature of enquiries, and of progress with casework, and numbers of appointments, home visits, representations at panels and tribunals, and of complaints are collated in the form of Service Information which is reported quarterly to the principal funder under the current funding agreement.

FINANCIAL REVIEW

16. **Funders** - The service is grateful for the financial support it receives from its various funders, notably the Royal Borough of Kensington & Chelsea - VCS and Community Partnerships, Social Services and Grenfell Departments, Citizens Advice, Kensington & Chelsea Foundation, Campden Charities, HM Prison Service, National Lottery Community Fund, The Trussell Trust and The Julia and Hans Rausing Trust.

17. **Financial Position** - The statement of financial activities for the year ended 31 March 2024 shows total revenue income of £1,046,250 (2023: £1,088,141), expenditure of £936,255 (2023: £894,351) and net present value pension re-measurements of £12,520 (2023: £20,720), giving net incoming resources for the year of £97,475 (2023: £173,070).

18. **Reserves Policy** - Details of fund balances are given in Note 15 to the accounts. Of the total balances, those of restricted funds will be required for ongoing expenditure or adjustment against future grants for restricted projects. Unrestricted reserves amount to £596,919 (2023: £339,786) representing 64% of revenue expenditure in the year (2023: 37%). These reserves are held as a working balance to smooth any day-to-day and/or project to-project fluctuations in income and expenditure. It also covers separately funded projects, which may have different accounting periods and different timetables for grant instalments. Apart from this reserve, the charity holds no financial assets or investments, and relies entirely on current funding for its activities. With the exception of funding for the special projects listed in para 13 above, and income from referral service work, donations and bank interest, the service is wholly dependent on funding by the local authority..

19. **Going concern** - The trustees have considered the confirmed income forecast for the period ahead. Given that the bureau was awarded the new IAG contract with Kensington and Chelsea Council from April 2024 (5 years + 2) at the same level of funding as 2022-23, the trustees believe that the charity has a good expectation of having sufficient resources to continue in the foreseeable future.

The financial activity and position are outlined in pages 10 & 11. The trustees have assessed the financial position of the charity and would like to conclude that it is well-prepared to meet the liabilities and to manage any identified business and financial risk. The financial position is enhanced by sufficient reserves, positive relationships and feedback received from key funders and a proven ability to secure successful bids for new funding. The financial planning takes into the considerations of current economic climate and any potential impact on charity sources of income and planned expenditures. We acknowledge the pension obligations of charity and have a clear course of actions to reduce the pension deficit over time.

PLANS FOR FUTURE PERIODS

20. The focus of service development is to significantly extend our reach and accessibility by developing a range of access channels and outreach services.

We have changed our website to include a public access benefits checker and we are developing an interactive, automated 24hour chat facility.

Our intention is to locate services where people already go - particularly those who have not sought advice before or who did not realise they may be able to get help. We have successfully piloted a help and support hub, based on triage and close work with other advice and community support partners. Building on the learning from this pilot, and in the spirit of continuous learning, we will be seeking additional locations and partners for these weekly drop in services. We are also aware of the changing needs of our communities, and we will be looking for ways of providing advice outside our current working hours.

We will also continue to work with advice sector partners on seamless referrals, creating single points of access to new clients.

**Report of the Trustees
for the Year Ended 31 March 2024**

We are also aware of the need to grow and develop a workforce of the future. We took on our first paid trainee in 2022 on a year-long contract. Based on this successful model, we will seek further opportunities to offer this significant and impactful training opportunity to additional candidates in future years.

Statement of trustees' responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

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

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

Approved by order of the board of trustees on 7 January 2025 and signed on its behalf by:

Ms C T H Bruce - Trustee

Report of the Independent Auditors to the Members of Citizens Advice Kensington and Chelsea

Opinion

We have audited the financial statements of Citizens Advice Kensington and Chelsea (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), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; 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 work 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.

Opinions 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.

Report of the Independent Auditors to the Members of Citizens Advice Kensington and Chelsea

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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our planning procedures identify the legal and regulatory frameworks applicable to the operations and financial statements of the company. These are reviewed internally with the audit team including relevant industry experience and expectations as well as externally with the client management. The key laws and regulations we considered in this context were the UK Companies Act 2006, UK GAAP FRS 102 and relevant tax legislation.

Once identified, we assess the risks of material misstatements in relation to the laws and regulations, irregularities, including fraud and adjust our testing accordingly. Our audit procedures include:

- Discussing with Management which areas of the business they believe to be more susceptible to fraud, and whether they have any knowledge or suspicion of fraudulent activities;
- Obtaining an understanding of the key controls put in place by the company to address risks identified, assessing the effectiveness of those and discussing how these are maintained and monitored internally;
- Assessing the risk of management override and review and testing of journal entries made into the accounting system;
- Challenging assumptions and judgements made by the company in relation to the significant accounting estimates employed in the preparation of the financial statements;
- Discussing with Management the legal and regulatory obligations of the business and whether they have any knowledge or suspicion of non compliance.

Despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularities likely involve collusion, forgery, intentional misrepresentation, or the override of internal controls.

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.

**Report of the Independent Auditors to the Members of
Citizens Advice Kensington and Chelsea**

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.

Victoria Carter (Senior Statutory Auditor)
for and on behalf of Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

7 January 2025

Citizens Advice Kensington and Chelsea

**Statement of Financial Activities
for the Year Ended 31 March 2024**

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds as restated £
Income and endowments from					
Donations and legacies	2	613	-	613	8,014
Charitable activities					
	4				
General Bureaux and Community Services		674,264	54,029	728,293	712,259
Wormwood Scrubs Project		-	46,302	46,302	23,698
Adult Social Care		-	110,000	110,000	118,564
Grenfell Project		-	100,000	100,000	223,966
RBKC WECAN Project		48,458	-	48,458	-
Investment income	3	12,584	-	12,584	1,640
Total		<u>735,919</u>	<u>310,331</u>	<u>1,046,250</u>	<u>1,088,141</u>
Expenditure on					
Charitable activities					
	5				
General Bureaux and Community Services		549,271	-	549,271	579,289
Wormwood Scrubs Project		-	33,348	33,348	17,709
Adult Social Care		-	125,994	125,994	98,382
Grenfell Project		-	138,237	138,237	197,217
Universal Support		-	-	-	1,754
National Lottery Community Fund		-	55,372	55,372	-
Kensington Covid Recovery		-	34,033	34,033	-
Total		<u>549,271</u>	<u>386,984</u>	<u>936,255</u>	<u>894,351</u>
Net gains on investments		-	-	-	-
NET INCOME/(EXPENDITURE)		186,648	(76,653)	109,995	193,790
Transfers between funds	15	83,005	(83,005)	-	-
Other recognised gains/(losses)					
Actuarial gains/(losses) on defined benefit schemes		(12,520)	-	(12,520)	(20,720)
Net movement in funds		<u>257,133</u>	<u>(159,658)</u>	<u>97,475</u>	<u>173,070</u>
Reconciliation of funds					
Total funds brought forward					
As previously reported		385,992	212,966	598,958	379,682
Prior year adjustment	11	(46,206)	-	(46,206)	-
As restated		<u>339,786</u>	<u>212,966</u>	<u>552,752</u>	<u>379,682</u>
Total funds carried forward		<u>596,919</u>	<u>53,308</u>	<u>650,227</u>	<u>552,752</u>

The notes form part of these financial statements

Statement of Financial Position
31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds as restated £
Fixed assets					
Tangible assets	12	15,002	-	15,002	1,066
Current assets					
Debtors	13	8,484	-	8,484	61,697
Cash at bank and in hand		972,004	53,306	1,025,310	952,177
		<u>980,488</u>	<u>53,306</u>	<u>1,033,794</u>	<u>1,013,874</u>
Creditors					
Amounts falling due within one year	14	(83,135)	-	(83,135)	(132,274)
Net current assets		<u>897,353</u>	<u>53,306</u>	<u>950,659</u>	<u>881,600</u>
Total assets less current liabilities		912,355	53,306	965,661	882,666
Pension liability	16	(315,434)	-	(315,434)	(329,914)
NET ASSETS		<u>596,921</u>	<u>53,306</u>	<u>650,227</u>	<u>552,752</u>
Funds	15				
Unrestricted funds				596,921	339,786
Restricted funds				<u>53,306</u>	<u>212,966</u>
Total funds				<u>650,227</u>	<u>552,752</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 7 January 2025 and were signed on its behalf by:

Ms C T H Bruce - Trustee

Citizens Advice Kensington and Chelsea

**Statement of Cash Flows
for the Year Ended 31 March 2024**

		2024	2023
	Notes	£	as restated £
Cash flows from operating activities			
Cash generated from operations	1	94,836	12,501
Prior year adjustment		<u>-</u>	<u>46,206</u>
Net cash provided by operating activities		<u>94,836</u>	<u>58,707</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>(21,703)</u>	<u>(1,600)</u>
Net cash used in investing activities		<u>(21,703)</u>	<u>(1,600)</u>
Change in cash and cash equivalents in the reporting period			
		73,133	57,107
Cash and cash equivalents at the beginning of the reporting period		<u>952,177</u>	<u>895,070</u>
Cash and cash equivalents at the end of the reporting period		<u>1,025,310</u>	<u>952,177</u>

The notes form part of these financial statements

Citizens Advice Kensington and Chelsea

**Notes to the Statement of Cash Flows
for the Year Ended 31 March 2024**

1. Reconciliation of net income to net cash flow from operating activities	2024	2023 as restated	
	£	£	
Net Income for the reporting period (as per the Statement of Financial Activities)	109,995	193,790	
Adjustments for:			
Depreciation charges	7,767	6,070	
Decrease/(increase) in debtors	53,213	(54,608)	
Decrease in creditors	(49,139)	(59,545)	
Difference between pension charge and cash contributions	(27,000)	(73,206)	
Net cash provided by operations	<u>94,836</u>	<u>12,501</u>	
2. Analysis of changes in net funds	At 1.4.23	Cash flow	At 31.3.24
	£	£	£
Net cash			
Cash at bank and in hand	<u>952,177</u>	<u>73,133</u>	<u>1,025,310</u>
	<u>952,177</u>	<u>73,133</u>	<u>1,025,310</u>
Total	<u><u>952,177</u></u>	<u><u>73,133</u></u>	<u><u>1,025,310</u></u>

The notes form part of these financial statements

Citizens Advice Kensington and Chelsea

Notes to the Financial Statements for the Year Ended 31 March 2024

1. Accounting policies

Statutory information

Citizens Advice Kensington and Chelsea is an incorporated charity, limited by guarantee, registered in England and Wales. The registered number and registered office address can be found in the Report of the Trustees.

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)'. Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Going concern

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment. Based on these assessments, the Trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

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

Governance costs

These include the costs attributable to the Charity's compliance with constitutional and statutory requirements including audit, strategic management and Trustee's meetings and reimbursed expenses.

Allocation of support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources for example staff costs by the time spent and other costs by their usage.

Tangible fixed assets

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

Computer equipment - 33% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

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

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

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

1. Accounting policies - continued

Pension costs and other post-retirement benefits

The Charity is part of a multi-employer defined benefit pension scheme. The plan closed to future accrual on 31 March 2008. A separate actuarial valuation for the Charity is unable to be obtained in relation to the pension scheme and therefore it is unable to ascertain its share of the underlying assets and liabilities of the plan at the year end. The liability has therefore been calculated based on the present value of the funding agreement with the pension plan. The liability has been discounted at an appropriate market rate. For more information see note 16.

Defined contribution pension schemes

The Charity operates a defined contribution pension scheme. Contributions payable to the Charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Debtors

Trade and other debtors are recognised at the settlement amount due after any discount offered. Prepayments are valued at the amount prepaid net of any discounts due.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of loans which are subsequently measured at amortised cost using the effective interest method.

Termination benefits

Termination benefits are recognised when the charity is demonstrably committed either:

- to terminate the employment of an employee or group of employees before the normal retirement date; or
- to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

Termination benefits are recognised at the best estimate of the expenditure that would be required to settle the obligation at the reporting date.

Citizens Advice Kensington and Chelsea

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

2. Donations and legacies		2024	2023
		£	as restated £
Donations		<u>613</u>	<u>8,014</u>
3. Investment income		2024	2023
		£	as restated £
Interest received		<u>12,584</u>	<u>1,640</u>
4. Income from charitable activities		2024	2023
		£	as restated £
	Activity		
Royal Borough of Kensington & Chelsea - general grant	General Bureaux and Community Services	550,000	550,000
K&C Foundation	General Bureaux and Community Services	32,164	49,443
RBKC	General Bureaux and Community Services	13,104	41,133
RBKC AiCS	General Bureaux and Community Services	14,939	14,211
Camden Charities	General Bureaux and Community Services	6,000	4,500
CitA	General Bureaux and Community Services	15,269	-
The National Lottery	General Bureaux and Community Services	54,029	52,972
The Trussell Trust	General Bureaux and Community Services	42,788	-
Wormwood Scrubs - donations in kind	Wormwood Scrubs Project	10,000	23,698
Wormwood Scrubs	Wormwood Scrubs Project	36,302	-
RBKC - Social Services	Adult Social Care	110,000	114,783
K&C Foundation	Adult Social Care	-	3,781
K&C Foundation	Grenfell Project	-	98,000
RBKC AiCS	Grenfell Project	-	125,966
RBKC Grenfell Project	Grenfell Project	100,000	-
RBKC WECAN Project	RBKC WECAN Project	48,458	-
		<u>1,033,053</u>	<u>1,078,487</u>

Donations in kind relate to the rental of the facilities at Wormwood Scrubs H M Prison for the Charity to provide advisory services.

Citizens Advice Kensington and Chelsea

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

5. Charitable activities costs

	Direct Costs £	Support costs (see note 6) £	Totals £
General Bureaux and Community Services	332,762	216,509	549,271
Wormwood Scrubs Project	16,620	16,728	33,348
Adult Social Care	97,009	28,985	125,994
Grenfell Project	76,005	62,232	138,237
National Lottery Community Fund	34,500	20,872	55,372
Kensington Covid Recovery	-	34,033	34,033
	<u>556,896</u>	<u>379,359</u>	<u>936,255</u>

6. Support costs

	Premises costs £	Information technology £	Human resources £
General Bureaux and Community Services	32,108	12,642	60,113
Wormwood Scrubs Project	10,262	576	4,424
Adult Social Care	4,248	2,186	11,121
Grenfell Project	3,628	4,112	23,055
National Lottery Community Fund	2,201	2,197	11,788
Kensington Covid Recovery	-	-	-
	<u>52,447</u>	<u>21,713</u>	<u>110,501</u>
	Administration costs £	Other £	Governance costs £
General Bureaux and Community Services	17,064	84,124	10,458
Wormwood Scrubs Project	716	24	726
Adult Social Care	2,947	4,955	3,528
Grenfell Project	3,885	26,080	1,472
National Lottery Community Fund	2,726	992	968
Kensington Covid Recovery	-	34,033	-
	<u>27,338</u>	<u>150,208</u>	<u>17,152</u>
			Totals £
			216,509
			16,728
			28,985
			62,232
			20,872
			34,033
			<u>379,359</u>

7. Net income/(expenditure)

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

	2024 £	2023 as restated £
Auditors' remuneration	8,850	8,701
Depreciation - owned assets	<u>7,767</u>	<u>6,070</u>

Citizens Advice Kensington and Chelsea

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

8. Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2024 nor for the year ended 31 March 2023.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2024 nor for the year ended 31 March 2023.

9. Staff costs

	2024	2023 as restated
	£	£
Wages and salaries	595,512	586,010
Social security costs	49,080	55,373
Other pension costs	18,017	20,180
	<u>662,609</u>	<u>661,563</u>

Key management relate to employees that are deemed to have significant influence on the strategic direction of the Charity. Key management remuneration for the year totalled £96,454 (2023: £93,670).

