

Charity Registration No. 1075040
Company Registration No. 3038147

**LEWISHAM CITIZENS ADVICE
BUREAUX SERVICE LIMITED**

**Financial statements
31 March 2021**

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED
Financial statements for the year ended 31 March 2021

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LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED
Report of the Trustees (incorporating the Directors' Report) for the year ended 31 March 2021

1. REFERENCE AND ADMINISTRATIVE INFORMATION

Company Number: 3038147

Charity Number: 1075040

Trustees/Directors

Malcolm Beane – Interim Treasurer	(From 22 nd April 2020 to 4 th November 2020)
Nkem Ekwukoma	(Resigned 15 th February 2021)
Dominic Gilchrist	
Jacqueline Graveney	(Appointed 4 th November 2020)
Verena Hefti – Chair of Trustees	(Resigned 23 rd July 2020)
Susan Hutton – Treasurer	(Appointed 23 rd July 2020)
	Treasurer from 4 th November 2020)
Christine Mosedale	
Sophie Park – Chair of People Sub-Committee	
Nigel Prout	(Resigned 22 April 2020)
Cosette Reczek – Chair of Trustees	(Appointed 23 rd July 2020)
Hannah Richards	(Appointed 4 th November 2020, Resigned 18 th May 2021)
Shawn Scott - Vice Chair	
Aida Shoush	
Heather Taylor – Treasurer	(Resigned 22 nd April 2020)

Company Secretary

Sukhvinder Kaur-Stubbs (Resigned 31st July 2021)

Registered Office and Business Address

Leamore Community Hub
Bonfield Road
London SE13 5EU

Auditor

Myrus Smith
Chartered Accountants & Statutory Auditors
Norman House
8 Burnell Road
Sutton
Surrey SM1 4BW

Bankers

Co-operative Bank Plc
151 Lewisham High Street
London SE13 6AA

CAF Bank
25 Kings Hill Ave
Kings Hill
West Malling ME19 4JQ

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2. STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Lewisham Citizens Advice Bureaux Ltd. is a registered charity and a company limited by guarantee. Lewisham Citizens Advice Bureaux Ltd. is known and referred to operationally as Citizens Advice Lewisham (CAL). The maximum liability of each member is limited to £1. As of 31st March 2021, the company had 9 members. Citizens Advice Lewisham is governed by its Memorandum and Articles of Association as amended on 7th November 2013.

CAL was incorporated as a company limited by guarantee on 27th March 1985. The charity commenced operations on 27th March 1985 at which date the assets and liabilities of the unincorporated CAL were transferred.

The Trustees who served during the period and up to the date of signing this report are:

Malcolm Beane – Interim Treasurer	(From 22 nd April 2020 to 4 th November 2020)
Nkem Ekwukoma	(Resigned 15 th February 2021)
Dominic Gilchrist	
Jacqueline Graveney	(Appointed 4 th November 2020)
Verena Hefti – Chair of Trustees	(Resigned 23 rd July 2020)
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Recruitment, Appointment of Trustees

Our Trustees, who are also directors of the charity, are elected at the Annual General Meeting (AGM). Trustees may co-opt up to five people onto the Trustee Board to ensure the Board is broadly representative of the community, and to fill any specific vacancy and skills needed to carry out our responsibilities effectively (e.g. Treasurer). Co-opted members must stand down at the AGM following their co-option, but they are eligible to stand for election. One third of the elected Trustees (comprising of the longest serving Trustees) stand down at each AGM, and are eligible to stand for re-election. We invite nominations for Trustees through our annual mailing to stakeholders and local community organisations. Co-opted Trustees are recruited through a variety of methods, including direct advertising in the relevant media (e.g. the internet, local newspapers.)

The Board regularly reviews its membership to ensure there is a broad range of relevant skills and experiences sufficient to carry out its duties.

A separate process agreed by the Trustee Board is followed for the election of the Chair. The reference and administrative details above identify the constituencies that elected each of the current Trustees, where applicable. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

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New Chair and Trustees

Verena Hefti the Chair of Trustees stepped down in July 2020 and was succeeded by Cosette Reczek. A number of other new Trustees also joined the Board at the same time including Susan Hutton who also took over as Treasurer from Malcolm Beane at the AGM on 4th November 2020. Jacqueline Graveney brings specialist knowledge of marketing and communications. For a short time, the Board was joined by Hannah Richards who brought insights from community fundraising. During the year, Nkem Ekwukoma also stepped down from the Board.

Training of Trustees

All new Trustees are buddied with established Board members. Normally they are invited to attend an induction training session at Citizens Advice National head office in London, to learn more about the Citizens Advice service nationally and the role of local Trustees. Last year, this was done virtually. Trustees also participate in a CAL induction which includes:

- Access to key governance documents such as the governance manual, financial procedures and annual report.
- Good governance guidance – relevant Charity Commission guides and references to high performing boards including Harvard and ICSA reports.
- Service tour introducing the different aspects of the service and identifying key team members.
- Introduction to stakeholders and client profile with the CEO.
- Bi-annual review with the Chair to establish objectives and progress.
- Workshop with Citizens Advice nationally to understand the member relationship.

All new Trustees receive an email address, access to the Citizens Advice portal BMIS following the submission of their confidentiality forms and Declarations of Interests. Trustees are DBS checked. All Trustees are able to arrange bureaux visits to meet our Service Manager and find out more about our work. An insight day is held annually, organised by volunteers to enable Trustees to observe the service delivery and understand the nature of the enquiries presented by clients.

Trustees are included in the Training and Development Plan for CAL which includes mandatory training in GDPR, Senior Managers and Certification Regime (SMCR) for the FCA, Equity and Diversity and Health and Safety obligations.

Organisational Structure

CAL is governed by its Trustee Board which is responsible for setting the strategic direction and policy of the charity. The Trustees carry the ultimate responsibility for the conduct of CAL 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.

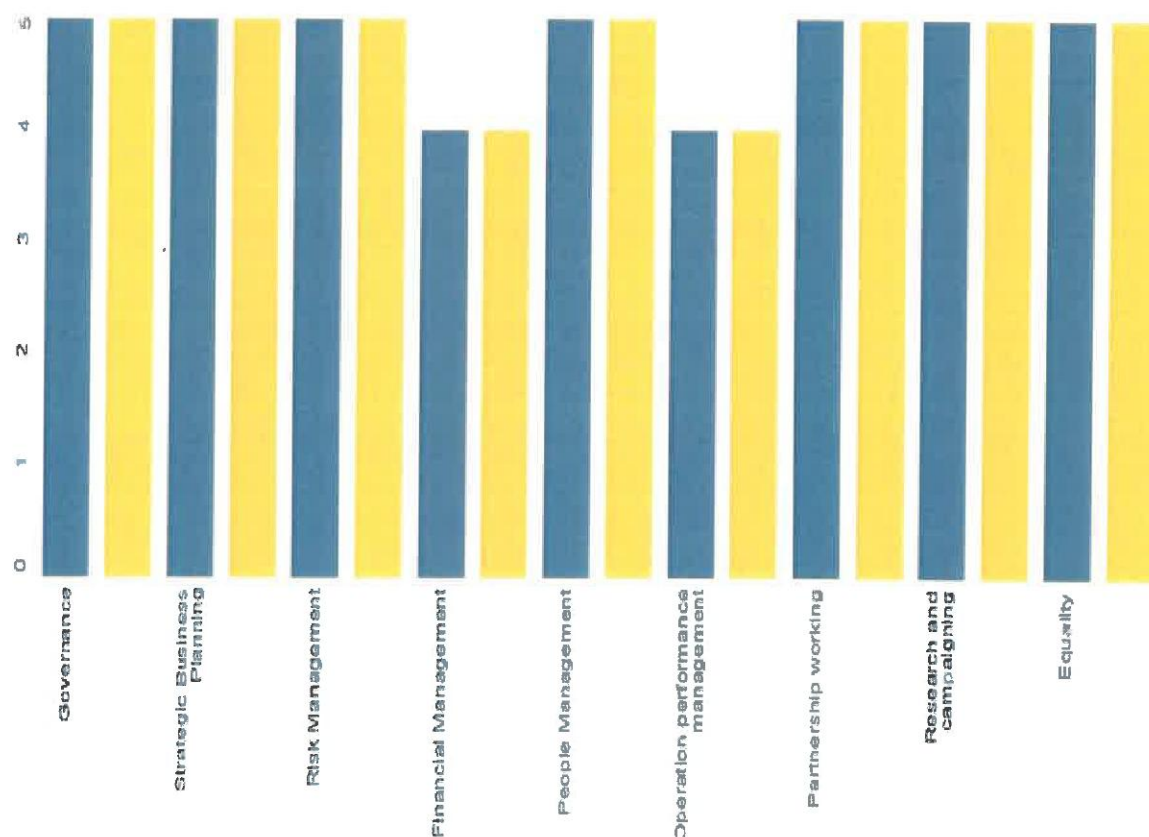
Related Parties

CAL is a member of Citizens Advice (CA), the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management. CA set and monitor performance through the Performance Quality Framework (PQF) assessed through periodic surveys, regular file checking and annual inspection with a three-year full inspection.

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In 2021, a full inspection took place with the CA Assessor rating CAL's Leadership Self- Assessment against the core areas. The assessment concurred with CAL's own assessment and awarded Excellent/Good ratings across the service. The results are summarised below with the blue indicating CAL ratings and the yellow the CA validation.



Operating policies are independently determined by the Trustee Board of CAL in order to fulfil its charitable objectives and comply with the national membership requirements. The Charity also co-operates and liaises with a number of other advisory services, local charities and local authority departments on behalf of clients. Where one of the Trustees holds the position of trustee/director of another charity or is a decision maker within the local authority, they may be involved in discussions regarding that other charity or department but not in the ultimate decision-making process. Currently, none of our Trustees work for Lewisham Council or hold decision making roles in partner organisations.

Responding to major risks and a changing landscape

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 CAL is continually monitoring and managing its risk, reviewing the corporate risk register, and ensuring action plans are in place to mitigate its key risks.

