

REGISTERED COMPANY NUMBER: 03727129 (England and Wales)
REGISTERED CHARITY NUMBER: 1075210

Report of the Trustees and
Unaudited Financial Statements for the Year Ended 31 March 2022
for
HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

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HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Reference and Administrative Details for the Year Ended 31 March 2022

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

The charity delivered services from two main offices, within the London Borough of Hounslow, situated in Chiswick and Feltham. The Trustee Board delegates the day-to-day running of the service to one Chief Executive, who oversees all outlets. Each of the bureaux also have their own Advice Session Supervisor. Last year, in total, on average, the charity employed 21 full-time (4-5 days per week) and 9 part-time (2-3 days per week) Advice Workers. In addition, the charity was supported by its trustees, honorary legal advisers and about 40 volunteers in various roles.

Reference and Administrative Details

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

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

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
03727129 (England and Wales)

Registered Charity number
1075210

Registered office
HOUNSLOW CABX SERVICE
2ND FLOOR, THE CENTRE
HIGH STREET
FELTHAM
Middlesex
TW13 4GU

Trustees

Christopher T Albrow
John K Murray
Basil Mann
Geoff Pope
Muneeb Gill
Brenda Otto

Co-Chairman
Co-Chairman
Director
Treasurer/Director
Director
Director

EX Officio


Aiman Elal
Annalisa Menini

Company Secretary & Chief Executive Officer
Head of advice service

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Reference and Administrative Details
for the Year Ended 31 March 2022

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on 10/11/2022 and signed on the board's behalf by:


.....
John Murray
Trustee Co-Chairman


.....
Chris Albrow
Trustee Co-Chairman

During the year, the charity continued to work within its current 2018-2021 Business Plan. A risk assessment was carried out during the year and all policies, systems and procedures that had been established to mitigate any major risks were reviewed. The Business Plan is reviewed regularly at trustee board meetings.

COMPANY SECRETARY	A Elal
REGISTERED OFFICE	HOUNSLOW CABX SERVICE 2ND FLOOR, THE CENTRE HIGH STREET FELTHAM Middlesex TW13 4GU
REGISTERED COMPANY NUMBER	03727129 (England and Wales)
REGISTERED CHARITY NUMBER	1075210

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Report of the Trustees for the Year Ended 31 March 2022

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

STRATEGIC REPORT

Objectives and Activities

The charity's objects are to promote any charitable purpose for the benefit of the community in the London Borough of Hounslow by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. There have been no changes in the charity's objectives or policies during the period.

In planning our activities for the year, we kept in mind the Charity Commission's guidance on public benefit at our trustee board meetings. The main activity of the charity is to provide free, to all individuals, an impartial and confidential service of information, guidance and support so that individuals do not suffer through ignorance of their rights and responsibilities or through an inability to express themselves. In order to meet these objectives, the charity seeks funding, grants and donations from the local authority, local businesses, trusts and other sources.

The charity provides advice services from its two bureaux: Brentford & Chiswick (Chiswick Town Hall) and Feltham (The Centre). Advice services are also provided from various outreach venues within the London Borough of Hounslow.

We are indebted to our volunteers, without whom we could not operate. Most of our volunteers freely give us between 6-12 hours per week of their time. Generally, in the two offices, we have a total of approximately 40 volunteers working for over 450 hours per week. These volunteers carry out numerous tasks including advice work, social policy, IT, reception and administration duties. We are also indebted to our honorary legal advisers and trustees, who all give their time free of charge. Our work is very complex and the demands on our services are so great that it is essential to have a dedicated, stable and experienced staff team.

A record of strong achievements and performance

During the period the charity continued to provide services to the community in the area of the London Borough of Hounslow in accordance with the aims and principles of the service. These aims were achieved by providing information, advice and assistance on the rights and responsibilities of individuals. 2020.21 we had to move our services to 100% virtual delivery due to Covid 19. However, by the end of this financial year (2021.2022) we gradually started to open our face to face/in person services by invitation only. This proved to be a very welcomed step to so many of our clients who found it difficult to access the service remotely.