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

	2024	2023 as restated
Project workers	12	15
Management and administration	2	2
	<u>14</u>	<u>17</u>

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

10. Comparatives for the statement of financial activities

	Unrestricted funds	Restricted funds	Total funds as restated
	£	£	£
Income and endowments from			
Donations and legacies	8,014	-	8,014
Charitable activities			
General Bureaux and Community Services	618,154	94,105	712,259
Wormwood Scrubs Project	-	23,698	23,698
Adult Social Care	-	118,564	118,564
Grenfell Project	-	223,966	223,966
Investment income	1,640	-	1,640
Total	<u>627,808</u>	<u>460,333</u>	<u>1,088,141</u>
Expenditure on			
Charitable activities			
General Bureaux and Community Services	516,017	63,272	579,289
Wormwood Scrubs Project	-	17,709	17,709

Citizens Advice Kensington and Chelsea

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

10. Comparatives for the statement of financial activities - continued

	Unrestricted funds	Restricted funds	Total funds as restated
	£	£	£
Adult Social Care	-	98,382	98,382
Grenfell Project	-	197,217	197,217
Universal Support	-	1,754	1,754
Total	<u>516,017</u>	<u>378,334</u>	<u>894,351</u>
NET INCOME	111,791	81,999	193,790
Other recognised gains/(losses)			
Actuarial gains/(losses) on defined benefit schemes	(20,720)	-	(20,720)
Net movement in funds	<u>91,071</u>	<u>81,999</u>	<u>173,070</u>
Reconciliation of funds			
Total funds brought forward	248,716	130,966	379,682
Total funds carried forward	<u>339,787</u>	<u>212,965</u>	<u>552,752</u>

11. Prior year adjustment

A prior year adjustment has been included in these financial statement following an extension to the net present value calculation for the defined benefit pension scheme. The current and comparative periods, based on net present value calculations provided to the charity, are now calculated on annual contributions up to and including 2041 (previously 2037) and the impact on the 2023 liability is an increase of £46,206. See further detail per note 16.

12. Tangible fixed assets

	Computer equipment £
Cost	
At 1 April 2023	69,730
Additions	21,703
At 31 March 2024	<u>91,433</u>
Depreciation	
At 1 April 2023	68,664
Charge for year	7,767
At 31 March 2024	<u>76,431</u>
Net book value	
At 31 March 2024	<u>15,002</u>
At 31 March 2023	<u>1,066</u>

Citizens Advice Kensington and Chelsea

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

13. Debtors: amounts falling due within one year	2024	2023 as restated
	£	£
Accrued income	3,591	59,008
Prepayments	4,893	2,689
	<u>8,484</u>	<u>61,697</u>

14. Creditors: amounts falling due within one year	2024	2023 as restated
	£	£
Social security and other taxes	9,926	13,353
Other creditors	8,163	10,201
Amounts held on behalf of clients	13,744	22,800
Deferred income	-	69,178
Accrued expenses	51,302	16,742
	<u>83,135</u>	<u>132,274</u>

Deferred income

	£
Deferred income as at 1 April 2023	69,178
Released in the year	(69,178)
Income deferred in the year	-
Deferred income as at 31 March 2024	<u>-</u>

Deferred income relates to grant income that the Charity has received but is not entitled to at the year end in line with FRS 102 SORP.

Citizens Advice Kensington and Chelsea

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

15. Movement in funds

	At 1.4.23 £	Prior year adjustment £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds					
General fund	-	-	(1,152)	-	(1,152)
General Fund - Bureaux Services	619,700	-	160,802	83,005	863,507
Pension liability	(283,708)	(46,206)	14,480	-	(315,434)
Designated Fund - IT and Service Developments	50,000	-	-	-	50,000
	<u>385,992</u>	<u>(46,206)</u>	<u>174,130</u>	<u>83,005</u>	<u>596,921</u>
Restricted funds					
HM Prison Service - Wormwood Scrubs	9,540	-	12,952	-	22,492
Adult Social Care	98,999	-	(15,994)	(83,005)	-
RBKC - Grenfell Project	66,731	-	(38,238)	-	28,493
National Lottery Community Fund	3,663	-	(1,342)	-	2,321
Kensington Covid Recovery	34,033	-	(34,033)	-	-
	<u>212,966</u>	<u>-</u>	<u>(76,655)</u>	<u>(83,005)</u>	<u>53,306</u>
TOTAL FUNDS	<u>598,958</u>	<u>(46,206)</u>	<u>97,475</u>	<u>-</u>	<u>650,227</u>

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General fund	-	(1,152)	-	(1,152)
General Fund - Bureaux Services	735,919	(575,117)	-	160,802
Pension liability	-	27,000	(12,520)	14,480
	<u>735,919</u>	<u>(549,269)</u>	<u>(12,520)</u>	<u>174,130</u>
Restricted funds				
HM Prison Service - Wormwood Scrubs	46,302	(33,350)	-	12,952
Adult Social Care	110,000	(125,994)	-	(15,994)
RBKC - Grenfell Project	100,000	(138,238)	-	(38,238)
National Lottery Community Fund	54,029	(55,371)	-	(1,342)
Kensington Covid Recovery	-	(34,033)	-	(34,033)
	<u>310,331</u>	<u>(386,986)</u>	<u>-</u>	<u>(76,655)</u>
TOTAL FUNDS	<u>1,046,250</u>	<u>(936,255)</u>	<u>(12,520)</u>	<u>97,475</u>

Citizens Advice Kensington and Chelsea

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

15. Movement in funds - continued

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	295,191	-	(295,191)	-
General Fund - Bureaux Services	289,719	38,584	245,191	573,494
Pension liability	(336,194)	52,486	-	(283,708)
Designated Fund - IT and Service Developments	-	-	50,000	50,000
	<u>248,716</u>	<u>91,070</u>	<u>-</u>	<u>339,786</u>
Restricted funds				
HM Prison Service - Wormwood Scrubs	3,875	5,665	-	9,540
Adult Social Care	78,817	20,182	-	98,999
RBKC - Grenfell Project	39,983	26,748	-	66,731
Universal Support	381	(381)	-	-
National Lottery Community Fund	768	2,895	-	3,663
Kensington Covid Recovery	7,142	26,891	-	34,033
	<u>130,966</u>	<u>82,000</u>	<u>-</u>	<u>212,966</u>
TOTAL FUNDS	<u>379,682</u>	<u>173,070</u>	<u>-</u>	<u>552,752</u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
General Fund - Bureaux Services	627,808	(568,504)	(20,720)	38,584
Pension liability	-	52,486	-	52,486
	<u>627,808</u>	<u>(516,018)</u>	<u>(20,720)</u>	<u>91,070</u>
Restricted funds				
HM Prison Service - Wormwood Scrubs	23,698	(18,033)	-	5,665
Adult Social Care	118,564	(98,382)	-	20,182
RBKC - Grenfell Project	223,967	(197,219)	-	26,748
Universal Support	-	(381)	-	(381)
National Lottery Community Fund	52,972	(50,077)	-	2,895
Kensington Covid Recovery	41,132	(14,241)	-	26,891
	<u>460,333</u>	<u>(378,333)</u>	<u>-</u>	<u>82,000</u>
TOTAL FUNDS	<u>1,088,141</u>	<u>(894,351)</u>	<u>(20,720)</u>	<u>173,070</u>

Citizens Advice Kensington and Chelsea

Notes to the Financial Statements - continued for the Year Ended 31 March 2024

15. Movement in funds - continued

WormWood Scrubs project is an advice bureau service in HM Prison, which began in 1994, which has been largely funded by HM Prison Service together with various other funding partners.

Adult Social Care Income Maximisation projects, Mental Health project, B&E project and the HIV project funded by the local authority's Social Services Department (Adult Social Care) all began between 1995 and 2002. These projects provide advice and casework to help vulnerable adults (including older people, and those with physical or mental health conditions) with benefits-related issues. The fund has previously been split into 3 separate funds within the financial statements but have now been consolidated into one Adult Social Care fund.

Grenfell project, which commenced in June 2017, provides advice and support on a range of important matters such as rehousing of survivors and displaced residents, supporting residents to make claims for welfare benefits, assisting families and survivors who received charitable donations and supporting residents with their employer relationships.

Universal Support project provided the advice and support people need to make and complete their first Universal Credit claim. This project has now finished.

Pension liability has been designated within unrestricted funds to separately identify the amount owed by the Charity to fund the defined benefit pension deficit at the year end.

The Kensington Covid Recovery funding has enabled the charity to restructure, by meeting redundancy costs and buy in professional support for the process.

The National Lottery Community funding has enabled the charity to enhance volunteer training programme, substantially increasing our advice capacity.

Transfers between funds

£83,005 has been transferred from restricted to unrestricted funds in the year. This relates to residual funds not utilised for Adult Social Care fund. This work will continue under the new RBKC IAG contract.

16. Employee benefit obligations

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.

Citizens Advice Kensington and Chelsea

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

16. Employee benefit obligations - continued

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.

As the Charity is unable to value its share of the multi-employer pension scheme assets and liabilities at the year-end, the pension liability has been calculated based on the net present value of future pension deficit contributions. The Charity has agreed to make deficit contributions of £27,000 to the pension scheme per year until 2041. The discount factor of 4.9% (2023: 4.8%) has been extracted from the actuarial valuation report of the multi-employer pension scheme.

	2024	2023
	£	£
Pension liability brought forward	329,914	336,194
Prior year adjustment (see note 11)	46,206	
Deficit contribution in the year	(27,000)	(27,000)
Net present value remeasurement	12,520	(25,486)
Pension liability as at 31 March	315,434	329,914

17. Operating lease commitments

At the reporting date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases which fall due as follows:

	2024	2023
	£	£
Within one year	6,695	13,389
Between one and five years		6,695
Total	6,695	20,084

Total operating lease costs recognised in the SOFA in the year was £13,389 (2023: £13,389).

18. Related party disclosures

There were no related party transactions for the year ended 31 March 2024.

This document was delivered using electronic communications and authenticated in accordance with the registrar's rules relating to electronic form, authentication and manner of delivery under section 1072 of the Companies Act 2006.

CITIZENS ADVICE KENSINGTON AND CHELSEA

England & Wales - Charity number 1057195

Accounts

REGISTERED COMPANY NUMBER: 03174842 (England and Wales)
REGISTERED CHARITY NUMBER: 1057195

**Report of the Trustees and
Financial Statements for the Year Ended 31 March 2023
for
Citizens Advice Kensington and Chelsea**

Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

Citizens Advice Kensington and Chelsea

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for the Year Ended 31 March 2023**

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Citizens Advice Kensington and Chelsea (Registered number: 03174842)

**Report of the Trustees
for the Year Ended 31 March 2023**

1. The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Structure, governance and management

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Reference and administrative details

Registered Company number

03174842 (England and Wales)

Registered Charity number

1057195

Registered office

Chelsea Old Town Hall

Kings Road

LONDON

SW3 5EB

Trustees

Cllr D A Schmetterling

Ms C T H Bruce

Cllr I E R Wason (resigned 13.5.22)

Revd Dr M J A Long (resigned 6.6.23)

Mr J N Dudley (resigned 29.11.22)

Ms K G Blagden

Ms J Rhoades

Cllr M Adam (appointed 6.8.22) (resigned 12.7.23)

Cllr M S Bakhtiar (appointed 12.7.23)

Lord R Carnwath (resigned 13.5.22)

Ms S L Dunn

Mr S Jayant

Cllr W Lane (appointed 25.7.22)

Dr A Mfula (appointed 27.11.22)

Dr J Pinto

Ms H R Robinson (resigned 30.4.22)

Ms P Thaxter (resigned 24.5.22)

2. KEY MANAGEMENT PERSONNEL

Chief Executive Officer: Mr William Roberts

Company Secretary: Mr William Roberts

Website Address: <https://citizensadvicekc.org.uk>

Auditors

Haines Watts Wales LLP, Statutory Auditors

7 Neptune Court

Vanguard Way

Cardiff

CF24 5PJ

Citizens Advice Kensington and Chelsea (Registered number: 03174842)

**Report of the Trustees
for the Year Ended 31 March 2023**

Reference and administrative details

Bankers

Barclays Bank PLC
137 Ladbroke Grove
Notting Hill
London
W11 1PR

Change of name

The charitable company passed a special resolution on 28 March 2023 changing its name from Kensington and Chelsea Citizens Advice Bureaux Service to Citizens Advice Kensington and Chelsea.

**Report of the Trustees
for the Year Ended 31 March 2023**

STRUCTURE, GOVERNANCE AND MANAGEMENT

3. **Status** - The Citizens Advice Kensington & Chelsea (Charity Registration no: 1057195) is constituted as a company limited by guarantee (Company no: 3174842 incorporated 19 March 1996) and governed during the year by trustees under its memorandum and articles of association.

4. **Trustees and Organisational Structure** - Under the Articles of Association adopted on 27 November 2003, there may be between four and sixteen trustees. New Trustees are appointed:

- election by members in General Meeting,
- by nomination by member organisations and approval by the trustees for the time being,
- by co-option by the trustees, for terms of three years.

Trustee members are individuals who are interested in furthering the missions of the charity. Three representative members of the trustees are councillors who represent the Royal Borough of Kensington & Chelsea. The role of trustees is voluntary, and not paid.

5. **Policies and procedures for the induction and training of trustees** -The trustees endeavour to identify candidates for trusteeship from various individuals and organisations representative of the community in which the charity operates, particularly those with any of the various skills desirable in a trustee board and makes use of the specialist training courses for trustees provided by the related national charity Citizens Advice.

6. **Decision Making** - The trustees oversee appointments of paid staff, grant funding applications, annual financial budgets and accounts, and quarterly financial and operational reports from staff, and any potential issue(s). Day-to-day implementation of decisions and operational management are delegated to the respective managers of the charity. Trustees are responsible for determining the remuneration of key management personnel.

7. **Related Charities and Organisations** - The service is a member of Citizens Advice (the operating name of the National Association of Citizens Advice Bureaux) (Charity registration no:279057, of 3rd Floor North, 200 Aldersgate Street, London EC1A 4HD). As such it must conform to the requirements of the organisation's membership scheme, and it is represented within the organisation's democratic structure. The service relies on the organisation for support services such as training of trustees, staff and volunteers, and provision of an information database.

8. **Risk review** - The trustees conduct regular reviews of the major external risks, which the charity is exposed to, and systems or best practices have been established to mitigate against those risks. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects, to ensure the consistent quality of delivery for all operational and financial activities of the charity. These procedures are reviewed annually to ensure they still meet the updated needs of the charity each year. One note to highlight is that amongst the wide range of existing funders of the charity, some making grants only on an annual basis, means that the service of the charity, in common with many similar voluntary organisations, faces significant risks to external funding. Trustees consider, bearing in mind these risks and the position set out in para's 12 & 13 below, that there should be unrestricted funds neither committed nor invested in fixed assets of £322,000. From April 2024 this figure will reduce to £250,000 and £50,000 will be set aside as designated funds to invest in the development of services and technology.

At 31 March 2023, the free reserves amounted to £384,926 (2022: £243,180). As described in Note 15, the Service is an associate employer in the defined-benefit pension scheme for staff, which was closed to new staff on 1 October 2000 and to any further accrual from 31 March 2008. In common with similar organisations, the Service has arranged for former members of the scheme, as well as any other staff, to join a defined-contribution scheme managed by Scottish Widows.

PUBLIC BENEFIT

9. **Public Benefit** - The trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit, 'charities and public benefit'. The charity's objectives and achievements are set out below.

Report of the Trustees
for the Year Ended 31 March 2023

OBJECTIVES AND ACTIVITIES

10. **Objectives** - The principal object of the charity is to provide centres for the supply of advice and guidance in furtherance of the advancement of education, the protection of health and the relief of poverty, sickness and distress, for the benefit of the community in Kensington and Chelsea. To this end, the service operates in accordance with the standards necessary for the service to qualify for membership of Citizens Advice (a related charity as described in para. 7 above). The service aims:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.
- The service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, sexuality or disability.

11. The service monitors its achievement of these objectives by the numbers of advice enquiries it deals with, and the amount of support given to clients at various levels, and particularly in financial terms by the amounts of benefits or judicial or other awards achieved for clients by advice given.

12. **Activities** - In furtherance of these objectives, the service aims to provide a regular generalist advice service within the borough, supplemented by additional projects for advice to particular groups or on particular topics identified as needed in the area, and for which funding can be obtained.