Trustees also review risks relating to our financial strength, to ensure that there are reliable revenue streams and a live pipeline for the delivery of new income. The top three risks for the organisation, and our current risk management plans for each, are described below:

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Staffing

- Trained Advisors working to the quality standards required by funders are hard to recruit and retain. CAL has responded by establishing a training programme for volunteers who can then progress through the organisation – a 'grow your own' approach. New apprenticeship programmes such as 'Kick-start' have also been embraced. To improve retention, emphasis on continuous learning and development has been enhanced and progression pathways within the CAL reinforced. Line management has strengthened with greater focus on clear annual work programmes, regular supervision and annual appraisal.
- During Covid-19, the potential negative impact of isolation of home working was overcome by regular contact from line managers, setting up a WhatsApp Groups, monthly virtual meetings and regular socials. The Employee Assistance Programme was heavily promoted and attention to well-being embedded in the culture of the organisation. High priority was given to responding as flexibly as possible to staff and volunteer needs during the unprecedented circumstances. It is encouraging to note that the annual staff survey conducted in March 2021 following a gruelling winter of high and relentless demand and exhausted staff/volunteer, showed improved scores in every area of enquiry.
- A phased return to the Leamore Centre was introduced on 12th July 2021 with limited staff/volunteer rotas and reduced working days. It was based on a thorough risk assessment undertaken by B2B and monitoring of risks through a Covid Committee. This has gone well with staff/volunteers respecting the new rules and adapting to the changes. As staff/volunteers are now all tooled up to work from home and have largely done so with ease and comfort, hybrid working will be maintained. In effect, it will allow all staff/volunteers to continue to work from home for part of the time. Throughout the pandemic, the Leamore has remained open, and staff/volunteers continue to see clients by appointment. Video links have also been introduced to maintain face-to-face channels and Home Visiting increased. Telephone appointments have also been increased. Drop-ins remain suspended until the risk of infection abates considerably.

Funders' Priorities

- In Lewisham, the pandemic has had a deep impact on exposing health inequalities and laid bare the cleavages in income and economic circumstances. Younger people, especially among the Black Asian and minority ethnic communities are expected to be disproportionately hit. As a result, the Council have identified new recovery priorities which influence the criteria for the grant arrangements from 2022.
- The other main funder is the Money and Pensions Service (MaPs) which will recommission its debt funding in 2021. CAL remains a strong delivery partner for the current contractor Toynbee Hall which covers the London area. In the new tender, a contract is envisaged for the whole of the South. CAL will remain alert to potential bidders and aim to secure sub-contract arrangements with the successful agency.
- Evident in all new contracts and grants, are increasingly higher expectations for clients with progressively diminishing awards. Not all the projects with restricted funds support full-cost recovery. CAL is responding by reviewing its organisational structure to ensure tight and focussed delivery and enough scope for innovation and growth.

Shifting Demand

- The needs of people with different vulnerabilities have emerged during lockdown. CAL intensified its knowledge of client needs through a Community Labs Programme. This curated information from a deep data dive, client stories and stakeholder intelligence to produce a picture of vulnerability in the borough. This identified 'advice deserts' where more advisors should be located, employment and housing as issues needing more resource and high-risk groups such as those not speaking English, potentially further marginalised by the impact of the pandemic. CAL has responded to each of these needs in specific ways. CAL will need to re-orientate its partnerships towards the recovery theme of 'An Economically Sound Future'

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3. OBJECTIVES AND ACTIVITIES

Objectives

The charity's objectives are to promote any charitable purpose for the benefit of the community in the administrative area of the London Borough of Lewisham and surrounding areas, by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

CAL's vision is of a Lewisham where everyone who lives, works or studies in the borough has the knowledge and confidence to deal with the issues they face. Our diverse range of residents are empowered to help themselves, or where required, provided with direct assistance. CAL enables local and national decision makers to be well-informed about the impact of their decisions on local people, and acts in their interests.

CAL's mission is to use the full range of our services, channels and partnerships to:

- Provide reliable and consistent advice and information in an accessible and effective way so that our clients know their rights and responsibilities and are able to take action themselves.
- Target those who are less able to access advice or take action themselves and provide them with direct support if required.
- Use evidence to improve our service, maximise our reach and ensure we are meeting the advice and information needs of diverse communities.
- Influence local and national decision makers by providing them with evidence about the impact of their decisions in order to improve the systems, policies and practices that affect people's lives.

As a member of Citizens Advice, we actively promote the principles underlying the network:

- We are independent, impartial, and non-judgemental.
- Our services are free and confidential.
- We value diversity, promote equality and challenge discrimination in our service, our workforce and our partnerships.
- We are a learning organisation, using evidence to improve our effectiveness and efficiency.

Public Benefit

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by CAL during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principal activity of CAL remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public through face-to-face consultations and by telephone. While usually provided through our Leamore Community Hub and the Advice Lewisham Advice Line, this moved to more of a remote, virtual offering during the year under review. In addition to generalist advice, specialist welfare benefit and debt advice was also provided. Specialist Immigration Advice is available through partnership with LRMN. Access to legal advice is through the network of Honorary Legal Advisors (HLA's) delivering a range of pro bono sessions and referral to the Lewisham Law Centre.

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity. Around 45 volunteers were recruited and trained into key roles of Volunteer Telephone Assessors and Volunteer Receptionists.

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Many of our new volunteers have taken on paid employment. The quality of the training and the dedication of the volunteers makes this a deep talent pool for our future workforce.

We are proud to state that our Generalist Casework is delivered by highly experienced and expert Volunteer Advisors who are supervised by paid staff. Caseworkers secure benefits in around 90% of the appeals they conduct. Last year they generated close to £1M in benefits for clients.

CAL is pleased to have secured Benefits Casework Accreditation for the first time. Looking forward, paid Advisors will be recruited to work alongside volunteers to provide a more supportive and learning environment.

New volunteer recruitment will prioritise front-line roles such as Volunteer Call Takers and Reception staff. They will be inducted and trained on the job and have pathways to progress into paid roles. Volunteering will run alongside other training and development opportunities including new apprentices from the Kickstart programme.

There will also be increased emphasis on pro bono support. Last year, CAL more than doubled its network of Honorary Legal Advisors. Lewisham is fortunate to have so many local solicitors prepared to give back to the community by providing free one off legal advice to clients.

It is hard to quantify the full contribution CAL Volunteers make to the lives of residents and to the paid staff who work alongside them and look to them for inspiration and wisdom. Suffice to say, the countless thank you cards pinned to the notice board offer some testimony to the invaluable role they play in the team.

4. ACHIEVEMENTS AND PERFORMANCE

A series of **client stories** are shown to represent the work of CAL.



A visually impaired, and digitally excluded, client in private housing is looking to move to social housing as their landlord is selling up. Lewisham Homesearch do not tell enquirers that there is a group who help such clients to a) get on the housing register and b) support them with ongoing bidding.

We helped this client achieve their goal of getting on to the housing register and so be able to bid, as well as assist them achieve a medical housing priority commensurate with their medical conditions. We connected Lewisham Council Adult Social Care Visual Impairment Support team with the Homesearch Supported Bidding team.

Following a break-up with his girlfriend, client found himself homeless and with some other issues. He was supported by the Council and they were able to help him secure private accommodation in a shared house. The client reached out to CAL because he had various debts and wanted to clear them. He was especially concerned about his credit scoring and the two County Court Judgements recorded against him. CAL got the judgements overturned and his non-priority debts were also written off. While the amount of debt written off wasn't particularly large, the client was on a low income and this meant a lot to him to be able to have a fresh start to rebuild his life.

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SCAM



Lone parent on Housing Benefit and Tax Credits, fell for a scam and gave away her bank details. Fraudster used these to claim Universal Credit which disrupted the client's existing benefits. CAL assisted the client to challenge the decisions of the DWP and HMRC to terminate the client's existing benefits and reinstate them. DWP and HMRC were initially unresponsive to our representations and would not communicate with the client who they suggested was responsible for the loss of her benefits and who was left without any benefit income. We involved the client's MP and although escalated our representation had to threaten legal proceedings for Judicial Review before the DWP and HMRC legal departments would back down and agree that the client's benefits had been terminated unlawfully. Perseverance was needed to keep challenging the unresponsive benefit authorities and this paid off.

A client with limited mobility moved to an L&Q flat and due to her health conditions (including being a wheelchair user) was unable to access her kitchen without bruising and scraping along her elbows and knees: fridge and freezer were in the hallway and microwave was in the bedroom. Despite L&Q having available a suitable kitchen design Occupational Therapy did not approve it's installation reasoning that even with an accessible kitchen the client would not be fully independent. We helped our client successfully appeal and complain about the initial OT decision with the result that the kitchen (and other) works have been approved.



After assisting our client win his ESA appeal against DWP's decision not to place him in the Support Group, the UC decision maker showed no urgency in acknowledging the tribunal's decision and upgrading his UC payments accordingly. We further assisted the client with his submissions and challenges including referring the DWP's intransigence back to the tribunal judge.

Client additional payments taking 10 months back payment into account will amount to over £10,000.

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Charitable Activities

CAL has continued to grow in response to demand while building up its financial resilience. We maintained and expanded all our contracts and partnerships.

PUBLIC FRONT DOOR FOR INFORMATION AND ADVICE

CAL's PROJECTS

CAL delivers a range of projects including **Debt Free London** which is funded by the Money and Pension Service through Toynbee Hall. CAL has one of the largest contracts in London, with the aim of serving 1,788 clients annually.

For many years CAL has delivered **Pound Advice** for London and Quadrant Housing Association. We have always been the most productive of the delivery partners and generated the highest outcomes for clients. The team continue to do complex casework for nearly 500 residents addressing rent arrears, making benefit claims and helping people take back control of their lives.

At the Green Man in Bellingham, CAL offers outreach services to the tenants of **Phoenix Housing Association**. In a friendly and familiar environment, tenants can seek help about their housing, managing their money and looking for ways to optimise their income. Last year CAL served 151 clients which is about 60% of the target. This is due to a large number of 'no shows' – this is a common trend in money advice as too many clients don't seek help until their situation becomes desperate and this has been even more difficult to manage during Covid-19. The team also delivers training workshops for the Phoenix communities on budgeting.

Help to Claim is funded through Citizens Advice. Nationally, take-up has been slower than envisaged. However, CAL supported 707 clients in helping to make Universal Credit claims.

The Energy Advice Programme is funded by BEIS, the department for Business Energy and Industrial Strategy. Last year, CAL also secured a partnership contract led by SELCE for funding from British Gas. Energy advice projects are notoriously awarded last minute – often after contracts are due to start and then have to be delivered intensively over the winter. The British Gas contract proved exceptionally challenging. The late confirmation just as the new lockdown started made it difficult for CAL to recruit the additional Advisors required. It became hard to evidence the casework as it took time for other partners to develop the CRM and the required KPI's. These difficulties are not untypical in new partnerships and CAL believes there is a more solid infrastructure for delivery in 2021.

