

Company registration number: 03507093
Charity number: 1070263

TRUSTEES' REPORT AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2022

SOUTHWARK CITIZENS
ADVICE BUREAUX
SERVICE
(A company limited by
guarantee)

MENZIES
BRIGHTER THINKING

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

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SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS

FOR THE YEAR ENDED 31 MARCH 2022

Trustees	Nehal Depani Tasmin Maitland (resigned 9 February 2022) Patricia Boyer Martina O'Sullivan Aleksandr Al-Dhahir (resigned 9 February 2022) Catherine Colebrook (appointed 3 November 2021) Abeer Sharma (appointed 5 September 2021) Thomas Smith Kerrie Adams (appointed 24 August 2022)
Company registered number	03507093
Charity registered number	1070263
Registered office	8 Market Place Southwark Park Road Bermondsey London SE16 3UQ
Company secretary	Christopher Green
Independent auditors	Menzies LLP Chartered Accountants Centrum House 36 Station Road Egham Surrey TW20 9LF
Bankers	Lloyds Bank PLC CAF Bank Limited

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

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TRUSTEES' REPORT

FOR THE YEAR ENDED 31 MARCH 2022

Structure, governance and management

Governing Document

Southwark Citizens Advice Bureaux Service is a registered charity and a company limited by guarantee. Southwark Citizens Advice Bureaux Service is also known and referred to as Citizens Advice Southwark and Bermondsey Citizens Advice Bureau and Peckham Citizens Advice Bureau. The maximum liability of each member is limited to one pound. At 31 March 2021 the company had 6 members. Southwark Citizens Advice Bureaux Service is governed by its Memorandum and Articles of Association as amended on 18 May 2010.

Southwark Citizens Advice Bureaux Service was incorporated as a company limited by guarantee on 9 February 1998. The charity commenced operations on 1 April 1998 at which date the assets and liabilities of the unincorporated Southwark Citizens Advice Bureau Service were acquired.

Recruitment, Appointment of Trustees

An Elections Committee, chaired by the Chair, is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Induction of Trustees

Newly appointed Trustees are provided with a comprehensive induction to Southwark Citizens Advice Bureaux Service through the provision of training courses and mentoring by established trustees.

Organisational Structure

Southwark Citizens Advice Bureaux Service is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Southwark Citizen Advice Bureaux Service and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day to day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Connected Parties

Southwark Citizen Advice Bureaux Service is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Southwark Citizen Advice Bureaux Service in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision making process.

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity.

72 volunteers, including 15 pro bono solicitors, contributed approximately 33,600 hours of work to the bureau during the year. We estimate the value of this help at £633, 619 in respect of the current year.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Objectives and activities

Objects, Vision and Mission

Our charity's objects as contained in the company's memorandum of association are: "to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the London Borough of Southwark and surrounding areas".

Our vision is of a society where everyone can express and realise their rights, where responsibilities are understood and acted on by individuals and organisations, where decisions are taken with the needs of the most vulnerable in our society in mind, and where services are accessible and responsive to those who need them.

We recognise that we need to identify concrete steps to take in achieving our vision, so are working towards the mission statement that: we sort out problems together for good. We do this by:

- Delivering services responsive to community need;
- Empowering citizens to understand and exercise their rights and responsibilities;
- Preventing problems through education and training;
- Influencing social policy to achieve positive change

Ensuring our work delivers our aims

We review our mission, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our mission, objectives and activities remain focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our mission and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the vision, mission and objectives they have set.

The focus of our work

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Who used and benefited from our services

The Citizens Advice Southwark team records profile information provided by clients on our dedicated case management system. This includes data on gender, age/date of birth, ethnic group and disability. In addition, the Service conducts an annual survey of clients designed to provide more information about the users of our Service.

There has been a slight decrease in the percentage of younger people seeking advice (24.8% of people under 34 compared with 28.3% last year), and a slight increase in the over 50 categories (42.5% this year compared with 37.8% last year). However, this is still older than the population profile of the borough, with almost a quarter of local residents being 19 and under.

We have seen a significant decrease in the number clients who are council tenants (13.8% down from 44% last year), and a decrease in owner occupiers (from 7% to 4.3%). Where stated, 50.4% of our clients are in receipt of welfare benefits or tax credits. Again, this is higher than the borough profile, but reflects the complexity of the benefits system (being in our top three advice enquiry areas) and the high incidence of problems amongst people in receipt of benefits.

A far higher proportion of our clients are from Black, Asian and Minority Ethnic (BAME) communities (at 76%, down from 83%, compared to the borough profile of 60%), which demonstrates our reach into all the communities of the borough, but also the higher prevalence of problems amongst BAME communities (who are statistically more likely to be negatively impacted by recession or wider economic uncertainty).

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Finally, whilst sexual orientation was not accurately recorded in the 2011 census, we believe that, historically, our reach into the borough's LGBT community is strong. However, perhaps due to the very high number of clients did not complete this section (90% of respondents over the past 12 months), it is difficult to provide robust evidence of this. This year 0.5% of our clients identified as lesbian, gay or bisexual, down from 7% last year. We will continue to monitor this data, and our service delivery model generally, to ensure it is appropriately marketed - and available to - the LGBT community.

A client satisfaction survey was undertaken throughout the year to July 2022. Some key findings from the report are:

- 96% of clients reported that their assessor properly understood and dealt with all of their issues;
- 97% of clients reported that they were clear on how to proceed dealing with their problem and
- 97% of clients reported that overall they were happy with the service received

The Service also undertakes an annual review of client complaints and feedback received from clients. Whilst the number of complaints is very low (consistently around ten each year, against a backdrop of many thousands of people accessing the services), the Service is committed to improving clients experience of using our services and to this end produces a summary of complaints and actions taken which is reviewed at least annually by the Trustee Board.