13. The service operates from our registered office at Chelsea Old Town Hall, London SW3 5EB, as well as work being carried out remotely by advisers and volunteers. We intend to acquire new premises in the North of the borough in 2023. We run an outreach programme 3 days/week at The Kensington and Chelsea Foodbank and one day a week at Bay20 Community Centre. From April 2023 we opened a Help and Advice Hub at the Chelsea Theatre which operates on Tuesdays and for which we issue follow up appointments on Wednesdays. From July 2023 we opened a second Help and Advice Hub at the Kensington Leisure Centre. The Royal Borough of Kensington & Chelsea has approved a grant of £550,000 for FY2023-24 which represents a 0% increase on FY2022-2023 funding. A full commissioning process will take place for this service with Royal Borough of Kensington & Chelsea from September 2023 and will take effect from April 2024 .

In addition the service operates the following special projects:

- An advice bureau service in HM Wormwood Scrubs began in 1994. It has largely been funded by City Bridge Trust and HM Prison Service. Since April 2022, City Bridge Trust and HM Prison Service have not been in a position to approve any basic grant but the latter continues to offer financial assistance in the form of £10,000 in premises' costs in kind. Funding from February 2023 to March 2024 has been received from the Kensington and Chelsea Foundation (£25,000) and The Julia & Hans Rausing Trust (£20,000). Further efforts will continue to secure funding for 2024/25.
- The Adult Social Care project is funded by the local authority's Social Services Department (Adult Social Care), which began between 1995 and 2002. Funding for 2023-24 stands at £110,000 (2022.23: £110,000). A full commissioning process from September 2023 and will take effect from April 2024 .
- Grenfell project which commenced in June 2017 to support residents and families affected by the Grenfell Tower fire tragedy is supported in 2022-23 by Central & North West London NHS Foundation Trust by £98,000 with matched local authority funding of £100,000. This project will no longer be supported by Central & North West London NHS Foundation Trust from April 2023.
- The Nationally Lottery funding has allowed us to increase the number of volunteers working in the service, substantially increasing our advice capacity. Funding for 2023-24 stands at £54,029 (2022.23: £52,971).
- The Covid Recovery funding, supported by the local authority, enables us to restructure by meeting redundancy costs and bring in professional support for the process. This funding has now ended. (2022.23: £41,133).
- The Food Bank service which commenced in April 2022 is funded by the Trussell Trust under 3-year funding. The grant for 2023/24 is £42,788 (2022.23: £36,447) to cover four days of advice per week.
- The AiCS project commenced in January 2022, under which we receive £18,947/year (2022.23: £4,008) from RBKC (who have a GLA grant for the project) to provide outreach, currently at K&C Foodbank and Bay20.

14. **Volunteers** - The service benefits from time and expertise voluntarily given - however, no financial value is recognised in the financial statements. It also includes the work of the trustees, who are unremunerated, and of volunteer administrative and advice workers. During the year, there was an average of seven full time staff at no cost to the service apart from travel, training and other expenses of £1,340 in 2022-2023. The estimated additional value volunteers bring to the service is £85,333.

**Report of the Trustees
for the Year Ended 31 March 2023**

ACHIEVEMENTS AND PERFORMANCE

15. Qualitative and quantitative indicators of the numbers and nature of enquiries, and of progress with casework, and numbers of appointments, home visits, representations at panels and tribunals, and of complaints are collated in the form of Service Information which is reported quarterly to the principal funder under the current funding agreement.

FINANCIAL REVIEW

16. **Funders** - The service is grateful for the financial support it receives from its various funders, notably the **Royal Borough of Kensington & Chelsea** - VCS and Community Partnerships, Social Services and Grenfell Departments, **National Health Service, Citizens Advice, Kensington & Chelsea Foundation, Camden Charities, HM Prison Service, National Lottery Community Fund, The Trussell Trust and The Julia and Hans Rausing Trust** .

17. **Financial Position** -The statement of financial activities for the year ended 31 March 2023 shows total income of £1,088,141 (2022: £1,372,417) and expenditure of £868,865 (2022: £1,280,343), giving net incoming resources for the year of £219,276 (2022: £92,074) after the defined-benefit pension scheme liability gain of £25,486 (2022: £8,155 gain).

18. **Reserves Policy** - Details of fund balances are given in Note 15 to the accounts. Of the total balances, those of restricted funds will be required for ongoing expenditure or adjustment against future grants for restricted projects. The trustees regard the remaining balances of unrestricted funds as free reserves, which amount to £384,926 (2022: £243,180) representing 44% of total expenditure in the year (2022: 19%). These reserves are held as a working balance to smooth any day-to-day and/or project to-project fluctuations in income and expenditure. It also covers separately funded projects, which may have different accounting periods and different timetables for grant instalments. Apart from this reserve, the charity holds no financial assets or investments, and relies entirely on current funding for its activities. With the exception of funding for the special projects listed in para 13 above, and income from referral service work, donations and bank interest, the service is wholly dependent on funding by the local authority.

19. **Going concern** - The trustees have undertaken a detailed analysis of the funding impact on its operations and have concluded that there is a reasonable expectation that the charity remains a going concern for the reasons outlined below.

The financial activity and position are outlined in pages 11 & 12. The trustees have assessed the financial position of the charity and would like to conclude that it is well-prepared to meet the liabilities and to manage any identified business and financial risk. The financial position is enhanced by sufficient reserves, positive relationships and feedback received from key funders and a proven ability to secure successful bids for new funding. The financial planning takes into the considerations of current economic climate and any potential impact on charity sources of income and planned expenditures. We acknowledge the pension obligations of charity and have a clear course of actions to reduce the pension deficit over time.

PLANS FOR FUTURE PERIODS

20. The focus of service development is to significantly extend our reach and accessibility by developing a range of access channels and outreach services.

We have changed our website to include a public access benefits checker and we are developing an interactive, automated 24hour chat facility.

Our intention is to locate services where people already go - particularly those who have not sought advice before or who did not realise they may be able to get help. We have successfully piloted a help and support hub, based on triage and close work with other advice and community support partners. Building on the learning from this pilot, and in the spirit of continuous learning, we will be seeking additional locations and partners for these weekly drop in services. We are also aware of the changing needs of our communities, and we will be looking for ways of providing advice outside our current working hours.

We will also continue to work with advice sector partners on seamless referrals, creating single points of access to new clients.

**Report of the Trustees
for the Year Ended 31 March 2023**

We are also aware of the need to grow and develop a workforce of the future. We took on our first paid trainee in 2022 on a year-long contract. Based on this successful model, we will seek further opportunities to offer this significant and impactful training opportunity to additional candidates in future years.

Statement of trustees' responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

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

Auditors

The auditors, Haines Watts Wales LLP, Statutory Auditors, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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

Approved by order of the board of trustees on 12 October 2023 and signed on its behalf by:



Ms K G Blagden - Trustee

Report of the Independent Auditors to the Members of Citizens Advice Kensington and Chelsea

Opinion

We have audited the financial statements of Citizens Advice Kensington and Chelsea (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), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; 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 work 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.

Opinions 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.

Report of the Independent Auditors to the Members of Citizens Advice Kensington and Chelsea

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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our planning procedures identify the legal and regulatory frameworks applicable to the operations and financial statements of the company. These are reviewed internally with the audit team including relevant industry experience and expectations as well as externally with the client management. The key laws and regulations we considered in this context were the UK Companies Act 2006, UK GAAP FRS 102 and relevant tax legislation.

Once identified, we assess the risks of material misstatements in relation to the laws and regulations, irregularities, including fraud and adjust our testing accordingly. Our audit procedures include:

- Discussing with Management which areas of the business they believe to be more susceptible to fraud, and whether they have any knowledge or suspicion of fraudulent activities;
- Obtaining an understanding of the key controls put in place by the company to address risks identified, assessing the effectiveness of those and discussing how these are maintained and monitored internally;
- Assessing the risk of management override and review and testing of journal entries made into the accounting system;
- Challenging assumptions and judgements made by the company in relation to the significant accounting estimates employed in the preparation of the financial statements;
- Discussing with Management the legal and regulatory obligations of the business and whether they have any knowledge or suspicion of non compliance.

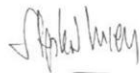
Despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularities likely involve collusion, forgery, intentional misrepresentation, or the override of internal controls.

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.

**Report of the Independent Auditors to the Members of
Citizens Advice Kensington and Chelsea**

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.



Stephen Lucey (Senior Statutory Auditor)
for and on behalf of Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

16 October 2023

Citizens Advice Kensington and Chelsea

Statement of Financial Activities
for the Year Ended 31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Income and endowments from					
Donations and legacies	2	8,014	-	8,014	8,524
Charitable activities	4				
Bureaux, Community and Legal Services		618,154	94,105	712,259	780,142
Wormwood Scrubs		-	23,698	23,698	70,449
Adult Social Care		-	118,564	118,564	246,791
Grenfell Project		-	223,966	223,966	179,445
Universal Support		-	-	-	86,598
Investment income	3	1,640	-	1,640	98
Other income	5	-	-	-	370
Total		<u>627,808</u>	<u>460,333</u>	<u>1,088,141</u>	<u>1,372,417</u>
Expenditure on					
Charitable activities	6				
Bureaux, Community and Legal Services		490,531	63,272	553,803	716,166
Wormwood Scrubs		-	17,709	17,709	80,041
Adult Social Care		-	98,382	98,382	238,055
Money Advice Project		-	-	-	9,088
Grenfell Project		-	197,217	197,217	150,492
Universal Support		-	1,754	1,754	86,501
Total		<u>490,531</u>	<u>378,334</u>	<u>868,865</u>	<u>1,280,343</u>
NET INCOME		137,277	81,999	219,276	92,074
Reconciliation of funds					
Total funds brought forward		248,716	130,966	379,682	287,608
Total funds carried forward		<u>385,993</u>	<u>212,965</u>	<u>598,958</u>	<u>379,682</u>


The notes form part of these financial statements

Statement of Financial Position
31 March 2023

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Fixed assets					
Tangible assets	12	1,066	-	1,066	5,536
Current assets					
Debtors	13	61,697	-	61,697	7,089
Cash at bank and in hand		739,211	212,966	952,177	895,070
		<u>800,908</u>	<u>212,966</u>	<u>1,013,874</u>	<u>902,159</u>
Creditors					
Amounts falling due within one year	14	(132,274)	-	(132,274)	(191,819)
Net current assets		<u>668,634</u>	<u>212,966</u>	<u>881,600</u>	<u>710,340</u>
Total assets less current liabilities		669,700	212,966	882,666	715,876
Pension liability	16	(283,708)	-	(283,708)	(336,194)
NET ASSETS		<u>385,992</u>	<u>212,966</u>	<u>598,958</u>	<u>379,682</u>
Funds	15				
Unrestricted funds				385,992	248,716
Restricted funds				<u>212,966</u>	<u>130,966</u>
Total funds				<u>598,958</u>	<u>379,682</u>

These financial statements have been prepared in accordance with and delivered in accordance with the special provisions applicable to small charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 12 October 2023 and were signed on its behalf by:



Ms K G Blagden - Trustee

Claire Bruce

Ms C T H Bruce - Trustee

The notes form part of these financial statements

Citizens Advice Kensington and Chelsea

**Statement of Cash Flows
for the Year Ended 31 March 2023**

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	<u>58,707</u>	<u>142,922</u>
Net cash provided by operating activities		<u>58,707</u>	<u>142,922</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>(1,600)</u>	<u>-</u>
Net cash (used in)/provided by investing activities		<u>(1,600)</u>	<u>-</u>
Change in cash and cash equivalents in the reporting period		<u>57,107</u>	<u>142,922</u>
Cash and cash equivalents at the beginning of the reporting period		<u>895,070</u>	<u>752,148</u>
Cash and cash equivalents at the end of the reporting period		<u>952,177</u>	<u>895,070</u>

The notes form part of these financial statements

Citizens Advice Kensington and Chelsea

**Notes to the Statement of Cash Flows
for the Year Ended 31 March 2023**

1. Reconciliation of net income to net cash flow from operating activities		2023		2022
		£		£
Net income for the reporting period (as per the Statement of Financial Activities)		219,276		92,074
Adjustments for:				
Depreciation charges		6,070		5,536
Increase in stocks		-		(80,467)
(Increase)/decrease in debtors		(54,608)		44,384
(Decrease)/increase in creditors		(59,545)		116,550
Difference between pension charge and cash contributions		(52,486)		(35,155)
Net cash provided by operations		<u>58,707</u>		<u>142,922</u>
2. Analysis of changes in net funds				
	At 1.4.22	Cash flow	At 31.3.23	
	£	£	£	
Net cash				
Cash at bank and in hand	895,070	57,107	952,177	
	<u>895,070</u>	<u>57,107</u>	<u>952,177</u>	
Total	<u>895,070</u>	<u>57,107</u>	<u>952,177</u>	

The notes form part of these financial statements

Citizens Advice Kensington and Chelsea

Notes to the Financial Statements for the Year Ended 31 March 2023

1. Accounting policies

Statutory information

Citizens Advice Kensington and Chelsea is an incorporated charity, limited by guarantee, registered in England and Wales. The registered number and registered office address can be found in the Report of the Trustees.

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)'. Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Going concern

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment. Based on these assessments, the Trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

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

Governance costs

These include the costs attributable to the Charity's compliance with constitutional and statutory requirements including audit, strategic management and Trustee's meetings and reimbursed expenses.

Allocation of support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources for example staff costs by the time spent and other costs by their usage.

Tangible fixed assets

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

Computer equipment - 33% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

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

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

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

Citizens Advice Kensington and Chelsea

Notes to the Financial Statements - continued for the Year Ended 31 March 2023

1. Accounting policies - continued

Pension costs and other post-retirement benefits

The Charity is part of a multi-employer defined benefit pension scheme. The plan closed to future accrual on 31 March 2008. A separate actuarial valuation for the Charity is unable to be obtained in relation to the pension scheme and therefore it is unable to ascertain its share of the underlying assets and liabilities of the plan at the year end. The liability has therefore been calculated based on the present value of the funding agreement with the pension plan. The liability has been discounted at an appropriate market rate. For more information see note 16.

Defined contribution pension schemes

The Charity operates a defined contribution pension scheme. Contributions payable to the Charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Debtors

Trade and other debtors are recognised at the settlement amount due after any discount offered. Prepayments are valued at the amount prepaid net of any discounts due.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of loans which are subsequently measured at amortised cost using the effective interest method.

Termination benefits

Termination benefits are recognised when the charity is demonstrably committed either:

- to terminate the employment of an employee or group of employees before the normal retirement date; or
- to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

Termination benefits are recognised at the best estimate of the expenditure that would be required to settle the obligation at the reporting date.

Citizens Advice Kensington and Chelsea

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

2. Donations and legacies		2023	2022
		£	£
Donations		<u>8,014</u>	<u>8,524</u>
3. Investment income		2023	2022
		£	£
Interest received		<u>1,640</u>	<u>98</u>
4. Income from charitable activities		2023	2022
		£	£
Royal Borough of Kensington & Chelsea - general grant	Bureaux, Community and Legal Services	550,000	630,541
C&NW London NHS Foundation Trust	Bureaux, Community and Legal Services	49,443	-
RBKC	Bureaux, Community and Legal Services	41,133	86,875
BLF	Bureaux, Community and Legal Services	14,211	-
Campden Charities	Bureaux, Community and Legal Services	4,500	10,500
CitA	Bureaux, Community and Legal Services	-	295
The National Lottery	Bureaux, Community and Legal Services	52,972	51,931
Wormwood Scrubs - donations in kind	Wormwood Scrubs	23,698	10,000
The City Bridge Trust	Wormwood Scrubs	-	43,958
HMP Wormwood Scrubs	Wormwood Scrubs	-	16,491
RBKC - Social Services	Adult Social Care	114,783	216,791
C&NW London NHS Foundation Trust	Adult Social Care	3,781	30,000
C&NW London NHS Foundation Trust	Grenfell Project	98,000	57,500
RBKC	Grenfell Project	-	70,000
BLF	Grenfell Project	125,966	-
Kensington & Chelsea Foundation	Grenfell Project	-	51,945
CitA	Universal Support	-	86,598
		<u>1,078,487</u>	<u>1,363,425</u>

Donations in kind relate to the rental of the facilities at Wormwood Scrubs H M Prison for the Charity to provide advisory services.

5. Other income		2023	2022
		£	£
Other income		<u>-</u>	<u>370</u>

Other income received includes funding received on behalf of bureau clients for legal advice to conclude a settlement agreement.