The Social Prescribing Project is funded by Lewisham Council from the Better Care Fund. The grant funds an Advisor who takes referrals from GP Link Workers. Increasingly, doctors have become aware of patients needing support in their health and wellbeing that medicine alone cannot treat. Chronic loneliness and poor mental health can impair physical health and evidence shows that improved socialising and connectivity at community level can assist. In some cases, the poor mental and physical health is exacerbated by the stress of debts, poor housing and low income. In such cases, the patients would benefit from referral to advice. Link Workers are tasked with referring patients to CCL (Community Connections) for social networks and to CAL for benefits and debt advice. The work is in pilot stage and will be evaluated to assess the value of advice to the wellbeing journey of patients. CAL has also been liaising with the Money and Mental Health Trust on a project to understand the impact of debt advice on patients undertaking **IAPT** (Improving Access to Psychological Therapies).

Ad hoc casework is undertaken from the **Windrush Compensation Scheme** for clients who suffered losses because they couldn't prove their right to live in the UK. Advisors also assist families as part of the **EU Settlement** Scheme, enabling them to apply for the right to remain in the UK following Brexit.

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Outreach was developed with a small grant from the London Community Response Fund. During Covid, this established a Remote Community Outreach programme for the most vulnerable people in Lewisham. It helped ensure that there were still ways of reaching people that were not able to drop-in at the Leamore due to the risk of infection. As part of the scheme, participating core member organisations benefited from fast-track access to appointments with CAL's specialist Advisors for their group members. The programme will go on to involve co-location of CAL trained advice volunteers in community settings determined by the need of the most vulnerable in the borough.

The programme continues to progress positively with referral numbers growing at a steady pace. We continue to work with selected local community-based organisations that support vulnerable groups that require virtual debt appointments. These organisations include Lewisham Speaking Up, 999 Club, Bench Outreach, Latin American Disabled People's Project (in partnership with Lewisham Food Bank) and Deptford Salvation Army Food Bank. A new grant from the Council has allowed Whitefoot and Downham Food Project Plus to join this group.

To date, the program has supported over 340 vulnerable clients and we will be evaluating the pilot over the coming months to create an evidence base to support fundraising for the project's continuation into Phase 2, where we hope to widen the support available.

These groups form part of the IAG (Information, Advice, Guidance) network that along with the Advice Lewisham Partnership, convenes as the **Advice Lewisham Forum**. The Forum is a space for knowledge exchange between members, agreeing solutions to the frequent issues clients face (co-produced through the Community Labs) and learning and practice development.

The **Advice Lewisham Partnership** includes Lewisham Multi-Lingual Advice Service (LMLAS), 170 Community Project (now Community Action Works), Age UK Lewisham and Southwark and Lewisham Refugee and Migrant Network (LRMN). New organisations supporting the Partnership's outreach include 999 Club, Bench Outreach, Lewisham Speaking Up, Latin American Disabled People's Project (in partnership with Lewisham Food Bank, Deptford Salvation Army Food Bank, Phoenix at the Green Man and Whitefoot and Downham Food Project Plus.

CAL leads the Partnership to deliver Advice Line a multi-channel front door to quality information and advice. It provides access to appointments to help complete on-line forms, home visits and drop-ins for the most vulnerable along with casework on welfare benefits, immigration and housing. Where necessary, referral is arranged with a variety of local agencies to provide wrap-around support for those that need it, especially those with poor mental health, disabilities and other health/social care needs.

During 2020-21, CAL, working with partners, responded to over 20,000 clients through Advice Line. Additionally, CAL supported a further 3,000 clients through its other projects. In total, CAL will have served upwards of 24,000 clients in 2020-21. Email and web channels were introduced in the later part of the year. With self-help enquiries currently at 520 per month, CAL is on its way to exceed its target number of clients of 30,000 per annum by the end of 2021-22.

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The channels of service are shown in the table below

**23, 598 clients
reached in 2020-21**

Advice Line	Number of Clients
Freephone Number	17,796
Self-Help Portal	2,600
Email	87
Other CAL Channels	Number of Clients
Outreach	342
Debt Free London	1,083
Pound Advice – Tenancy Support for L&Q residents	493
Phoenix – Tenancy Support for Phoenix residents	151
Social Prescribing – Referral from GP Link Workers	158
Energy Advice	178
Help To Claim	707
Windrush Applications	3
TOTAL CLIENTS	23,598

The impact of the pandemic has changed the way we provide support. More people are coming to us for help with increasingly complex problems. Internal research shows that 5.1% of our clients are digitally vulnerable and with the restriction of face-to-face service provision it became necessary to focus on developing other channels to access the service and deliver support. This year we've worked collaboratively across the service to develop and deliver support that works for people in every situation.

A key area has been the development of on-line services. Looking at how we could reduce frequently experienced client issues following the pandemic, we held a series of **Community Labs**, brought key stakeholders within the community together to collaborate on addressing emerging areas of need for the most vulnerable.

One of our key objectives following the insights from Community Labs was to create a platform that was accessible to the group of younger, digital savvy, self-reliant CAL users who have emerged since COVID and to provide additional access channels for our existing user base and reduce pressure on the Adviceline.

To address both points, in February 2021 we updated the [CAL website](#) to provide a more user friendly experience, additional contact channels such as email and included a Self-help portal to provide online information, tools and signposting to users 24/7.

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Since launching the website, we have had over 6900 users. 60% find the website organically - searching 'citizens advice lewisham', which shows a **high level of awareness of CAL** and the services we provide. The rest are via referral through partner organisations. Our **engagement rate is 61%** which means the majority of people who visit our website stay on to access some form of information and **38% of all people visiting the website make use of the Self-help portal**.

**6,900 website users
since its launch
in February**

While the data we currently collect has allowed us to paint a picture of our users, it is by no means a complete profile and part of the next stage will be further developing our analytics to help us get a better understanding of our user demographics to better adapt our services to support them.

Currently we do know that:

- Other than English - Chinese, Spanish, Italian and Portuguese speakers are the most active demographic on the site.
- The largest age group using the platform are currently between 25 - 34 (33.5%) and the lowest between 55 upwards (5.50%).
- And the top clicked links for self-help information are related to Housing, Benefits, Employment, Immigration and Debt Advice.

In the next stage of development on the portal, CAL will be looking for opportunities to include more multilingual tools/ options where possible. We will seek stronger digital partnerships to support the most prevalent issues - this could be signposting, featuring information on relevant seminars on the site or even partnering to host online workshops via the platform. We will be reaching out to our partners on an individual basis to see how best we can work together to progress this.

While we are already leveraging our social media platforms to build awareness and drive traffic to the website/portal, we will also be developing targeted campaigns focused on education and employment information and advice for a younger demographic 16 - 24 year olds.

We will begin looking at making upgrades to the site and portal from August/September 2021

CAL with the Advice Lewisham Partners also run the [Advice Lewisham website](#). Between April 2020 and March 2021, the site had 12,000 visits.

We want people to be able to get in touch with us in a way that works for them, so we will continue to develop alternative channels and we hope to introduce webchat and social media options in the near future.

PERFORMANCE

Performance across the Advice Lewisham Partnership has been severely affected by Covid-19. LMLAS and LRMN continued to stay open and fulfilled their commitments. CAL picked up the burden of the service responding directly to almost 80% of all clients. Continued improvement in training and staff confidence levels helped reduce **waiting times** further to an average of **3.3 minutes**.

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Key performance metrics are highlighted in the table below:

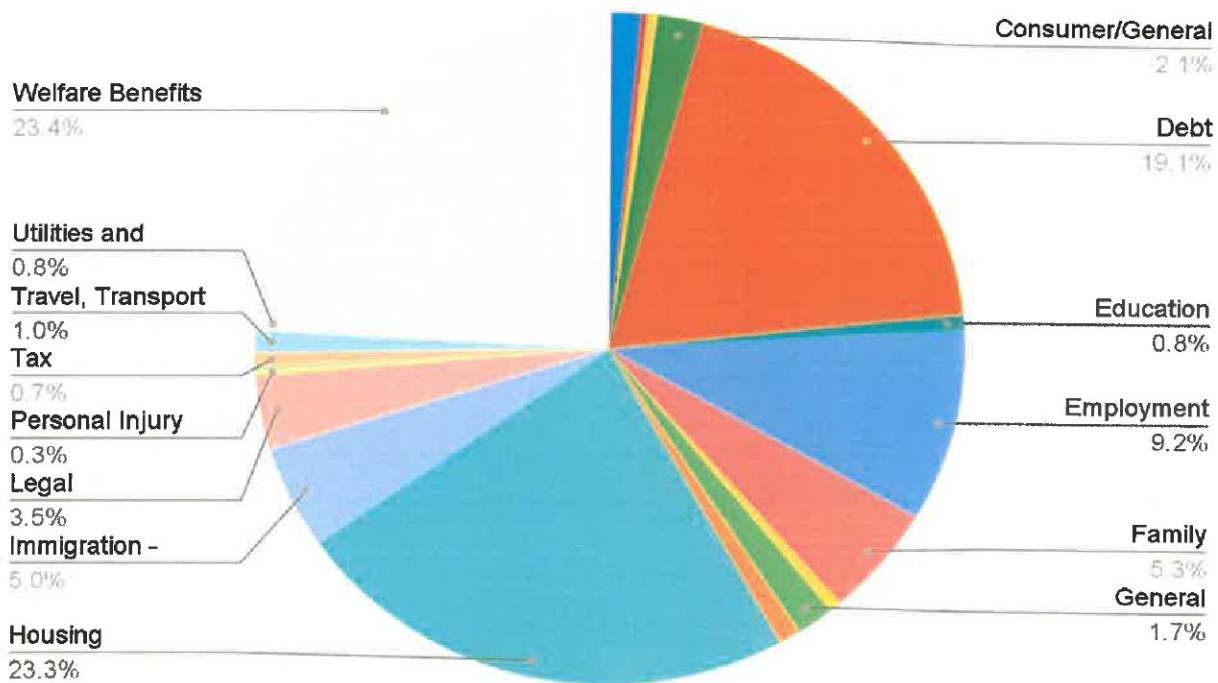
CAL responded directly to 80% of clients across the Advice Lewisham Partnership

Advice Lewisham Partnership Outputs	CAL	Partners	TOTAL
90% calls answered	100%	100%	100%
Total telephone contacts	13,754 (77%)	4,042 (23%)	17,796
Number of IFRs	803 (98%)	11 (2%)	814
Number of digital support appointments	N/A	N/A	N/A
Total adviser hours on telephone triage 6.5FTE	9,891 (65%)	5,172 (35%)	15,063
Number of appointments offered	55%	45%	1,927
Number of home visits	N/A	N/A	N/A
Number of specialist cases(appeals)	82 (30%)	189 (70%)	271
Number of resident queries responded to by email	87 (100%)	0	87
Number of residents accessing services via drop in	Diverted drop-in resources to outreach during pandemic	342	342
Number of self help	3,921		3,921

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

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Our aim is to help people deal with difficult situations, identify and tackle the underlying cause of their problems and, going forward, empower them with the tools and information they need to deal with issues when they arise. In providing a truly holistic service we work with funders, the local government and partner with organisations that share our objectives. Among the callers, 1,928 (11%) were assessed for face-to face support through appointments. The nature of the calls are illustrated below.