We are especially grateful to our staff and volunteers for their work and continued commitment to achieve outstanding results for our local residents throughout the year

Even though as an organisation we were still dealing with the impact of Covid-19 on our service delivery, we surpassed our expected targets, **helping 13,886 unique clients with 52,158 issues**, exceeding all key performance indicators (KPIs) and **generating recorded financial outcomes of £6,916,107**.

Our partnership with local solicitors meant that free legal advice sessions continued to be held albeit remotely. The total value of this pro-bono service was calculated to be £600,000

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

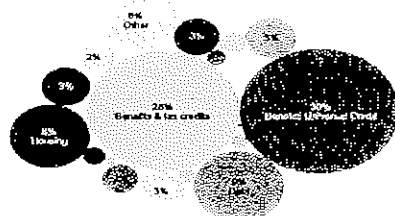
Report of the Trustees

for the Year Ended 31 March 2022

Advice Trends 2021-2022

Again, this year Benefits & Tax Credits including Universal Credit (59.3% in total), were the predominant issues, followed by Debt (8.6%), Other (8.1%) and Housing (7.1%). The category 'Other' is discussed in detail in the Advice Trends section further down. On average, we were presented with just under 4 issues per client, further demonstrating the increased complexity of cases.

The top 5 enquiries



- 58% Welfare benefits and UC
- 9% Debt
- 8% Other
- 8% Housing
- 3% Utilities & Communication

It is worth noting how Utilities & Communication has crept through to the top five enquiry areas.

This category had not made the top five for quite a long time and the reason for its appearance was the energy crisis, higher energy bills and collapsing energy firms due to the spike in energy market prices. This caused many residents to seek our help and advice, anxious about the financial difficulties they would likely face with the steep rise in household bills.

Sadly, the news of higher energy prices was hitting low income households on top of price rise in other areas including food.

The first half of the financial year saw more benefits and debt issues emerge. Even though benefits issues continued to be the top issue throughout the year, in the second half of the year we saw housing, debt and employment issues steadily increase. The category Other rose to third place overall, representing foodbank referrals, hardship grants, other discretionary and charitable payments.

Hounslow as a borough has been deeply impacted by Covid-19, it was projected that Hounslow will be the second hardest hit borough in London by Covid-19, with a 40% drop in economic activity and tens of thousands of jobs at risk because of its close links with the aviation industry representing a potential £1bn loss for the local economy. In addition, the rate of Covid-19 infections in Hounslow was consistently higher than the London average. Research has shown that BAME communities, particularly Asian, were overrepresented in sectors severely affected by Covid-19, which in a borough where almost half of the local population is made up of BAME communities, had a devastating impact.

At the height of the pandemic, 56,000 Hounslow residents had been Furloughed, the second-highest proportion of people furloughed in London and fifth highest in UK. However, when the furlough scheme came to an end in October 2021, though the numbers of residents on Furlough had reduced across the UK, figures showed that almost 13,000 residents were still on furlough making Hounslow one of the five councils in the country with the highest proportions of jobs still on furlough and at 10% the rate was double the UK average. When the Furlough scheme came to an end, it was predicted that some jobs would be lost due to the detrimental economic impact of the pandemic, resulting in unemployment rates in Hounslow increasing.

Due to job insecurity since the start of the pandemic it was reported that the number of residents in Hounslow in receipt of Universal Credit has almost doubled.

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Report of the Trustees for the Year Ended 31 March 2022

As a direct correlation to this the majority of our enquiries this year were, Universal Credit (33%) and other Welfare Benefit (27%) enquiries. Though Universal Credit (UC) advice issues are slightly lower than last year it still remains as one of the top enquiries. Within this category, 29% of queries were about making an initial claim, 19% about the Housing Element within UC, and 13% about the Standard Element of UC. Many people requiring help with UC needed help to navigate the benefits system either because they had been made redundant, no longer able to work, had a change of circumstances etc.