The Trustees confirm they have complied with section 17 of the Charities Act 2011 and referred to the guidance contained in the Charity Commission's general guidance on public benefit, specifically when reviewing the Trust's aims and objectives and in planning future activities.

Charitable Activities

Citizens Advice Southwark is a successful organisation delivering high quality services in response to the needs of the local community.

Although the third national lockdown ended in March 2021, in 2021/22 we continued to face the fallout from COVID-19 through the economic consequences on local people. In addition, from autumn 2021 the cost of living crisis began to bite, leading to an increased demand for advice from vulnerable local people.

An important achievement, therefore, has been to maintain a range of access channels for local people needing advice and information, including, face to face drop in expanded opening hours at each of our 3 offices.

Other recent achievements include:

- 20,299 clients helped across the service in 2021/22 - a 1% increase on last year (20,025), helping then to deal with 49,000 issues - a 10% increase on last year (45,607)
- Enabling our clients to achieve financial gains of £8,875,299 (£7,452,419) in the last year
- Funding for existing services and projects extended, including our core service, Debt Free London, Back on Track, Energy Advice, Homeowners, Thames Water, Macmillan & Dimbleby, Universal Credit Support and EU Settlement Scheme
- New Mental health Debt Advice project (now called Money Support Advice project) with funding from Public Health
- New Private Renters Support project with funding from Southwark Council
- New funding confirmed from United St Saviour's Charity to establish a Foodbank Advice project
- New funding confirmed from GLA through the London Citizens Advice Development Project for a Crisis Prevention project
- New funding confirmed from Southwark Council for a new specialist immigration advice project working with Southwark Day Centre for Asylum Seekers
- Delivered new financial inclusion frontline workers awareness raising sessions
- Recommended Advice & Support Roadshows
- Restarted council rent arrears clinics
- Resumed Digital Support Sessions at Walworth
- Co-produced Cash First Worrying About Money leaflets
- Training for employment support advisers working with people with mental health issues, to help remove barriers to employment
- Scored "Excellent" on Citizens Advice Leadership Self Assessment
- Scored Green on People Survey

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Activities

In 2021-22 Citizens Advice Southwark dealt with 49,000 new issues (a 10% increase from the 45,607 handled in 20-21), which came from 20,299 clients seen across the service (a small decrease of 7% increase from the 20,025 assisted in 2020-21).

These increases were against the decreases experienced in the previous year and caused by the 3 national lockdowns and the move to remote working.

Of the new issues welfare benefits, housing and debt remained the top three categories of issues in the borough, at 38%, 17% and 11% of the total enquiries respectively.

Through this activity were able to achieve record financial gains for our clients of £8,875,299 in 2021-22 across all services (an increase of over 19% from the 2020-21 financial gain of £7,452,419).

It is clear to see that the fallout from the COVID-19 pandemic, and the cost of living crisis, have had a huge impact on vulnerable local people and how we seek to meet their need for advice.

The ending of the various schemes designed to help people through the pandemic, such as the ban on evictions (May 2021), the Job Retention Scheme (summer 2021), and the £20 increase for Universal Credit claimants (September 2021), and with creditors resuming normal recovery processes, all had an impact on levels of financial hardship and indebtedness, and homelessness.

By autumn 2021 the cost of living crisis began to take hold as inflationary pressures led to prices rising faster than income. This was then exacerbated by the war in Ukraine from February 2022 onwards.

Recent figures from Citizens Advice show a big increase in the number of debt advice clients with negative budgets, and demonstrates the impact of the crisis. However, perhaps the most immediate and visible impact of the cost of living crisis has been the steeply rising energy prices, increased problems in paying gas and electricity bills, and the ensuing growth in fuel poverty.

Citizens Advice Southwark's own data shows that the number of fuel debt and utilities related enquiries are growing rapidly. The impact of the cost of living crisis is being felt most acutely by local residents who are already vulnerable, perhaps as a result of physical or mental ill health, homelessness, or because they are living in poverty, have insecure immigration status, or as a result of sharing protected characteristics under equalities legislation, for example age, disability, race or religion and belief.

It is therefore incumbent on us to continue to develop new projects and partnerships that target some of these most affected groups and communities.

Our updated Service Delivery Plan includes this information and sets out how we have developed our service to best meet the advice needs and inequalities that have been exacerbated by the pandemic and cost of living crisis.

The section below describes the service that Citizens Advice Southwark is currently providing:

(a) Generalist Advice Services - at Peckham, Bermondsey and Walworth offices (funded by a contract with Southwark Council)

- Peckham offers open door gateway assessment sessions five days a week, Monday to Friday, from 10am-3pm.
- Bermondsey offers open door gateway assessment session on Monday, Tuesday, Thursday and Friday from 10am-3pm.
- Walworth offers open door gateway assessment sessions on Monday, Tuesday, Wednesday and Friday from 10am-3pm.
- Appointments are also provided at all offices throughout the week for advice at general help with casework level;
- Citizens Advice Southwark has a single public telephone advice number and provides telephone gateway assessment throughout the week. This is followed up with call back telephone advice at general help level as needed;
- The team also answer generalist enquiries received by letter and email and undertake home visits.