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ended 31 March 2021

A breakdown of sub-matter categories reveals the range of calls.

Sub Matter Category Group	Number Of Clients	%	Sub Matter Category Group	No.of Clients	%
Private rented property	474	7.0%	Dismissal	106	1.6%
Rent arrears - housing associations	443	6.6%	FIN	90	1.3%
Other	381	5.7%	BEN	88	1.3%
Universal credit	366	5.4%	Actual homelessness	81	1.2%
Personal independence payment	334	5.0%	Owner occupier property	81	1.2%
Council tax arrears	262	3.9%	Employment Support Allowance	80	1.2%
Local Authority housing	206	3.1%	Other issues	78	1.2%
Benefit Issue	388	5.8%	Bank & building society overdrafts	75	1.1%
Housing assoc. property	181	2.7%	Attendance Allowance	71	1.1%
Other housing issues	172	2.6%	Debt Issue	70	1.0%
Housing Benefit	169	2.5%	LA homelessness service	65	1.0%
Charitable support	165	2.4%	Family, dependents & partners	64	0.9%
Council tax reduction	163	2.4%	Dispute resolution	63	0.9%
Credit, store & charge card debts	155	2.3%	Debt Relief Order	60	0.9%
Water supply & sewerage debts	147	2.2%	Rent arrears - private landlords	58	0.9%
Fuel debts	140	2.1%	Overpts. Housing & Council Tax Bens.	55	0.8%
Threatened homelessness	140	2.1%	15. Furlough Scheme	53	0.8%
Access to+provision of accommodation	133	2.0%	Housing Issue	53	0.8%
Pay+Entitlements	131	1.9%	Rent arrears - LAs or ALMOs	51	0.8%
Environment+neighbour issues	125	1.9%	Pension Credit	49	0.7%
Ts+Cs of Employment	123	1.8%	Carers Allowance	48	0.7%
Redundancy	117	1.7%	Unpaid parking penalty & cong. chgs.	45	0.7%
Unsecured personal loan debts	111	1.6%	Catalogue & mail order debts	43	0.6%
Nationality/citizenship	109	1.6%	Solicitors/barristers	41	0.6%
			Emp tribunals+appeals	40	0.6%

Welfare benefits, Housing, Debt and Employment continue to be the top issues for enquiries.

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

Report of the Trustees (incorporating the Directors Report) for the year ended 31 March 2021

OUTCOMES

Last year, the Advisors across all our services helped generate over £5 million in benefits and discharged debts for clients. The breakdown is shown in the table below.

**Total Financial
Outcomes recorded
£5,083,853**

ACTIVITY	Target Number of Clients	Total Clients	Financial Outcome
Advice Lewisham	1,900	1,928	£1,552,165.20
Debt Free London	1788	1,083	£1,895,531
Pound Advice	Min 356	493	£1,149,871.32
Phoenix	88 sessions/ 264 residents	151	£82,969.38
Social Prescribing	100 indicative	201 referrals and 158 clients seen	£115,826.13
EAP	91	81	N/A
HTC	357	707	£239,333
Windrush	n/a	3	N/A
BGET	360	97	£48,158.34

LEWISHAM LAW CENTRE (LLC)

Working in partnership with the Southwark Law Centre (SLC), CAL has helped establish a new Law Centre for Lewisham (registered with the Law Centre Network July 2020). This follows a gap of over 10 years when access to justice for local residents was limited.

Work began with a **Housing Unit**. With support from the Legal Aid Agency, SLC appointed a Solicitor and Caseworker. A generous grant from the Trust for London (renewed in 2020) enabled CAL to employ a Paralegal and host the new service. The Housing Unit has taken on 72 cases, mostly possessions orders, challenging evictions and preventing homelessness.

Three quarters of the clients who received advice and representation had a positive outcome by retaining the roof over their head or improving their situation. SLC also won a contract from Lewisham Council to support families with No Recourse to Public Funds. Pro bono support from Hogan Lovells and additional funding from the AB Charitable Trust, Indigo, the Legal Education Foundation, and the Allen & Overy Foundation helped to secure and develop the service.

Client Profile

We continue to survey our clients regularly to understand who they are, what is important to them and how we are meeting their expectations. The **Client Reference Group** of local users meets to enrich the information provided by surveys. The group will reconvene in 2022 once the risk from covid -19 have abated.

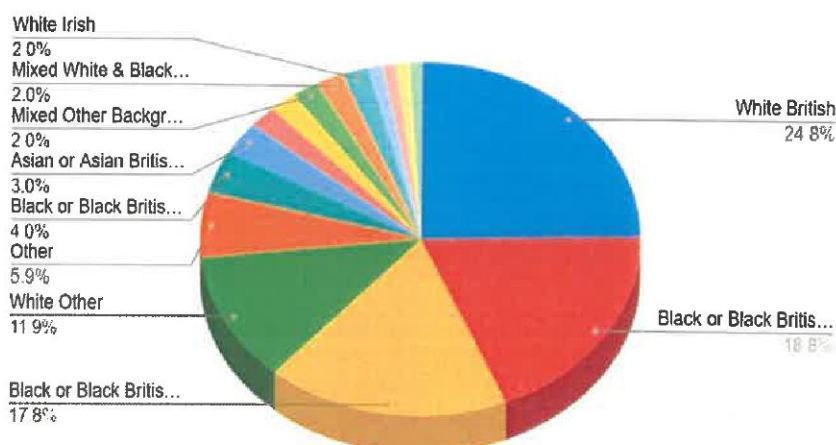
LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

Report of the Trustees (incorporating the Directors' Report) for the year ended 31 March 2021

EQUALITY MONITORING

There continues to over- representation of clients from black, Asian and minority ethnic communities (at least 55.5%), as illustrated in the pie chart.

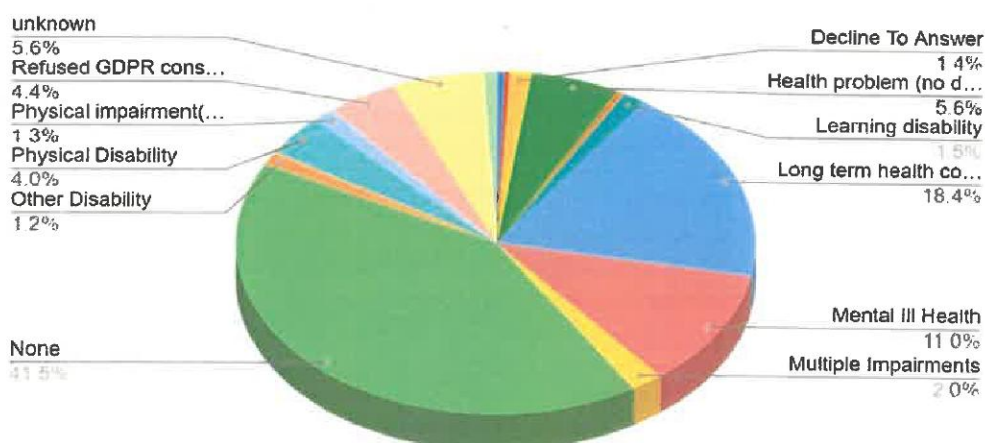
Client Ethnicity



The partnership with LMLAS and LRMN continues to be important to ensure a relevant and accessible service to these clients.

Around 60% are women and almost 6% refused to provide quality monitoring data. This presents a number of challenges to CAL in finding out how to understand better the needs of clients. Further analysis will be developed in 2021 especially in terms of understanding sexuality and gender related issues. For example, key staff and volunteers at CAL are trained in ASK routine enquiry on domestic violence. While this issue manifests across the genders, it is predominantly experienced by women. CAL is also registered as a Hate Crime Centre and provides training to staff/volunteers about supporting people who experience abuse.

Disability / Health Issues



People with disabilities and health issues constitute 45% of the client base. Increasing numbers of clients present with low level mental health issues which can make it hard for them to communicate their enquiry and it often involves complexity that demands more intensive support.

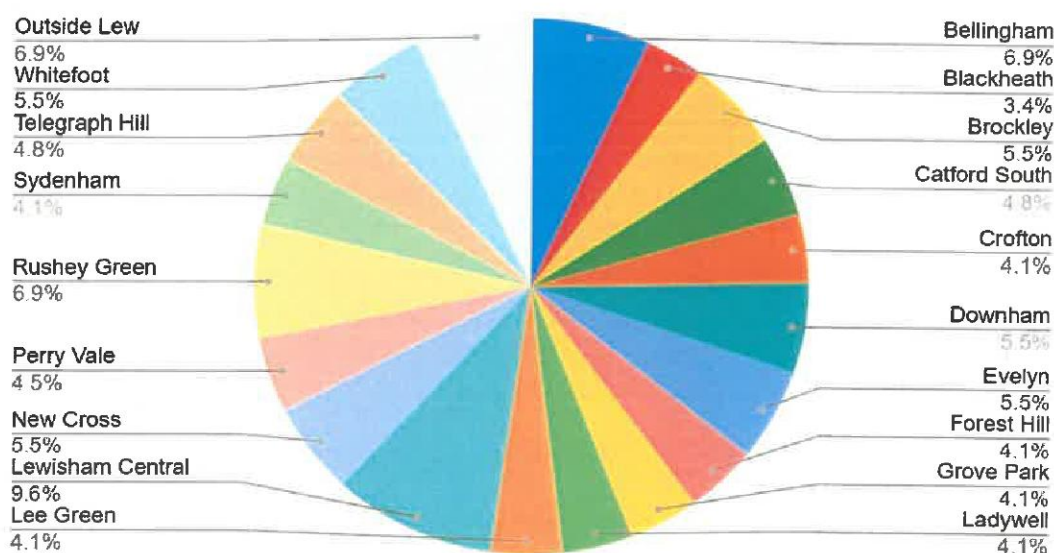
LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

Report of the Trustees (incorporating the Directors' Report) for the year ended 31 March 2021

Currently the largest single group of our clients fall into the 35-45 year-old demographic (35%). Around 30% are between 50- 64 and 10% above 65. Following the pandemic, we continue to see an increase in the number of younger people reaching out for support and information, which is also supported by the age demographics of people accessing the website. Around 22% were 25-34 years old and some under 16. CAL is working to increase provision for 18–24-year-olds.