Looking further at the welfare benefits category, the most enquired about issue were Personal Independence Payments (35%) and Council Tax Support (17%). With 50% of our clients reporting that they had a disability or long-term health issue, they required our help with completing PIP/AA/DLA/UC50 forms, and advice on related benefits, e.g. Carers' Allowance, as well as UC elements like the "limited capability for a work related activity" (LCWRA) and the Carer Element. Regarding Council Tax Support, advice was provided regularly to clients on low income and with every UC query. We have seen an increase in clients from low income households struggling to pay bills and are falling into debt. Council tax is one of the bills that people have been struggling with the most.

Debt enquiries came in at second place. In 2021/22 we continued to see a rise in queries directly linked to the long-term impact of the pandemic causing many households financial difficulties, however we saw that this was further exacerbated by households impacted by the end of the £20 Universal Credit uplift, which inevitably left low income households further impoverished, cutting about £1000 a year. The London Borough of Hounslow predicted that with the end of the £20 Universal Credit uplift, Hounslow residents will lose out on over £780,000 per week. In addition, the Coronavirus Job Retention Scheme (furlough) also ended and as a result household income further diminished and there was concern that many people would lose their jobs altogether. Furthermore, with energy prices rising dramatically and the cost of living increasing as a result of the effects of inflation, we saw more and more clients who are falling into poverty, unable to make ends meet and pay for essential outgoings thus falling into debt. The Office for Budget Responsibility has stated that once rising prices and rising taxes are taken into account, average household incomes are set to fall in 2022 and won't recover before 2023 (OBR October 2021).

The top 3 categories within Debt issues were 18% Council tax arrears, 9% fuel debts and 8% other debts. With the cost of living crisis people are facing, we saw that many low-income households were unable to make ends meet and were often unable to pay their priority payments including council tax and utility bills, falling into further arrears. Under the 8% other debts category, over 50% of these enquiries were related to dealing with debt repayments. We have seen a direct link between debts and clients reporting having developed mental health issues because of the impact of their difficult financial situations and seeing little prospects of things changing anytime soon. Our advisers have played a vital role in helping clients in debt, by looking at income maximisation, providing them with advice and options, tailoring a sustainable debt management plan for them. We have also systematically provided income maximisation, through welfare benefits, discretionary housing payments, applications to energy suppliers' schemes for people on low income.

We continued to adhere to the good policies and practices recommended by Citizens Advice for the recruitment and training of staff. All of our staff, paid and voluntary, attended regular training sessions and training was, as always, on-going. In-bureau training for new volunteers had to be moved to online. All staff were supervised and supported by experienced staff members within the service and all case recording was monitored. Citizens Advice also provided support systems, for example, AdviserNet and the Expert Advice team consultancy service for advisers plus the Operations team and the Relationship Management team for management. In addition, online support is also provided via the Bureau Management Information System (BMIS) and CABlink.

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Report of the Trustees for the Year Ended 31 March 2022

All these activities have enhanced the charity's efforts in helping to eradicate poverty in the community by taking the necessary information, advice and assistance out to the disadvantaged individuals whilst the main financial support from the London Borough of Hounslow has enabled us to maintain our existing services in the bureaux by providing the essential staff and accommodation to support these services.

Financial review

Our biggest financial support came from LB Hounslow and this runs from April 2020 to March 2024. In addition, our Feltham office is provided by the LB Hounslow, giving a rent subsidy, in kind, at an estimated value of approximately £15,000 per annum. We also received significant project funding for Citizens Advice Help to Claim, Help through Hardship, City Bridge Welfare benefit specialist work and Trust for London Money advice.

The remainder of our income came from Citizens Advice, Thames Water Trust, Nationwide Trust and the EU Settlement Scheme. We also received some small Donations. At this point we would like, and on behalf of our Clients, to register our thanks to all our funders.

For the year 2021-2022 we are showing an overall surplus of £198,386. This was due to us having increased our funding activities, and delays in recruitment to vacant positions. Our analysis of potential financial commitments identifies that we should provide financial cover for both our long-term pension liability and reserves for contingencies and capital.

On behalf of our clients in most need, our advisers apply to charities on their behalf, for emergency grants for essential items, for example, food, clothing, beds and cookers etc. We are most grateful for this help that is given to our clients and would like to thank the London Catalyst Samaritan Fund and the Isleworth and Hounslow Charity, Skinner Trust for their continued support.

