



# Annual Report 2021/2022

**Company number 3835274    Charity Number 1078558    FCA: FRN 617644**



## **Citizens Advice Lancashire West**

### **Bankers:**

- Barclays Bank, 54 Lombard Street, London, EC3P 3AH.
- CAF Bank Limited, Kings Hill, West Malling, Kent, ME19 4TA.
- Yorkshire Bank, Account Management Services, Bering House, Mariner Court, Clydebank Business Park, Glasgow, G81 2NR.
- Santander, Middle Office Operations, Santander, 298 Deansgate, Manchester, M3 4HH.
- Scottish Widows Bank, 67 Morrison Street, Edinburgh, EH3 8YJ

### **Solicitors**

John Hardwick, Kevills, 5 Park Road, Chorley, PR7 1QS.

### **Auditors/Independent Examiners**

Smith and Goulding & Co Chartered Accountants, 2/4 Southport Road, Chorley, PR7 1LD.

### **Statement of Internal Control**

The trustee board of Citizens Advice Lancashire West oversee the information security of all personal information of our clients, staff, funders and strategic partners that is processed. Citizens Advice Lancashire West hold joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements the General Data Protection Regulation and Data Protection Act 2018.

## The Citizens Advice service: here to help

We can all face problems that seem complicated or intimidating. At Citizens Advice, we believe no one should have to face these problems without good quality, independent advice.

The Citizens Advice service offers free, confidential advice online, over the phone and in person.

When we say we're for everyone, we mean it. People rely on us because we're independent and totally impartial.

No one else sees so many people with so many different kinds of problems, and that gives us a unique insight into the challenges people are facing today. With the right evidence, we can show big organisations - from companies right up to the government - how they can make things better for people.

That's why we're here: to give people the knowledge and the confidence they need to find their way forward; whoever they are, and whatever their problem.

**When we say we're here for everyone, we really mean it. People rely on us because we're independent and totally impartial**

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**The pandemic redefined  
life as we knew it.  
As a local service we were  
there to help local people  
find a path through  
the uncertainty.**



## Chair's Report

This year for all of us was eventful. We moved away from the immediate operational effects of the pandemic, furlough ended together with most of the government imposed restrictions. I reflect that at Citizens Advice Lancashire West we worked throughout the pandemic, we did not furlough our staff, our staff learnt new methods of working and we delivered the service. Unfortunately, we lost many good volunteers. Volunteers are at the very heart and soul of our organisation.

We are addressing that loss in many ways including collaboration with universities and other organisations to attract the talent we need.

Our success depends upon senior leadership, staff, and volunteers without whose magnificent efforts we would achieve very little.

I would like to also thank our institutional funders for their help and support.

**John Crompton**



## Chief Executive's foreword

In the year 2021-2022 the value and commitment of our volunteers has never been more evident. Despite personal challenges for some, they have continued to come day after day to give their time for free to support their communities.

As the need for our services increases year on year, we are very aware of the demands this places on both new and existing volunteers, but I am pleased to say our volunteers continue to meet that challenge.

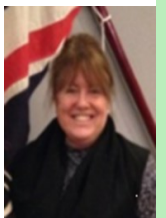
We have continued to tailor our services to meet the needs of our communities and how they wish to engage with us, developing our on-line offering as well as our face to face and telephone services. Again our staff and volunteers have accommodated the need for flexibility in our service offer to ensure local people have a service upon which they can rely.

Going forward into 2022-23 our support will be needed more and more as many in our communities face challenges they may not have ever experienced. At Citizens Advice Lancashire West, we believe no one should have to face problems alone, which is why our advice is always free. To meet demand, the need to increase our volunteer numbers is of paramount importance and the Trustee Board have made this a priority for 2022-23.

Once again, may I take this opportunity to thank our statutory, community and third sector partners for their continued support of the Charity. Their commitment is vital to ensuring every resident is able to access free confidential advice online, over the phone and in person.

Finally, it is with regret that I have to report the sad passing of one of our valued colleagues, Guy Simpson, who worked tirelessly for Citizens Advice Lancashire West for over nine years.

**Diane Gradwell**



Supporting our 42 paid staff throughout the pandemic and beyond

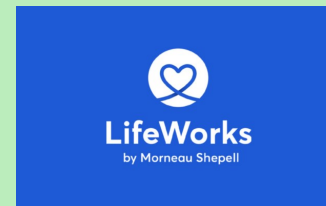


**Supporting our 42 paid staff  
throughout the pandemic and beyond  
with Health and Wellbeing**

We are a disability confident employer



All staff have access to free Employee Assistance Programme to support both them and their families



Staff can access wellbeing platforms for mental health and wellbeing support through Bird and Togetherall



**Many thanks to all our volunteers**

**who gave £129,000.00 worth of hours to support the local clients of  
Citizens Advice Lancashire West during 2021– 2022.**

**(calculation is based on the living wage)**

We opened **26,812** new cases in 2021—2022

Call answered on Advice  
line

**10,859**

Client contacts overall

**45,148**

Clients helped with Debt

**985**

Visits to the website

**255,975**

Household Support Fund  
processed

**£137,250.00**

Pension wise  
contacts

**6958**

Energy Advice  
contacts

**1783**

Help to Claim  
Contacts

**3282**

Help through Crisis  
contacts

**430**

Fuel Vouchers  
processed

**£42,120.00**

## Generalist Advice Services

We have continued to meet the standards set within the framework for advice at audit each month and exceeded our own expectations of delivering during this pandemic. We started the year on Step 2 of the Roadmap, outdoor gatherings limited to 30 and the 'rule of 6' indoors. First of the vaccinations were invited from March 2021 onwards though it would be July 2021 before the remaining restrictions started to lift. After 18 months, the Coronavirus Job Retention Scheme (CJRS) also came to an end on 30 September 2021. The offices remained closed to clients apart from the most vulnerable and again the volunteers have been outstanding in their continued support in providing information and advice to our clients.

### Top 5 issues

Debt

Universal Credit

Benefits and Tax Credits

Financial Services & Capability

Housing

### Our clients

60% female, 40% male

5% disabled

44% long term health condition

51% no health condition

92% white

The Chorley, Skelmersdale and Fleetwood offices were Census Centre's during March 2021 and all appointments took place via telephone call.

Our new IT and softphone systems have bedded in well. Both staff and volunteers use the instant messaging and video calling features on a daily basis.

We lost a small number of volunteers over the year but also gained new trainees.

The Towngate office in Leyland was closed and a new office opened in West Paddock, the Civic Centre.

**“It was a breath of fresh air to hear a friendly voice rather than an automated one. Citizens Advice does wonders for people’s lives”**

## Money and Debt Advice

- During the pandemic and lockdown in 2021 –2022 we saw a decrease in clients coming for debt advice due to payment holidays and restrictions on enforcement and eviction/repossession activities from lenders and creditors.
- This year 146 more local clients came to us for advice showing that clients are now ready to start managing their debts again.
- In July 2021 we resumed face to face services and our new telephone debt helpline model has allowed us to increase our advice capacity and help more clients than ever before.
- Credit cards became our most prevalent debt overtaking unsecured loans.
- We have seen an increase of 36% in clients coming to us this year with council tax arrears and it has risen to our second most common debt.
- One of our biggest increases is for clients with water debts where we have seen an increase in clients asking for help by 47%.
- We have also seen 28% more clients with energy debts and we expect this curve to continue as clients struggle to afford to top up their meters and pay their ongoing direct debits.
- Many clients who contact us are now on prepayment meters, struggling to top up, and are concerned about the future of energy prices. More clients than ever are self disconnecting as they prioritise other essentials such as food and rent over electricity and heating.

## Energy Advice Programme (EAP)

- We were able to advise 40 clients about their complex energy issues, ranging from erroneous switches, back billing by suppliers, fitting of prepayment meters to pay off energy debts and issues around Supplier of Last Resort, after a current supplier ceased trading.
- The target set for this round of funding was 130 cases based on the previous year's success. This year national Citizens Advice (CitA) introduced Quality Dip-Checks and firmer requirements for case recording with an expectation of most clients with complex issues and who met the eligibility criteria for the EAP project taking around 3 hours of adviser time.
- The impact of this was that not only have fewer clients come forward with energy issues, but the amount of time on each case was also much longer than before. From feedback at Energy Lead meetings, it has been clear that we were not the only local office that experienced these challenges and assurances have been given by CitA that targets would be adjusted for next year if they secure funding for the project.

## Big Energy Saving Network

- This project has continued for another year in the same format; raising awareness of energy-saving actions, alerting people to eligibility for the Warm Home Discount and ensuring consumers could register for their supplier's Priority Services Register if they were eligible.
- Unlike previous years where the project had to be delivered at outreach locations, a concession was made in light of Covid and the ongoing restrictions of face-to-face services.
- Our targets this year were 50 client interaction sessions with 30% agreeing to provide feedback about the service they were offered. We were given permission to restrict the interaction to other channels of communication, including email and telephone.
- In total 51 clients, new to energy advice, were offered information about their energy usage and how to get the support they needed from their supplier, with 19 giving consent to provide feedback.

## Fuel Vouchers

- As with previous years, across the financial year we have assisted in delivering this service from two different schemes. The first scheme, via the Energy Saving Trust/CitA distributed via Charis, ran from May 2021 to September 2021 and over the course of 4 months we assisted in distributing 116 voucher codes (ranging from £28 to £49) to 101 clients.
- The second scheme run by the Fuel Bank Foundation/CitA and distributed via Auriga started on 14/2/22. Between the start of this scheme and the end of the financial year, we assisted in distributing 84 vouchers to 73 clients at £49 per voucher.
- In just 5 months the demand for this short-term help increased from less than one a week to 14 a week; this may be due to increased awareness of this type of support we could offer, however it may also be an indication that households were already starting to feel the pinch. We feel confident in the demand for this support will continue into the next financial year as more families struggle to pay for their energy usage.