Citizens Advice Kensington and Chelsea

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

6. Charitable activities costs

	Direct Costs	Support costs (see note 7)	Totals
	£	£	£
Bureaux, Community and Legal Services	393,533	160,270	553,803
Wormwood Scrubs	6,097	11,612	17,709
Adult Social Care	79,103	19,279	98,382
Grenfell Project	127,495	69,722	197,217
Universal Support	-	1,754	1,754
	<u>606,228</u>	<u>262,637</u>	<u>868,865</u>

7. Support costs

	Premises costs	Information technology	Human resources	
	£	£	£	
Bureaux, Community and Legal Services	14,603	22,212	36,462	
Wormwood Scrubs	10,000	-	590	
Adult Social Care	2,527	3,726	6,746	
Grenfell Project	5,456	6,669	13,390	
Universal Support	1,754	-	-	
	<u>34,340</u>	<u>32,607</u>	<u>57,188</u>	
	Administration costs	Other	Governance costs	Totals
	£	£	£	£
Bureaux, Community and Legal Services	14,480	62,129	10,384	160,270
Wormwood Scrubs	890	132	-	11,612
Adult Social Care	3,042	1,408	1,830	19,279
Grenfell Project	5,302	35,500	3,405	69,722
Universal Support	-	-	-	1,754
	<u>23,714</u>	<u>99,169</u>	<u>15,619</u>	<u>262,637</u>

8. Net income/(expenditure)

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

	2023	2022
	£	£
Auditors' remuneration	8,701	8,220
Depreciation - owned assets	<u>6,070</u>	<u>5,536</u>

Citizens Advice Kensington and Chelsea

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

9. Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2023 nor for the year ended 31 March 2022.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2023 nor for the year ended 31 March 2022.

10. Staff costs

	2023	2022
	£	£
Wages and salaries	586,010	989,502
Social security costs	55,373	80,532
Other pension costs	20,180	33,191
	<u>661,563</u>	<u>1,103,225</u>

Key management relate to employees that are deemed to have significant influence on the strategic direction of the Charity. Key management remuneration for the year totalled £93,670 (2022: £78,957).

Included within wages are redundancy costs totalling £nil (2022:£114,530). Of this balance, £nil (2022: £43,184) is included within accruals as at the year end.

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

	2023	2022
Project workers	15	31
Management and administration	2	2
	<u>17</u>	<u>33</u>

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

11. Comparatives for the statement of financial activities

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Income and endowments from			
Donations and legacies	3,524	5,000	8,524
Charitable activities			
Bureaux, Community and Legal Services	645,344	134,798	780,142
Wormwood Scrubs	-	70,449	70,449
Adult Social Care	-	246,791	246,791
Grenfell Project	-	179,445	179,445
Universal Support	-	86,598	86,598
Investment income	98	-	98
Other income	370	-	370
Total	<u>649,336</u>	<u>723,081</u>	<u>1,372,417</u>

Expenditure on

Citizens Advice Kensington and Chelsea

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

11. Comparatives for the statement of financial activities - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Charitable activities			
Bureaux, Community and Legal Services	589,279	126,887	716,166
Wormwood Scrubs	-	80,041	80,041
Adult Social Care	-	238,055	238,055
Money Advice Project	-	9,088	9,088
Grenfell Project	-	150,492	150,492
Universal Support	-	86,501	86,501
Total	589,279	691,064	1,280,343
NET INCOME	60,057	32,017	92,074
Reconciliation of funds			
Total funds brought forward	188,659	98,949	287,608
Total funds carried forward	248,716	130,966	379,682

12. Tangible fixed assets

	Computer equipment £
Cost	
At 1 April 2022	68,130
Additions	1,600
At 31 March 2023	69,730
Depreciation	
At 1 April 2022	62,594
Charge for year	6,070
At 31 March 2023	68,664
Net book value	
At 31 March 2023	1,066
At 31 March 2022	5,536

Citizens Advice Kensington and Chelsea

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

13. Debtors: amounts falling due within one year	2023	2022
	£	£
Other debtors	-	4,408
Accrued income	59,008	-
Prepayments	<u>2,689</u>	<u>2,681</u>
	<u>61,697</u>	<u>7,089</u>
14. Creditors: amounts falling due within one year	2023	2022
	£	£
Social security and other taxes	13,353	19,752
Other creditors	10,201	17,938
Amounts held on behalf of clients	22,800	12,726
Deferred income	69,178	27,006
Accrued expenses	<u>16,742</u>	<u>114,397</u>
	<u>132,274</u>	<u>191,819</u>

Deferred income

	£
Deferred income as at 1 April 2022	27,006
Released in the year	(27,006)
Income deferred in the year	<u>69,178</u>
Deferred income as at 31 March 2023	<u>69,178</u>

Deferred income relates to grant income that the Charity has received but is not entitled to at the year end in line with FRS 102 SORP.

15. Movement in funds		Net movement in funds	Transfers between funds	At 31.3.23
	At 1.4.22	£	£	£
Unrestricted funds				
General fund	295,191	-	(295,191)	-
General Fund - Bureaux Services	289,719	84,790	245,191	619,700
Pension liability	(336,194)	52,486	-	(283,708)
Designated Fund - IT and Service Developments	-	-	50,000	50,000
	<u>248,716</u>	<u>137,276</u>	<u>-</u>	<u>385,992</u>
Restricted funds				
HM Prison Service - Wormwood Scrubs	3,875	5,665	-	9,540
Adult Social Care	78,817	20,182	-	98,999
RBKC - Grenfell Project	39,983	26,748	-	66,731
Universal Support	381	(381)	-	-
National Lottery Community Fund	768	2,895	-	3,663
Kensington Covid Recovery	<u>7,142</u>	<u>26,891</u>	<u>-</u>	<u>34,033</u>
	<u>130,966</u>	<u>82,000</u>	<u>-</u>	<u>212,966</u>
TOTAL FUNDS	<u>379,682</u>	<u>219,276</u>	<u>-</u>	<u>598,958</u>

Citizens Advice Kensington and Chelsea

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

15. Movement in funds - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Fund - Bureaux Services	627,808	(543,018)	84,790
Pension liability	-	52,486	52,486
	<u>627,808</u>	<u>(490,532)</u>	<u>137,276</u>
Restricted funds			
HM Prison Service - Wormwood Scrubs	23,698	(18,033)	5,665
Adult Social Care	118,564	(98,382)	20,182
RBKC - Grenfell Project	223,967	(197,219)	26,748
Universal Support	-	(381)	(381)
National Lottery Community Fund	52,972	(50,077)	2,895
Kensington Covid Recovery	41,132	(14,241)	26,891
	<u>460,333</u>	<u>(378,333)</u>	<u>82,000</u>
TOTAL FUNDS	<u>1,088,141</u>	<u>(868,865)</u>	<u>219,276</u>

Comparatives for movement in funds

	At 1.4.21 £	Net movement in funds £	At 31.3.22 £
Unrestricted funds			
General fund	295,191	-	295,191
General Fund - Bureaux Services	264,817	24,902	289,719
Pension liability	(371,349)	35,155	(336,194)
	<u>188,659</u>	<u>60,057</u>	<u>248,716</u>
Restricted funds			
HM Prison Service - Wormwood Scrubs	8,466	(4,591)	3,875
Adult Social Care	70,081	8,736	78,817
Money Advice Project	9,088	(9,088)	-
RBKC - Grenfell Project	11,030	28,953	39,983
Universal Support	284	97	381
National Lottery Community Fund	-	768	768
Kensington Covid Recovery	-	7,142	7,142
	<u>98,949</u>	<u>32,017</u>	<u>130,966</u>
TOTAL FUNDS	<u>287,608</u>	<u>92,074</u>	<u>379,682</u>

Citizens Advice Kensington and Chelsea

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

15. Movement in funds - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General Fund - Bureaux Services	649,336	(624,434)	24,902
Pension liability	-	35,155	35,155
	<u>649,336</u>	<u>(589,279)</u>	<u>60,057</u>
Restricted funds			
HM Prison Service - Wormwood Scrubs	75,450	(80,041)	(4,591)
Adult Social Care	246,791	(238,055)	8,736
Money Advice Project	-	(9,088)	(9,088)
RBKC - Grenfell Project	179,445	(150,492)	28,953
Universal Support	86,598	(86,501)	97
National Lottery Community Fund	51,930	(51,162)	768
Kensington Covid Recovery	82,867	(75,725)	7,142
	<u>723,081</u>	<u>(691,064)</u>	<u>32,017</u>
TOTAL FUNDS	<u>1,372,417</u>	<u>(1,280,343)</u>	<u>92,074</u>

WormWood Scrubs project is an advice bureau service in HM Prison, which began in 1994, which has been largely funded by HM Prison Service together with various other funding partners.

Income Maximisation projects, Mental Health project, B&E project and the HIV project funded by the local authority's Social Services Department (Adult Social Care) all began between 1995 and 2002. These projects provide advice and casework to help vulnerable adults (including older people, and those with physical or mental health conditions) with benefits-related issues. The fund has previously been split into 3 separate funds within the financial statements but have now been consolidated into one **Adult Social Care** fund. Total net funds carried forward at the year end total £98,999.

Grenfell project, which commenced in June 2017, provides advice and support on a range of important matters such as rehousing of survivors and displaced residents, supporting residents to make claims for welfare benefits, assisting families and survivors who received charitable donations and supporting residents with their employer relationships.

Universal Support project provided the advice and support people need to make and complete their first Universal Credit claim. This project has now finished.

Pension liability has been designated within unrestricted funds to separately identify the amount owed by the Charity to fund the defined benefit pension deficit at the year end.

The Kensington Covid Recovery funding has enabled the charity to restructure, by meeting redundancy costs and buy in professional support for the process.

The National Lottery Community funding has enabled the charity to almost double the number of volunteers working in the service, substantially increasing our advice capacity.

Transfers between funds

£50,000 has been set aside from unrestricted funds as a designated fund in the year, for IT and Service Development costs anticipated in 2023/24.

£295,191 has been transferred from General fund to General Fund - Bureaux Services as both funds are set up for general unrestricted purpose.

Citizens Advice Kensington and Chelsea

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

16. Employee benefit obligations

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 15 years.

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

As the Charity is unable to value its share of the multi-employer pension scheme assets and liabilities at the year end, the pension liability has been calculated based on the net present value of future pension deficit contributions. The Charity has agreed to make deficit contributions of £27,000 to the pension scheme per year until 2037. The discount factor of 4.8% (2022: 2.8%) has been extracted from the actuarial valuation report of the multi-employer pension scheme.

	2023	2022
	£	£
Pension liability brought forward	336,194	371,349
Deficit contribution in the year	(27,000)	(27,000)
Net present value remeasurement/Net (gains)/losses on revaluation on pensions	(25,486)	(8,155)
Pension liability as at 31 March	283,708	336,194

Citizens Advice Kensington and Chelsea

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2023**

17. Operating lease commitments

At the reporting date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases which fall due as follows:

	2023	2022
	£	£
Within one year	13,389	13,389
Between one and five years	6,695	23,431
Total	<u>20,084</u>	<u>36,820</u>

Total operating lease costs recognised in the SOFA in the year was £13,389 (2022: £13,389).

18. Related party disclosures

There were no related party transactions for the year ended 31 March 2023.

CITIZENS ADVICE KENSINGTON AND CHELSEA

England & Wales - Charity number 1057195

Accounts

**Report of the Trustees and
Financial Statements for the Year Ended 31 March 2022
for
Kensington and Chelsea Citizens Advice
Bureaux Service**

Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

**Kensington and Chelsea Citizens Advice
Bureaux Service**

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for the Year Ended 31 March 2022**

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Report of the Trustees
for the Year Ended 31 March 2022

1. The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

2. Reference and administrative details

Registered Company number
03174842 (England and Wales)

Registered Charity number
1057195

Registered office
Chelsea Old Town Hall
Kings Road
LONDON
SW3 5EB

Elected members:

Dr Shelina Thawer	Acting Chair (resigned 23.09.2021)	
Ms Kate Blagden	Co Chair (24.09.2021)	
Ms Claire Bruce	Co Chair (24.09.2021)	
Ms Holly Robinson	Treasurer (resigned 30.04.2022)	- appointed 27.01.2022
Mr Sanjay Jayant	Treasurer (01.05.2022)	- appointed 01.12.2021
Rev. Mike Long		- resigned 13.05.2022 (reappointed 13.05.2022)
Mr Joseph Dudley		
Ms Joy Rhoades		
Lord Robert Canwath		- appointed 09.11.2021 (resigned 13.05.2022)
Dr Jonathan Pinto		- appointed 09.11.2021
Ms Samantha Dunn		- appointed 21.12.2021
Mr Will Lane		- appointed 25.07.2022

Representative members:

Cllr Dori Schmetterling	
Cllr Ian Wason	- resigned 13.05.2022
Cllr Portia Thaxter	- resigned 24.05.2022
Cllr Monica Press	- resigned 26.05.2022
Cllr Mona Adam	- appointed 06.08.2022

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Report of the Trustees
for the Year Ended 31 March 2022**

KEY MANAGEMENT PERSONNEL

Chief Executive Officer: Mr Laurence Wilson - appointed Acting CEO 05.07.2021 - 03.01.2022
Ms Vicky Ling - appointed Acting CEO 04.01.2022 – 01.06.2022
Mr William Roberts - appointed Acting CEO 01.06.2022

Company Secretary: Mr William Roberts

Website Address: <https://kensingtoncab.org.uk/>

Auditors

Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

Bankers

Barclays Bank PLC
137 Ladbrooke Grove
Notting Hill
London
W11 1PR

**Report of the Trustees
for the Year Ended 31 March 2022**

STRUCTURE, GOVERNANCE AND MANAGEMENT

3. **Status** - The Kensington & Chelsea Citizens Advice Bureaux Service (Charity Registration no: 1057195) is constituted as a company limited by guarantee (Company no: 3174842 incorporated 19 March 1996), and governed during the year by trustees under its memorandum and articles of association.

4. **Trustees and Organisational Structure** - Under the Articles of Association adopted on 27 November 2003, there may be between four and twenty trustees. New Trustees are appointed:

- election by members in General Meeting,
- by nomination by member organisations and approval by the trustees for the time being,
- by co-option by the trustees, for terms of three years.

Trustee members are individuals who are interested in furthering the missions of the charity. Three representative members of the trustees are councillors who represent the Royal Borough of Kensington & Chelsea. The role of trustees is voluntary, and not paid.

5. **Policies and procedures for the induction and training of trustees** -The trustees endeavour to identify candidates for trusteeship from various individuals and organisations representative of the community in which the charity operates, particularly those with any of the various skills desirable in a trustee board, and makes use of the specialist training courses for trustees provided by the related national charity Citizens Advice.

6. **Decision Making** - The trustees oversee appointments of paid staff, grant funding applications, annual financial budgets and accounts, and quarterly financial and operational reports from staff, and any potential issue(s). Day-to-day implementation of decisions and operational management are delegated to the respective managers of the charity. Trustees are responsible for determining the remuneration of key management personnel.

7. **Related Charities and Organisations** - The service is a member of Citizens Advice (the operating name of the National Association of Citizens Advice Bureaux) (Charity registration no: 279057, of 3rd Floor North, 200 Aldersgate Street, London EC1A 4HD). As such it must conform to the requirements of the organisation's membership scheme, and it is represented within the organisation's democratic structure. The service relies on the organisation for support services such as training of trustees, staff and volunteers, and provision of an information database.

8. **Risk review** - The trustees conduct regular reviews of the major external risks, which the charity is exposed to, and systems or best practices have been established to mitigate against those risks. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects, to ensure the consistent quality of delivery for all operational and financial activities of the charity. These procedures are reviewed annually to ensure they still meet the updated needs of the charity each year. One note to highlight is that amongst the wide range of existing funders of the charity, some making grants only on an annual basis, means that the service of the charity, in common with many similar voluntary organisations, faces significant risks to external funding. Trustees consider, bearing in mind these risks and the position set out in para's 12 & 13 below, that there should be unrestricted funds neither committed nor invested in fixed assets of £322,000.

At 31 March 2022, the free reserves amounted to £243,180 (2021: £177,587). As described in Note 15, the Service is an associate employer in the defined-benefit pension scheme for staff, which was closed to new staff on 1 October 2000 and to any further accrual from 31 March 2008. In common with similar organisations, the Service has arranged for former members of the scheme, as well as any other staff, to join a defined-contribution scheme managed by Scottish Widows.