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FOR THE YEAR ENDED 31 MARCH 2022

- There is an online referral form on our website which can be used by partner organisations to refer clients to us.
- (b) **Southwark Council Leaseholder Advice Project** - established 2006 (funded jointly by a contract with Southwark Council and a grant from Southwark Homeowners Council)
 - The project is based at the Bermondsey office and sees clients by appointment. It also provides a dedicated telephone and email message advice service. Clients can self-refer and referrals also come from our internal teams and other agencies.
- (c) **Debt Free London Money Advice Project** – established 2006 (funded by a grant with Toynbee Hall)
 - The project primarily sees clients by appointment at Bermondsey. It has a dedicated message line for client self-referral and takes referrals from the 3 offices and other agencies. Debt Advice is provided at general help with casework level through to representation.
- (d) **Macmillan and Dimbleby Advice Project** – established 2008 (funded by a grant from Macmillan Cancer Support, Dimbleby Cancer Care and contributions from hospitals)
 - The project offers specialist welfare benefits advice for people affected by cancer and their families through to representation. The service is provided at hospital clinics at Kings College Hospital, Guys Hospital, St. Thomas's Hospital, Lewisham Hospital and Queen Elizabeth Hospital in Woolwich. As well as delivering services at hospitals the project also provides a dedicated telephone and message line service.
- (e) **Financial Capability Work** – established 2008 (currently funded through a variety of sources)
 - Citizens Advice Southwark undertakes a range of financial capability and Energy Saving advice presentations and training seminars in conjunction with Citizens Advice nationally and other local advice providers. As part of this programme Citizens Advice Southwark also co-ordinates the Southwark Financial Inclusion Forum.
- (f) **Southwark Legal Advice Network (SLAN)** – established June 2009 (Big Lottery Fund grant initially under Advice Plus and funded by the Advice Services Transition Fund until July 2015, now supported within existing resources)
 - To lead on developing an integrated advice network across Southwark to improve access to quality assured advice services and self-help information for people in greatest need.
- (g) **Forum for Equalities and Human Rights in Southwark (FEHRS)** – established December 2010 (funded by a grant from Southwark Council and, from April 2019, by a 4 year Strategic Partner Grant from the new Common Purpose council grants programme)
 - Reviews council compliance with the Public Sector Equality duty, and supports the delivery and development of Equalities and Human Rights in Southwark;
 - The role includes the following functions:
 - Policy and challenge;
 - Information and briefing to the Voluntary and Community Sector; and
 - Consultation and partnership.
- (h) **Specialist Immigration Advice Service** - established June 2011 (funded by the Trust for London and from September 2018 a Legal Aid Agency contract)
 - Provides specialist level immigration advice to clients across South East London, including representation;
 - The service sees clients at outreach advice sessions and by appointment at the Bermondsey office.
- (i) **Specialist Housing Advice Service** - from September 2018 and funded by a Legal Aid Agency contract)
- (j) **Help to Claim: Universal Credit** - from April 2019 and funded through Citizens Advice (following a re-tendering exercise carried out by the DWP, funding for CAS to deliver this service ended in March 2022)
 - Provides advice and support face to face, over the phone, by webchat and at outreach (local JCPs) to help people claim Universal Credit
- (k) **Best Practice Lead** - from April 2019 and funded through Citizens Advice.
(Following a re-tendering exercise carried out by the DWP, funding for CAS to deliver this service ended in March 2022)
 - Gathers and shares best practice from JCPs and Help to Claim services across South London

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

- (l) **L&Q debt and money advice project** – (funded by L&Q Housing Trust)
 - Contract to provide debt and money advice to London & Quadrant Housing Trust tenants.
- (m) **Major Trauma Centre Advice Service** – (funded by Cardinal Management)
 - Provides a generalist advice service for patients on the Major Trauma ward at Kings College Hospital.
- (n) **Rebuild Project** – (funded by Rebuild Charity)
 - advice project at the Limb Reconstruction Unit at Kings College Hospital
- (o) **Back on Track Project** – (funded by Guy's and St Thomas's Charity)
 - Provides debt and benefits advice in GP surgeries
- (p) **EUSS project** – (funded by Home Office)
 - Provides advice on EU Settlement Scheme
- (q) **Thames Water Debt Advice Service** – established July 2013 and recommended in 2021 (funded by a grant from Thames Water Trust)

Provides money advice, casework and referral to the Thames Water Customer Assistance Fund for people with Thames Water debts.
- (r) **Mental health debt advice project** – commenced December 2022 (funded by Public Health Southwark)

Provides targeted debt advice to people with mental health issues and training for Southwark Work Well Employment Support Advisers, who are working to support people with mental health conditions return to work.
- (s) **Private Renters Support project** – commenced March 2022 (funded by the council).
 - The project aims to engage with private renters in Southwark and develop a Private Renters Support Organisation.
- (t) **Universal Credit Network and Southwark Advice Forum** – funded by United St Saviours Charity
 - Universal Credit Network provides advice, support, information and training to local VCSOs who do not have the capacity or expertise to assist their service users with UC issues
 - Southwark Advice Forum provides training and information sharing opportunities for advisers and supervisors in Southwark advice agencies

In addition, we have recently been awarded funding to set up advice services targeting foodbank users (by United Saint Saviour's Charity); refugees and asylum seekers (by Southwark Council); and vulnerable people needing advice (by the GLA through the London Citizens Advice Development project).

Financial review

Our financial position is shown in detail on the pages following of these financial statements however some salient figures are as follows:

Incoming resources in the year were £1,784,808 (2021 - £1,802,146) of this £1,083,154 related to restricted activities.