Geographically, the clients are well dispersed across the borough. The most deprived wards which include neighbourhoods in Whitefoot, Downham, Telegraph Hill, Grove Park and Evelyn are well represented in the pie chart below.

Lewisham Wards



CLIENT SATISFACTION

Among the clients, over half were new callers and also, around half called because of Covid- 19.



Client satisfaction remains high. An independent survey of CAL clients conducted by CA found positive responses in all the key areas including: 70% on access to the services; 80% on the service helping them find a way forward; almost 80% had their problem resolved and 85% would recommend the service.

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

Report of the Trustees (incorporating the Directors' Report) for the year ended 31 March 2021

During the year, only 3 complaints were received. One was due to lack of available appointments, and this has been addressed by shifting resources to increase appointments for benefits and housing. Another though CAL was not as disability friendly as the Lewisham Disability Coalition that previously served him (the group folded in 2018). The third related to clients who did not follow through on the agreed actions in time (in this case charity applications) and still need help with debts.

Fundraising Activities

CAL was successful in securing all current contract and gained additional funding during Covid-19. In addition to the contracts already described, the table below sets out the successful bids.

Funder	Purpose	Amount
Trust For London	Continuation funding to host the Lewisham Law centre	£85K over 2 years
Growth Builder	Support for small businesses during the pandemic	£25k
CoLondon Community Response	Crisis Support for the IAG community network	£9.95k
BEIS	Covid funding	£18.25K
British Gas Energy Trust	Financial capability and debt advice to clients in fuel poverty across Lewisham, Lambeth, Southwark, and Greenwich.	£36K
Test and Trace	Benefits advice for referrals from the Council's Shielding Support Team	£12k
HLA's	3 new Honorary Legal Advisors now adding up to provide 50 free legal appointments every month.	Pro bono.

Research and Campaigns

In 2020-21, CAL hosted a series of **Community Labs** on Housing, Employment and Language & Sanctuary. The programme was Chaired by Barbara Gray, former Lewisham Mayoress and CEO of Urban Dandelion. The Labs triangulated evidence from three sources:

- A deep dive conducted with DataKind UK that correlated the database of 30,000 clients with open-source data to identify gaps in provision and emerging areas of need.
- Client stories from the members of the Advice Lewisham Forum (Lewisham IAG Network)
- Community stakeholder experiences of trends and issues

Reviewing this information collaboratively with the Council and other key decision makes, helped to identify areas where systemic or frequently occurring issues could be addressed. It fostered closer partnership working, combining skills and assets to critical areas of need and forging new referral pathways.

The [Community Labs Presentation](#) was received by Lewisham Council Mayor Damien Egan at the AGM in November 2020. The Mayor highlighted this as an example of good practice in how the voluntary sector responds to crises. It was highlighted by the London Funders Group as an innovation in working with decision makers. Co-productive in nature, the approach presents a modern approach to reaching campaign objectives.

There were four main elements to this programme which are summarised below.

DEEP DATA DIVE

CAL is grateful to Datakind UK for its pro bono support for the workshops. The results were shared with the Council's Stronger Communities Board in a presentation on [Vulnerable Residents](#).

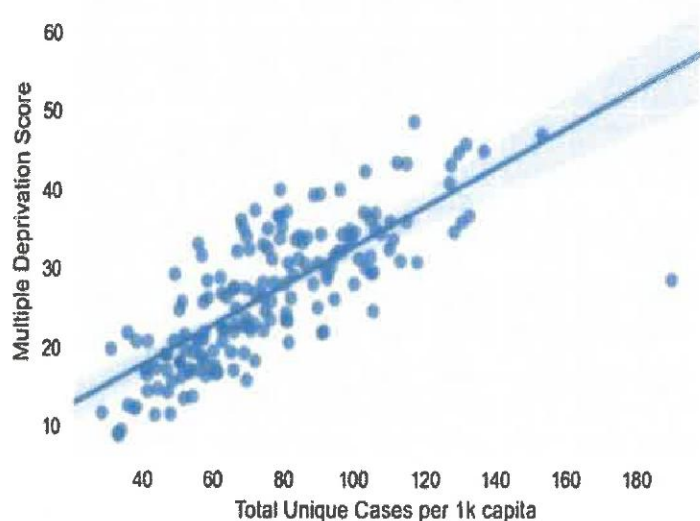
LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

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Among the key findings was the high correlation between the most vulnerable residents in Lewisham and CAL clients (see overleaf). Digitally vulnerable residents were also shown to be high users of the Advice Line. Transport routes were not seen to be a major inhibitor to access advice. The analysis revealed gaps in provision for people in poor accommodation and those on low incomes. Potential 'advice deserts' where access to advice is more limited were identified in Downham and Whitefoot, Bellingham, Grove Park, Evelyn Telegraph Hill and Lee Green.

In response, CAL has developed its outreach and will redistribute services to target gaps in provision. The workshop indicated that around 20% of clients used the service on multiple occasions. A new study is being undertaken with DataKind UK in 2021 to understand better their needs and how to help them move on.

There is a high correlation between vulnerability and usage of CAL's services (disproving our hypothesis)



This shows the correlation between the multiple deprivation score and the total number of cases (per 1k capita). Each point corresponds to one LSOA in the Lewisham borough. Points above the line are, roughly, LSOAs that have more "demand" (deprivation score) than "supply" (CAL's presence)



HOUSING LAB

Working with the Lewisham Law Centre, CAL organised two workshops with key stakeholders in the housing sector including the Council's Director of Housing Services and Housing Associations. Cabinet leads Cllr Slater and Cllr Bell opened the proceedings. The [Housing Lab Presentation](#) identified Discretionary Housing Payments and Move with Rent Arrears policies as needing refinement. At the time, the Council were in the process of reviewing their housing strategies and invited CAL to contribute to their consultations. A response was made to the consultation on the new Housing Allocations Policy. CAL will continue to work with the Lewisham Law Centre to identify key areas of concern for residents and liaise with the Council on potential for amelioration.

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

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EMPLOYMENT LAB

The [Employment Lab](#) was designed to serve as a platform for relevant stakeholders about rising unemployment in Lewisham anticipated following the lock-down and its impact on young black, Asian and minority ethnic people. Organised with the support of Lewisham's BAME Network and Chaired by Cllr. Dromey, the workshop reviewed the trends to identify where and how support should be targeted. CAL's new SELF-HELP Portal was developed as a response.

LANGUAGE AND SANCTUARY LAB

During the Covid-19 pandemic, increasing numbers of enquiries were received from Spanish speaking clients. A church community in Lee which had a strong presence of migrant families from South America amongst its congregation, had signposted people to the Advice Line. Working with partners LMLAS (Lewisham Mult-Lingual Advice), AFRIL (Action for Refugees in Lewisham) and LRMN (Lewisham Refugee and Migrant Network) along with Council officials leading on the Borough of Sanctuary, CAL brought together faith groups and community projects to consider ways of extending reach into vulnerable communities.

The [Language Lab](#) presentation identified the main language groups among clients (French, Turkish and Arabic as most prevalent) but also increasing requests for Farsi, Kurdish, Tamil, and Spanish). Participants described the complex advice needs of clients and the disproportionate impact of covid on families.

As a result of the Lab, CAL has reached out to community groups to improve access, improve understanding of clients' needs and help develop networks of support around the most vulnerable families.

What Our Partners Are Seeing ...

In speaking to our partners, other barriers that have come to light from their interactions with various groups include:



A lack of sign posting on where they can get advice or support in their language.



Restrictions around access to financial resources based on immigration status.



Misinformation received by relying on friends or family for advice instead of seeking support from knowledgeable sources.



Trust issues, as many within these user groups feel uncomfortable about approaching organisations perceived to be related to the government for support.

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

Report of the Trustees (incorporating the Directors' Report) for the year ended 31 March 2021

5. FINANCIAL REVIEW

Financial Position

Citizens Advice Lewisham has had another good year, continuing the stabilisation of our finances and continuing to increase the charity's reserves with a surplus of £56,929.

Following the change in accounting treatment in 2016/17 the charity's share of the liabilities associated with a National CAB Pension Plan is reflected in the CAL accounts. It is worth noting, though, that any crystallisation of this liability would be managed at a national level. Please see note 19 for more information.

Incoming resources in the year were up at £1,561,923 (2019-20 £1,082,017) of this £1,384,486 (2019-20- £976,714) related to project restricted activities i.e. purpose and application of funding was expressly defined by the funder.

Expenditure was £1,504,994 (2019-20 £996,211). As of 31 March 2021 reserves were £332,307 of which £306,692 represent unrestricted funds (2019-20 £251,371).

The growth of reserves (unrestricted funds less pension liability) continues and they are currently approx.. 20% of annual expenditure.

Reserves Policy

Trustees previously agreed that CAL would aim to build up three months of reserves by 31 March 2022. The recommendation from Citizens Advice nationally, is to maintain 3 months operating costs in unrestricted reserves.

In the meantime, CAL would operate with 2 months' cover. Trustees were comfortable with the level of stability provided by the newly secured three-year grant. Other than salaries, there are no major liabilities as the premises are on licence, and equipment and servicing is paid monthly.

In assessing the drivers for the appropriate reserve level, Trustees wanted sufficient resources to cover any unplanned events but also wanted to ensure they were maximising the resource for the benefit of clients and the community. They felt that the new grant and high demands required a strong level of investment to deliver the increase in volume. The need and capability to react to the impact of COVID-19 on service delivery and client access is a good example of the value of this prudent approach.

With unrestricted reserves (excluding the pension liability) at 31 March 2021 of £306,692, CAL is on target to reach 3 months cover in the next 12 months.