PUBLIC BENEFIT

9. **Public Benefit** - The trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit, 'charities and public benefit'. The charity's objectives and achievements are set out below.

OBJECTIVES AND ACTIVITIES

10. **Objectives** - The principal object of the charity is to provide centres for the supply of advice and guidance in furtherance of the advancement of education, the protection of health and the relief of poverty, sickness and distress, for the benefit of the community in Kensington and Chelsea. To this end, the service operates in accordance with the standards necessary for the service to qualify for membership of Citizens Advice (a related charity as described in para. 7 above). The service aims:

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

The service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, sexuality or disability.

Report of the Trustees
for the Year Ended 31 March 2022

11. The service monitors its achievement of these objectives by the numbers of advice enquiries it deals with, and the amount of support given to clients at various levels, and particularly in financial terms by the amounts of benefits or judicial or other awards achieved for clients by advice given.

12. **Activities** - In furtherance of these objectives, the service aims to provide a regular generalist advice service within the borough, supplemented by additional projects for advice to particular groups or on particular topics identified as needed in the area, and for which funding can be obtained.

13. The service operates from our registered office at Chelsea Old Town Hall, London SW3 5EB, as well as work being carried out remotely by advisers and volunteers. We intend to acquire new premises in the North of the borough in 2022 or early 2023. We run an outreach programme 4 days/week at The Kensington and Chelsea Foodbank and one day a week at Bay20 Community Centre. The Royal Borough of Kensington & Chelsea has approved a grant of £550,000 for FY2022-23 which represents a 13% reduction on FY2021-2022 funding. As a result, new fundraising initiatives are planned and an organisational restructure has been undertaken to make up this shortfall. A new funding agreement with Royal Borough of Kensington & Chelsea will take effect from October 2021 to September 2022 which will lead to a full commissioning process from April 2023 for this service.

In addition the service operates the following special projects:

- An advice bureau service in HM Wormwood Scrubs began in 1994. It has largely been funded by City Bridge Trust and HM Prison Service. Since April 2022, City Bridge Trust and HM Prison Service have not been in a position to approve any basic grant but the latter continues to offer financial assistance in the form of £10,000 in premises' costs in kind. With the goal to maintain this existing service, two experienced volunteers are running the service whilst other funding is sought.
- The Adult Social Care project is funded by the local authority's Social Services Department (Adult Social Care), which began between 1995 and 2002. Funding for 2022-23 stands at £110,000 (2021.22: £216,791) with a new funding agreement to take place from January 2022. A full commissioning process from April 2023 will see this service amalgamated into bureau services.
- Mental Health will no longer be supported by Central & North West London NHS Foundation Trust from mid May 2022.
- Grenfell project which commenced in June 2017 to support residents and families affected by the Grenfell Tower fire tragedy is supported in 2022-23 by Central & North West London NHS Foundation Trust by £98,000 with matched local authority funding of £100,000. In addition, the Kensington and Chelsea Foundation will fund this project from October 2020 to September 2022 at £51,931 per year.
- Universal Support project provides the advice and support people need to make and complete their first Universal Credit claim. It commenced in December 2018 and is a help to claim grant from The Department for Work and pensions (DWP) managed by the National Association of Citizens Advice Bureaux (CitA) in which we participate and receive funding. Funding ceased in March 2022.
- The Nationally Lottery funding has allowed us to almost double the number of volunteers working in the service, substantially increasing our advice capacity. Funding for 2022-23 stands at £52,971 (2021.22: £51,931).
- The Covid Recovery funding, supported by the local authority, enabled us to restructure by meeting redundancy. Costs and bring in professional support for the process. Funding for 2022-23 is £41,733 (2021.22: £82,867).
- The new Food Bank service which commenced in April 2022 is funded by the Trussell Trust under 3-year funding.
- The grant for 2022/23 is £31,997 to cover three days of advice per week and this will increase by £8,900 from October 2022 in order to increase the service to four days per week.
- The AiCS project commenced in January 2022, under which we receive £18,947/year (2021.22: £4,008) from RBKC (who have a GLA grant for the project) to provide outreach, currently at K&C Foodbank and Bay20.

14. **Volunteers** - The service benefits from time and expertise voluntarily given - however, no financial value is recognised in the financial statements. It also includes the work of the trustees, who are unremunerated, and of volunteer administrative and advice workers. During the year, the infrastructure of the Bureaux facilitated the services of an average of 14 full time staff at no cost to the service apart from travel, training and other expenses of £305 in 2021-2022.

ACHIEVEMENTS AND PERFORMANCE

15. Qualitative and quantitative indicators of the numbers and nature of enquiries, and of progress with casework, and numbers of appointments, home visits, representations at panels and tribunals, and of complaints are collated in the form of Service Information which is reported quarterly to the principal funder under the current funding agreement.

Report of the Trustees
for the Year Ended 31 March 2022

FINANCIAL REVIEW

16. **Funders** - The service is grateful for the financial support it receives from its various funders, notably the **Royal Borough of Kensington & Chelsea - Corporate Services, Social Services and Grenfell Departments, National Health Service, The City Bridge Trust, National Association of Citizens Advice, Kensington & Chelsea Foundation, Campden Charities, HM Prison Service, National Lottery Community Fund and The Trussell Trust.**

17. **Financial Position** - The statement of financial activities for the year ended 31 March 2022 shows total revenue income of £1,372,417 (2021: £1,453,148) and expenditure of £1,280,343 (2021: £1,309,421), giving net incoming resources for the year of £92,074 (2021: £7,195).

18. **Reserves Policy** - Details of fund balances are given in Note 15 to the accounts. Of the total balances, those of restricted funds will be required for ongoing expenditure or adjustment against future grants for restricted projects. The trustees regard the remaining balances of unrestricted funds as free reserves, which amount to £243,180 (2021: £177,587) representing 19% of revenue expenditure in the year (2021: 14%). These reserves are held as a working balance to smooth any day-to-day and/or project to-project fluctuations in income and expenditure. It also covers separately funded projects, which may have different accounting periods and different timetables for grant instalments. Apart from this reserve, the charity holds no financial assets or investments, and relies entirely on current funding for its activities. With the exception of funding for the special projects listed in para 13 above, and income from legal service work, donations and bank interest, the service is wholly dependent on funding by the local authority.

19. **Going concern** - The trustees have undertaken a detailed analysis of the funding impact on its operations and have concluded that there is a reasonable expectation that the charity remains a going concern for the reasons outlined below.

The financial activity and position are outlined in pages 10 & 11. The trustees have assessed the financial position of the charity and would like to conclude that the bureau is well-prepared to meet the liabilities and to manage any identified business and financial risk. The financial position is enhanced by sufficient reserves, positive relationships and feedback received from key funders and a proven ability to secure successful bids for new funding. The financial planning takes into the considerations of current economic climate and any potential impact on charity sources of income and planned expenditures. We acknowledge the pension obligations of charity and have a clear course of actions to reduce the pension deficit over time.

PLANS FOR FUTURE PERIODS

20. The charity moved to a hybrid model of delivery, re-opening the office and recommencing outreach services whilst retaining remote delivery via telephone, with advisers working from home for part of the week. The charity plans to secure new premises in the north of the borough and transition back to a mainly office-based service delivery mode in the near future, after mindful discussion of the significant shift in expectations of service providers and clients.

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Report of the Trustees
for the Year Ended 31 March 2022**

Statement of trustees' responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

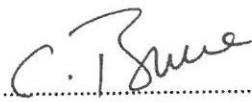
- there is no relevant audit information of which the charitable company's auditors are unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

Auditors

The auditors, Haines Watts Wales LLP, Statutory Auditors, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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

Approved by order of the board of trustees on 17 November 2022 and signed on its behalf by:



C Bruce - Trustee



K Blagden - Trustee

**Report of the Independent Auditors to the Members of
Kensington and Chelsea Citizens Advice
Bureaux Service**

Opinion

We have audited the financial statements of Kensington and Chelsea Citizens Advice Bureaux Service (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), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; 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 work 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.

Opinions 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.

**Report of the Independent Auditors to the Members of
Kensington and Chelsea Citizens Advice
Bureaux Service**

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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Our planning procedures identify the legal and regulatory frameworks applicable to the operations and financial statements of the company. These are reviewed internally with the audit team including relevant industry experience and expectations as well as externally with the client management. The key laws and regulations we considered in this context were the UK Companies Act 2006, UK GAAP FRS 102 and relevant tax legislation.

Once identified, we assess the risks of material misstatements in relation to the laws and regulations, irregularities, including fraud and adjust our testing accordingly. Our audit procedures include:

- Discussing with Directors and management which areas of the business they believe to be more susceptible to fraud, and whether they have any knowledge or suspicion of fraudulent activities;
- Obtaining an understanding of the key controls put in place by the company to address risks identified, assessing the effectiveness of those and discussing how these are maintained and monitored internally;
- Assessing the risk of management override and review and testing of journal entries made into the accounting system;
- Challenging assumptions and judgements made by the company in relation to the significant accounting estimates employed in the preparation of the financial statements;
- Discussing with Directors and Management the legal and regulatory obligations of the business and whether they have any knowledge or suspicion of non compliance.

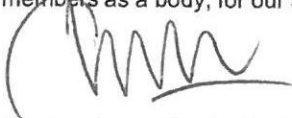
Despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularities likely involve collusion, forgery, intentional misrepresentation, or the override of internal controls.

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.

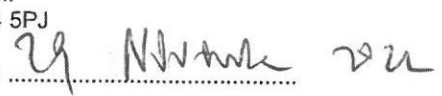
**Report of the Independent Auditors to the Members of
Kensington and Chelsea Citizens Advice
Bureaux Service**

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.



Stephen Lucey (Senior Statutory Auditor)
for and on behalf of Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

Date: 

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Statement of Financial Activities
for the Year Ended 31 March 2022**

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Income and endowments from					
Donations and legacies	2	3,524	5,000	8,524	2,526
Charitable activities	4				
Bureaux, Community and Legal Services		645,344	134,798	780,142	766,892
Wormwood Scrubs		-	70,449	70,449	107,022
Adult Social Care		-	246,791	246,791	297,328
Money Advice Project		-	-	-	67,646
Grenfell Project		-	179,445	179,445	120,952
Universal Support		-	86,598	86,598	89,560
Investment income	3	98	-	98	522
Other income	5	370	-	370	700
Total		649,336	723,081	1,372,417	1,453,148
Expenditure on					
Charitable activities	6				
Bureaux, Community and Legal Services		589,279	126,887	716,166	646,598
Wormwood Scrubs		-	80,041	80,041	109,792
Adult Social Care		-	238,055	238,055	287,095
Money Advice Project		-	9,088	9,088	63,658
Grenfell Project		-	150,492	150,492	112,345
Universal Support		-	86,501	86,501	89,933
Total		589,279	691,064	1,280,343	1,309,421
Net gains/(losses) on pension scheme		-	-	-	(136,532)
NET INCOME		60,057	32,017	92,074	7,195
Reconciliation of funds					
Total funds brought forward		188,659	98,949	287,608	280,413
Total funds carried forward		<u>248,716</u>	<u>130,966</u>	<u>379,682</u>	<u>287,608</u>

The notes form part of these financial statements

**Kensington and Chelsea Citizens Advice
Bureaux Service (Registered number: 03174842)**

**Statement of Financial Position
31 March 2022**

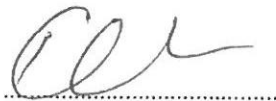
	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Fixed assets					
Tangible assets	12	5,536	-	5,536	11,072
Current assets					
Debtors	13	7,089	-	7,089	29,281
Cash at bank and in hand		<u>764,104</u>	<u>130,966</u>	<u>895,070</u>	<u>752,148</u>
		771,193	130,966	902,159	781,429
Creditors					
Amounts falling due within one year	14	(191,819)	-	(191,819)	(133,544)
		<u>579,374</u>	<u>130,966</u>	<u>710,340</u>	<u>647,885</u>
Net current assets					
		584,910	130,966	715,876	658,957
Pension liability	16	(336,194)	-	(336,194)	(371,349)
		<u>248,716</u>	<u>130,966</u>	<u>379,682</u>	<u>287,608</u>
NET ASSETS					
Funds	15				
Unrestricted funds				248,716	188,659
Restricted funds				<u>130,966</u>	<u>98,949</u>
Total funds				<u>379,682</u>	<u>287,608</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

The financial statements were approved by the Board of Trustees and authorised for issue on 17 November 2022 and were signed on its behalf by:



.....
C Bruce - Trustee



.....
K Blagden - Trustee

The notes form part of these financial statements

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Statement of Cash Flows
for the Year Ended 31 March 2022**

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	<u>142,922</u>	<u>212,266</u>
Net cash provided by operating activities		<u>142,922</u>	<u>212,266</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>-</u>	<u>(16,612)</u>
Net cash provided by/(used in) investing activities		<u>-</u>	<u>(16,612)</u>
Change in cash and cash equivalents in the reporting period			
Cash and cash equivalents at the beginning of the reporting period		<u>752,148</u>	<u>556,494</u>
Cash and cash equivalents at the end of the reporting period		<u>895,070</u>	<u>752,148</u>

The notes form part of these financial statements

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Statement of Cash Flows
for the Year Ended 31 March 2022**

1.	Reconciliation of net income to net cash flow from operating activities	2022	2021
		£	£
	Net income for the reporting period (as per the Statement of Financial Activities)	92,074	7,195
	Adjustments for:		
	Depreciation charges	5,536	10,030
	Decrease in debtors	22,192	31,383
	Increase in creditors	58,275	48,726
	Increase/(decrease in defined benefit pension scheme liability)	<u>(35,155)</u>	<u>114,932</u>
	Net cash provided by operations	<u>142,922</u>	<u>212,266</u>
2.	Analysis of changes in net funds		
		At 1.4.21	Cash flow
		£	£
	Net cash		
	Cash at bank and in hand	<u>752,148</u>	<u>142,922</u>
		<u>752,148</u>	<u>895,070</u>
	Total	<u>752,148</u>	<u>895,070</u>

The notes form part of these financial statements

Notes to the Financial Statements
for the Year Ended 31 March 2022

1. Accounting policies

Statutory information

Kensington and Chelsea Citizens Advice Bureaux Service is an incorporated charity, limited by guarantee, registered in England and Wales. The registered number and registered office address can be found in the Report of the Trustees.

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)'. Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Going concern

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment. Based on these assessments, the Trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

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

Governance costs

These include the costs attributable to the Charity's compliance with constitutional and statutory requirements including audit, strategic management and Trustee's meetings and reimbursed expenses.

Allocation of support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources for example staff costs by the time spent and other costs by their usage.

Tangible fixed assets

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

Computer equipment - 33% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees. Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

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

Pension costs and other post-retirement benefits

The Charity is part of a multi-employer defined benefit pension scheme. The plan closed to future accrual on 31 March 2008. A separate actuarial valuation for the Charity is unable to be obtained in relation to the pension scheme and therefore it is unable to ascertain its share of the underlying assets and liabilities of the plan at the year end. The liability has therefore been calculated based on the present value of the funding agreement with the pension plan. The liability has been discounted at an appropriate market rate. For more information see note 16.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

1. Accounting policies - continued

Pension costs and other post-retirement benefits

Defined contribution pension schemes

The Charity operates a defined contribution pension scheme. Contributions payable to the Charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Debtors

Trade and other debtors are recognised at the settlement amount due after any discount offered. Prepayments are valued at the amount prepaid net of any discounts due.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of loans which are subsequently measured at amortised cost using the effective interest method.

Termination benefits

Termination benefits are recognised when the charity is demonstrably committed either:

- to terminate the employment of an employee or group of employees before the normal retirement date; or
- to provide termination benefits as a result of an offer made in order to encourage voluntary redundancy.

Termination benefits are recognised at the best estimate of the expenditure that would be required to settle the obligation at the reporting date.