## Welfare Benefits Specialist

In the year under review we saw the Pandemic continue to wreak havoc. One of the main casualties was health care assessments for clients who had to undergo a work capability assessment or a medical assessment for Personal Independence payment (PIP).

Before the pandemic the norm was for the medical assessors to see people face to face, however because of the pandemic the use of the telephone is now the norm not the exception. Put simply, the lack of face to face contact prevents the health care assessors, no matter how well trained, to pick up on non-verbal signals and see for themselves how a client's disabilities disrupt their lives. The result is that many more people are being rejected because they have not been able to see an assessor face to face. Getting that decision overturned is time consuming and highly stressful for the client. Thankfully we have two volunteer advisers who specialise in appeals who can assist and their track record is such that we win far more than we lose. Despite the chaos caused by the Pandemic and the significant decline in appeals being heard, in the year under review we succeeded in winning all 6 appeals generating £4,901.00 in benefits.

No one should underestimate how life changing these awards are; for all it is the end of a long, hard and stressful road lasting at least 12 and up to 18 months. The joy of winning and getting backdated the benefits that they were due in the first place cannot be adequately described; it has been, for all, life changing.

Another of the by-products of the Pandemic has been the increase in the numbers of clients citing anxiety and depression as a reason why they deserve PIP and other disability benefits. Unfortunately many people who come to us cannot put into words just how the debilitating conditions of anxiety and depression combine to disrupt their lives so we are their voice and scribe. However, what is always needed is strong medical evidence from their GP and mental health specialist. Regrettably despite that being requested it is not always available with the result that the client loses out.

I am often asked why do I and my colleagues devote our free time and talent to Citizens Advice. My answer is always the same we offer a helping hand to all that need it when they need it most. Being non-judgemental and above all acting with care and compassion.

In these challenging times I know that sometimes compassion fatigue can creep in but from all I see and hear thanks to the constant help and support we get from all the paid staff, that, is not the case here.

**Neil Williams BEM**

Volunteer Welfare Benefit Specialist





## Help to Claim — supporting clients in claiming Universal Credit

The Help to Claim service delivers dedicated advice to help clients navigate the complexities of Universal Credit.

For our delivery area, all KPI Measures remained green across the board for each quarter of 2021-22 with the team delivering the advice at a high level of quality and maximum availability across phone and webchat channels.

Advisers helped clients to understand how their circumstances determine their entitlement and gave the client clarity on what they could receive from Universal Credit, such as:

- Helping people to know if they are entitled to claim Universal Credit and calculating what their circumstances mean they could be entitled to
- Preparing and supporting clients with the activities needed to make and maintain a claim for Universal Credit
- Identifying when a client's circumstances meant a non-digital route would be needed for a client to successfully maintain a claim and taking direct action in helping those clients engage with the DWP
- Help clients understand what their entitlement to support with Housing costs would be, what evidence they would need to provide and helping them understand the procedures to challenge it when awards were incorrect
- Explaining to clients that changes need to be reported to their claims to help them avoid the pitfalls of not reporting a relevant change in circumstances in the required time frames
- Highlighting where a work search requirement could be imposed on the client and what they would need to do to meet those requirements to maintain their claim.

## Help Through Crisis — People in crisis

Funded by the National Lottery

Our Help Through Crisis project continues to support and assist vulnerable people living in Chorley and South Ribble.

### Key Facts

In the year to 31st March 2022 we have assisted a further 200 vulnerable people helping them achieve their goals and enabling them to prepare for the future.

Due to the various lockdowns and local restrictions caused by the impact of the Covid 19 pandemic the project continued to use different methods of communication to support vulnerable clients. This was achieved by telephone, web chat, zoom/whats app.

People with existing issues of anxiety and depression were worse during the pandemic. Everyone was extremely grateful for regular telephone calls. Many said it was the only time they had spoken to someone else that week.

As some restrictions lifted we have been able to carry out some face to face meetings with social distancing in place.



### Help Through Crisis case study

51-year-old single female living on her own in a housing association property. Client has long term health issues including bipolar, social anxiety, high blood pressure, heart and thyroid issues and has self-harmed on a number of occasions. Client had been in receipt of a number of means tested benefits however after a review she was deemed fit to work by the DWP and all benefits were stopped leaving the client with no income to pay bills, buy food and unable to pay for the prescriptions that she needed

The client was assisted with appealing the benefit decision, provided with food bank vouchers and helped with her prescription charges.

Due to our intervention all benefits are now back in place which has greatly improved the client's circumstances and has decreased her levels of stress which were affecting her mental and physical health

Client is extremely grateful for all the help and support provided both emotionally and practically and expressed her gratitude. Client stated, "I feel in a much better place now, have stopped self-harming and am able to cope much better as a result of the support given. I would not hesitate to recommend the service to others Thank you "

**Citizens Advice helped me  
find a way forward**





- April 2021 marked 1 year since the transition to a full telephony service. The issues of the transition were past, people had become used to lockdown and furlough and consistency was now the main target.
- We had 5824 bookings between March 2021 and April 2022, an increase of 682 from the 2020-2021 year. It is possible that more people were looking to retire early due to the pandemic.
- We remained among the top performers nationally, consistently remaining in the top 5 in all areas. We had a high availability to actual appointment percentage at 88%. This was 7% over the national average and is due to the large range of time slots we offer compared to other locations. We were also below the national average for appointment length and at 101% utilisation, well above the national average of 93%.
- April was also when we rebranded from MaPS to MoneyHelper. The website didn't launch until June though. This led to some confusion and concern among clients but the Pension Wise name remained which helped maintain the levels of trust and security that clients already felt.
- Mid July saw the end of Covid restrictions in the UK. We did see a drop off in bookings through August until the end of the year, possibly in relation to people coming off furlough. This was in line with national expectations.
- The British Sign Language service continued to grow. Requests increased significantly, and booked appointments nearly doubled compared to the same time period of 2020-2021.
- 1 Guider left through ill health and three more retired. 5 new Guiders were recruited throughout the year. Of these; 1 Guider left during the training; 1 left during his probation period; 1 is now active and delivering appointments and two will finish their training by April 2022.

## Financial review

### Approval

This annual report of the Trustees, under the Charities Act 2011 and the Companies Act 2006, was approved by the Board of Trustees.

#### Local Authority Funders

Chorley Borough Council

South Ribble Borough Council

West Lancashire Borough Council

Wyre Borough Council

### Our funders

Citizens Advice Lancashire West receives support from a wide range of funders and we obtain the maximum value for every pound we spend. We would like to thank all of the organisations that have supported us during 2021/2022. We look forward to working with all of you in future years.

#### Local Authority Funding allowed us to attract other funding from:

Money Advice and Pensions Service (Debt and Pension wise)

Big Energy Savings Network

Energy Advice Programme

Big Lottery—Help Through Crisis Project

Good Things Foundation (Census)

Help to Claim (Universal credit Project)

**£129,000.00 worth of volunteer support**

# Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems.

We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

**[www.citizensadvicelancashirewest.org.uk](http://www.citizensadvicelancashirewest.org.uk)**

Registered Charity Number 1078558

Registered office - Citizens Advice Lancashire West, 35-39 Market Street, Chorley, PR7 2SW

March 2022



**Company Number**  
3835274

**CITIZENS ADVICE LANCASHIRE WEST**  
**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2022**

**Registered Charity Number: 1078558**

# CITIZENS ADVICE LANCASHIRE WEST

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**REPORT OF THE TRUSTEES OF**  
**CITIZENS ADVICE LANCASHIRE WEST**  
**YEAR ENDED 31 MARCH 2022**

The Trustees, who act as Directors for the purposes of company law, present their report, which also incorporates the Directors' report as required by company law, and the financial statements for the year ending 31 March 2022.

**Reference and administrative details**

Citizens Advice Lancashire West's principal office and its registered office for company law purposes is at 35-39 Market Street, Chorley, PR7 2SW. It is a registered charity (no. 1078558) and a company limited by guarantee (no. 3835274), registered in England & Wales. It is governed by its Articles of Association, dated 4 December 2018. The Trustees, who act as Directors for the purposes of company law, present their report, which also incorporates the directors' report as required by company law, and the financial statements for the year ending 31 March 2022.

***Trustees and Directors***

The Trustees who served during the year and on the date of the approval of this report are:

John Crompton	Chair
Anthony Harrison	Vice-Chair
Robert Sage	Treasurer
Pat Darling	Elected Member
Jeannie Stirling	Elected Member
Jane Whittington	Elected Member
Kevin Hodges	Elected Member
John Waugh	Elected Member (resigned 13/9/21)
Patrick Egan	Elected Member
Cllr Gordon France	Chorley Borough Council
Cllr Paul Ellison	Wyre Borough Council
Cllr James Flannery	South Ribble Borough Council
Cllr Adam Yates	West Lancashire Borough Council (resigned 26/5/21)
Cllr Yvonne Gagen	West Lancashire Borough Council (appointed 18/7/2022)

***Company Secretary***

Diane Gradwell

**Structure, governance and management**

The Trustees meet at least four times per year plus the Annual General Meeting. There is a Finance Sub-Committee and Personnel Sub-Committee who both have their own terms of reference and report to the main Trustee Board.