Risk management

The trustees have a risk management strategy which comprises

- an annual review of the risks the charity may face;
- the establishment of systems and procedures to mitigate those risks identified in the plan; and
- the implementation of procedures designed to minimise any potential impact on the charity should those risks materialise.

This work has identified that financial sustainability is the major financial risk for the charity. Attention has also been focussed on non-financial risks arising from fire, health and safety of employees and the public. A key element in the management of financial risk is via a reviewed reserves policy and the retention of sufficient working capital by the charity.

Plans for future periods

Our main aim for the future is to continue to be able to provide high quality information, advice and assistance from all our offices and as many outreach venues as our resources will allow.

We will also continue to work in partnership with other agencies and local solicitors that wish to provide free advice sessions from our premises. We will also continue to give Debt advice, specialist Welfare Benefit advice through, Housing and immigration as standalone projects.

Next year, as always, fundraising will have a high priority within our workload. We will continue to apply for any projects, large and small, that become available and that enable us to further enhance our funds and services, to deal with the increased demand for our service as people's finances suffer.

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Report of the Trustees for the Year Ended 31 March 2022

We offer advice in several languages. These are provided by our very diverse complement of staff and volunteers and Language line contracted services. We continue to recruit and train more volunteers from all sections of the community to further improve our service delivery.

Client Profile data is collected regularly in order to monitor the changing face of our local community. It is then used to target any unmet need within that community.

We regularly carry out Client Satisfaction surveys, so that we can obtain feedback and monitor the quality of our services and ensure that we are meeting our aims.

Structure, governance and management

The charity is constituted as a company limited by guarantee and was incorporated on 02 March 1999. During 2020-2021, the charity was governed by its memorandum and articles of association. The charity is a member of Citizens Advice (the operating name for the National Association of Citizens Advice Bureaux).

The charity is administered by a Trustee Board, which is made up of trustees (voting members) and officers (non-voting ex officio staff members) as described below. It is responsible for ensuring that all bureaux offices are properly staffed, have adequate premises, proper equipment and the necessary finance to maintain the service to the community. All trustees are elected each year at our Annual General Meeting and are required to sign a 'Register of Interests' form. New trustees are sought when needed and sometimes for special skills that may be required for an effective board. In order to maintain a board that is representative of our local community and to encourage involvement from any groups that we feel may not be represented, nominations are sought by placing articles in the media, sending out mail shots and approaching other agencies and organisations. Any prospective new trustee is interviewed by two of our existing trustees and the CEO, and, after we have checked for any conflict of interest, s/he is invited to observe at the next trustee board meeting. With the agreement of the board, s/he is then invited to become a trustee and co-opted at the following meeting. All prospective trustees are sent an induction pack, which informs them about the role of a trustee and the responsibilities of a trustee board. The pack also gives a very good breakdown of the structure of our local service, the areas of work covered by us and a good picture of the CAB service as a whole. All new trustees attend induction courses run by Citizens Advice and our Local Authority (Hounslow).

The charity delivered services from two main offices, within the London Borough of Hounslow, situated in Chiswick and Feltham. The Trustee Board delegates the day-to-day running of the service to one Chief Executive, who oversee all outlets. Last year, in total, on average, the charity employed 30 full-time (4-5 days per week) and part-time (2-3 days per week) Advice Workers. In addition, the charity was supported by its trustees, honorary legal advisers and about 40 volunteers in various roles.


Governing document

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

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Report of the Trustees
for the Year Ended 31 March 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006,
present their report with the financial statements of the ...10/11/2022... and signed on
its behalf by:


.....
John Murray
Trustee


.....
Chris Albrow
Trustee

Independent examiner's report to the trustees of HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of FFA FIPA which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Yasir Iqbal
FFA FIPA



Date: 10/11/2022

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Statement of Financial Activities for the Year Ended 31 March 2022