2. Donations and legacies

	2022	2021
	£	£
Donations	<u>8,524</u>	<u>2,526</u>

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

3.	Investment income	2022	2021
		£	£
	Interest received	<u>98</u>	<u>522</u>
4.	Income from charitable activities	2022	2021
		£	£
	Activity		
Royal Borough of Kensington & Chelsea - general grant	Bureaux, Community and Legal Services	630,541	711,082
The City Bridge Trust	Bureaux, Community and Legal Services	-	22,460
RBKC	Bureaux, Community and Legal Services	86,875	-
Campden Charities	Bureaux, Community and Legal Services	10,500	1,000
CitA	Bureaux, Community and Legal Services	295	32,350
The National Lottery	Bureaux, Community and Legal Services	51,931	-
Wormwood Scrubs - donations in kind	Wormwood Scrubs	10,000	10,000
The City Bridge Trust	Wormwood Scrubs	43,958	51,925
Debt Free London	Wormwood Scrubs	-	45,097
HMP Wormwood Scrubs	Wormwood Scrubs	16,491	-
RBKC - Social Services	Adult Social Care	216,791	254,478
C&NW London NHS Foundation Trust	Adult Social Care	30,000	42,850
Debt Free London	Money Advice Project	-	67,646
C&NW London NHS Foundation Trust	Grenfell Project	57,500	35,000
RBKC	Grenfell Project	70,000	85,952
Kensington & Chelsea Foundation	Grenfell Project	51,945	-
CitA	Universal Support	<u>86,598</u>	<u>89,560</u>
		<u>1,363,425</u>	<u>1,449,400</u>

Donations in kind relate to the rental of the facilities at Wormwood Scrubs H M Prison for the Charity to provide advisory services.

5.	Other income	2022	2021
		£	£
	Other income	<u>370</u>	<u>700</u>

Other income received includes funding received on behalf of bureau clients for legal advice to conclude a settlement agreement.

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

6. Charitable activities costs

	Direct Costs £	Support costs (see note 7) £	Totals £
Bureaux, Community and Legal Services	568,641	147,525	716,166
Wormwood Scrubs	60,933	19,108	80,041
Adult Social Care	194,446	43,609	238,055
Money Advice Project	9,088	-	9,088
Grenfell Project	118,413	32,079	150,492
Universal Support	<u>64,626</u>	<u>21,875</u>	<u>86,501</u>
	<u>1,016,147</u>	<u>264,196</u>	<u>1,280,343</u>

7. Support costs

	Premises costs £	Information technology £	Human resources £
Bureaux, Community and Legal Services	11,206	17,052	50,069
Wormwood Scrubs	10,532	588	4,905
Adult Social Care	8,611	6,785	16,989
Grenfell Project	5,691	4,970	13,166
Universal Support	<u>5,914</u>	<u>2,455</u>	<u>7,811</u>
	<u>41,954</u>	<u>31,850</u>	<u>92,940</u>

	Administration costs £	Other £	Governance costs £	Totals £
Bureaux, Community and Legal Services	13,821	47,583	7,794	147,525
Wormwood Scrubs	1,311	778	994	19,108
Adult Social Care	4,049	3,917	3,258	43,609
Grenfell Project	2,691	3,266	2,295	32,079
Universal Support	<u>1,766</u>	<u>2,740</u>	<u>1,189</u>	<u>21,875</u>
	<u>23,638</u>	<u>58,284</u>	<u>15,530</u>	<u>264,196</u>

8. Net income/(expenditure)

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

	2022 £	2021 £
Auditors' remuneration	8,220	8,220
Depreciation - owned assets	<u>5,536</u>	<u>10,030</u>

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

9. Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

10. Staff costs

	2022	2021
	£	£
Wages and salaries	989,502	864,441
Social security costs	80,532	86,731
Other pension costs	<u>33,191</u>	<u>36,049</u>
	<u><u>1,103,225</u></u>	<u><u>987,221</u></u>

Key management relate to employees that are deemed to have significant influence on the strategic direction of the Charity. Key management remuneration for the year totalled £78,956,67 (2021: £104,703).

Included within wages are redundancy costs totalling £114,530 (2021: £nil). Of this balance, £43,184 (2021: £nil) is included within accruals as at the year end. Included within wages are ex-gratia payments totalling £4,225 (2021: £nil). The ex-gratia payment was consideration for entering a legally binding settlement agreement to eliminate litigation risk

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

	2022	2021
Project workers	31	29
Management and administration	<u>2</u>	<u>2</u>
	<u><u>33</u></u>	<u><u>31</u></u>

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

11. Comparatives for the statement of financial activities

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
Income and endowments from			
Donations and legacies	1,871	655	2,526
Charitable activities			
Bureaux, Community and Legal Services	766,892	-	766,892
Wormwood Scrubs	-	107,022	107,022
Adult Social Care	-	297,328	297,328
Money Advice Project	-	67,646	67,646
Grenfell Project	-	120,952	120,952
Universal Support	-	89,560	89,560
Investment income	522	-	522
Other income	<u>700</u>	<u>-</u>	<u>700</u>
Total	769,985	683,163	1,453,148
Expenditure on Charitable activities			
Bureaux, Community and Legal Services	646,598	-	646,598
Wormwood Scrubs	-	109,792	109,792

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

11. Comparatives for the statement of financial activities - continued

	Unrestricted funds £	Restricted funds £	Total funds £
Adult Social Care	-	287,095	287,095
Money Advice Project	-	63,658	63,658
Grenfell Project	-	112,345	112,345
Universal Support	-	89,933	89,933
	<hr/>	<hr/>	<hr/>
Total	646,598	662,823	1,309,421
Net gains/(losses) on investments	<u>(136,532)</u>	-	<u>(136,532)</u>
NET INCOME/(EXPENDITURE)	(13,145)	20,340	7,195
 Reconciliation of funds			
Total funds brought forward	201,804	78,609	280,413
	<hr/>	<hr/>	<hr/>
Total funds carried forward	<u>188,659</u>	<u>98,949</u>	<u>287,608</u>

12. Tangible fixed assets

	Computer equipment £
Cost	
At 1 April 2021 and 31 March 2022	<u>68,130</u>
Depreciation	
At 1 April 2021	57,058
Charge for year	<u>5,536</u>
At 31 March 2022	<u>62,594</u>
Net book value	
At 31 March 2022	<u>5,536</u>
At 31 March 2021	<u>11,072</u>

13. Debtors: amounts falling due within one year

	2022 £	2021 £
Other debtors	4,408	26,560
Prepayments	<u>2,681</u>	<u>2,721</u>
	<hr/>	<hr/>
	<u>7,089</u>	<u>29,281</u>

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

14. Creditors: amounts falling due within one year

	2022	2021
	£	£
Social security and other taxes	19,752	25,829
Other creditors	17,938	8,033
Amounts held on behalf of clients	12,726	4,501
Deferred income	27,006	29,003
Accrued expenses	<u>114,397</u>	<u>66,178</u>
	<u><u>191,819</u></u>	<u><u>133,544</u></u>

Deferred income

		£
Deferred income as at 1 April 2021		29,003
Released in the year		(29,003)
Income deferred in the year		<u>27,006</u>
Deferred income as at 31 March 2021		<u><u>27,006</u></u>

Deferred income relates to grant income that the Charity has received but is not entitled to at the year end in line with FRS 102 SORP.

15. Movement in funds

	At 1.4.21	Net movement in funds	At 31.3.22
	£	£	£
Unrestricted funds			
General fund	295,191	-	295,191
RBKC General Grant - Bureaux Services	264,817	24,902	289,719
Pension liability	<u>(371,349)</u>	<u>35,155</u>	<u>(336,194)</u>
	188,659	60,057	248,716
Restricted funds			
HM Prison Service - Wormwood Scrubs	8,466	(4,591)	3,875
Adult Social Care	70,081	8,736	78,817
Money Advice Project	9,088	(9,088)	-
RBKC - Grenfell Project	11,030	28,953	39,983
Universal Support	284	97	381
National Lottery Community Fund	-	768	768
Kensington Covid Recovery	<u>-</u>	<u>7,142</u>	<u>7,142</u>
	<u>98,949</u>	<u>32,017</u>	<u>130,966</u>
TOTAL FUNDS	<u><u>287,608</u></u>	<u><u>92,074</u></u>	<u><u>379,682</u></u>

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

15. Movement in funds - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
RBKC General Grant - Bureaux Services	649,336	(624,434)	24,902
Pension liability	-	35,155	35,155
	<u>649,336</u>	<u>(589,279)</u>	<u>60,057</u>
Restricted funds			
HM Prison Service - Wormwood Scrubs	75,450	(80,041)	(4,591)
Adult Social Care	246,791	(238,055)	8,736
Money Advice Project	-	(9,088)	(9,088)
RBKC - Grenfell Project	179,445	(150,492)	28,953
Universal Support	86,598	(86,501)	97
National Lottery Community Fund	51,930	(51,162)	768
Kensington Covid Recovery	82,867	(75,725)	7,142
	<u>723,081</u>	<u>(691,064)</u>	<u>32,017</u>
TOTAL FUNDS	<u><u>1,372,417</u></u>	<u><u>(1,280,343)</u></u>	<u><u>92,074</u></u>

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	295,191	-	295,191
RBKC General Grant - Bureaux Services	163,030	101,787	264,817
Pension liability	(256,417)	(114,932)	(371,349)
	<u>201,804</u>	<u>(13,145)</u>	<u>188,659</u>
Restricted funds			
HM Prison Service - Wormwood Scrubs	11,235	(2,769)	8,466
Adult Social Care	59,849	10,232	70,081
Money Advice Project	5,100	3,988	9,088
RBKC - Grenfell Project	2,425	8,605	11,030
Universal Support	-	284	284
	<u>78,609</u>	<u>20,340</u>	<u>98,949</u>
TOTAL FUNDS	<u><u>280,413</u></u>	<u><u>7,195</u></u>	<u><u>287,608</u></u>

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

15. Movement in funds - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
RBKC General Grant - Bureaux Services	769,985	(668,198)	-	101,787
Pension liability	-	21,600	(136,532)	(114,932)
	<u>769,985</u>	<u>(646,598)</u>	<u>(136,532)</u>	<u>(13,145)</u>
Restricted funds				
HM Prison Service - Wormwood Scrubs	107,023	(109,792)	-	(2,769)
Adult Social Care	297,327	(287,095)	-	10,232
Money Advice Project	67,646	(63,658)	-	3,988
RBKC - Grenfell Project	120,950	(112,345)	-	8,605
Universal Support	90,217	(89,933)	-	284
	<u>683,163</u>	<u>(662,823)</u>	<u>-</u>	<u>20,340</u>
TOTAL FUNDS	<u>1,453,148</u>	<u>(1,309,421)</u>	<u>(136,532)</u>	<u>7,195</u>

WormWood Scrubs project is an advice bureau service in HM Prison, which began in 1994, which has been largely funded by HM Prison Service together with various other funding partners.

Income Maximisation projects, Mental Health project, B&E project and the HIV project funded by the local authority's Social Services Department (Adult Social Care) all began between 1995 and 2002. These projects provide advice and casework to help vulnerable adults (including older people, and those with physical or mental health conditions) with benefits-related issues. The fund has previously been split into 3 separate funds within the financial statements but have now been consolidated into one Adult Social Care fund. Total net funds carried forward at the year end total £59,849.

Money Advice project, which began in October 1998, is a programme for debt advice.

Grenfell project, which commenced in June 2017, provides advice and support on a range of important matters such as rehousing of survivors and displaced residents, supporting residents to make claims for welfare benefits, assisting families and survivors who received charitable donations and supporting residents with their employer relationships.

Universal Support project provides the advice and support people need to make and complete their first Universal Credit claim.

The Nationally Lottery Community funding has enabled the charity to almost double the number of volunteers working in the service, substantially increasing our advice capacity.

The Kensington Covid Recovery funding enabled the charity to restructure, by meeting redundancy costs and buy in professional support for the process.

RBKC general unrestricted fund has been designated to separately identify the movement on the funding provided to the charity in the year from RBKC.

Pension liability has been designated within unrestricted funds to separately identify the amount owed by the Charity to fund the defined benefit pension deficit at the year end.

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

16. Employee benefit obligations

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.

As the Charity is unable to value its share of the multi-employer pension scheme assets and liabilities at the year end, the pension liability has been calculated based on the net present value of future pension deficit contributions. The Charity has agreed to make deficit contributions of £27,000 to the pension scheme per year until 2034. The discount factor of 2.8% (2021: 2.1%) has been extracted from the actuarial valuation report of the multi-employer pension scheme.

	2022	2021
	£	£
Pension liability brought forward at 1 April	371,349	256,417
Deficit contribution in the year	(27,000)	(21,600)
Net (gains)/losses on revaluation on pensions	-	136,532
Net present value re-measurement	(8,155)	-
	336,194	371,349
Pension liability as at 31 March (Total)	336,194	371,349

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

17. Operating lease commitments

At the reporting date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases which fall due as follows:

	2021	2021
	£	£
Within one year	13,389	13,389
Between one and five years	<u>23,431</u>	<u>36,821</u>
Total	<u><u>36,820</u></u>	<u><u>50,210</u></u>

Total operating lease costs recognised in the SOFA in the year was £13,389 (2021: £50,296).

18. Related party disclosures

There were no related party transactions for the year ended 31 March 2022 or the year ended 31 March 2021.

CITIZENS ADVICE KENSINGTON AND CHELSEA

England & Wales - Charity number 1057195

Accounts

REGISTERED COMPANY NUMBER: 03174842 (England and Wales)
REGISTERED CHARITY NUMBER: 1057195

**Report of the Trustees and
Financial Statements for the Year Ended 31 March 2021
for
Kensington and Chelsea Citizens Advice
Bureaux Service**

Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

**Kensington and Chelsea Citizens Advice
Bureaux Service**

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for the Year Ended 31 March 2021**

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**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Report of the Trustees
for the Year Ended 31 March 2021**

1. The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

2. Reference and administrative details

Registered Company number

03174842 (England and Wales)

Registered Charity number

1057195

Registered office

Chelsea Old Town Hall
Kings Road
LONDON
SW3 5EB

Elected Members:

Ms Beverly Vanterpool	Chair (resigned 12.05.2021)	
Dr Shelina Thawer	Acting Chair (appointed 12.05.2021)	
Ms Kate Blagden	Acting Deputy Chair (appointed 10.06.2021)	- appointed 18.02.2021
Mr Harry Li	Treasurer (appointed 18.02.2021)	- appointed 30.09.2020
Mr Christopher David	Treasurer (resigned 18.02.2021)	- resigned 18.02.2021
Mr Keith Usher		- resigned 18.02.2021
Mr Bevan Powell		- resigned 18.02.2021
Ms Claire Bruce		
Ms Lucy Demery		- resigned 05.05.2021
Rev. Mike Long		
Mr Joseph Dudley		- appointed 18.02.2021
Ms Joy Rhoades		- appointed 18.02.2021
Ms Sue Hall		- appointed 18.02.2021, resigned 28.05.21

Representative members:

Cllr Dori Schmetterling	
Cllr Ian Wason	
Cllr Portia Thaxter	- appointed 26.05.2021
Cllr Monica Press	- resigned 26.05.2021

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Report of the Trustees
for the Year Ended 31 March 2021**

KEY MANAGEMENT PERSONNEL

Chief Executive Officer: Ms Lorna Reid
Mr Laurence Wilson

- resigned 05.07.2021
- appointed Acting CEO 05.07.2021

Company Secretary: Mr Laurence Wilson

Website Address: <https://kensingtoncab.org.uk/>

Auditors

Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

Bankers

Barclays Bank PLC
137 Ladbrooke Grove
Notting Hill
London
W11 1PR

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Report of the Trustees
for the Year Ended 31 March 2021**

STRUCTURE, GOVERNANCE AND MANAGEMENT

3. **Status** - The Kensington & Chelsea Citizens Advice Bureaux Service (Charity Registration no: 1057195) is constituted as a company limited by guarantee (Company no: 3174842 incorporated 19 March 1996), and governed during the year by trustees under its memorandum and articles of association.

4. **Trustees and Organisational Structure** - Under the Articles of Association adopted on 27 November 2003, there may be between four and twenty trustees. New Trustees are appointed:

- election by members in General Meeting,
- by nomination by member organisations and approval by the trustees for the time being,
- by co-option by the trustees, for terms of three years.

Trustee members are individuals who are interested in furthering the missions of the charity. Three representative members of the trustees are councillors who represent the Royal Borough of Kensington & Chelsea. The role of trustees is voluntary, and not paid.