Trustees, who are also Directors of the company, are appointed in accordance with the Articles of Association of the Charity. In the financial year 2021/22, one Trustee was nominated from each of Chorley, South Ribble, Wyre and West Lancashire Borough Councils.

The Trustees Board plays a crucial role in giving the strategic direction and vision for the charity. The Trustee Board oversees the finances, sets recruitment and fundraising priorities and is responsible for ensuring the viability of the charity. They have responsibility for managing risk and ensuring internal controls operate effectively. The trustees receive no payment for their services.

Trustees are recruited through an open and transparent selection and interview process. Recruitment to the trustee board aims to reflect the diversity of the community within which the charity is located, vacancies being promoted both internally and externally, and via the charity's website. We seek individuals with the skills and vision needed to provide sound leadership. New trustees are invited to initial discussions with the Chair about the nature and purpose of the charity and are then invited to attend and observe trustee meetings. After their appointment new trustees are provided with an induction pack, access to on-line information and trustee training.

**REPORT OF THE TRUSTEES OF**  
**CITIZENS ADVICE LANCASHIRE WEST**  
**YEAR ENDED 31 MARCH 2022**

**Structure, governance and management (contd)**

The day-to-day management of the charity is delegated to the Chief Executive, Diane Gradwell, who is assisted by key personnel covering finance, project management and quality assurance. The charity's services are carried out by paid members of staff assisted by a large number of volunteers who give generously of their time.

Appraisal of the Chief Executive is the responsibility of the trustee board. This ensures the Chief Executive has all the resources and support necessary to perform successfully and to provide the opportunity to discuss how the organisation is performing against key contracts. The Chief Executive's remuneration is set by evaluation against set criteria to ensure fairness and equality, and taking into account a number of factors such as job evaluation score, external benchmarking, internal benchmarking and the particular role undertaken.

The charity also employs or uses the following: -

Bankers - Barclays Bank, 38 Fishergate, Preston, Lancashire PR1 2AD & CAF Bank, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

Accountants – Smith & Goulding Limited, 2-4 Southport Road, Chorley, Lancashire PR7 1LD.

Solicitors – Kevills, 5 Park Road, Chorley, PR7 1QS

**Objects and Activities**

The charity was first established for the promotion of any charitable purpose by the advancement of education, the protection of health and the relief of poverty, sickness and distress, for the benefit of the communities it serves.

To achieve its legal purpose, the charity remains committed to providing free, confidential advice to everybody regardless of race, gender, disability, sexual orientation, age or nationality across all its areas of benefit. Advice and information is provided on a wide range of subjects including debt, welfare benefits, housing, employment, consumer issues, relationships, family matters, health, education, discrimination, immigration and the law, together with casework specifically in debt and welfare benefits. The charity also supports individuals and families experiencing domestic abuse. The service is provided face to face, by telephone, by email, webchat, through digital help centres and via its website at [www.citizensadvice Lancashirewest.org.uk](http://www.citizensadvice Lancashirewest.org.uk)

The charity is fully committed to compliance with the requirements of the General Data Protection Regulation (GDPR), Data Protection Act 2018 and any successor legislation (together, the 'data protection legislation'). Citizens Advice is committed to a policy of protecting the rights and freedoms of individuals with respect to the processing of their personal data and special category personal data.

The Charity is also authorised and regulated by The Financial Conduct Authority- FRN: 617644.

The Trustee Board continually assesses its strategic plan based on evidence gained through consultation with stakeholders and needs assessments. The Business and Development Plan is refreshed annually and is monitored throughout the year.

These ongoing long-term goals also remain the charity's aims and objectives in the short term during each accounting period and its annual activities are intended to achieve these ends.

***Public benefit statement***

The Trustees confirm that they have complied with their duties in delivering public benefit in accordance with the charity's aims and have had due regard to the guidance on public benefit published by the Charities Commission in exercising their duties.



**REPORT OF THE TRUSTEES OF**  
**CITIZENS ADVICE LANCASHIRE WEST**  
**YEAR ENDED 31 MARCH 2022**

**Development, activities and achievements this year**

To enable the achievement of its aims and objectives, the charity provides advice in conjunction with a number of partners and through a variety of projects. We continued to operate all services and functions via phone and digital channels, with remote access to all resources for both staff and volunteers. New shared resources were also built to enable a more efficient client journey.

During this year the phased return to office locations for all staff and volunteers was introduced, whilst the ability to access systems remotely was maintained. Our Website and social media were constantly updated to give the latest news for both our service delivery and other local services.

Once again, this year has not been without challenge, but thanks to the dedication of our staff and volunteers we were able to ensure sustained access for clients to all our services. This has ensured Citizens Advice service users were able to access a whole range of advice and support projects to meet their needs.

Once again, throughout 2021-2022 the Charity has met all its contractual obligations and achieved all performance related outcomes, in terms of cases dealt with during the year. This has enabled the Charity to continue meeting both its short and long-term objectives by providing the advice and support required to improve the circumstances of its service users.

Our digital help centres continued to enable us to support clients who needed support to make on line applications and enhance their skills. The digital centres have provided much needed support to those individuals who are digitally excluded throughout our areas of benefit.

Our membership of Citizens Advice was confirmed and once again the charity was graded 5 across all areas in the Leadership Self-Assessment, 5 being the highest achievable score.

**Outcomes and Benefits**

All the charity's work ensures the public are able to benefit from access to information, advice and casework to support them to resolve their individual and family problems. This in turn has improved economic well-being, ensured retention of accommodation, improved health and well-being and given local people the confidence to manage future challenges. Guidance provided by the Charity Commission on public benefit has informed the work of the Trustees in reviewing the aims and objects of the charity.

The main sources of funding are shown in the notes to the accounts. The fulfilment of the various funders' requirements during the year has enabled the charity to meet its own key objectives as has the expenditure this year, particularly on staffing costs. The results for the year including the impact of changes in funding streams are as set out in the Statement of Financial Activities and associated notes to the accounts. The income figures demonstrate the continuing trend of greater levels of restricted funding compared to previous years and the expenditure reflects the rise in the costs required to manage this type of funding. The charity's financial position at the year-end remains strong as set out in the Balance Sheet and is considered further as part of the Reserves Policy review below.

**Future Developments**

Maintaining services, which meet local demand is once again our focus. Working with our partners we are committed to maintaining accessible local services, which meet all our communities' needs. The Charity will be working to ensure all existing contracts evidence value for money as well as quality of service delivery.

Once again the recruitment and training of volunteers is of prime importance to ensure we are able to maintain services throughout our areas of benefit. Re-engaging existing volunteers, who were resting during the Covid-19 lockdown, has proved challenging as many have taken the opportunity to review their personal priorities. The Charity is aware of the need to ensure all those who volunteer feel well supported and valued. Recruitment is a major strategic priority for Trustees.



**REPORT OF THE TRUSTEES OF  
CITIZENS ADVICE LANCASHIRE WEST  
YEAR ENDED 31 MARCH 2022**

**Reserves and Investment Policy**

In the course of the year the Trustees have undertaken a review of the reserves policy. The policy is to maintain a General Reserve and a Maintenance and Development Reserve. The purpose of the General Reserve is to cover periods of financial difficulty and to provide sufficient funds for a smooth wind-up of the company should this ever become necessary in the event of a major funder withdrawing support, which would involve considerable redundancy costs due to the long-term employment of core staff. The Trustees feel that this Reserve should not fall below 3 months' expenditure and, in the event that the Company General Reserve falls below this level, the Trustees would be concerned that the Company would be failing financially in which case an exit strategy would have to be considered.

At 31 March 2022, without any amendment, the General Reserve stands at £1,130,068. This figure includes restricted funds of £104,814. The Trustees recommend that the balance of the General Reserve be reviewed on an annual basis based on guidelines from Citizens Advice and current activity levels and is to be left at £820,000 as previously (i.e. approximately 8 months' expenditure). This has been maintained due to staffing levels and the knock-on effect of Covid 19.

The purpose of the Maintenance and Development Reserve is to ensure that the current level of provision of services is maintained should there be a shortfall in the level of funding received. In addition, the reserve funds make provision for any future development of services, extra staffing given the wide geographical spread we now cover, and additionally to provide funds for any future asset purchase. Our funding for the forthcoming twelve months however could be reduced as the various funders struggle to meet budget cuts. As a result of the possible reduction in income due to possible loss of contracts and with the expansion of the areas in which we now operate with the additional costs that this involves, we are utilising funds from the Maintenance and Development Reserves and the balance has been increased in anticipation of this. Based on information currently available the Trustees are recommending that the balance of the Maintenance and Development Reserve be held at a level of £310,068. This figure includes the restricted funds totalling £104,814.

The funds are currently invested in easily accessible cash deposits to balance the possible requirement for liquid funds against the requirement to generate as high a return on the investments as possible, while keeping the funds secure from all possible risk. Currently the Charity does not constrain the investment policy with social, environmental or ethical matters. The Trustees have accepted that the prevailing market rates are currently lower than they would wish and the return for the year on the investments is the best available in these circumstances.

**Risk Management**

The charity has an annual budget approved by the Trustees. There is a regular consideration of the financial results by the Trustees, including the review of variance from budget and comparison with benchmarks. The appropriate segregation of duties and delegation of authority has been put in place and there is a regular consideration of new risks facing the charity and the steps needed to deal with these.

The Trustees assess the major risks to which the Charity is exposed with systems in place to ensure their mitigation. Financial risk is a major priority and this is mitigated by ensuring a broad funding portfolio across a range of services, which meet the needs of the areas of benefit, whilst maintaining a sound reserves position.