Restricted Reserves

Restricted funds are those restricted by the donor or funder and cannot be used for the general purposes of the bureau. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned.

This reserves policy is monitored and reviewed by Trustees annually.

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

Report of the Trustees (incorporating the Directors' Report) for the year ended 31 March 2021

Principal Funding Sources

The Trustees extend their gratitude to Lewisham Council who continued to support the core operating capacity of the charity. Additionally, project-specific funding was received from:

- London & Quadrant and Phoenix Community Housing for specialist money advice and generalist advice to their tenants.
- Citizens Advice for our Energy Advice Programme project, helping clients with issues around fuel and directly from Business, Enterprise and Industrial Strategy Department.
- Department for Work & Pensions for Help to Claim through Citizens Advice.
- Debt Free London subcontracted through Toynbee Hall for the Money and Pension Service.
- Trust for London for the Lewisham Law Service.

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

Funds in Deficit

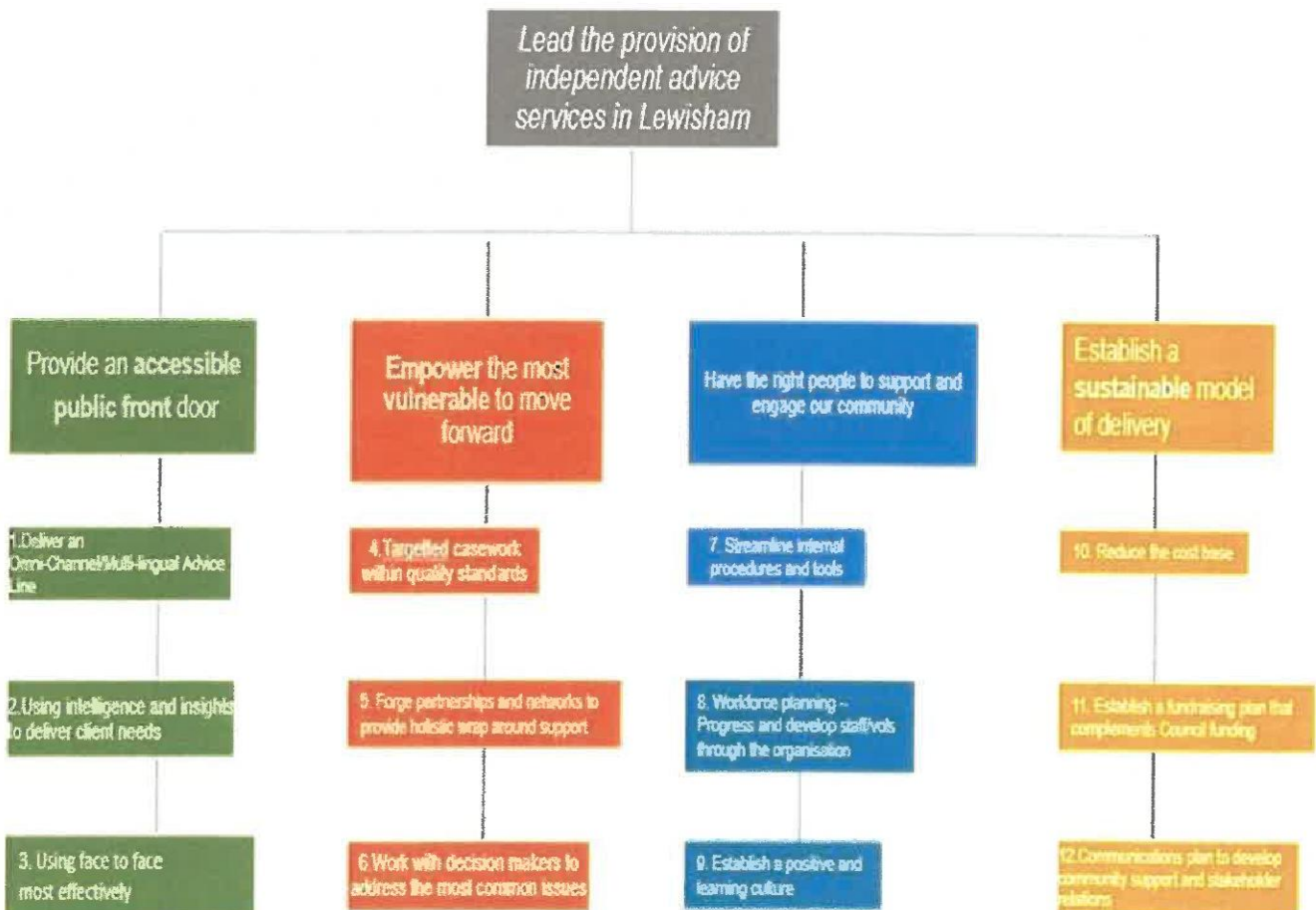
No funds were in deficit at the balance sheet date.

Investment Policy

As required in its Memorandum paragraph 3.19, in furtherance of its objects, and for no other purposes, the charity has the power to invest the monies of the charity not immediately required for its purposes in or upon such investments, securities or property as may be thought fit.

FUTURE PLANS

CAL aims to continually improve access to its service, and intends to reach even more local residents, especially the most vulnerable. Our three-year business plan identifies the following objectives for 2021-24:



LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

Report of the Trustees (incorporating the Directors' Report) for the year ended 31 March 2021

STRATEGIC OBJECTIVES AND GOALS

CAL will continue to provide an accessible public front door and deliver services through a range of channels. Our intelligence and insight functions will be developed to adapt to client needs and ensure that the most cost-intensive services are reserved for those who need them most.

We will continue to undertake casework for the most vulnerable in a way that empowers them. Our approach is to give people the knowledge and the confidence they need to find their way forward. We will want to better understand the needs of vulnerable clients to target our support appropriately. In line with the Future of Advice Quality Framework set by CA, we will work within quality standards that assure consistency in provision and encourage learning and good practice. CAL will develop partnerships and referral pathways that deliver wrap-around support to improve and optimise wellbeing. CAL will continue in its Research and Campaign activity to identify, and with decision makers, address the most common issues faced by clients.

Investment in people and their wellbeing, continues to be a top priority for CAL. Covid-19 has taken its toll on many who are exhausted by the isolation and left mentally less resilient. CAL relies on staff and volunteers not just for service delivery but also to build trust and confidence with the community - encouraging more to come forward when they need help. With digitisation and hybrid/remote working, internal policies and processes will need to be reviewed to allow us to stay efficient and effective.

Already we've introduced workforce planning to help develop pathways for staff progression and allow the team to remain responsive to new opportunities – efforts will need to be reinforced. A renewed emphasis on a positive learning culture will help to continue to raise morale in an environment of increasing and relentless demand.

Overall, CAL will operate a model of delivery that is financially sustainable and embedded in the community. Opportunities to reduce the cost base further will be explored. There are already live discussions about the sharing of back-office functions with partners and cross borough initiatives with other LCA's. Fundraising has proven effective during lockdown and a new plan to complement funding from the Council and other current partners has been agreed by Trustees. Social media and stakeholder communications will be developed to ensure residents understand the needs we are trying to meet and to shore up their support for our efforts locally.

GOING CONCERN

In line with the SORP, Trustees assessed the going concern of the charity at its Finance Committee Meeting on 14th July 2021. For the next period, they considered:

- Profit & loss budgets
- Rolling cashflows
- Predictability of future income streams

Trustees also noted that Council funding for Advice Lewisham Partnership was likely to reduce from April 2022 and recognise the external pressures on various income streams. This is likely to lead to a reduction in turnover in 2022-23. This situation is being managed through a mixture of HR processes (restructuring, redeployment and TUPE), further fundraisings efforts that seek to maintain turnover, and prudent use of reserves to support transition and cash flow. Trustees concluded that the Charity was a going concern.

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

Report of the Trustees (incorporating the Directors' Report) for the year ended 31 March 2021

Statement of Trustees' Responsibilities

The trustees (who are also directors of Lewisham Citizens Advice Bureaux Service Limited 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 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 year. In preparing these Financial Statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP 2019 (FRS 102).
- Make judgements and estimates that are reasonable and prudent.
- State whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the Financial Statements.
- Prepare the Financial Statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The Trustees are responsible for keeping adequate 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.

Statement as to Disclosure of Information to Auditors

So far as the trustees are aware, there is no relevant audit information of which the company's auditors are unaware, and each trustee has taken all the steps that he ought to have taken as a trustee in order to make himself aware of any relevant audit information and to establish that the company's auditors are aware of that information.

Auditors

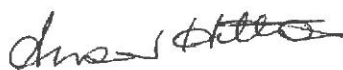
The Auditors, Myrus Smith, Chartered Accountants have indicated that they are willing to be reappointed at the forthcoming Annual General Meeting.

Small Company Provision

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

Approval

Approved and signed on behalf of the Board.



Susan Hutton
Treasurer

11 November 2021

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

Independent Auditor's Report to the members of Lewisham Citizens Advice Bureaux Service Limited

Opinion

We have audited the financial statements of Lewisham Citizens Advice Bureaux Service Limited (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows and notes to the financial statements, including 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 2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's 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 other information comprises the information included in the trustees report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the trustees 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.

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

Independent Auditor's Report to the members of Lewisham Citizens Advice Bureaux Service Limited

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 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 directors' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which 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 directors' 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 directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 25, 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.

Auditor's 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.

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

Independent Auditor's Report to the members of Lewisham Citizens Advice Bureaux Service Limited

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:


- Enquiry of management and those charged with governance about actual and potential litigation or claims and the identification of non-compliance with laws and regulations.
- Reviewing minutes of meetings of those charged with governance.
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations.
- Auditing the risk of management override of controls, including testing journal entries and other adjustments for appropriateness; assessing whether the judgements made in making accounting estimates are indicative of a potential bias; and evaluating the business rationale of any significant transactions that are unusual or outside the normal course of business.
- Performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- Professional scepticism in course of the audit and with audit sampling in material audit areas.