5. **Policies and procedures for the induction and training of trustees** - The trustees endeavour to identify candidates for trusteeship from various individuals and organisations representative of the community in which the charity operates, particularly those with any of the various skills desirable in a trustee board, and makes use of the specialist training courses for trustees provided by the related national charity Citizens Advice.

6. **Decision Making** - The trustees oversee appointments of paid staff, grant funding applications, annual financial budgets and accounts, and quarterly financial and operational reports from staff, and any potential issue(s). Day-to-day implementation of decisions and operational management are delegated to the respective managers of the charity. Trustees are responsible for determining the remuneration of key management personnel.

7. **Related Charities and Organisations** - The service is a member of Citizens Advice (the operating name of the National Association of Citizens Advice Bureaux) (Charity registration no: 279057, of 3rd Floor North, 200 Aldersgate Street, London EC1A 4HD). As such it must conform to the requirements of the organisation's membership scheme, and it is represented within the organisation's democratic structure. The service relies on the organisation for support services such as training of trustees, staff and volunteers, and provision of an information database.

8. **Risk review** - The trustees conduct regular reviews of the major external risks, which the charity is exposed to, and systems or best practices have been established to mitigate against those risks. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects, to ensure the consistent quality of delivery for all operational and financial activities of the charity. These procedures are reviewed annually to ensure they still meet the updated needs of the charity each year. One note to highlight is that amongst the wide range of existing funders of the charity, some making grants only on an annual basis, means that the service of the charity, in common with many similar voluntary organisations, faces significant risks to external funding. Trustees consider, bearing in mind these risks and the position set out in para's 12 & 13 below, that there should be unrestricted funds neither committed nor invested in fixed assets of £332,000.

At 31 March 2021, the free reserves amounted to £177,587 (2020: £197,314). As described in Note 15, the Service is an associate employer in the defined-benefit pension scheme for staff, which was closed to new staff on 1 October 2000 and to any further accrual from 31 March 2008. In common with similar organisations, the Service has arranged for former members of the scheme, as well as any other staff, to join a defined-contribution scheme managed by Scottish Widows.

PUBLIC BENEFIT

9. **Public Benefit** - The trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit, 'charities and public benefit'. The charity's objectives and achievements are set out below.

OBJECTIVES AND ACTIVITIES

10. **Objectives** - The principal object of the charity is to provide centres for the supply of advice and guidance in furtherance of the advancement of education, the protection of health and the relief of poverty, sickness and distress, for the benefit of the community in Kensington and Chelsea. To this end, the service operates in accordance with the standards necessary for the service to qualify for membership of Citizens Advice (a related charity as described in para. 7 above). The service aims:

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

The service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, sexuality or disability.

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Report of the Trustees
for the Year Ended 31 March 2021**

11. The service monitors its achievement of these objectives by the numbers of advice enquiries it deals with, and the amount of support given to clients at various levels, and particularly in financial terms by the amounts of benefits or judicial or other awards achieved for clients by advice given.

12. **Activities** - In furtherance of these objectives, the service aims to provide a regular generalist advice service within the borough, supplemented by additional projects for advice to particular groups or on particular topics identified as needed in the area, and for which funding can be obtained.

13. The service operates two advice bureaux, one in Kensington and one in Chelsea, and each consists of a Legal Service and a Community Service at Kensington. The Royal Borough of Kensington & Chelsea has approved a grant of £630,541 for FY2021-22 which represents a 12% reduction on FY2020-2021 funding. As a result, new fundraising initiatives are planned and being undertaken to make up this shortfall. A new funding agreement with Royal Borough of Kensington & Chelsea will take effect from October 2021 to September 2022 which will lead to a full commissioning process from October 2022 for this service. The trustee board has decided that an organisation restructure should take place in 2021/22 in order to be commission ready by October 2022. A successful five-year bid of £270,254 was secured from The National Lottery Community Fund to fund the post of a volunteer co-ordinator from April 2021.

In addition the service operates the following special projects:

- An advice bureau service in HM Wormwood Scrubs began in 1994. It is largely funded by HM Prison Service together with various other funding partners that share the same interests. Since April 2016 HM Prison Service has not been in a position to approve any basic grant but continue to offer financial assistance in the form of £10,000 in premises' costs in kind, along with support from Debt Free London. No future funding is available from Debt Free London in 2021-2022. With the goal to maintain this existing service, a successful two-year bid of £96,700 was made to and secured from City Bridge Trust from November 2016. A further three-year successful bid to run from February 2019 has raised funds of £154,550. The amount due in 2021-22 is £43,958.
- Income Maximisation projects, Mental Health project, B&E project and the HIV project are collectively funded by the local authority's Social Services Department (Adult Social Care), which began between 1995 and 2002. Funding for 2021-22 stands at £213,038 with a new funding agreement to take place from January 2022. A full commissioning process from October 2022 will see this service amalgamated into bureau services.
- Mental Health are also supported in 2021-22 by an additional £30,000 from Central & North West London NHS Foundation Trust.
- Money Advice project have been supported by Debt Free London. The funding ceased in March 2021.
- Grenfell project which commenced in June 2017 to support residents and families affected by the Grenfell Tower fire tragedy is supported in 2021-22 by Central & North West London NHS Foundation Trust by £57,500. In addition, the Kensington and Chelsea Foundation will fund this project from October 2020 to September 2022 at £51,931 per year.
- Universal Support project provides the advice and support people need to make and complete their first Universal Credit claim. It commenced in December 2018 and is a help to claim grant from The Department for Work and pensions (DWP) managed by the National Association of Citizens Advice Bureaux (CitA) in which we participate and receive funding. Funding for 2021-22 is £90,213.

14. **Volunteers** - The service benefits from time and expertise voluntarily given - .however, no financial value is recognised in the financial statements. It also includes the work of the trustees, who are unremunerated, and of volunteer administrative and advice workers. During the year, the infrastructure of the Bureaux facilitated the services of an average of 9 full time staff at no cost to the service apart from travel, training and other expenses of £650 in 2020-2021.

ACHIEVEMENTS AND PERFORMANCE

15. Qualitative and quantitative indicators of the numbers and nature of enquiries, and of progress with casework, and numbers of appointments, home visits, representations at panels and tribunals, and of complaints are collated in the form of Service Information which is reported quarterly to the principal funder under the current funding agreement.

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Report of the Trustees
for the Year Ended 31 March 2021**

FINANCIAL REVIEW

16. **Funders** - The service is grateful for the financial support it receives from its various funders, notably the **Royal Borough of Kensington & Chelsea** - Corporate Services, Social Services and Grenfell Departments, **National Health Service**, **The City Bridge Trust**, **National Association of Citizens Advice**, **Kensington & Chelsea Foundation**, **Campden Charities**, **HM Prison Service** and **Debt Free London**.

17. **Financial Position** - The statement of financial activities for the year ended 31 March 2021 shows total revenue income of £1,453,148 (2020: £1,326,137) and expenditure of £1,309,421 (2020: £1,338,693), giving net incoming resources for the year of £7,195 (2020: £12,556 outgoing) after the defined-benefit pension scheme liability loss of £136,532 (2020: £7,715).

18. **Reserves Policy** - Details of fund balances are given in Note 15 to the accounts. Of the total balances, those of restricted funds will be required for ongoing expenditure or adjustment against future grants for restricted projects. The trustees regard the remaining balances of unrestricted funds as free reserves, which amount to £177,587 (2020: £197,314) representing 14% of revenue expenditure in the year (2020: 15%). These reserves are held as a working balance to smooth any day-to-day and/or project to-project fluctuations in income and expenditure. It also covers separately funded projects, which may have different accounting periods and different timetables for grant instalments. Apart from this reserve, the charity holds no financial assets or investments, and relies entirely on current funding for its activities. With the exception of funding for the special projects listed in para 13 above, and income from legal service work, donations and bank interest, the service is wholly dependent on funding by the local authority.

19. **Going concern** - The trustees have undertaken a detailed analysis of the funding impact on its operations and have concluded that there is a reasonable expectation that the charity remains a going concern for the reasons outlined below.

The financial activity and position are outlined in pages 10 & 11. The trustees have assessed the financial position of the charity and would like to conclude that the bureau is well-prepared to meet the liabilities and to manage any identified business and financial risk. The financial position is enhanced by sufficient reserves, positive relationships and feedback received from key funders and a proven ability to secure successful bids for new funding. The financial planning takes into the considerations of current economic climate (i.e., the effects of Covid-19 pandemic) and any potential impact on charity sources of income and planned expenditures. We acknowledge the pension obligations of charity and have a clear course of actions to reduce the pension deficit over time.

PLANS FOR FUTURE PERIODS

20. The charity plans to continue the activities as outlined above in the forthcoming years subject to satisfactory funding arrangements.

21. The charity responded to the restrictions of the COVID pandemic by moving the service to remote delivery from home. Whilst not without its challenges, the charity developed access to the service via telephone and email for residents requiring support and has worked closely with the DWP, and RBKC housing and families' services to reach vulnerable residents, who may be digitally excluded or otherwise unable to access remote services.

22. The charity has planned a transition back to office-based service delivery mode in the near future, after mindful discussion of the significant shift in expectations of service providers and clients.

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Report of the Trustees
for the Year Ended 31 March 2021**

Statement of trustees' responsibilities

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

In so far as the trustees are aware:

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

Auditors

The auditors, Haines Watts Wales LLP, Statutory Auditors, will be proposed for re-appointment at the forthcoming Annual General Meeting.

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

23/09/2021

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



.....
Dr S Thawer - Trustee



.....
Mr H Li - Trustee

**Report of the Independent Auditors to the Members of
Kensington and Chelsea Citizens Advice
Bureaux Service**

Opinion

We have audited the financial statements of Kensington and Chelsea Citizens Advice Bureaux Service (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), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; 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 work 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.

Opinions 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.

**Report of the Independent Auditors to the Members of
Kensington and Chelsea Citizens Advice
Bureaux Service**

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, 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:

Our planning procedures identify the legal and regulatory frameworks applicable to the operations and financial statements of the charity. These are reviewed internally with the audit team including relevant industry experience and expectations as well as externally with the client management. The key laws and regulations we considered in this context were the UK Companies Act 2006, Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard Applicable in the UK and Republic of Ireland', UK GAAP (FRS 102) and relevant tax legislation.

Once identified, we assess the risks of material misstatements in relation to the laws and regulations, irregularities, including fraud and adjust our testing accordingly. Our audit procedures include:

- Discussing with Trustees and management which areas of the business they believe to be more susceptible to fraud, and whether they have any knowledge or suspicion of fraudulent activities
- Obtaining an understanding of the key controls put in place by the charitable company to address risks identified, assessing the effectiveness of those and discussing how these are maintained and monitored internally
- Assessing the risk of management override and review and testing of journal entries made into the accounting system
- Challenging assumptions and judgements made by the charitable company in relation to the significant accounting estimates employed in the preparation of the financial statements

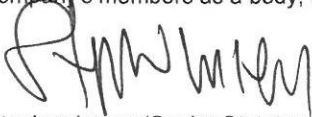
Despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularities likely involve collusion, forgery, intentional misrepresentation, or the override of internal controls.

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.

**Report of the Independent Auditors to the Members of
Kensington and Chelsea Citizens Advice
Bureaux Service**

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.



Stephen Lucey (Senior Statutory Auditor)
for and on behalf of Haines Watts Wales LLP, Statutory Auditors
7 Neptune Court
Vanguard Way
Cardiff
CF24 5PJ

Date:

29 September 2021

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Statement of Financial Activities
for the Year Ended 31 March 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Income and endowments from					
Donations and legacies	2	1,871	655	2,526	1,961
Charitable activities	4				
Bureaux, Community and Legal Services		766,892	-	766,892	700,410
Wormwood Scrubs		-	107,022	107,022	106,940
Adult Social Care		-	297,328	297,328	250,892
Mental Health Project		-	-	-	25,000
Money Advice Project		-	67,646	67,646	76,660
Grenfell Project		-	120,952	120,952	73,618
Universal Support		-	89,560	89,560	86,560
Investment income	3	522	-	522	1,796
Other income	5	700	-	700	2,300
Total		<u>769,985</u>	<u>683,163</u>	<u>1,453,148</u>	<u>1,326,137</u>
Expenditure on					
Charitable activities	6				
Bureaux, Community and Legal Services		646,598	-	646,598	562,847
Wormwood Scrubs		-	109,792	109,792	123,807
Adult Social Care		-	287,095	287,095	318,979
Mental Health Project		-	-	-	25,000
Money Advice Project		-	63,658	63,658	92,224
Grenfell Project		-	112,345	112,345	112,929
Universal Support		-	89,933	89,933	102,907
Total		<u>646,598</u>	<u>662,823</u>	<u>1,309,421</u>	<u>1,338,693</u>
Net gains/(losses) on pension scheme		<u>(136,532)</u>	<u>-</u>	<u>(136,532)</u>	<u>-</u>
NET INCOME/(EXPENDITURE)		(13,145)	20,340	7,195	(12,556)
Reconciliation of funds					
Total funds brought forward		201,804	78,609	280,413	292,969
Total funds carried forward		<u><u>188,659</u></u>	<u><u>98,949</u></u>	<u><u>287,608</u></u>	<u><u>280,413</u></u>

The notes form part of these financial statements

**Kensington and Chelsea Citizens Advice
Bureaux Service (Registered number: 03174842)**

**Statement of Financial Position
31 March 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
Fixed assets					
Tangible assets	12	11,072	-	11,072	4,490
Current assets					
Debtors	13	29,281	-	29,281	60,664
Cash at bank and in hand		<u>653,199</u>	<u>98,949</u>	<u>752,148</u>	<u>556,494</u>
		682,480	98,949	781,429	617,158
Creditors					
Amounts falling due within one year	14	<u>(133,544)</u>	-	<u>(133,544)</u>	<u>(84,818)</u>
Net current assets		<u>548,936</u>	<u>98,949</u>	<u>647,885</u>	<u>532,340</u>
Total assets less current liabilities		560,008	98,949	658,957	536,830
Pension liability	16	<u>(371,349)</u>	-	<u>(371,349)</u>	<u>(256,417)</u>
NET ASSETS		<u>188,659</u>	<u>98,949</u>	<u>287,608</u>	<u>280,413</u>
Funds	15				
Unrestricted funds				188,659	201,804
Restricted funds				<u>98,949</u>	<u>78,609</u>
Total funds				<u>287,608</u>	<u>280,413</u>

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

23/09/2021

The financial statements were approved by the Board of Trustees and authorised for issue on
and were signed on its behalf by:



.....
Dr S Thawer - Trustee



.....
Mr H Li - Trustee

The notes form part of these financial statements

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Statement of Cash Flows
for the Year Ended 31 March 2021**

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	<u>212,266</u>	<u>1,992</u>
Net cash provided by operating activities		<u>212,266</u>	<u>1,992</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>(16,612)</u>	<u>-</u>
Net cash provided by investing activities		<u>(16,612)</u>	<u>-</u>
Change in cash and cash equivalents in the reporting period		195,654	1,992
Cash and cash equivalents at the beginning of the reporting period		<u>556,494</u>	<u>554,502</u>
Cash and cash equivalents at the end of the reporting period		<u>752,148</u>	<u>556,494</u>

The notes form part of these financial statements

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Statement of Cash Flows
for the Year Ended 31 March 2021**

1.	Reconciliation of net income/(expenditure) to net cash flow from operating activities	2021	2020
		£	£
	Net income/(expenditure) for the reporting period (as per the Statement of Financial Activities)	7,195	(12,556)
	Adjustments for:		
	Depreciation charges	10,030	7,296
	Decrease in debtors	31,383	13,172
	Increase in creditors	48,726	7,965
	Increase/(decrease) in defined benefit pension scheme liability	<u>114,932</u>	<u>(13,885)</u>
	Net cash provided by operations	<u><u>212,266</u></u>	<u><u>1,992</u></u>
2.	Analysis of changes in net funds	At 1.4.20	Cash flow
		£	£
	Net cash		At 31.3.21
	Cash at bank and in hand	<u>556,494</u>	<u>195,654</u>
			<u>752,148</u>

The notes form part of these financial statements

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements
for the Year Ended 31 March 2021**

1. Accounting policies

Statutory information

Kensington and Chelsea Citizens Advice Bureaux Service is an incorporated charity, limited by guarantee, registered in England and Wales. The registered number and registered office address can be found in the Report of the Trustees.