This assessment is reviewed and agreed by the charity's membership organisation Citizens Advice as part of its audit process and covers finance, governance, management, service delivery, research and campaigns work, stakeholder relationships, engagement with the wider service, systems/IT, equality and diversity and fitness for the future. The audit reported that the organisation was able to evidence all of these indicators. The wide geographical area served has brought with it particular and local elements of risk which are recorded, monitored and managed. Information assurance training has been prioritised. Comprehensive, ongoing reporting available to the board mitigates many of those risks. The Trustees have assessed the charity's overall risk as low.



**REPORT OF THE TRUSTEES OF  
CITIZENS ADVICE LANCASHIRE WEST  
YEAR ENDED 31 MARCH 2022**

**Custodian Trustee Funds**

After the local Council for Voluntary Service ceased to operate in 2012, its residual funds were passed over to the Bureau to be administered on the Council's behalf. The organisation had charitable aims in line with the charity's own objectives as set out in its governing document.

During the year the charity has also continued to administer the local distribution of vouchers for the Energy Industry Voluntary Redress Scheme and to deal with the payment of DEFRA Emergency Assistance grants on behalf of West Lancs CVS and West Lancs BC, which are again organisations with similar charitable aims. In addition, in the current year, four local authorities with similar aims also requested the assistance of the charity in the distribution of vouchers under their schemes for individuals experiencing fuel poverty and other financial hardship.

The assets of the Council are included within the charity's own funds held within its bank accounts, which are subject to ongoing control reviews by the Trustees. The funds are segregated within the charity's accounting system and are reported to and reviewed by the Trustees on a regular basis throughout the year.

**Trustees' responsibilities in relation to the financial statements**

The Trustees (who are also the Directors of the company for the purposes of company law) are responsible for preparing the Trustees' Annual Report, which also incorporates the Directors' Report for company law purposes, and the financial statements in accordance with 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).

Company law requires the Trustees to prepare financial statements for each financial year which they must not approve unless they are satisfied that the financial statements give a true and fair view of the state of affairs of the charitable company and of the profit or loss for that period. In preparing these financial statements, the Directors are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

In so far as the Trustees are aware:

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

**REPORT OF THE TRUSTEES OF  
CITIZENS ADVICE LANCASHIRE WEST  
YEAR ENDED 31 MARCH 2022**

**Auditors**

The auditors Smith & Goulding Limited will be proposed for reappointment in accordance with Section 144(2) of the Charities Act 2011.

**Small company rules**

These accounts have been prepared in accordance with the special provisions relating to companies subject to the small companies' regime within Part 15 of the Companies Act 2006 and in accordance with the Governing Instrument.

This report has been approved by the Board of Trustees and is signed on its behalf.

**Signed on behalf of the Board of Trustees**



**Dated:**

29/11/22

**Mr. R. Sage, Director and Trustee**



**REPORT OF THE INDEPENDENT AUDITORS**  
**TO THE TRUSTEES OF CITIZENS ADVICE LANCASHIRE WEST**

**Opinion**

We have audited the financial statements of Citizens Advice Lancashire West (the "Charity") for the year ended 31 March 2022 on pages 10 to 21 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the Charity's trustees, as a body, in accordance with Section 144 of the Charities Act 2011 and regulations made under Section 154 of that Act. The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's trustees those matters that we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law we do not accept or assume responsibility to anyone other than the Charity's trustees as a body, for our audit work, for this report or for the opinions we have formed.

In our opinion, the financial statements:

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

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with ethical requirements that are relevant to our audit of the financial statements in the UK, including 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.

**Conclusion relating to going concern**

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the 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 annual report other than the financial statements and our Auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.



**REPORT OF THE INDEPENDENT AUDITORS**  
**TO THE TRUSTEES OF CITIZENS ADVICE LANCASHIRE WEST**

**Opinion on other matter prescribed by the Companies Act 2006**

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

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

**Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 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;
- the financial statements are not in agreement with the accounting records and returns;
- we have not obtained all the information and explanations necessary for the purposes of our audit;
- the directors were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemption from the requirement to prepare a strategic report.

**Responsibilities of the Trustees**

As explained more fully in the trustees' responsibilities statement set out on page 5, the trustees are responsible for the preparation of the financial statements in accordance with the applicable financial reporting framework and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

**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. As part of an audit in accordance with the ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit.

Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities including fraud. Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with trustees and other management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Companies Act 2006, taxation legislation and data protection, employment, environmental and health and safety legislation;



## REPORT OF THE INDEPENDENT AUDITORS

### TO THE TRUSTEES OF CITIZENS ADVICE LANCASHIRE WEST

- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions; and
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias.


In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.



**SMITH & GOULDING LIMITED**  
Chartered Accountants  
& Statutory Auditor  
2-4 Southport Road  
Chorley  
Lancashire PR7 1LD

Dated: 5 December 2022

**CITIZENS ADVICE LANCASHIRE WEST**

**STATEMENT OF FINANCIAL ACTIVITIES  
INCLUDING INCOME AND EXPENDITURE ACCOUNT**

**FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	Unrest- ricted Funds	Rest- ricted Funds	Total Funds 2022	Total Funds 2021
		£	£	£	£
<b>Income and endowments from:</b>					
Donations and legacies	2	92,879	-	92,879	99,101
Other trading activities	3	10,166	-	10,166	9,071
Income from Investments	4	3,842	-	3,842	5,023
Income from Charitable activities	5				
Provision of advice		132,218	1,001,412	1,133,630	1,245,601
<b>Total income</b>		<u>239,105</u>	<u>1,001,412</u>	<u>1,240,517</u>	<u>1,358,796</u>
<b>Expenditure on:</b>					
Expenditure on Raising funds		1,207	3,083	4,290	4,472
Expenditure on Charitable activities					
Provision of advice		100,084	1,028,134	1,128,218	1,330,869
<b>Total expenditure</b>	7	<u>101,291</u>	<u>1,031,217</u>	<u>1,132,508</u>	<u>1,335,341</u>
<b>Net income/(expenditure) and net movement in funds before transfers</b>		137,814	(29,805)	108,009	23,455
<b>Transfers between funds</b>	17	-	-	-	-
<b>Net movement in funds for the year</b>		137,814	(29,805)	108,009	23,455
<b>Reconciliation of funds:</b>					
Total funds brought forward		887,440	134,619	1,022,059	998,604
<b>Total funds carried forward</b>		<u>1,025,254</u>	<u>104,814</u>	<u>1,130,068</u>	<u>1,022,059</u>

All of the above results are derived from continuing operations. There were no incoming resources attributable to geographical markets outside the United Kingdom (2021 none). All gains and losses recognised in the year are included above. The profit for the year for Companies Act purposes comprises the net income/expenditure for the year and was £108,009 (2021 £23,455).

The notes on pages 13 to 21 form part of these financial statements.

An analysis of the comparative figures for 2021 is set out in note 6 of the accounts.

## CITIZENS ADVICE LANCASHIRE WEST

## BALANCE SHEET AS AT 31 MARCH 2022

		2022		2021	
	Notes	£	£	£	£
<b>Fixed assets:</b>					
Tangible assets	11		1,768		1,035
Investments	12		-		<u>287,138</u>
			<u>1,768</u>		288,173
<b>Current assets:</b>					
Debtors	13	8,839		44,558	
Cash at bank and in hand	14	<u>1,239,329</u>		<u>780,034</u>	
<b>Total current assets</b>		1,248,168		824,592	
<b>Liabilities:</b>					
Creditors: Amounts falling due within one year	15	<u>119,868</u>		<u>90,706</u>	
<b>Net current assets</b>			<u>1,128,300</u>		<u>733,886</u>
<b>Total net assets</b>			<u>1,130,068</u>		<u>1,022,059</u>
<b>The funds of the charity:</b>					
Unrestricted income funds	17		1,025,254		887,440
Restricted income funds	17		<u>104,814</u>		<u>134,619</u>
<b>Total charity funds</b>	17		<u>1,130,068</u>		<u>1,022,059</u>

The notes on pages 13 to 21 form part of these financial statements.

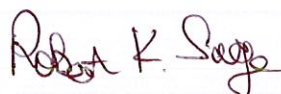
For the financial year in question, the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006;

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

These financial statements were approved by the Board of Trustees and authorised for issue on 29th November 2022 and are signed on its behalf by:



Mr. R. Sage, Director & Trustee

Company Registration Number: 3835274



**CITIZENS ADVICE LANCASHIRE WEST**

**STATEMENT OF CASH FLOWS  
FOR YEAR ENDED 31 MARCH 2022**

		<b>2022</b>	<b>2021</b>
	<b>Notes</b>	<b>£</b>	<b>£</b>
<b>Cash flows from operating activities:</b>			
<b>Net cash provided by (used in) operating activities</b>	<b>21</b>	<u>170,967</u>	<u>61,648</u>
<b>Cash flows from investing activities:</b>			
Dividends, interest and rents from investments		3,842	5,023
Purchase of property, plant and equipment		(2,652)	-
Proceeds from sale of investments		287,138	-
Purchase of investments		-	-
<b>Net cash provided by (used in) investing activities</b>		<u>288,328</u>	<u>5,023</u>
<b>Cash flows from financing activities:</b>			
<b>Net cash provided by (used in) financing activities</b>		-	-
Change in cash and cash equivalents in the reporting period		459,295	66,671
Cash and cash equivalents at the beginning of the reporting period		<u>780,034</u>	<u>713,363</u>
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>22</b>	<u>1,239,329</u>	<u>780,034</u>

The notes on pages 13 to 21 form part of these financial statements.