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 is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

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 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 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 Jones FCA (Senior Statutory Auditor)
For and on behalf of Myrus Smith
Chartered Accountants and Statutory Auditors
Norman House, 8 Burnell Road
Sutton, Surrey
SM1 4BW

10 November 2021

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED
Statement of financial activities for the year ended 31 March 2021
Incorporating the Income and Expenditure Account

	Note	Unrestricted funds £	Restricted funds £	Total funds 2021 £	Total funds 2020 £
Income from:					
Donations and legacies	2	81	-	81	2,212
Charitable activities	3	173,202	1,374,286	1,547,488	1,077,857
Investment income	4	1,794	-	1,794	1,948
Other income	5	2,360	10,200	12,560	-
Total		<u>177,437</u>	<u>1,384,486</u>	<u>1,561,923</u>	<u>1,082,017</u>
Expenditure on:					
Charitable activities	6	<u>116,270</u>	<u>1,388,724</u>	<u>1,504,994</u>	<u>996,211</u>
Total Expenditure		<u>116,270</u>	<u>1,388,724</u>	<u>1,504,994</u>	<u>996,211</u>
Net income before transfers					
	10	61,167	(4,238)	56,929	85,806
Transfers between funds		<u>(5,846)</u>	<u>5,846</u>	<u>-</u>	<u>-</u>
Net movement in funds for the year	16	55,321	1,608	56,929	85,806
Reconciliation of funds:					
Balance brought forward	16	251,371	24,007	275,378	189,572
Balance carried forward	16	<u>£306,692</u>	<u>£25,615</u>	<u>£332,307</u>	<u>£275,378</u>

The Statement of Financial Activities includes all recognised gains and losses during the year.

All income and expenditure derives from continuing activities.

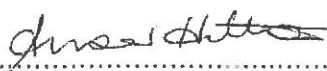
The notes form part of these financial statements

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED
Balance Sheet as at 31 March 2021

	Note	2021		2020	
		£	£	£	£
Fixed Assets					
Tangible fixed assets	12		-		1,333
Current Assets					
Debtors	13	76,212		101,163	
Cash at bank and in hand		522,477		628,531	
		<u>598,689</u>		<u>729,694</u>	
Creditors - amounts falling due within one year	14	<u>121,969</u>		<u>355,931</u>	
Net Current Assets			476,720		373,763
			<u>476,720</u>		<u>375,096</u>
Pension scheme liability	20		(144,413)		(99,718)
Net Assets	15		<u>£332,307</u>		<u>£275,378</u>
Funds of the Charity					
Unrestricted funds	16				
General funds			451,105		351,089
Pension Liability			(144,413)		(99,718)
Restricted Funds	16		<u>25,615</u>		<u>24,007</u>
	16		<u>£332,307</u>		<u>£275,378</u>

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

The financial statements were approved by the trustees and authorised for issue on 11 Nov 2021 and signed on their behalf by:



 Susan Hutton
 Treasurer

Company number: 03038147

The notes form part of these financial statements.

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED**Statement of Cash flows****As at 31 March 2021**

	Note	2021 £	2020 £
Cash flows from operating activities	18	(107,848)	527,407
Cash flows from investing activities			
Interest received	4	1,794	1,948
Net increase / (decrease) in cash and cash equivalents		(106,054)	529,355
Cash and cash equivalents brought forward		628,531	99,176
Cash and cash equivalents carried forward		<u><u>£522,477</u></u>	<u><u>£628,531</u></u>
 Cash and cash equivalents consists of:			
Cash at bank and in hand		<u><u>£522,477</u></u>	<u><u>£628,531</u></u>

The notes form part of these financial statements

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

Notes to the financial statements for the year ended 31 March 2021

1. Accounting policies

a) Basis of preparation

Lewisham Citizens Advice Bureaux Service Limited is a charitable company limited by guarantee registered in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the Reference and Administrative Information on page 1.

The charity constitutes a public benefit entity as defined by FRS 102.

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) issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are prepared in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

b) Tangible fixed assets and depreciation

The costs of minor additions costing below £1,000 are not capitalised. This policy is reviewed periodically by the trustees.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Computer and office equipment	- 33% straight line or over whole term of the lease
Fixtures and fittings	- 33% straight line or over whole term of the lease

c) Income recognition

Contract and grant income is accounted for in the Statement of Financial Activities (SOFA) when the charity has entitlement to the income, receipt is probable and amounts can be measured with reasonable certainty. Income received which relates to a future accounting period is recognised in creditors as deferred income. Bank interest is recognised on a receivable basis. Donations are recognised upon receipt.

d) Expenditure recognition

Expenditure is recognised on an accruals basis as a liability when incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Charitable expenditure comprises services supplied and activities undertaken which are identifiable as wholly or mainly in support of the charity's objectives.

Support costs are those costs which enable the charitable activities to be undertaken and include overheads and general property maintenance. Where activities incurred relate to more than one cost category, they are apportioned on the most appropriate basis, and predominantly with reference to staff time, on a reasonable and consistent basis.

Governance costs are those costs associated with the governance arrangements of the charity, and these include audit, legal advice for trustees, costs associated with trustee meetings and the cost of the preparation of the statutory financial statements.

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

Notes to the financial statements for the year ended 31 March 2021

1. Accounting policies/cont'd...

e) Fund accounting

The unrestricted general funds are those funds that are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by the donors. Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

f) Debtors and creditors

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 bank loans which are subsequently measured at amortised cost using the effective interest method.

g) Operating leases

Rentals under operating leases are charged to the SOFA on a straight – line basis over the lease term.

h) Pension costs

CAL participates in 2 pension schemes;

Contributions payable under the schemes are charged to the SOFA in the year to which they refer:

- a) The Pension Trust Growth Plan has four different series within the one pension scheme. CAL participates in two of these series. It previously entered staff into a defined benefit series and it now enrolls new staff into the defined contribution one.

The defined benefit series had been classified as a defined contribution money purchase scheme, but has now been redesignated as a defined benefit scheme because of the guarantee within the scheme that the value attributed to each member will not be less than the accumulated contributions. Consequently this places a potential contingent liability on employers, see also note 18, although CAL has no deficit contributions payable under the scheme. The pension contributions charged in these accounts represent the amounts payable by the company for this scheme in respect of the year 2020-21.

- b) National Association of Citizens Advice Bureaux Pension and Assurance Plan (1991) is a defined benefit arrangement. However, this scheme is a multi-employer scheme and is also accounted for as a defined contribution scheme because the charity is unable to identify its share of the underlying assets and liabilities on a consistent and reasonable basis in accordance with Section 28 of FRS 102. As the charity has an agreed deficit contribution scheme in place, a liability has been included for the value of these future payments, discounted to their present value. This scheme was closed to future accrual with effect from 31 March 2008. Further details are provided in note 19.

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED
Notes to the financial statements for the year ended 31 March 2021

2 Donations and legacies	Unrestricted 2021	Restricted 2021	Total 2021	Total 2020
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Voluntary income

Donations	£81	£Nil	£81	£2,212
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All of the £2,212 recognised in 2020 related to unrestricted funds.

3 Income from Charitable Activities

	Unrestricted 2021 £	Restricted 2021 £	Total 2021 £	Total 2020 £
London Borough of Lewisham	-	866,733	866,733	542,714
Capitalise	-	262,945	262,945	273,648
National CA - EBDx	-	10,920	10,920	15,000
National CA - Help to Claim	-	111,434	111,434	108,176
TFL - Legal Team	-	41,250	41,250	37,000
Social Prescribing	-	50,000	50,000	-
SELCE	-	12,745	12,745	-
National CA – Grant for Equipment	-	18,259	18,259	-
Other Grants	173,202	-	173,202	101,319
	<u>£173,202</u>	<u>£1,374,286</u>	<u>£1,547,488</u>	<u>£1,077,857</u>

Of the £1,077,857 recognised in 2020, £101,319 related to unrestricted funds and £976,538 related to restricted funds.

4 Investment Income	Unrestricted 2021	Restricted 2021	Total 2021	Total 2020
Bank Interest received	£1,794	£Nil	£1,794	£1,948

Of the £1,948 recognised in 2020, £1,772 related to unrestricted funds and £176 related to restricted funds.

5 Other Income	Unrestricted 2021 £	Restricted 2021 £	Total 2021 £	Total 2020 £
Insurance claim	2,360	-	2,360	-
Secondment income	-	10,200	10,200	-
	<u>£2,360</u>	<u>£10,200</u>	<u>£12,560</u>	<u>£Nil</u>

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED
Notes to the financial statements for the year ended 31 March 2021

6 Expenditure on Charitable Activities	Direct Costs (note 7)	Support Costs (note 8)	Total 2021	Total 2020
Information and advice services	<u>£1,333,176</u>	<u>£171,818</u>	<u>£1,504,994</u>	<u>£996,211</u>
£116,270 (2020: £17,295) of the above costs was charged to unrestricted funds and £1,388,724 (2020: £978,916) of the above costs was charged to restricted funds.				
7 Analysis of Direct Costs			2021	2020
Staff and volunteer costs			961,604	777,858
Partner payments			248,298	166,252
Office costs			91,321	-
Premises costs			31,000	-
Other costs			953	-
			<u>£1,333,176</u>	<u>£944,110</u>
8 Analysis of Support Costs			2021	2020
Staff and volunteer costs			34,140	-
Office costs			82,814	39,237
Premises costs			-	39
Other costs			2,589	7,623
Governance costs (Note 9)			7,580	10,601
Pension liability movement			44,695	(5,399)
			<u>£171,818</u>	<u>£52,101</u>
9 Governance Costs			2021	2020
Legal, Professional and finance			1,980	4,560
Audit			5,508	5,500
Trustee Board			92	541
			<u>£7,580</u>	<u>£10,601</u>
10 Net income for the year			2021	2020
This is stated after charging:				
Depreciation			£1,333	£1,610
Auditor's remuneration – audit services			<u>£5,508</u>	<u>£5,500</u>

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED
Notes to the financial statements for the year ended 31 March 2021

11 Information regarding Trustees, Directors and Employees

	2021 £	2020 £
Wages and salaries	862,582	663,088
Recruitment costs	5,599	20,729
Social security costs	73,802	54,879
Pension costs	31,838	23,633
Staff training and travel costs	11,543	15,529
	<u>£985,364</u>	<u>£777,858</u>

The average number of staff employed by the charity (full time equivalent) was:

	2021	2020
Direct charitable work	34	27
Administrative	2	1
	<u>36</u>	<u>28</u>

No employee received total employee benefits (excluding employer pension costs) in excess of or more than £60,000 per annum.

Trustees and key management personnel remuneration and expenses

No trustee received any remuneration in respect of services as a trustee during the year (2020: £Nil). No expenses were claimed by nor reimbursed to any trustees during this or the previous year.

The total amount of employee benefits received by key management personnel was £57,012 (2020: £52,180). Under FRS 102, employee benefits include gross salary, employer's national insurance, employer's pension contributions and benefits in kind.