Expenditure for the year was £1,825,992 (2021 - £1,801,868) of which £1,382,203 (2021 - £1,311,522) related to salaries, national insurance & pensions. This continues to represent the most significant cost to the Bureaux at 75% (2021 - 73%) of total expenditure.

There was a net deficit for the year of £41,184 (2021 - Surplus of £278) of which none were restricted (2021 - £Nil). At 31 March 2022 total reserves were £1,180,596 (2021 - £1,221,780) all of which all represented unrestricted funds.

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Reserves Policy

Southwark Citizens Advice Bureaux Service ensures that free monies are available in each financial year to meet any reasonable foreseeable contingency. In these uncertain times the trustee board consider it desirable to maintain unrestricted funds not committed or invested in tangible fixed assets ("the free reserves") at a level of approximately six months working capital expenditure. This is to ensure that in the event of unexpected financial or service problems activities can be managed effectively so as to minimise disruption to service users and to enable Southwark Citizens Advice Bureaux Service to meet its employment obligations to staff. The unrestricted reserves at the end of the year, all which are free, of £1,180,637 are in line with this policy.

Principal Funding Sources

We have diverse funding streams as detailed in note 6 of the accounts.

Investment Policy

As required in its Memorandum, paragraph (k), in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date. The charity does not currently hold material investments.

Financial Factors Affecting the Achievement of Objectives

The charity is very aware of the financial pressures experienced by its major funders, and in view of this has taken active measures to seek additional sources of funding for its services and is timely in taking corrective action to deal with any individual activity performance problems.

Plans for future periods

To achieve our vision for the Service we have identified six Strategic Priorities for the period 2022-25. These are to:

- Ensure access to high quality advice, particularly for those in greatest need;
- Strengthen the effectiveness of our Research and Campaigns work, particularly locally;
- Develop and deliver work to prevent problems from starting or recurring;
- Build on our partnership working to strengthen services for local people;
- Focus our resources on achieving positive outcomes for clients and value for money; and
- Set an example as a good employer, providing quality training and skills development.

Citizens Advice Southwark is assessed as being in a strong position to move forward in achieving its aims and objectives for the future and is committed to a dynamic and entrepreneurial approach in maximising the available opportunities to develop and enhance the services we provide.

Our strategic priorities have been designed to meet the needs of our diverse local community, including advising and supporting local people with different experiences and backgrounds, as well as supporting the achievement of the national Citizens Advice strategic objectives as set out in the Future of Advice Strategic Framework 2019-22.

These Future of Advice strategic objectives are set out below:

1. **Advice**
We'll continue to improve people's experience, so that everyone leaves us with the knowledge and confidence they need to find a way forward.
2. **Advocacy**
We'll be an even stronger voice on issues that matter most to the people who need our help.
3. **Technology**
We'll use technology to enable a positive experience for everyone, and free up resources to meet more demand.
4. **Sustainability**
We'll underpin our future as a service by ensuring we take a collaborative, proactive and commercial approach to securing and maintaining funding.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

5. Culture

We'll be a collaborative, innovative and high-performing service that challenges discrimination and promotes equality, diversity and inclusion.

Our strategic priorities also support the Future of Advice Equality Diversity and Inclusion goals:

1. Our **advice** services will be accessible and relevant to all our diverse clients whose experiences and outcomes will be more positive
2. Our **advocacy** services will speak up for those who face intense disadvantage, detriment or harm to their wellbeing and we will improve how we identify and consider those needs
3. Our **technology** will respond to user needs and will improve access to our services, including face to face
4. In terms of **sustainability**, our services will be designed and costed, taking account of the needs of those facing disadvantage, detriment or harm
5. Our **culture** will be more inclusive and we will continue to make our whole service more diverse with better equality of opportunity for all

COVID-19 and the Cost of Living Crisis

The COVID-19 pandemic changed the entire landscape. It affected the physical, mental and economic health and wellbeing of huge numbers of local people, not to mention, through observing social distancing guidelines, the way in which we, and the voluntary and community sector as a whole, are able to deliver our services and help people.

The adverse economic impact of the pandemic has continued through the cost of living crisis, which has seen household budgets squeezed as prices rise faster than income. More recently the crisis has been exacerbated by the war in Ukraine, which has contributed to the rise in energy prices and the disruption of supply chains across the world.

The prospect of further significant rises to the energy cap in October 2022 and beyond, provides a very real threat not just to the economic circumstances, but to the actual health and wellbeing of many local people.

As a result, we expect higher levels of indebtedness, including rent arrears, and the escalation of related problems such as food and fuel poverty, and homelessness. In short, we expect the situation for many vulnerable local people and communities will remain extremely difficult.

These challenges, which will disproportionately impact vulnerable communities, also suggest that we can expect current high levels of demand for our services to continue in the coming years.

Trustees' responsibilities statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

In preparing these financial statements, the trustees are required to:

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

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

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TRUSTEES' REPORT (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

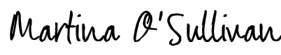
- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re appointed in accordance with section 487 of the Companies Act 2006.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

Approved by order of the members of the board of Trustees and signed on their behalf by:

DocuSigned by:

.....EC7B6C3D245340F.....
Martina O'Sullivan

Date: 08-Nov-2022

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

MENZIES
BRIGHTER THINKING

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

Opinion

We have audited the financial statements of Southwark Citizens Advice Bureaux Service (the 'charity') for the year ended 31 March 2022 which comprise the Statement of financial activities, the Balance sheet, the Statement of cash flows and the related notes, 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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.