## CITIZENS ADVICE LANCASHIRE WEST

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

**1. General information**

Citizens Advice Lancashire West's principal office and its registered office for company law purposes is at 35-39 Market Street, Chorley, PR7 2SW. It is a registered charity (no. 1078558) and a company limited by guarantee (no. 3835274), registered in England & Wales.

**2. Statement of compliance**

These financial statements have been prepared in compliance with the provisions of FRS 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland'.

**3. Accounting policies**

**(a) Basis of preparation**

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

The charity meets the definition of a public benefit entity under FRS 102. The financial statements have been prepared under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the entity. Monetary amounts in these financial statements are rounded to the nearest £.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. The preparation of the financial statements may require the trustees to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities at the balance sheet date and the amounts reported for income and expenditure during the year. However, the nature of estimation means that the actual outcomes could differ from those estimates. The judgements that have had the most significant effect on the amounts recognised in the financial statements relates to the estimate of the useful economic lives of the various fixed assets in the accounts for the purpose of the depreciation charge and the allocation methods used for the apportionment of expenditure between the various restricted and unrestricted projects. The carrying value of the fixed assets after depreciation is disclosed in the notes to the accounts.

**(b) Fund accounting**

Unrestricted income funds comprise accumulated surpluses and deficits on general funds that are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and that have not been designated for other purposes. Restricted income funds are funds subject to special conditions imposed by the donor and are not available for purposes other than those specified by the donor.

**(c) Income recognition**

Turnover is the amount derived from ordinary activities and is stated net of VAT. All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably. Donations and grants are included in incoming resources when they are receivable, except when the donors specify that they must be used in future accounting periods or donors' conditions have not been fulfilled, when the income is deferred. Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity. Other income is recognised when the service has been performed.



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

(d) **Expenditure recognition**

Expenditure is included in the Statement of Financial Activities on an accrual basis, inclusive of any VAT which cannot be recovered. Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered. All expenditure has been classified under headings that aggregate all costs related to that category. Where costs cannot be attributed to particular funds, they have been allocated to activities on the basis of the level of staff allocated to the funding received.

Fundraising costs and direct charitable costs, which comprise all costs identified as wholly or mainly attributable to achieving the objects of the charity, include staff costs, wholly or mainly attributable support costs and an apportionment of general overheads. Support costs include all expenditure not directly related to fundraising or charitable activities. Where applicable, such costs are apportioned to charitable activities on the basis of staff costs. Governance costs represent the audit fees and the cost of the charity's annual general meeting.

(e) **Pension costs**

The charity has a defined contribution scheme and the pension charge represents the amount payable by the charity to the fund for the year. The costs of the defined contribution scheme are charged against the funds of the charity using the methodology set out above.

(f) **Operating lease agreements**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged on a straight-line basis over the term of the lease.

(g) **Tangible fixed assets**

Fixed assets are stated in the accounts at cost less depreciation. Individual fixed assets costing £1,000 or more are capitalised in the accounts. The carrying values of tangible fixed assets are reviewed for impairment if events or changes in circumstances indicate that the carrying value may not be recoverable. The cost less estimated residual value of IT and telephone equipment is depreciated over three years on a straight-line basis as a result of the short expected useful economic life.

(h) **Investments**

Investments are a form of basic financial instrument and are recognised at their transaction value. The charity does not acquire equity investments, put options, derivatives or other complex financial instruments.

(i) **Debtors**

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

(j) **Cash at bank and in hand**

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

(k) **Creditors**

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

(l) **Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**CITIZENS ADVICE LANCASHIRE WEST**

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

<b>2. Donations and legacies</b>	<b>2022</b>	<b>2021</b>
	£	£
Donations	379	232
Core funding grants	<u>92,500</u>	<u>98,869</u>
	<u>92,879</u>	<u>99,101</u>

The charity has also benefited from the services of unpaid general volunteers each year, the value of which is not recognised in the accounts. Further information, regarding the contribution made by volunteers to the charity's activities, is set out in the Trustees' Report.

<b>3. Other trading activities</b>	£	£
Contributions to running costs	10,166	9,071
Other income	<u>—</u>	<u>—</u>
	<u>10,166</u>	<u>9,071</u>

<b>4. Income from investments</b>	£	£
Bank interest received on UK deposits	<u>3,842</u>	<u>5,023</u>

<b>5. Income from charitable activities</b>	£	£
Services rendered to other charities	37,667	5,861
Grants for provision of advice	<u>1,095,963</u>	<u>1,239,740</u>
	<u>1,133,630</u>	<u>1,245,601</u>

Grants represent income received from various service level agreements. Grant income under unrestricted funds includes amounts released to incoming resources from deferred income of £0 (2021 £0). Income is deferred in accordance with funders' requirements for the service to be provided and resources spent over a specific period. The balance of deferred income at the year-end was £9,467 (2021 £0). Grant income from restricted funds is shown in note 17 of the accounts.

**CITIZENS ADVICE LANCASHIRE WEST**

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

**6. Statement of Financial Activities analysis of comparative figures**

	<b>Unrest- ricted Funds £</b>	<b>Rest- ricted Funds £</b>	<b>Total Funds 2021 £</b>
<b>Income and endowments from:</b>			
Donations and legacies	99,101	-	99,101
Other trading activities	5,683	3,388	9,071
Income from investments	5,023	-	5,023
Income from charitable activities			
Provision of advice	76,410	1,169,191	1,245,601
<b>Total income and endowments</b>	<b>186,217</b>	<b>1,172,579</b>	<b>1,358,796</b>
<b>Expenditure on:</b>			
Expenditure on Raising funds	1,277	3,195	4,472
Expenditure on Charitable activities:			
Provision of advice	165,496	1,165,373	1,330,869
<b>Total expenditure</b>	<b>166,773</b>	<b>1,168,568</b>	<b>1,335,341</b>
<b>Net income/(expenditure) and net movement in funds before transfers</b>	<b>19,444</b>	<b>4,011</b>	<b>23,455</b>
Transfers between funds	96	(96)	-
<b>Net movement in funds for the year</b>	<b>19,540</b>	<b>3,915</b>	<b>23,455</b>
<b>Reconciliation of funds</b>			
Total funds brought forward	867,900	130,704	998,604
<b>Total funds carried forward</b>	<b>887,440</b>	<b>134,619</b>	<b>1,022,059</b>

**7. Total expenditure**

	<b>Direct Costs £</b>	<b>Support Costs £</b>	<b>Total 2022 £</b>	<b>Direct Costs £</b>	<b>Support Costs £</b>	<b>Total 2021 £</b>
<b>Expenditure on charitable activities:</b>						
<b>Unrestricted funds</b>						
Salaries	46,278	23,525	69,803	112,822	17,022	129,844
Staff costs	1,132	168	1,300	334	44	378
Office	759	2,041	2,800	1,946	1,078	3,024
Premises	24,703	1,300	26,003	29,820	1,569	31,389
Governance costs	-	178	178	-	861	861
	<u>72,872</u>	<u>27,212</u>	<u>100,084</u>	<u>144,922</u>	<u>20,574</u>	<u>165,496</u>



**CITIZENS ADVICE LANCASHIRE WEST**

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

**7. Total expenditure (continued)**

	<b>Direct Costs</b>	<b>Support Costs</b>	<b>Total 2022</b>	<b>Direct Costs</b>	<b>Support Costs</b>	<b>Total 2021</b>
	£	£	£	£	£	£
<b>Expenditure on charitable activities:</b>						
<b>Restricted funds</b>						
Salaries	667,352	133,949	801,301	740,034	133,827	873,861
Staff costs	24,035	2,405	26,440	2,328	715	3,043
Office	76,816	50,198	127,014	155,133	32,253	187,386
Premises	49,206	2,590	51,796	34,800	1,832	36,632
Governance costs	-	4,151	4,151	-	8,597	8,597
Other	17,432	-	17,432	55,455	399	55,854
	<u>834,841</u>	<u>193,293</u>	<u>1,028,134</u>	<u>987,750</u>	<u>177,623</u>	<u>1,165,373</u>

The figures for other expenditure relate to specific costs for the provision of services by other partners within the Help Through Crisis project.

<b>8. Net income/expenditure</b>	<b>2022</b>	<b>2021</b>
	£	£
is stated after charging:		
Depreciation	1,919	1,035
Auditor's/examiner's remuneration -Audit fees	3,150	3,410
-Other financial services	3,150	3,410

**9. Staff costs and numbers**

	£	£
Wages and salaries	719,780	841,969
Social Security costs	43,150	56,187
Pension costs	<u>111,595</u>	<u>108,952</u>
	<u>874,525</u>	<u>1,007,108</u>

There are no employees who received employee benefits (excluding employer pension costs) of more than £60,000. The total employee benefits of the Trust's key management personnel were £55,205 (2021 £57,437). The average number of employees during the year was 41 (2021 47) and the average monthly number of full-time equivalent employees including part time staff during the year analysed by function was as follows: -

Advisors	27	30
Administration	5	5

**10. Trustees remuneration and expenses**

The Trustees received no remuneration or benefits from the charity during the year (2021 none). No expenses were paid to the trustees during the year (2021 none). Apart from this there were no other related party transactions during the year that require disclosure (2021 none).