	Notes	Unrestricted fund £	Restricted fund £	31.3.22 Total funds £	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	7	(1)	6	47,283
Charitable activities	3				
Charitable activity		400,000	575,003	975,003	872,353
Total		400,007	575,002	975,009	919,636
EXPENDITURE ON					
Charitable activities	4				
Charitable activity		203,176	573,447	776,623	594,390
NET INCOME		196,831	1,555	198,386	325,246
Transfers between funds	12	(360)	(41,165)	(41,525)	-
Net movement in funds		196,471	(39,610)	156,861	325,246
RECONCILIATION OF FUNDS					
Total funds brought forward		274,253	239,206	513,459	188,213
TOTAL FUNDS CARRIED FORWARD		<u>470,724</u>	<u>199,596</u>	<u>670,320</u>	<u>513,459</u>

The notes form part of these financial statements

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Balance Sheet 31 March 2022

	Notes	Unrestricted fund £	Restricted fund £	31.3.22 Total funds £	31.3.21 Total funds £
CURRENT ASSETS					
Debtors	9	(180)	-	(180)	2,346
Prepayments and accrued income		(51,675)	-	(51,675)	-
Cash at bank and in hand		<u>690,749</u>	<u>189,096</u>	<u>879,845</u>	<u>639,516</u>
		638,894	189,096	827,990	641,862
CREDITORS					
Amounts falling due within one year	10	(19,651)	-	(19,651)	(28,684)
		<u>619,243</u>	<u>189,096</u>	<u>808,339</u>	<u>613,178</u>
NET CURRENT ASSETS					
		619,243	189,096	808,339	613,178
TOTAL ASSETS LESS CURRENT LIABILITIES					
		619,243	189,096	808,339	613,178
CREDITORS					
Amounts falling due after more than one year	11	(148,519)	10,500	(138,019)	(99,718)
RETIREMENT HEALTHCARE BENEFITS OBLIGATIONS		-	-	-	(1)
		<u>470,724</u>	<u>199,596</u>	<u>670,320</u>	<u>513,459</u>
NET ASSETS					
		470,724	199,596	670,320	513,459
FUNDS	12				
Unrestricted funds				470,724	274,253
Restricted funds				<u>199,596</u>	<u>239,206</u>
TOTAL FUNDS				<u>670,320</u>	<u>513,459</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Balance Sheet - continued

31 March 2022

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements were approved by the Board of Trustees and authorised for issue on

10/11/2022 and were signed on its behalf by:



Geoff Pope-Treasurer/Director

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Cash Flow Statement for the Year Ended 31 March 2022

	Notes	31.3.22 £	31.3.21 £
Cash flows from operating activities			
Cash generated from operations	1	<u>237,191</u>	<u>328,522</u>
Net cash provided by operating activities		<u>237,191</u>	<u>328,522</u>
		<hr/>	<hr/>
Change in cash and cash equivalents in the reporting period		237,191	328,522
Cash and cash equivalents at the beginning of the reporting period		<u>639,516</u>	<u>295,886</u>
Cash and cash equivalents at the end of the reporting period		<u>879,845</u>	<u>639,516</u>

The notes form part of these financial statements

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

Notes to the Cash Flow Statement for the Year Ended 31 March 2022

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	31.3.22 £	31.3.21 £
Net income for the reporting period (as per the Statement of Financial Activities)	198,386	325,246
Adjustments for:		
Decrease in debtors	2,346	-
Increase in creditors	<u>36,459</u>	<u>3,276</u>
Net cash provided by operations	<u>237,191</u>	<u>328,522</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.21 £	Cash flow £	At 31.3.22 £
Net cash			
Cash at bank and in hand	<u>639,516</u>	<u>240,329</u>	<u>879,845</u>
	<u>639,516</u>	<u>240,329</u>	<u>879,845</u>
Total	<u>639,516</u>	<u>240,329</u>	<u>879,845</u>

The notes form part of these financial statements

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

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

Income

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

Expenditure

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

Taxation

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

Fund accounting

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

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

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

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

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

2. DONATIONS AND LEGACIES

	31.3.22	31.3.21
	£	£
Gifts	1	(1)
Donations	5	13,690
Donated services and facilities	-	33,594
	<u>6</u>	<u>47,283</u>

3. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.22	31.3.21
		£	£
LB Hounslow	Charitable activity	400,000	325,000
Thames Water Trust	Charitable activity	33,244	33,244
EU Settlement Scheme	Charitable activity	126,239	61,037
LBH Debt Advisory			
Services	Charitable activity	-	16,000
Big Lottery Grant	Charitable activity	24,818	45,000
City Bridge	Charitable activity	51,550	50,850
Trussel Trust	Charitable activity	148,489	70,791
London Catalyst	Charitable activity	-	5,000
Charities Trust	Charitable activity	66,968	50,000
London Community			
Response WAVE	Charitable activity	-	81,994
CAB-Universal help to claim	Charitable activity	<u>123,695</u>	<u>133,437</u>
		<u>975,003</u>	<u>872,353</u>

Grants received, included in the above, are as follows:

31.3.22	31.3.21
£	£

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

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

4. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 5) £	Totals £
Charitable activity	<u>725,328</u>	<u>51,295</u>	<u>776,623</u>

5. SUPPORT COSTS

	Information technology £	Human resources £	Other £
Charitable activity	<u>18,672</u>	<u>3,997</u>	<u>16,783</u>
	Other 2 £	Other 3 £	Totals £
Charitable activity	<u>9,007</u>	<u>2,836</u>	<u>51,295</u>

6. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

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

7. STAFF COSTS

	31.3.22 £	31.3.21 £
Wages and salaries	<u>697,723</u>	<u>463,933</u>
	<u>697,723</u>	<u>463,933</u>

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

31.3.22	31.3.21
<u>30</u>	<u>20</u>

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

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

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

8. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted fund £	Restricted fund £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	37,893	9,390	47,283
Charitable activities			
Charitable activity	325,000	547,353	872,353
Total	362,893	556,743	919,636
EXPENDITURE ON			
Charitable activities			
Charitable activity	237,756	356,634	594,390
NET INCOME	125,137	200,109	325,246
RECONCILIATION OF FUNDS			
Total funds brought forward	149,116	39,097	188,213
TOTAL FUNDS CARRIED FORWARD	<u>274,253</u>	<u>239,206</u>	<u>513,459</u>

9. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22 £	31.3.21 £
Accruals	-	1,125
Deposit held	(180)	230
Prepayments	-	991
	<u>(180)</u>	<u>2,346</u>

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

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

10. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade creditors	5,232	1,043
Social security and other taxes	6,503	2,233
Accrued expenses	<u>7,916</u>	<u>25,408</u>
	<u>19,651</u>	<u>28,684</u>

11. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	31.3.22	31.3.21
	£	£
Trade creditors	130,742	99,718
Houshold Fund Project	6,060	-
Samaritan fund	<u>1,217</u>	<u>-</u>
	<u>138,019</u>	<u>99,718</u>

12. MOVEMENT IN FUNDS

	At 1.4.21 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	274,253	196,831	(360)	470,724
Restricted funds				
Restricted Funds	239,206	1,555	(41,165)	199,596
	<u>513,459</u>	<u>198,386</u>	<u>(41,525)</u>	<u>670,320</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	400,007	(203,176)	196,831
Restricted funds			
Restricted Funds	575,002	(573,447)	1,555
	<u>975,009</u>	<u>(776,623)</u>	<u>198,386</u>

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

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

12. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	At 31.3.21 £
Unrestricted funds			
General fund	149,116	125,137	274,253
Restricted funds			
Restricted Funds	39,097	200,109	239,206
TOTAL FUNDS	<u>188,213</u>	<u>325,246</u>	<u>513,459</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	362,893	(237,756)	125,137
Restricted funds			
Restricted Funds	556,743	(356,634)	200,109
TOTAL FUNDS	<u>919,636</u>	<u>(594,390)</u>	<u>325,246</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	149,116	321,968	(360)	470,724
Restricted funds				
Restricted Funds	39,097	201,664	(41,165)	199,596
TOTAL FUNDS	<u>188,213</u>	<u>523,632</u>	<u>(41,525)</u>	<u>670,320</u>