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INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE(CONTINUED)

Other information

The other information comprises the information included in the Annual report other than the financial statements and our Auditors' report thereon. The Trustees are responsible for the other information contained within the Annual report. 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. 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 course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements.
- the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our 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 Trustees' report.

We have nothing to report in respect of the following matters in relation to which 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 prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a Strategic report.

Responsibilities of 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 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.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE(CONTINUED)

Auditors' 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 Auditors' 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 is detailed below:

The charitable company is subject to laws and regulations that directly affect the financial statements including financial reporting legislation. We determined that the following laws and regulations were most significant including FRS 102, Charities SORP, Companies Act 2006, Charities Act 2011, UK employment legislation, Health and Safety legislation and General Data Protection Regulations. We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.

We understood how the charitable company is complying with those legal and regulatory frameworks by, making inquiries to management, those responsible for legal and compliance procedures and the company secretary. We corroborated our inquiries through our review of board minutes.

The engagement partner assessed whether the engagement team collectively had the appropriate competence and capabilities to identify or recognize non-compliance with laws and regulations. The assessment did not identify any issues in this area.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including how fraud might occur. We considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in the following areas; management override of controls to manipulate results, or to cause the charitable company to enter into transactions not in its best interests.

Audit procedures performed by the engagement team included:

- Identifying and assessing the design effectiveness of controls management has in place to prevent and detect fraud;
- Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process;
- Challenging assumptions and judgments made by management in its significant accounting estimates; and
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations.

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. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. 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 Auditors' report.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE(CONTINUED)

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 its members, as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:

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Janice Matthews FCA (Senior Statutory Auditor)
For and on behalf of Menzies LLP
Chartered Accountants &
Statutory Auditor
Centrum House
36 Station Road
Egham
Surrey
TW20 9LF

Date: 08-Nov-2022

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

	Note	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Income from:					
Donations and legacies	5	619	-	619	1,033
Charitable activities	6	700,804	1,083,216	1,784,020	1,800,457
Investments	7	231	-	231	656
Total income		701,654	1,083,216	1,784,870	1,802,146
Expenditure on:					
Charitable activities	8	742,797	1,083,216	1,826,013	1,801,868
Total expenditure		742,797	1,083,216	1,826,013	1,801,868
Net movement in funds		(41,143)	-	(41,143)	278
Reconciliation of funds:					
Total funds brought forward		1,221,780	-	1,221,780	1,221,502
Net movement in funds		(41,143)	-	(41,143)	278
Total funds carried forward		1,180,637	-	1,180,637	1,221,780

The Statement of financial activities includes all gains and losses recognised in the year.

The notes on pages 18 to 33 form part of these financial statements.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)
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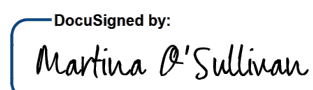
BALANCE SHEET AS AT 31 MARCH 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	12	-	3,750
		<u>-</u>	<u>3,750</u>
Current assets			
Debtors	13	211,530	220,155
Cash at bank and in hand		1,292,638	1,458,351
		<u>1,504,168</u>	<u>1,678,506</u>
Creditors: amounts falling due within one year	14	(211,466)	(336,693)
Net current assets		<u>1,292,702</u>	<u>1,341,813</u>
Total assets less current liabilities		<u>1,292,702</u>	<u>1,345,563</u>
Defined benefit pension scheme liability	15	(112,065)	(123,783)
Total net assets		<u><u>1,180,637</u></u>	<u><u>1,221,780</u></u>
Charity funds			
Restricted funds	16	-	-
Unrestricted funds	16	1,180,637	1,221,780
Total funds		<u><u>1,180,637</u></u>	<u><u>1,221,780</u></u>

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

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

DocuSigned by:

 EC7B6C3D245340F.....
Martina O'Sullivan

Date: 08-Nov-2022

The notes on pages 18 to 33 form part of these financial statements.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
Cash flows from operating activities		
Net cash used in operating activities	(165,944)	92,782
Cash flows from investing activities		
Interest received	231	656
Net cash provided by investing activities	231	656
Cash flows from financing activities		
Net cash provided by financing activities	-	-
Change in cash and cash equivalents in the year	(165,713)	93,438
Cash and cash equivalents at the beginning of the year	1,458,351	1,364,913
Cash and cash equivalents at the end of the year	1,292,638	1,458,351

The notes on pages 18 to 33 form part of these financial statements

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 8 Market Place, Southwark Park Road, Bermondsey, London, SW16 3UQ.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Southwark Citizens Advice Bureaux Service meets the definition of a public benefit entity under FRS 102. The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

2.2 Going concern

There are no material uncertainties about the charity's ability to continue. The Covid 19 Pandemic has not had a material impact on Southwark Citizens Advice funding.

With the use of unrestricted funds and grants received, the bureau has adapted to government social distancing measures. Employees and volunteers are able to work from home as well as using any of the 3 offices to ensure we continue to deliver our services during the pandemic within Southwark.

We do not anticipate any difficulties to meet our working capital commitments over the next 12 months due to healthy level of Free Reserves and Cash in Bank.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

2. Accounting policies (continued)

2.3 Income

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

Legacy income is recognised when receipt is probable and entitlement is established.

2.4 Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

Expenditure on raising funds includes all expenditure incurred by the Charity to raise funds for its charitable purposes and includes costs of all fundraising activities events and non-charitable trading.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the Charity's objectives, as well as any associated support costs.

Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

2.5 Tangible fixed assets and depreciation

Tangible fixed assets costing £1000 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

2. Accounting policies (continued)

2.5 Tangible fixed assets and depreciation (continued)

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following basis:

Computers & electronic equipment -	33% straight line
------------------------------------	-------------------

2.6 Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, currently all our tangible fixed assets have been written off and whilst the resale value of the assets is negligible the cost to replace from new would be in line with the gross value shown in our tangible fixed asset note.

2.7 Debtors

Short term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

2.8 Cash at bank and in hand

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

2.9 Creditors

Basic financial liabilities, including trade and other creditors, loans from third parties and loans from related parties, are initially recognised at transaction price, unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Such instruments are subsequently carried at amortised cost using the effective interest method, less any impairment.

2.10 Provisions

Provisions are recognised when the entity has an obligation at the reporting date as a result of a past event, it is probable that the entity will be required to transfer economic benefits in settlement and the amount of the obligation can be estimated reliably. Provisions are recognised as a liability in the statement of financial position and the amount of the provision as an expense.

Provisions are initially measured at the best estimate of the amount required to settle the obligation at the reporting date and subsequently reviewed at each reporting date and adjusted to reflect the current best estimate of the amount that would be required to settle the obligation. Any adjustments to the amounts previously recognised are recognised in income or expenditure unless the provision was originally recognised as part of the cost of an asset. When a provision is measured at the present value of the amount expected to be required to settle the obligation, the unwinding of the discount is recognised as a finance cost in the statement of financial activities in the period it arises, and is allocated to the appropriate expenditure heading.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

2. Accounting policies (continued)

2.11 Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

2.12 Pensions

The company operates a defined contribution scheme. It is a funded scheme and the assets are held externally of the company. The company contributes 5% of gross pay to the scheme for anyone who transferred from the previous scheme and for any employee who has joined since the closure of the previous scheme the company contributes up to 10% of gross pay. Pension contribution percentage was increased as at 1st June 2019. Previously the company operated a defined benefit pension scheme. It was closed at 31 March 2008. The company is making annual contributions to the closed scheme, see note 21.

2.13 Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

2.14 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the Charity and which have not been designated for other purposes.

Designated funds are restricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are income received for restricted purposes and projects. These funds are subjected to restrictions on their expenditure declared by the funder.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

3. Judgements and key sources of estimation uncertainty

Southwark Citizen Advice Bureaux Service has worked on a Corporate Risk Management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Southwark Citizen Advice Bureaux Service is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been reduced by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

The trustee board has approved a new information assurance strategy, having identified the risk presented by the significant amounts of client data held in the bureau. An information assurance management team exists to ensure the confidentiality, integrity and availability of all our sensitive data assets is maintained to a level which is consistent with the requirements of our clients, our funders and our strategic partners. The bureau aims to achieve an appropriate level of compliance to the Data Protection Act, the Cabinet Office's Security Policy Framework and to industry best practice, as defined by the ISO 27000 series of standards.

4. Limited by guarantee

Southwark Citizens Advice Service is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member.

5. Income from donations and legacies

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
General donations	619	619	1,033
<i>Total 2021</i>	1,033	1,033	

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

6. Income from charitable activities

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Southwark Council	692,081	96,717	788,798	793,612
Toynbee Hall - Capitalize	-	150,540	150,540	288,207
The Big Lottery Fund	-	-	-	97,500
Macmillan Cancer Support	-	85,951	85,951	85,951
Dimbleby Cancer Care & Palliative Care	-	84,000	84,000	83,868
Cardinal Management Ltd - Major Trauma Centre	-	26,553	26,553	25,910
Citizens Advice	7,017	267,455	274,472	270,979
Thames Water	-	10,000	10,000	7,000
London & Quadrant Housing Trust	956	-	956	5,329
Kings College (Limb Construction)	-	5,500	5,500	2,975
United Saviour - UC Migration	-	15,000	15,000	27,478
Legal Aid Contract	-	70,053	70,053	79,127
Other income - CAML	750	-	750	1,000
St George Martyr	-	3,333	3,333	10,000
Guys & St Thomas's Trust	-	156,018	156,018	6,720
EUSS - United St Saviour	-	79,444	79,444	-
David Family Foundation	-	-	-	5,000
WPI Economics	-	-	-	5,000
HMRC- Furlough	-	-	-	4,801
Other Income	-	32,652	32,652	-
	<u>700,804</u>	<u>1,083,216</u>	<u>1,784,020</u>	<u>1,800,457</u>
Total 2021	<u>769,042</u>	<u>1,031,415</u>	<u>1,800,457</u>	

7. Investment income

	Unrestricted funds 2022 £	Total funds 2022 £	Total funds 2021 £
Bank interest receivable	231	231	656
	<u>231</u>	<u>231</u>	<u>656</u>
Total 2021	<u>656</u>	<u>656</u>	

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

8. Analysis of expenditure by activities

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £	Total funds 2021 £
Charitable activities	1,387,475	438,538	1,826,013	1,801,868
<i>Total 2021</i>	<i>1,346,929</i>	<i>454,939</i>	<i>1,801,868</i>	

Analysis of direct costs

	Activities 2022 £	Total funds 2022 £	Total funds 2021 £
Staff costs	1,204,845	1,204,845	1,198,319
Office costs	160,345	160,345	144,582
Fees to partner organisations	9,250	9,250	-
Training	13,035	13,035	4,028
	1,387,475	1,387,475	1,346,929
<i>Total 2021</i>	<i>1,346,929</i>	<i>1,346,929</i>	