**CITIZENS ADVICE LANCASHIRE WEST**

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

**11. Tangible fixed assets**

	<b>Equipment</b>	<b>Total</b>
	£	£
(a) <b>Cost</b>		
At 1 April 2021	96,592	96,592
Additions	2,652	2,652
Disposals	-	-
At 31 March 2022	<u>99,244</u>	<u>99,244</u>
(b) <b>Depreciation</b>		
At 1 April 2021	95,557	95,557
Charge for year	1,919	1,919
Disposals	-	-
At 31 March 2022	<u>97,476</u>	<u>97,476</u>
(c) <b>Written down values</b>		
At 31 March 2022	<u>1,768</u>	<u>1,768</u>
At 31 March 2021	<u>1,035</u>	<u>1,035</u>

	<b>2022</b>	<b>2021</b>
	£	£
12. <b>Fixed asset investments</b>		
Cash deposits:		
At 1 April 2021	287,138	287,138
Additions in year	-	-
Disposals in year	(287,138)	-
At 31 March 2022	<u>-</u>	<u>287,138</u>

13. <b>Debtors</b>	£	£
Trade debtors	2,598	28,525
Prepayments and accrued income	<u>6,241</u>	<u>16,033</u>
	<u>8,839</u>	<u>44,558</u>

14. <b>Cash at Bank</b>	£	£
Short term UK deposits	737,631	388,628
Cash at bank and in hand	<u>542,104</u>	<u>412,579</u>
	1,279,735	800,847
Less amounts held as banker	<u>(40,406)</u>	<u>(20,813)</u>
	<u>1,239,329</u>	<u>780,034</u>

**CITIZENS ADVICE LANCASHIRE WEST**

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

**14. Cash at Bank (continued)**

Amounts held as banker: -

	At 1 April 2021	Income	Expenditure	At 31 March 2022
	£	£	£	£
Chorley & South Ribble CVS	2,447	-	-	2,447
Energy Industry Voluntary Redress Scheme	15,735	-	(15,735)	-
DEFRA Emergency Assistance	2,631	14,000	(16,330)	301
Household Support Fund - Wyre BC	-	90,000	(88,213)	1,787
Household Support Fund - Chorley BC	-	53,750	(32,095)	21,655
Household Support Fund - South Ribble BC	-	50,000	(40,784)	9,216
Household Support Fund - West Lance BC	-	5,000	-	5,000
	<u>20,813</u>	<u>212,750</u>	<u>(193,157)</u>	<u>40,406</u>

After the local Council for Voluntary Service ceased to operate in 2012, its residual funds were passed over to the Bureau to be administered on the Council's behalf. The organisation had charitable aims in line with the charity's own objectives as set out in its governing document.

During the previous year the charity was also requested to administer the local distribution of vouchers for the Energy Industry Voluntary Redress Scheme and to deal with the payment of DEFRA Emergency Assistance grants on behalf of West Lincs CVS and West Lincs BC, which are again organisations with similar charitable aims. In addition, in the current year, four local authorities with similar aims also requested the assistance of the charity in the distribution of vouchers under their schemes for individuals experiencing fuel poverty and other financial hardship.

The assets are included within the charity's own funds held in its bank accounts, which are subject to ongoing control reviews by the Trustees. The funds are segregated within the charity's accounting system and are reported to and reviewed by the Trustees on a regular basis throughout the year.

	2022	2021
	£	£
15. <b>Creditors:</b> Amounts falling due within one year		
Trade creditors	76,635	23,766
Accruals and deferred income	<u>43,233</u>	<u>66,940</u>
	<u>119,868</u>	<u>90,706</u>

**16. Commitments under operating leases**

At 31 March 2022, the charity had commitments under non-cancellable operating leases as set out below: -

	2022	2021
	£	£
Total operating lease payments due:		
Not later than one year	-	-
Later than one year and not later than five years	16,200	27,000
Later than five years	-	-



**CITIZENS ADVICE LANCASHIRE WEST**

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

**17. Movement in funds**

	B/fwd at 1 April 2021 £	Income £	Expenditure £	Transfers £	C/fwd at 31 March 2022 £
<b>Unrestricted funds</b>					
General funds	887,440	239,105	(101,291)	-	1,025,254
<b>Restricted funds</b>					
MaPS	-	319,020	(319,020)	-	-
MaPS increased capacity	4,540	24,177	(28,717)	-	-
PensionWise	-	323,062	(323,062)	-	-
Universal Support Help to Claim	-	232,073	(232,073)	-	-
Help Through Crisis	21,996	23,750	(45,746)	-	-
West Lancs BC	15,408	60,000	(59,592)	-	15,816
Domestic abuse services	51,426	-	-	-	51,426
Citizens Advice B'burn with Darwen	37,400	-	-	-	37,400
Energy Advice Programme	-	13,450	(13,278)	-	172
Good Things Foundation	3,849	5,880	(9,729)	-	-
	<u>134,619</u>	<u>1,001,412</u>	<u>(1,031,217)</u>	<u>-</u>	<u>104,814</u>

The nature and purpose for each restricted fund is determined by the funding bodies providing the grants for the particular projects. All grant income received and expenditure incurred is directly related to the particular project for which funds have been approved by the particular body concerned.

The funding received through the National Association of Citizens Advice Bureaux includes the Government Money Advice and Pensions Service (MaPS) for the provision of debt advice sessions to members of the public. Additional funding was also received for increased capacity for the service this year. Funding has also continued from this source for the PensionWise project as part of a national initiative to provide guidance for people as a result of the pension freedoms introduced in 2014. Further funding was also received for the service providing support to individuals making their initial Universal Credit claim.

The project which commenced in 2018 for People in Crisis, with funding from the Big Lottery Fund's Help Through Crisis scheme, was completed this year and was aimed at providing help and support to people in crisis experiencing high levels of hardship. Funds received from organisations for the running of domestic abuse services brought forward from earlier years are to be used in due course for the purpose of developing both the capability and new ways of working to improve early intervention and prevention of violence against women and girls.

The grant received from West Lancs Borough Council for the general provision of Information/Advice/Money/Debt services within the Borough changed last year to a restricted form of funding over the period of this multi-year service agreement.

Funds transferred from Citizens Advice Blackburn with Darwen, when its operations ceased in 2018, are being held towards the running costs of a digital advice service to support disadvantaged people in the Blackburn with Darwen areas.

There has also been funding received from the Energy Advice Programme to assist in the running of various programmes providing advice and support to members of the public who are at risk of fuel poverty and from the Good Things Foundation to assist in running a digital and social inclusion programme in relation to the 2021 national Census.

# CITIZENS ADVICE LANCASHIRE WEST

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

### 18. Share capital

The company is limited by guarantee and does not have a share capital.

### 19. Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total funds
Fund balances at 31 March 2022 are represented by:	£	£	£
Tangible fixed assets	1,768	-	1,768
Current assets	<u>1,143,354</u>	<u>104,814</u>	<u>1,248,168</u>
	1,145,122	104,814	1,249,936
Creditors: amounts falling due within one year	<u>(119,868)</u>	<u>-</u>	<u>(119,868)</u>
Total funds	<u>1,025,254</u>	<u>104,814</u>	<u>1,130,068</u>

The Trustees consider that the resources of each fund are held in the appropriate form to meet the requirements of the fund.

### 20. Pension commitments

The charity operates a defined contribution pension scheme, Citizens Advice Lancashire Pension Scheme, for all employees. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund in respect of 47 members of staff (2021 50) and amounted to £111,595 (2021 £108,952). At the Balance Sheet date, there were no unpaid contributions due to the fund (2021 none). The charity has no liability beyond making its contributions and paying across the deductions for the employees' contributions.

### 21. Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2022 £	2021 £
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	108,009	23,455
<b>Adjustments for:</b>		
Depreciation charges	1,919	1,035
Dividends, interest and rents from investments	(3,842)	(5,023)
(Increase)/decrease in debtors	35,719	(9,262)
Increase/(decrease) in creditors	<u>29,162</u>	<u>51,443</u>
<b>Net cash provided by (used in) operating activities</b>	<u>170,967</u>	<u>61,648</u>

### 22. Analysis of cash and cash equivalents

	£	£
Cash in hand	194	391
Notice deposits (less than 3 months)	<u>1,239,135</u>	<u>779,643</u>
Total cash and cash equivalents	<u>1,239,329</u>	<u>780,034</u>

**Company Number**  
3835274

**CITIZENS ADVICE LANCASHIRE WEST**  
**TRUSTEES' REPORT AND FINANCIAL STATEMENTS**  
**YEAR ENDED 31 MARCH 2022**

**Registered Charity Number: 1078558**

# CITIZENS ADVICE LANCASHIRE WEST

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**REPORT OF THE TRUSTEES OF**  
**CITIZENS ADVICE LANCASHIRE WEST**  
**YEAR ENDED 31 MARCH 2022**

The Trustees, who act as Directors for the purposes of company law, present their report, which also incorporates the Directors' report as required by company law, and the financial statements for the year ending 31 March 2022.

**Reference and administrative details**

Citizens Advice Lancashire West's principal office and its registered office for company law purposes is at 35-39 Market Street, Chorley, PR7 2SW. It is a registered charity (no. 1078558) and a company limited by guarantee (no. 3835274), registered in England & Wales. It is governed by its Articles of Association, dated 4 December 2018. The Trustees, who act as Directors for the purposes of company law, present their report, which also incorporates the directors' report as required by company law, and the financial statements for the year ending 31 March 2022.