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

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

12. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	762,900	(440,932)	321,968
Restricted funds			
Restricted Funds	1,131,745	(930,081)	201,664
	<hr/>	<hr/>	<hr/>
TOTAL FUNDS	<u>1,894,645</u>	<u>(1,371,013)</u>	<u>523,632</u>

13. RELATED PARTY DISCLOSURES

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

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

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

	31.3.22 £	31.3.21 £
INCOME AND ENDOWMENTS		
Donations and legacies		
Gifts	1	(1)
Donations	5	13,690
Donated services and facilities	-	33,594
	6	47,283
Charitable activities		
LB Hounslow	400,000	325,000
Thames Water Trust	33,244	33,244
EU Settlement Scheme	126,239	61,037
LBH Debt Advisory Services	-	16,000
Big Lottery Grant	24,818	45,000
City Bridge	51,550	50,850
Trussel Trust	148,489	70,791
London Catalyst	-	5,000
Charities Trust	66,968	50,000
London Community Response WAVE	-	81,994
CAB-Universal help to claim	123,695	133,437
	975,003	872,353
Total incoming resources	975,009	919,636
EXPENDITURE		
Charitable activities		
Wages	697,723	463,933
Premises provided by LB Hounsl	-	15,000
Citizens Advice Subscriptions	9,790	8,002
Reference Materials	385	195
Telephone	11,880	10,307
Postage and stationery	-	2,236
Travelling	46	716
Training	1,043	-
Office expenses	2,698	-
Translation Services	1,763	-
	725,328	500,389

This page does not form part of the statutory financial statements

HOUNSLOW CITIZENS ADVICE BUREAUX SERVICE

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

	31.3.22 £	31.3.21 £
Support costs		
Information technology		
IT Support	13,658	11,084
IT Software	1,954	2,235
IT equipment	-	13,721
Website costs	<u>3,060</u>	<u>7,630</u>
	18,672	34,670
Human resources		
HR And Employment support	3,997	-
Other		
Insurance	1,844	1,823
Bank Charges	76	95
Consultancy	6,118	7,404
Sundries	7,028	6,503
Payroll services	<u>1,717</u>	<u>1,272</u>
	16,783	17,097
Other 2		
Independent Examiners Fees	1,500	1,500
Repairs and maintenance	183	23,181
Rent & Service Charge- Chiswick	(8,695)	12,500
Rent & Service Charge- Hounslow	(150)	150
Office Equipment	9,584	2,871
Recruitment	3,187	1,284
Cleaning	<u>3,398</u>	<u>742</u>
	9,007	42,228
Other 3		
Trustees expenses	-	6
Postage and stationery	2,788	-
Sundries	<u>48</u>	<u>-</u>
	<u>2,836</u>	<u>6</u>
Total resources expended	<u>776,623</u>	<u>594,390</u>
Net income	<u>198,386</u>	<u>325,246</u>

Pension cost note

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

In accordance with the schedule of contributions in force over the 2022/23 accounting year, the contributions to the Plan for the year ending 31 March 2023 are expected to be £2,579,000, which includes £2,279,000 towards the deficit and £300,000 as an allowance for administration expenses and all scheme levies. The 31 March 2022 valuation is currently underway and a new schedule of contributions will be put in place at its completion.

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

A full actuarial valuation of the Plan was carried out as at 31 March 2022 by a qualified independent actuary, based upon membership data as at 31 March 2019, allowing for assumed membership movements over the period from this date, and any material membership movements significantly different from those assumed (e.g. transfers out).

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

The liabilities of the Plan are based on the current value of expected benefit payment cashflows to members of the Plan over the next 60 or more years. The average duration of the liabilities is approximately 15 years.