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)'. Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Going concern

The financial statements have been prepared on a going concern basis. The Trustees have reviewed and considered relevant information, including the annual budget and future cash flows in making their assessment. In particular, in response to the COVID-19 pandemic, the Trustees have tested their cash flow analysis to take into account the impact on the charity of possible scenarios brought on by the impact of COVID-19, alongside the measures that they can take to mitigate the impact. Based on these assessments, given the measures that could be undertaken to mitigate the current adverse conditions, and the current resources available, the Trustees have concluded that they can continue to adopt the going concern basis in preparing the annual report and accounts.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

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

Governance costs

These include the costs attributable to the Charity's compliance with constitutional and statutory requirements including audit, strategic management and Trustee's meetings and reimbursed expenses.

Allocation of support costs

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources for example staff costs by the time spent and other costs by their usage.

Tangible fixed assets

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

Computer equipment - 33% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

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

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

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

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

1. Accounting policies - continued

Pension costs and other post-retirement benefits

The Charity is part of a multi-employer defined benefit pension scheme. The plan closed to future accrual on 31 March 2008. A separate actuarial valuation for the Charity is unable to be obtained in relation to the pension scheme and therefore it is unable to ascertain its share of the underlying assets and liabilities of the plan at the year end. The liability has therefore been calculated based on the present value of the funding agreement with the pension plan. The liability has been discounted at an appropriate market rate. For more information see note 16.

Defined contribution pension schemes

The Charity operates a defined contribution pension scheme. Contributions payable to the Charity's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Debtors

Trade and other debtors are recognised at the settlement amount due after any discount offered. Prepayments are valued at the amount prepaid net of any discounts due.

Cash at bank and in hand

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account

Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of loans which are subsequently measured at amortised cost using the effective interest method.

2. Donations and legacies

	2021	2020
	£	£
Donations	<u>2,526</u>	<u>1,961</u>

3. Investment income

	2021	2020
	£	£
Interest received	<u>522</u>	<u>1,796</u>

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

4. Income from charitable activities

		2021	2020
	Activity	£	£
Royal Borough of Kensington & Chelsea - general grant	Bureaux, Community and Legal Services	711,082	697,139
The City Bridge Trust	Bureaux, Community and Legal Services	22,460	-
Campden Charities	Bureaux, Community and Legal Services	1,000	3,000
CitA	Bureaux, Community and Legal Services	32,350	271
Wormwood Scrubs - donations in kind	Wormwood Scrubs	10,000	10,000
The City Bridge Trust	Wormwood Scrubs	51,925	50,200
Capitalise	Wormwood Scrubs	45,097	46,490
CitA	Wormwood Scrubs	-	250
RBKC - Social Services	Adult Social Care	254,478	248,171
NHS Kensington & Chelsea PCT	Adult Social Care	42,850	-
CitA	Adult Social Care	-	1,221
London Catalyst	Adult Social Care	-	1,500
NHS Kensington & Chelsea PCT	Mental Health Project	-	25,000
Capitalise	Money Advice Project	67,646	76,660
NHS Kensington & Chelsea PCT	Grenfell Project	35,000	-
RBKC	Grenfell Project	85,952	25,000
DCMS	Grenfell Project	-	30,000
Comic Relief	Grenfell Project	-	18,618
CitA	Universal Support	89,560	86,560
		<u>1,449,400</u>	<u>1,320,080</u>

Donations in kind relate to the rental of the facilities at Wormwood Scrubs H M Prison for the Charity to provide advisory services.

5. Other income

	2021	2020
	£	£
Other income	<u>700</u>	<u>2,300</u>

Other income received includes funding received on behalf of bureau clients for legal advice to conclude a settlement agreement.

6. Charitable activities costs

	Direct Costs	Support costs (see note 7)	Totals
	£	£	£
Bureaux, Community and Legal Services	473,066	173,532	646,598
Wormwood Scrubs	82,488	27,304	109,792
Adult Social Care	238,658	48,437	287,095
Money Advice Project	41,041	22,617	63,658
Grenfell Project	81,744	30,601	112,345
Universal Support	70,224	19,709	89,933
	<u>987,221</u>	<u>322,200</u>	<u>1,309,421</u>

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

7. Support costs

	Premises costs £	Information technology £	Human resources £	
Bureaux, Community and Legal Services	54,582	21,957	45,771	
Wormwood Scrubs	16,067	1,584	6,295	
Adult Social Care	18,640	7,391	11,593	
Money Advice Project	7,661	1,738	10,609	
Grenfell Project	9,251	2,814	14,232	
Universal Support	<u>12,158</u>	<u>2,334</u>	<u>1,967</u>	
	<u>118,359</u>	<u>37,818</u>	<u>90,467</u>	
	Administration costs £	Other £	Governance costs £	Totals £
Bureaux, Community and Legal Services	18,679	24,951	7,592	173,532
Wormwood Scrubs	1,307	622	1,429	27,304
Adult Social Care	4,461	2,612	3,740	48,437
Money Advice Project	1,211	710	688	22,617
Grenfell Project	1,319	1,629	1,356	30,601
Universal Support	<u>1,229</u>	<u>842</u>	<u>1,179</u>	<u>19,709</u>
	<u>28,206</u>	<u>31,366</u>	<u>15,984</u>	<u>322,200</u>

8. Net income/(expenditure)

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

	2021 £	2020 £
Auditors' remuneration	8,220	7,440
Depreciation - owned assets	<u>10,030</u>	<u>7,296</u>

9. Trustees' remuneration and benefits

There were no trustees' remuneration or other benefits for the year ended 31 March 2021 nor for the year ended 31 March 2020.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2021 nor for the year ended 31 March 2020.

10. Staff costs

	2021 £	2020 £
Wages and salaries	864,441	837,089
Social security costs	86,731	88,705
Other pension costs	<u>36,049</u>	<u>35,669</u>
	<u>987,221</u>	<u>961,463</u>

Key management relate to employees that are deemed to have significant influence on the strategic direction of the Charity. Key management remuneration for the year totalled £104,703 (2020: £101,898).

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

10. Staff costs - continued

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

	2021	2020
Project workers	29	31
Management and administration	<u>2</u>	<u>2</u>
	<u>31</u>	<u>33</u>

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

11. Comparatives for the statement of financial activities

	Unrestricted funds £	Restricted funds £	Total funds £
Income and endowments from			
Donations and legacies	1,961	-	1,961
Charitable activities			
Bureaux, Community and Legal Services	700,410	-	700,410
Wormwood Scrubs	-	106,940	106,940
Adult Social Care	-	250,892	250,892
Mental Health Project	-	25,000	25,000
Money Advice Project	-	76,660	76,660
Grenfell Project	-	73,618	73,618
Universal Support	-	86,560	86,560
Investment income	1,796	-	1,796
Other income	<u>2,300</u>	<u>-</u>	<u>2,300</u>
Total	706,467	619,670	1,326,137
Expenditure on			
Charitable activities			
Bureaux, Community and Legal Services	562,847	-	562,847
Wormwood Scrubs	15,790	108,017	123,807
Adult Social Care	56,816	262,163	318,979
Mental Health Project	-	25,000	25,000
Money Advice Project	15,309	76,915	92,224
Grenfell Project	17,866	95,063	112,929
Universal Support	16,347	86,560	102,907
Total	<u>684,975</u>	<u>653,718</u>	<u>1,338,693</u>
NET INCOME/(EXPENDITURE)	21,492	(34,048)	(12,556)
Reconciliation of funds			
Total funds brought forward	<u>180,312</u>	<u>112,657</u>	<u>292,969</u>
Total funds carried forward	<u>201,804</u>	<u>78,609</u>	<u>280,413</u>

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

12. Tangible fixed assets		Computer equipment £
Cost		
At 1 April 2020		51,518
Additions		<u>16,612</u>
At 31 March 2021		<u>68,130</u>
Depreciation		
At 1 April 2020		47,028
Charge for year		<u>10,030</u>
At 31 March 2021		<u>57,058</u>
Net book value		
At 31 March 2021		<u>11,072</u>
At 31 March 2020		<u>4,490</u>
13. Debtors: amounts falling due within one year		
	2021	2020
	£	£
Other debtors	26,560	57,490
Prepayments	<u>2,721</u>	<u>3,174</u>
	<u>29,281</u>	<u>60,664</u>
14. Creditors: amounts falling due within one year		
	2021	2020
	£	£
Social security and other taxes	25,829	20,020
Other creditors	8,033	9,845
Amounts held on behalf of clients	4,501	1,059
Deferred income	29,003	3,540
Accrued expenses	<u>66,178</u>	<u>50,354</u>
	<u>133,544</u>	<u>84,818</u>
Deferred income		
		£
Deferred income as at 1 April 2020		3,540
Released in the year		(1,770)
Income deferred in the year		<u>27,413</u>
Deferred income as at 31 March 2021		<u>29,003</u>

Deferred income relates to grant income that the Charity has received but is not entitled to at the year end in line with FRS 102 SORP.

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

15. Movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	295,191	-	295,191
RBKC General Grant - Bureaux Services	163,030	101,787	264,817
Pension liability	<u>(256,417)</u>	<u>(114,932)</u>	<u>(371,349)</u>
	201,804	(13,145)	188,659
Restricted funds			
HM Prison Service - Wormwood Scrubs	11,235	(2,769)	8,466
Adult Social Care	59,849	10,232	70,081
Money Advice Project	5,100	3,988	9,088
RBKC - Grenfell Project	2,425	8,605	11,030
Universal Support	<u>-</u>	<u>284</u>	<u>284</u>
	<u>78,609</u>	<u>20,340</u>	<u>98,949</u>
TOTAL FUNDS	<u><u>280,413</u></u>	<u><u>7,195</u></u>	<u><u>287,608</u></u>

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

	Incoming resources £	Resources expended £	Gains and losses £	Movement in funds £
Unrestricted funds				
RBKC General Grant - Bureaux Services	769,985	(668,198)	-	101,787
Pension liability	<u>-</u>	<u>21,600</u>	<u>(136,532)</u>	<u>(114,932)</u>
	769,985	(646,598)	(136,532)	(13,145)
Restricted funds				
HM Prison Service - Wormwood Scrubs	107,023	(109,792)	-	(2,769)
Adult Social Care	297,327	(287,095)	-	10,232
Money Advice Project	67,646	(63,658)	-	3,988
RBKC - Grenfell Project	120,950	(112,345)	-	8,605
Universal Support	<u>90,217</u>	<u>(89,933)</u>	<u>-</u>	<u>284</u>
	<u>683,163</u>	<u>(662,823)</u>	<u>-</u>	<u>20,340</u>
TOTAL FUNDS	<u><u>1,453,148</u></u>	<u><u>(1,309,421)</u></u>	<u><u>(136,532)</u></u>	<u><u>7,195</u></u>

**Kensington and Chelsea Citizens Advice
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**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

15. Movement in funds - continued

Comparatives for movement in funds

	At 1.4.19 £	Net movement in funds £	Transfers between funds £	At 31.3.20 £
Unrestricted funds				
General fund	285,863	9,328	-	295,191
RBKC General Grant - Bureaux Services	164,751	(1,721)	-	163,030
Pension liability	<u>(270,302)</u>	<u>13,885</u>	<u>-</u>	<u>(256,417)</u>
	180,312	21,492	-	201,804
Restricted funds				
HM Prison Service - Wormwood Scrubs	12,312	(1,077)	-	11,235
Adult Social Care	(25,140)	(11,271)	96,260	59,849
RBKC ASC - Mental Health	78,901	-	(78,901)	-
RBKC ASC - Income Max H&W HIV	17,359	-	(17,359)	-
Money Advice Project	5,355	(255)	-	5,100
RBKC - Grenfell Project	<u>23,870</u>	<u>(21,445)</u>	<u>-</u>	<u>2,425</u>
	<u>112,657</u>	<u>(34,048)</u>	<u>-</u>	<u>78,609</u>
TOTAL FUNDS	<u><u>292,969</u></u>	<u><u>(12,556)</u></u>	<u><u>-</u></u>	<u><u>280,413</u></u>

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	9,328	-	9,328
RBKC General Grant - Bureaux Services	697,139	(698,860)	(1,721)
Pension liability	<u>-</u>	<u>13,885</u>	<u>13,885</u>
	706,467	(684,975)	21,492
Restricted funds			
HM Prison Service - Wormwood Scrubs	106,940	(108,017)	(1,077)
Adult Social Care	275,892	(287,163)	(11,271)
Money Advice Project	76,660	(76,915)	(255)
RBKC - Grenfell Project	73,618	(95,063)	(21,445)
Universal Support	<u>86,560</u>	<u>(86,560)</u>	<u>-</u>
	<u>619,670</u>	<u>(653,718)</u>	<u>(34,048)</u>
TOTAL FUNDS	<u><u>1,326,137</u></u>	<u><u>(1,338,693)</u></u>	<u><u>(12,556)</u></u>

WormWood Scrubs project is an advice bureau service in HM Prison, which began in 1994, which has been largely funded by HM Prison Service together with various other funding partners.

Income Maximisation projects, Mental Health project, B&E project and the HIV project funded by the local authority's Social Services Department (Adult Social Care) all began between 1995 and 2002. These projects provide advice and casework to help vulnerable adults (including older people, and those with physical or mental health conditions) with benefits-related issues. The fund has previously been split into 3 separate funds within the financial statements but have now been consolidated into one Adult Social Care fund. Total net funds carried forward at the year end total £59,849.

Money Advice project, which began in October 1998, is a programme for debt advice.

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

15. Movement in funds - continued

Grenfell project, which commenced in June 2017, provides advice and support on a range of important matters such as rehousing of survivors and displaced residents, supporting residents to make claims for welfare benefits, assisting families and survivors who received charitable donations and supporting residents with their employer relationships.

Universal Support project provides the advice and support people need to make and complete their first Universal Credit claim.

RBKC general unrestricted fund has been designated to separately identify the movement on the funding provided to the charity in the year from RBKC.

Pension liability has been designated within unrestricted funds to separately identify the amount owed by the Charity to fund the defined benefit pension deficit at the year end.

16. Employee benefit obligations

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 2020/21 accounting year, the contributions to the Plan for the year ending 31 March 2021 are expected to be £2,049,000, which includes £1,749,000 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 2019. However, this has not 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 2020, 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 formal triennial actuarial valuation as at 31 March 2020 is currently being undertaken.

The most recent formal actuarial valuation of the Plan was as at 31 March 2016 and revealed a funding deficit of £52,374,000. In the recovery plan agreed following the valuation, the Principal Employer and other participating employers agreed to pay deficit reduction contributions of £1,749,000 per annum with the view to eliminating the deficit by 31 December 2033. As mentioned above, the formal triennial actuarial valuation as at 31 March 2019 is currently ongoing and once this has been finalised a new recovery plan is likely to be put in place.

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 longevity risk.

As the Charity is unable to value its share of the multi-employer pension scheme assets and liabilities at the year end, the pension liability has been calculated based on the net present value of future pension deficit contributions. The Charity has agreed to make deficit contributions of £27,000 to the pension scheme per year until 2034. The discount factor of 2.1% (2020: 2.4%) has been extracted from the actuarial valuation report of the multi-employer pension scheme.

**Kensington and Chelsea Citizens Advice
Bureaux Service**

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2021**

16. Employee benefit obligations – continued

The below table provides a reconciliation of the pension liability in the current and prior year:

	2021	2020
	£	£
Pension liability brought forward at 1 April	256,417	270,302
Deficit contribution in the year	(21,600)	(21,600)
Net (gains)/losses on revaluation of pension scheme	136,532	-
Net present value re-measurement	-	7,715
	<u>371,349</u>	<u>256,417</u>
Pension liability as at 31 March (Total)	<u>371,349</u>	<u>256,417</u>

17. Operating lease commitments

At the reporting date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases which fall due as follows:

	2021	2020
	£	£
Within one year	13,389	50,296
Between one and five years	<u>36,821</u>	<u>50,210</u>
Total	<u>50,210</u>	<u>100,506</u>

Total operating lease costs recognised in the SOFA in the year was £50,296 (2020: £84,949).

18. Related party disclosures

There were no related party transactions for the year ended 31 March 2021 or for the year ended 31 March 2020.