***Trustees and Directors***

The Trustees who served during the year and on the date of the approval of this report are:

John Crompton	Chair
Anthony Harrison	Vice-Chair
Robert Sage	Treasurer
Pat Darling	Elected Member
Jeannie Stirling	Elected Member
Jane Whittington	Elected Member
Kevin Hodges	Elected Member
John Waugh	Elected Member (resigned 13/9/21)
Patrick Egan	Elected Member
Cllr Gordon France	Chorley Borough Council
Cllr Paul Ellison	Wyre Borough Council
Cllr James Flannery	South Ribble Borough Council
Cllr Adam Yates	West Lancashire Borough Council (resigned 26/5/21)
Cllr Yvonne Gagen	West Lancashire Borough Council (appointed 18/7/2022)

***Company Secretary***

Diane Gradwell

**Structure, governance and management**

The Trustees meet at least four times per year plus the Annual General Meeting. There is a Finance Sub-Committee and Personnel Sub-Committee who both have their own terms of reference and report to the main Trustee Board.

Trustees, who are also Directors of the company, are appointed in accordance with the Articles of Association of the Charity. In the financial year 2021/22, one Trustee was nominated from each of Chorley, South Ribble, Wyre and West Lancashire Borough Councils.

The Trustees Board plays a crucial role in giving the strategic direction and vision for the charity. The Trustee Board oversees the finances, sets recruitment and fundraising priorities and is responsible for ensuring the viability of the charity. They have responsibility for managing risk and ensuring internal controls operate effectively. The trustees receive no payment for their services.

Trustees are recruited through an open and transparent selection and interview process. Recruitment to the trustee board aims to reflect the diversity of the community within which the charity is located, vacancies being promoted both internally and externally, and via the charity's website. We seek individuals with the skills and vision needed to provide sound leadership. New trustees are invited to initial discussions with the Chair about the nature and purpose of the charity and are then invited to attend and observe trustee meetings. After their appointment new trustees are provided with an induction pack, access to on-line information and trustee training.



**REPORT OF THE TRUSTEES OF**  
**CITIZENS ADVICE LANCASHIRE WEST**  
**YEAR ENDED 31 MARCH 2022**

**Structure, governance and management (contd)**

The day-to-day management of the charity is delegated to the Chief Executive, Diane Gradwell, who is assisted by key personnel covering finance, project management and quality assurance. The charity's services are carried out by paid members of staff assisted by a large number of volunteers who give generously of their time.

Appraisal of the Chief Executive is the responsibility of the trustee board. This ensures the Chief Executive has all the resources and support necessary to perform successfully and to provide the opportunity to discuss how the organisation is performing against key contracts. The Chief Executive's remuneration is set by evaluation against set criteria to ensure fairness and equality, and taking into account a number of factors such as job evaluation score, external benchmarking, internal benchmarking and the particular role undertaken.

The charity also employs or uses the following: -

Bankers - Barclays Bank, 38 Fishergate, Preston, Lancashire PR1 2AD & CAF Bank, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent ME19 4JQ

Accountants – Smith & Goulding Limited, 2-4 Southport Road, Chorley, Lancashire PR7 1LD.

Solicitors – Kevills, 5 Park Road, Chorley, PR7 1QS

**Objects and Activities**

The charity was first established for the promotion of any charitable purpose by the advancement of education, the protection of health and the relief of poverty, sickness and distress, for the benefit of the communities it serves.

To achieve its legal purpose, the charity remains committed to providing free, confidential advice to everybody regardless of race, gender, disability, sexual orientation, age or nationality across all its areas of benefit. Advice and information is provided on a wide range of subjects including debt, welfare benefits, housing, employment, consumer issues, relationships, family matters, health, education, discrimination, immigration and the law, together with casework specifically in debt and welfare benefits. The charity also supports individuals and families experiencing domestic abuse. The service is provided face to face, by telephone, by email, webchat, through digital help centres and via its website at [www.citizensadvice Lancashirewest.org.uk](http://www.citizensadvice Lancashirewest.org.uk)

The charity is fully committed to compliance with the requirements of the General Data Protection Regulation (GDPR), Data Protection Act 2018 and any successor legislation (together, the 'data protection legislation'). Citizens Advice is committed to a policy of protecting the rights and freedoms of individuals with respect to the processing of their personal data and special category personal data.

The Charity is also authorised and regulated by The Financial Conduct Authority- FRN: 617644.

The Trustee Board continually assesses its strategic plan based on evidence gained through consultation with stakeholders and needs assessments. The Business and Development Plan is refreshed annually and is monitored throughout the year.

These ongoing long-term goals also remain the charity's aims and objectives in the short term during each accounting period and its annual activities are intended to achieve these ends.

***Public benefit statement***

The Trustees confirm that they have complied with their duties in delivering public benefit in accordance with the charity's aims and have had due regard to the guidance on public benefit published by the Charities Commission in exercising their duties.

**REPORT OF THE TRUSTEES OF**  
**CITIZENS ADVICE LANCASHIRE WEST**  
**YEAR ENDED 31 MARCH 2022**

**Development, activities and achievements this year**

To enable the achievement of its aims and objectives, the charity provides advice in conjunction with a number of partners and through a variety of projects. We continued to operate all services and functions via phone and digital channels, with remote access to all resources for both staff and volunteers. New shared resources were also built to enable a more efficient client journey.

During this year the phased return to office locations for all staff and volunteers was introduced, whilst the ability to access systems remotely was maintained. Our Website and social media were constantly updated to give the latest news for both our service delivery and other local services.

Once again, this year has not been without challenge, but thanks to the dedication of our staff and volunteers we were able to ensure sustained access for clients to all our services. This has ensured Citizens Advice service users were able to access a whole range of advice and support projects to meet their needs.

Once again, throughout 2021-2022 the Charity has met all its contractual obligations and achieved all performance related outcomes, in terms of cases dealt with during the year. This has enabled the Charity to continue meeting both its short and long-term objectives by providing the advice and support required to improve the circumstances of its service users.

Our digital help centres continued to enable us to support clients who needed support to make on line applications and enhance their skills. The digital centres have provided much needed support to those individuals who are digitally excluded throughout our areas of benefit.

Our membership of Citizens Advice was confirmed and once again the charity was graded 5 across all areas in the Leadership Self-Assessment, 5 being the highest achievable score.

**Outcomes and Benefits**

All the charity's work ensures the public are able to benefit from access to information, advice and casework to support them to resolve their individual and family problems. This in turn has improved economic well-being, ensured retention of accommodation, improved health and well-being and given local people the confidence to manage future challenges. Guidance provided by the Charity Commission on public benefit has informed the work of the Trustees in reviewing the aims and objects of the charity.

The main sources of funding are shown in the notes to the accounts. The fulfilment of the various funders' requirements during the year has enabled the charity to meet its own key objectives as has the expenditure this year, particularly on staffing costs. The results for the year including the impact of changes in funding streams are as set out in the Statement of Financial Activities and associated notes to the accounts. The income figures demonstrate the continuing trend of greater levels of restricted funding compared to previous years and the expenditure reflects the rise in the costs required to manage this type of funding. The charity's financial position at the year-end remains strong as set out in the Balance Sheet and is considered further as part of the Reserves Policy review below.

**Future Developments**

Maintaining services, which meet local demand is once again our focus. Working with our partners we are committed to maintaining accessible local services, which meet all our communities' needs. The Charity will be working to ensure all existing contracts evidence value for money as well as quality of service delivery.

Once again the recruitment and training of volunteers is of prime importance to ensure we are able to maintain services throughout our areas of benefit. Re-engaging existing volunteers, who were resting during the Covid-19 lockdown, has proved challenging as many have taken the opportunity to review their personal priorities. The Charity is aware of the need to ensure all those who volunteer feel well supported and valued. Recruitment is a major strategic priority for Trustees.



**REPORT OF THE TRUSTEES OF**  
**CITIZENS ADVICE LANCASHIRE WEST**  
**YEAR ENDED 31 MARCH 2022**

**Reserves and Investment Policy**

In the course of the year the Trustees have undertaken a review of the reserves policy. The policy is to maintain a General Reserve and a Maintenance and Development Reserve. The purpose of the General Reserve is to cover periods of financial difficulty and to provide sufficient funds for a smooth wind-up of the company should this ever become necessary in the event of a major funder withdrawing support, which would involve considerable redundancy costs due to the long-term employment of core staff. The Trustees feel that this Reserve should not fall below 3 months' expenditure and, in the event that the Company General Reserve falls below this level, the Trustees would be concerned that the Company would be failing financially in which case an exit strategy would have to be considered.

At 31 March 2022, without any amendment, the General Reserve stands at £1,130,068. This figure includes restricted funds of £104,814. The Trustees recommend that the balance of the General Reserve be reviewed on an annual basis based on guidelines from Citizens Advice and current activity levels and is to be left at £820,000 as previously (i.e. approximately 8 months' expenditure). This has been maintained due to staffing levels and the knock-on effect of Covid 19.

The purpose of the Maintenance and Development Reserve is to ensure that the current level of provision of services is maintained should there be a shortfall in the level of funding received. In addition, the reserve funds make provision for any future development of services, extra staffing given the wide geographical spread we now cover, and additionally to provide funds for any future asset purchase. Our funding for the forthcoming twelve months however could be reduced as the various funders struggle to meet budget cuts. As a result of the possible reduction in income due to possible loss of contracts and with the expansion of the areas in which we now operate with the additional costs that this involves, we are utilising funds from the Maintenance and Development Reserves and the balance has been increased in anticipation of this. Based on information currently available the Trustees are recommending that the balance of the Maintenance and Development Reserve be held at a level of £310,068. This figure includes the restricted funds totalling £104,814.