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

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

	As at 31/03/2022	As at 31/03/2021
Discount rate	2.80%	2.10%
Inflation assumption (RPI)	3.70%	3.30%
Inflation assumption (CPI)	3.25%	2.80%
Revaluation of deferred pensions in excess of GMP	3.25%	2.80%
Pension in payment increases of:		
- CPI or 5% p.a. if less	3.25%	2.80%
- CPI inflation since retirement or 5% p.a. compound if less	3.25%	2.80%
- CPI or 3% p.a. if less	2.70%	2.50%
Commutation of pension for cash at retirement	75% of HMRC maximum	75% of HMRC maximum

	As at 31/03/2022	As at 31/03/2021
Assumed life expectancies on retirement at age 65 are:		
Retiring today - Males	21.3	21.2
Retiring today - Females	24.2	24.1
Retiring in 20 years time - Males	22.6	22.6
Retiring in 20 years time - Females	25.7	25.7
	Value at 31/03/2022 £000s	Value at 31/03/2021 £000s
The assets in the Plan were:		
Multi asset funds	68,955	72,995
Structured equity and LDI	27,488	24,849
Cash	5,771	1,509
Fair value of Plan assets	102,214	99,353
The actual return on assets over the period was:	5,301	14,282
Present value of funded obligations	148,768	161,415
Fair value of Plan assets	102,214	99,353
Surplus/(deficit) in funded scheme	(46,554)	(62,062)
Present value of unfunded obligations	0	0
Unrecognised actuarial gains (losses)	0	0
Adjustment in respect of asset ceiling	0	0
Net liability in balance sheet	46,554	62,062
Reconciliation of opening and closing balances of the present value of the defined benefit obligation		
	31/03/2022 £000s	31/03/2021 £000s
Benefit obligation at beginning of year	161,415	140,310
Current service cost	771	652
Interest cost	3,346	3,322
Contributions by Plan participants	0	0
Actuarial (gains)/losses	(11,745)	21,568
Benefits paid and expenses	(5,019)	(4,437)
Past service cost	0	0
Settlements	0	0
Business combinations	0	0
Exchange rate	0	0
Benefit obligation at end of year	148,768	161,415

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

	31/03/2022	31/03/2021
	£000s	£000s
Fair value of Plan assets at beginning of year	99,353	85,959
Interest income on Plan assets	2,061	2,052
Return on assets, excluding interest income	3,240	12,230
Contributions by employers	2,579	3,549
Contributions by Plan participants	0	0
Benefits paid and expenses	(5,019)	(4,437)
Business combinations	0	0
Settlements	0	0
Exchange rate	0	0
Fair value of Plan assets at end of year	102,214	99,353

The amounts recognised in profit or loss:

	31/03/2022	31/03/2021
	£000s	£000s
Service cost - inc. current & past service costs, settlements	0	0
Service cost - administrative cost	771	652
Net interest on the net defined benefit liability	1,285	1,270
Total expense	2,056	1,922

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

	31/03/2022	31/03/2021
	£000s	£000s
Actuarial (gains)/losses on the liabilities	11,745	21,568
Return on assets, excluding interest income	(3,240)	(12,230)
Changes in the effect of the asset ceiling excluding interest income	0	0
Total remeasurement of the net defined benefit liability (asset) to be shown in OCI	(14,985)	9,338

LCA Name		2021/22	
Hounslow		Amount	2.80% 10,500
Year			
2023	1	100.00%	10,500
2024	2	97.28%	10,214
2025	3	94.63%	9,936
2026	4	92.05%	9,665
2027	5	89.54%	9,402
2028	6	87.10%	9,146
2029	7	84.73%	8,897
2030	8	82.42%	8,654
2031	9	80.18%	8,419
2032	10	77.99%	8,189
2033	11	75.87%	7,966
2034	12	73.80%	7,749
2035	13	71.79%	7,538
2036	14	69.84%	7,333
2037	15	67.94%	7,133
			130,742

		2020/21	
		Amount	2.10% 10,500
Year			
2022	1	100.00%	10,500
2023	2	97.94%	10,284
2024	3	95.93%	10,073
2025	4	93.96%	9,865
2026	5	92.02%	9,662
2027	6	90.13%	9,464
2028	7	88.28%	9,269
2029	8	86.46%	9,078
2030	9	84.68%	8,892
2031	10	82.94%	8,709
2032	11	81.23%	8,530
2033	12	79.56%	8,354
2034	13	77.93%	8,182
2035	14	76.32%	8,014
2036	15	74.75%	7,849
2037	16	73.22%	7,688
			144,413