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

8. Analysis of expenditure by activities (continued)

Analysis of support costs

	Activities 2022 £	Total funds 2022 £	Total funds 2021 £
Staff costs	177,358	177,358	113,203
Depreciation	3,750	3,750	3,750
Premises	59,450	59,450	90,069
Legal & Professional	42,930	42,930	109,846
Office costs	148,190	148,190	131,171
Governance	6,860	6,860	6,900
	<u>438,538</u>	<u>438,538</u>	<u>454,939</u>
<i>Total 2021</i>	<u>454,939</u>	<u>454,939</u>	

9. Auditors' remuneration

	2022 £	2021 £
Fees payable to the Charity's auditor for the audit of the Charity's annual accounts	<u>4,725</u>	<u>4,500</u>

10. Staff costs

	2022 £	2021 £
Wages and salaries	1,199,492	1,198,808
Social security costs	112,648	110,368
Contribution to defined contribution pension schemes	70,063	2,346
	<u>1,382,203</u>	<u>1,311,522</u>

The average number of persons employed by the Charity during the year was as follows:

	2022 No.	2021 No.
Employees	<u>45</u>	<u>48</u>

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

10. Staff costs (continued)

No employee received remuneration amounting to more than £60,000 in either year.

11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2021 - £NIL).

During the year ended 31 March 2022, no Trustee expenses have been incurred (2021 - £NIL).

12. Tangible fixed assets

	Equipment £
Cost or valuation	
At 1 April 2021	91,626
At 31 March 2022	91,626
Depreciation	
At 1 April 2021	87,876
Charge for the year	3,750
At 31 March 2022	91,626
Net book value	
At 31 March 2022	-
At 31 March 2021	3,750

13. Debtors

	2022 £	2021 £
Due within one year		
Grants in arrears	71,982	132,077
Other debtors	130,798	84,314
Prepayments and accrued income	8,750	3,764
	211,530	220,155

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

14. Creditors: Amounts falling due within one year

	2022 £	2021 £
Trade creditors	57,689	86,442
Other taxation and social security	89,061	94,168
Other creditors	-	10,114
Accruals and deferred income	64,716	145,969
	<u>211,466</u>	<u>336,693</u>

	2022 £	2021 £
Deferred income at 1 April 2021	35,986	21,412
Resources deferred during the year	53,270	35,986
Amounts released from previous periods	(35,986)	(21,412)
	<u>53,270</u>	<u>35,986</u>

15. Provisions

	2022 £
At April 2021	123,783
Charge against provision	(11,718)
	<u>112,065</u>

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

16. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Balance at 31 March 2022 £
Unrestricted funds				
General Funds	1,221,780	701,654	(742,797)	1,180,637
Restricted funds				
Southwark Council	-	96,717	(96,717)	-
Toynbee Hall - Debt free London	-	150,540	(150,540)	-
Macmillan Cancer Support	-	85,951	(85,951)	-
Dimbleby Cancer Care & Palliative Care	-	84,000	(84,000)	-
Cardinal Management - Major Trauma Centre	-	26,553	(26,553)	-
Citizens Advice	-	267,455	(267,455)	-
Thames Water	-	10,000	(10,000)	-
Kings College - Limb Construction	-	5,500	(5,500)	-
United Saviour - UC Migration	-	15,000	(15,000)	-
Legal Aid Contract	-	70,053	(70,053)	-
St George Martyr	-	3,333	(3,333)	-
Kickstart	-	32,652	(32,652)	-
Guys & St Thomas' Trust	-	156,018	(156,018)	-
EUSS- United St Saviour	-	79,444	(79,444)	-
	-	1,083,216	(1,083,216)	-
Total of funds	1,221,780	1,784,870	(1,826,013)	1,180,637

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

(A company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

16. Statement of funds (continued)

Statement of funds - prior year

	<i>Balance at 1 April 2020 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Balance at 31 March 2021 £</i>
Unrestricted funds				
General Funds	1,221,502	784,675	(784,397)	1,221,780
Restricted funds				
Debt Free London Money Advice	-	288,207	(288,207)	-
Macmillan & Dimbleby Welfare Benefits Advice	-	169,819	(169,819)	-
Forum for Equality & Human Rights	-	22,400	(22,400)	-
Energy Advice	-	11,140	(11,140)	-
Thames Water Trust	-	7,000	(7,000)	-
Cardinal Management - Major Trauma Centre	-	25,909	(25,909)	-
Universal Credit Migration	-	15,000	(15,000)	-
Universal Credit Support	-	181,208	(181,208)	-
Kings College - Limb Reconstruction	-	2,975	(2,975)	-
Covid 19 Funding Grants	-	32,818	(32,818)	-
The Big Lottery Fund	-	97,500	(97,500)	-
Advice Line	-	28,000	(28,000)	-
St George the Martyr Charity	-	10,000	(10,000)	-
Guys & St Thomas' Trust	-	6,720	(6,720)	-
Universal Support Best Practice Lead	-	39,648	(39,648)	-
Legal Aid Contract	-	79,127	(79,127)	-
	-	1,017,471	(1,017,471)	-
Total of funds	1,221,502	1,802,146	(1,801,868)	1,221,780

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

16. Statement of funds (continued)

Debt Free London Money Advice Project - Restricted fund provided by Toynbee Hall through the Money Advice Service for the provision of face-to-face money advice.

Macmillan & Dimbleby Welfare Benefits Advice Project - Restricted fund provided by Macmillan Cancer Support and Dimbleby Cancer Care to provide welfare benefits advice for people affected by cancer at hospitals across South East London. With additional funding from Guys & St Thomas', Lewisham Hospital and Kings College Hospital Trusts.