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED
Notes to the financial statements for the year ended 31 March 2021

12 Fixed assets		Computer Equipment £
As at 1 April 2020 and 31 March 2021		<u>£4,878</u>
Depreciation		
At 1 April 2020		3,545
Charge for the year		1,333
Disposals		-
At 31 March 2021		<u>£4,878</u>
Net book value at 31 March 2021		<u>£Nil</u>
Net book value at 31 March 2020		<u>£1,333</u>
13 Debtors	2021 £	2020 £
Trade debtors	24,127	20,455
Prepayments	12,056	46,718
Accrued income	40,029	33,990
	<u>£76,212</u>	<u>£101,163</u>
14 Creditors - amounts falling due within one year	2021 £	2020 £
Trade creditors	12,370	49,173
Other creditors including tax and social security	8,823	16,794
Accruals	100,776	73,281
Deferred income (e.g. grants in advance)	-	216,683
	<u>£121,969</u>	<u>£355,931</u>
Deferred income analysis	2021 £	2020 £
As at 1 April 2020	216,683	-
Additions during the year	-	-
Amounts released to income	(216,683)	(118,674)
As at 31 March 2021	<u>£Nil</u>	<u>£216,683</u>

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED
Notes to the financial statements for the year ended 31 March 2021

15 Analysis of net assets between funds

2021	General Funds £	Restricted Funds £	Total Funds £
Tangible fixed assets	-	-	-
Current assets	573,074	25,615	598,689
Other liabilities	(266,382)	-	(266,382)
Net assets at 31 March 2021	£306,692	£25,615	£332,307

Comparative information for the analysis of net assets between funds in the previous financial year is as follows:

2020	General Funds £	Restricted Funds £	Total Funds £
Tangible fixed assets	1,333	-	1,333
Current assets	705,687	24,007	729,694
Other liabilities	(455,649)	-	(455,649)
Net assets at 31 March 2020	£251,371	£24,007	£275,378

16 Movement in funds	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Restricted Funds					
London Borough of Lewisham	26,352	866,733	(867,470)	-	25,615
Capitalise	(899)	273,145	(274,054)	1,808	-
National CA - EBDx	(665)	10,920	(11,016)	761	-
National CA - Help to Claim	(512)	111,434	(113,655)	2,733	-
TFL - Legal Team	(269)	41,250	(41,051)	70	-
Social Prescribing	-	50,000	(50,041)	41	-
SELCE	-	12,745	(13,178)	433	-
National CA – Grant for Equipment	-	18,259	(18,259)	-	-
Total Restricted Funds	£24,007	£1,384,486	£(1,388,724)	£5,846	£25,615
Unrestricted Funds					
General funds	351,089	177,437	(71,575)	(5,846)	451,105
Pension Liability	(99,718)	-	(44,695)	-	(144,413)
Total Unrestricted Funds	£251,371	£177,437	£(116,270)	£(5,846)	£306,692
Total Funds	£275,378	£1,561,923	£(1,460,299)	£Nil	£332,307

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED
Notes to the financial statements for the year ended 31 March 2021

16 Movement in funds/cont'd...

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
Prior Year Comparison					
Restricted Funds					
London Borough of Lewisham	-	542,714	(516,362)	-	26,352
Capitalise	16,997	273,824	(291,720)	-	(899)
National CA EBDx	158	15,000	(15,823)	-	(665)
National CA Help to Claim	5,164	108,176	(113,852)	-	(512)
TFL - Legal Team	3,890	37,000	(41,159)	-	(269)
Total Restricted Funds	£26,209	£976,714	£(978,916)	£Nil	£24,007
Unrestricted Funds					
General funds	268,480	105,303	(22,694)	-	351,089
Pension Liability	(105,117)	-	5,399	-	(99,718)
Total Unrestricted Funds	£163,363	£105,303	£(17,295)	£Nil	£251,371
Total Funds	£189,572	£1,082,017	£996,211	£Nil	£275,378

Restricted funds:

London Borough of Lewisham - our core activity is funded by the Local Authority.

Capitalise - pan-London partnership project which receives funding from the government's Financial Inclusion Fund. This project enables us to increase the level of face to face debt advice.

National CA EBDx - Energy Best Deal Extra (EBDx) reached consumers who are vulnerable to, or are in, fuel poverty, and those who might benefit from energy advice and on matters relating to their wider circumstances.

National CA Help to Claim - This project offers end-to-end support to help people make a new Universal Credit claim

TFL - Legal Team - Trust for London project supporting individuals with legal issues and providing access to specialist advice for disadvantaged residents.

Social Prescribing - Support provided by London Borough of Lewisham's Better Care Fund to allow us to provide benefits and debt advice to customers referred by GP Link Workers.

SELCE - This funding is administered locally by South East London Community Energy on behalf of British Gas Trust and the project allows CAL to provide energy advice and support to vulnerable residents in Lewisham and surrounding area.

National CA Grant for Equipment - Citizens Advice National distributed a BEIS grant for £18,259, to support equipment needs owing to increased capacity to help continued advice services across all channels during COVID-19.

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED
Notes to the financial statements for the year ended 31 March 2021

17 Financial commitments

Operating lease commitments

Total minimum lease payments due under non-cancellable operating leases for equipment are as follows:

	2021 £	2020 £
Due within one year	4,470	4,470
Due within one to five years	-	4,470
	<u>£4,470</u>	<u>£8,940</u>

18 Reconciliation of net income/expenditure to net cash flow from operating activity

	2021 £	2020 £
Net movement in funds	56,929	85,806
Interest receivable	(1,794)	(1,948)
Depreciation	1,333	1,610
Movement in pension scheme liability	44,695	(5,399)
Decrease/(increase) in debtors	24,951	175,422
Increase/(decrease) in creditors	(233,962)	271,916
	<u>£(107,848)</u>	<u>£527,407</u>

19 Contingent liabilities and assets

Contingent liabilities

CAL has potential financial obligations in respect of pension entitlements for past and present staff arising under the Pensions Trust defined benefit pension scheme, which do not need to be provided for in these Financial Statements. In the case of the Pensions Trust Growth Plan scheme it has been confirmed that on the basis of the actuarial assessment of the buy-out funding position at 30 September 2020, the employer debt on withdrawal liability for CAL is £30,172.

Contingent assets

Total grant funding awarded as at 31 March 2021 but not yet received and recognised as income due to the recognition criteria not being met amounts to £527,865.

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

Notes to the financial statements for the year ended 31 March 2021

20 NACAB pension scheme

This note refers to the entirety of the NACAB scheme, of which CAL is a member. The CAL potential obligations are included in note 19.

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

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

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

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

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

The liabilities of the Plan are based on the current value of expected benefit payment cashflows to members of the Plan over the next 60 or more years. The average duration of the liabilities is approximately 16 years.

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

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

	As at 31/03/2021	As at 31/03/2020
Discount rate	2.10%	2.40%
Inflation (RPI)	3.30%	2.80%
Inflation (CPI)	2.80%	2.00%
Revaluation of deferred pensions in excess of GMP	2.80%	2.00%
Pension in payment increases of:		
- CPI or 5% p.a. if less	2.80%	2.00%
- CPI inflation since retirement or 5% p.a. compound if less	2.80%	2.00%
- CPI or 3% p.a. if less	2.50%	1.90%
Commutation of pension for cash at retirement	75% of HMRC maximum	75% of HMRC maximum

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED

Notes to the financial statements for the year ended 31 March 2021

	As at 31/03/2021	As at 31/03/2020
Assumed life expectancies on retirement at age 65 are:		
Retiring today - Males	21.2	21.2
Retiring today - Females	24.1	24.1
Retiring in 20 years time - Males	22.6	22.6
Retiring in 20 years time - Females	25.7	25.6
	Value at 31/03/2021 £000s	Value at 31/03/2020 £000s
The assets in the Plan were:		
Multi asset funds	72,995	61,086
Structured Equity	24,849	24,279
Cash	1,509	594
Fair value of Plan assets	99,353	85,959
	£000s	£000s
The actual return on assets over the period was:	14,282	188
	£000s	£000s
Present value of funded obligations	161,415	140,310
Fair value of Plan assets	99,353	85,959
Surplus/(deficit) in funded scheme	(62,062)	(54,351)
	£000s	£000s
Present value of unfunded obligations	-	-
Unrecognised actuarial gains (losses)	-	-
Adjustment in respect of asset ceiling and minimum funding requirement	-	-
Net liability in balance sheet (of National Citizens Advice)	62,062	54,351

LEWISHAM CITIZENS ADVICE BUREAUX SERVICE LIMITED
Notes to the financial statements for the year ended 31 March 2021

Reconciliation of opening and closing balances of the present value of the defined benefit obligation	31/03/2021 £000s	31/03/2020 £000s
Benefit obligation at beginning of year	140,310	144,378
Current service cost	652	866
Interest cost	3,322	3,549
Contributions by Plan participants	-	-
Actuarial (gains)/losses	21,568	(2,823)
Benefits paid and expenses	(4,437)	(5,660)
Past service cost	-	-
Settlements	-	-
Business combinations	-	-
Exchange rate	-	-
Benefit obligation at end of year	161,415	140,310
Reconciliation of opening and closing balances of the fair value of Plan assets	31/03/2021 £000s	31/03/2020 £000s
Fair value of Plan assets at beginning of year	85,959	88,882
Interest income on Plan assets	2,052	2,183
Return on assets, excluding interest income	12,230	(1,995)
Contributions by employers	3,549	2,549
Contributions by Plan participants	-	-
Benefits paid and expenses	(4,437)	(5,660)
Business combinations	-	-
Settlements	-	-
Exchange rate	-	-
Fair value of Plan assets at end of year	99,353	85,959
The amounts recognised in profit or loss:	31/03/2021 £000s	31/03/2020 £000s
Service cost - including current and past service costs, and settlements	-	-
Service cost - administrative cost	652	866
Net interest on the net defined benefit liability	1,270	1,366
Total expense	1,922	2,232
Remeasurements of the net defined benefit liability (asset) to be shown in OCI:	31/03/2021 £000s	31/03/2020 £000s
Actuarial (gains)/losses on the liabilities	21,568	(2,823)
Return on assets, excluding interest income	(12,230)	1,995
Changes in the effect of the asset ceiling excluding interest income	-	-
Total remeasurement of the net defined benefit liability (asset) to be shown in OCI	9,338	(828)

End