Forum for Equality & Human Rights - Restricted fund from Southwark Council to act as critical friend in relation to equalities and human rights in the Borough.

Energy Advice - Funding received from Southwark Council Citizens Advice to tackle fuel poverty.

Thames Water Trust Project - Restricted fund project to provide water saving and debt advice.

Cardinal Management Ltd - Major Trauma Centre - Funding from Cardinal Management Ltd to provide a generalist advice service for patients on the Major Trauma unit at Kings Hospital.

Universal Credit Migration Project - Funding from United St Saviours to increase our advice capacity linked to help Universal Credit claimants in the North of the borough.

Legal Aid Contract - Income from Legal Aid agency for providing legal assistance for Housing and Immigration cases.

Universal Credit Support - Restricted fund project from Citizens Advice Bureaux provided by DWP to assess clients and help make Universal Support claims using a multiple of channels such as face to face, telephone and online.

Universal Support Best Practise Lead - Restricted fund project from Citizens Advice Bureaux provided by DWP to gather and share information about the performance of Universal Credit and Help to Claim, build local relationships and to develop and share best practice.

Limb Reconstruction - Restricted fund project from Kings College University to provide the Limb Reconstruction Unit with an adviser who will give patients advice and information on benefits, debt, housing and employment.

St George the Martyr Charity - Restricted fund project from St. George the Martyr Charity to fund Generalist Advice.

Guys & St Thomas' (Back on Track) - Restricted fund project from been set up to protect the health and wellbeing of people at risk of developing multiple long-term conditions who are living with financial difficulty exacerbated by COVID-19.

EUSS - United St Saviour - Restricted fund project from Southwark Law centre to project immigration related issues regarding clients and EU settlement.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2022 £	Total funds 2022 £
Current assets	1,504,168	1,504,168
Creditors due within one year	(211,466)	(211,466)
Provisions for liabilities and charges	(112,065)	(112,065)
Total	1,180,637	1,180,637

Analysis of net assets between funds - prior year

	Unrestricted funds 2021 £	Total funds 2021 £
Tangible fixed assets	3,750	3,750
Current assets	1,678,506	1,678,506
Creditors due within one year	(336,693)	(336,693)
Provisions for liabilities and charges	(123,783)	(123,783)
Total	1,221,780	1,221,780

18. Reconciliation of net movement in funds to net cash flow from operating activities

	2022 £	2021 £
Net income/expenditure for the year (as per Statement of Financial Activities)	(41,143)	278
Adjustments for:		
Depreciation charges	3,750	3,750
Other interest receivable and similar income	(231)	(656)
Accrued expenses/(income)	-	82,941
Decrease in debtors	24,012	35,574
Increase/(decrease) in creditors	(140,614)	48,707
Increase/(decrease) in provisions and employee benefits	(11,718)	(77,812)
Net cash provided by/(used in) operating activities	(165,944)	92,782

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

19. Analysis of cash and cash equivalents

	2022 £	2021 £
Cash in hand	1,292,638	1,458,351
Total cash and cash equivalents	1,292,638	1,458,351

20. Analysis of changes in net debt

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	1,458,351	(165,713)	1,292,638
	1,458,351	(165,713)	1,292,638

21. Pension commitments

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £81,781 (2021: £2,346).

Southwark Citizens Advice Bureau Service participated in the National Association of Citizens Advice Bureaux Pension and Assurance Plan (1991) which was a defined benefit scheme. It operated in the UK and provided 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.

More than one employer participated in the scheme and Southwark Citizens Advice Bureau Service is unable to identify its share of the underlying assets and liabilities in the scheme. This defined benefit scheme being accounted for as a defined contribution scheme as the assets of the defined benefit scheme are not clearly identifiable and cannot be accounted for separately.

In accordance with the schedule of contributions in force over the 2021/22 accounting year, the contributions to the Plan for the year ending 31 March 2022 are expected to be £2,579,000, which includes £2,279,000 towards the deficit and £300,000 as an allowance for administration expenses and all scheme levies.

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

A full actuarial valuation of the Plan was carried out as at 31 March 2021 by a qualified independent actuary, based upon membership data as at 31 March 2019, allowing for assumed membership movements over the period from this date, as well as any actual transfers out or trivial commutations over the period.

SOUTHWARK CITIZENS ADVICE BUREAUX SERVICE

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

21. Pension commitments (continued)

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

The liabilities of the Plan are based on the current value of expected benefit payment cash flows 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.

The closed scheme has current and future pensioners. The employers will continue to make contributions to the scheme in future periods. The best estimate of contributions to be paid by Southwark Citizens Advice Bureau Service to the scheme for the period beginning on or after 1 April 2021 is £9,000 per annum.

In the year ended 31 March 2021 as recommended by FS102 the trustees decide to bring the Southwark Citizens Advice provision in line with the suggested provision calculation provided by National. Reducing the time taken to repay their proportion of the deficit from 50 years to 16 years. £77,812 was released back into the accounts reducing the provision from £201,595 to £123,783.

22. Operating lease commitments

At 31 March 2022 the Charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2022 £	2021 restated £
Not later than 1 year	52,694	63,250
Later than 1 year and not later than 5 years	108,000	133,694
Later than 5 years	336,000	359,910
	496,694	556,854

The following lease payments have been recognised as an expense in the Statement of financial activities:

	2022 £	2021 £
Operating lease rentals	61,591	58,144

23. Related party transactions

The Charity has not entered into any related party transaction during the year, nor are there any outstanding balances owing between related parties and the Charity at 31 March 2022.