The funds are currently invested in easily accessible cash deposits to balance the possible requirement for liquid funds against the requirement to generate as high a return on the investments as possible, while keeping the funds secure from all possible risk. Currently the Charity does not constrain the investment policy with social, environmental or ethical matters. The Trustees have accepted that the prevailing market rates are currently lower than they would wish and the return for the year on the investments is the best available in these circumstances.

**Risk Management**

The charity has an annual budget approved by the Trustees. There is a regular consideration of the financial results by the Trustees, including the review of variance from budget and comparison with benchmarks. The appropriate segregation of duties and delegation of authority has been put in place and there is a regular consideration of new risks facing the charity and the steps needed to deal with these.

The Trustees assess the major risks to which the Charity is exposed with systems in place to ensure their mitigation. Financial risk is a major priority and this is mitigated by ensuring a broad funding portfolio across a range of services, which meet the needs of the areas of benefit, whilst maintaining a sound reserves position.

This assessment is reviewed and agreed by the charity's membership organisation Citizens Advice as part of its audit process and covers finance, governance, management, service delivery, research and campaigns work, stakeholder relationships, engagement with the wider service, systems/IT, equality and diversity and fitness for the future. The audit reported that the organisation was able to evidence all of these indicators. The wide geographical area served has brought with it particular and local elements of risk which are recorded, monitored and managed. Information assurance training has been prioritised. Comprehensive, ongoing reporting available to the board mitigates many of those risks. The Trustees have assessed the charity's overall risk as low.



**REPORT OF THE TRUSTEES OF  
CITIZENS ADVICE LANCASHIRE WEST  
YEAR ENDED 31 MARCH 2022**

**Custodian Trustee Funds**

After the local Council for Voluntary Service ceased to operate in 2012, its residual funds were passed over to the Bureau to be administered on the Council's behalf. The organisation had charitable aims in line with the charity's own objectives as set out in its governing document.

During the year the charity has also continued to administer the local distribution of vouchers for the Energy Industry Voluntary Redress Scheme and to deal with the payment of DEFRA Emergency Assistance grants on behalf of West Lancs CVS and West Lancs BC, which are again organisations with similar charitable aims. In addition, in the current year, four local authorities with similar aims also requested the assistance of the charity in the distribution of vouchers under their schemes for individuals experiencing fuel poverty and other financial hardship.

The assets of the Council are included within the charity's own funds held within its bank accounts, which are subject to ongoing control reviews by the Trustees. The funds are segregated within the charity's accounting system and are reported to and reviewed by the Trustees on a regular basis throughout the year.

**Trustees' responsibilities in relation to the financial statements**

The Trustees (who are also the Directors of the company for the purposes of company law) are responsible for preparing the Trustees' Annual Report, which also incorporates the Directors' Report for company law purposes, and the financial statements in accordance with 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).

Company law requires the Trustees to prepare financial statements for each financial year which they must not approve unless they are satisfied that the financial statements give a true and fair view of the state of affairs of the charitable company and of the profit or loss for that period. In preparing these financial statements, the Directors are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

In so far as the Trustees are aware:

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

**REPORT OF THE TRUSTEES OF  
CITIZENS ADVICE LANCASHIRE WEST  
YEAR ENDED 31 MARCH 2022**

**Auditors**

The auditors Smith & Goulding Limited will be proposed for reappointment in accordance with Section 144(2) of the Charities Act 2011.

**Small company rules**

These accounts have been prepared in accordance with the special provisions relating to companies subject to the small companies' regime within Part 15 of the Companies Act 2006 and in accordance with the Governing Instrument.

This report has been approved by the Board of Trustees and is signed on its behalf.

**Signed on behalf of the Board of Trustees**



**Dated:**

29/11/22

**Mr. R. Sage, Director and Trustee**



**REPORT OF THE INDEPENDENT AUDITORS**  
**TO THE TRUSTEES OF CITIZENS ADVICE LANCASHIRE WEST**

**Opinion**

We have audited the financial statements of Citizens Advice Lancashire West (the "Charity") for the year ended 31 March 2022 on pages 10 to 21 which comprise the Statement of Financial Activities, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102: The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

This report is made solely to the Charity's trustees, as a body, in accordance with Section 144 of the Charities Act 2011 and regulations made under Section 154 of that Act. The trustees have elected for the financial statements to be audited in accordance with the Charities Act 2011 rather than the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's trustees those matters that we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law we do not accept or assume responsibility to anyone other than the Charity's trustees as a body, for our audit work, for this report or for the opinions we have formed.

In our opinion, the financial statements:

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

**Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with ethical requirements that are relevant to our audit of the financial statements in the UK, including 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.

**Conclusion relating to going concern**

In auditing the financial statements, we have concluded that the trustees use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the 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 annual report other than the financial statements and our Auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.



## REPORT OF THE INDEPENDENT AUDITORS

### TO THE TRUSTEES OF CITIZENS ADVICE LANCASHIRE WEST

#### Opinion on other matter prescribed by the Companies Act 2006

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

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

#### Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

We have nothing to report in respect of the following matters in relation to which the Charities Act 2011 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;
- the financial statements are not in agreement with the accounting records and returns;
- we have not obtained all the information and explanations necessary for the purposes of our audit;
- the directors were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemption from the requirement to prepare a strategic report.

#### Responsibilities of the Trustees

As explained more fully in the trustees' responsibilities statement set out on page 5, the trustees are responsible for the preparation of the financial statements in accordance with the applicable financial reporting framework and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the Charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the Charity or to cease operations, or have no realistic alternative but to do so.

#### 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. As part of an audit in accordance with the ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit.

Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities including fraud. Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with trustees and other management, and from our commercial knowledge and experience of the charity sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Companies Act 2006, taxation legislation and data protection, employment, environmental and health and safety legislation;

## REPORT OF THE INDEPENDENT AUDITORS

### TO THE TRUSTEES OF CITIZENS ADVICE LANCASHIRE WEST

- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions; and
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias.


In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.



**SMITH & GOULDING LIMITED**  
Chartered Accountants  
& Statutory Auditor  
2-4 Southport Road  
Chorley  
Lancashire PR7 1LD

Dated: 5 December 2022



**CITIZENS ADVICE LANCASHIRE WEST**

**STATEMENT OF FINANCIAL ACTIVITIES  
INCLUDING INCOME AND EXPENDITURE ACCOUNT**

**FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	Unrest- ricted Funds	Rest- ricted Funds	Total Funds 2022	Total Funds 2021
		£	£	£	£
<b>Income and endowments from:</b>					
Donations and legacies	2	92,879	-	92,879	99,101
Other trading activities	3	10,166	-	10,166	9,071
Income from Investments	4	3,842	-	3,842	5,023
Income from Charitable activities	5				
Provision of advice		132,218	1,001,412	1,133,630	1,245,601
<b>Total income</b>		<u>239,105</u>	<u>1,001,412</u>	<u>1,240,517</u>	<u>1,358,796</u>
<b>Expenditure on:</b>					
Expenditure on Raising funds		1,207	3,083	4,290	4,472
Expenditure on Charitable activities					
Provision of advice		100,084	1,028,134	1,128,218	1,330,869
<b>Total expenditure</b>	7	<u>101,291</u>	<u>1,031,217</u>	<u>1,132,508</u>	<u>1,335,341</u>
<b>Net income/(expenditure) and net movement in funds before transfers</b>		137,814	(29,805)	108,009	23,455
<b>Transfers between funds</b>	17	-	-	-	-
<b>Net movement in funds for the year</b>		137,814	(29,805)	108,009	23,455
<b>Reconciliation of funds:</b>					
Total funds brought forward		887,440	134,619	1,022,059	998,604
<b>Total funds carried forward</b>		<u>1,025,254</u>	<u>104,814</u>	<u>1,130,068</u>	<u>1,022,059</u>

All of the above results are derived from continuing operations. There were no incoming resources attributable to geographical markets outside the United Kingdom (2021 none). All gains and losses recognised in the year are included above. The profit for the year for Companies Act purposes comprises the net income/expenditure for the year and was £108,009 (2021 £23,455).

The notes on pages 13 to 21 form part of these financial statements.

An analysis of the comparative figures for 2021 is set out in note 6 of the accounts.

## CITIZENS ADVICE LANCASHIRE WEST

## BALANCE SHEET AS AT 31 MARCH 2022

		2022		2021	
	Notes	£	£	£	£
<b>Fixed assets:</b>					
Tangible assets	11		1,768		1,035
Investments	12		-		<u>287,138</u>
			<u>1,768</u>		288,173
<b>Current assets:</b>					
Debtors	13	8,839		44,558	
Cash at bank and in hand	14	<u>1,239,329</u>		<u>780,034</u>	
<b>Total current assets</b>		1,248,168		824,592	
<b>Liabilities:</b>					
Creditors: Amounts falling due within one year	15	<u>119,868</u>		<u>90,706</u>	
<b>Net current assets</b>			<u>1,128,300</u>		<u>733,886</u>
<b>Total net assets</b>			<u>1,130,068</u>		<u>1,022,059</u>
<b>The funds of the charity:</b>					
Unrestricted income funds	17		1,025,254		887,440
Restricted income funds	17		<u>104,814</u>		<u>134,619</u>
<b>Total charity funds</b>	17		<u>1,130,068</u>		<u>1,022,059</u>

The notes on pages 13 to 21 form part of these financial statements.

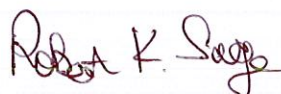
For the financial year in question, the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006;

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and for the preparation of accounts.

These accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

These financial statements were approved by the Board of Trustees and authorised for issue on 29th November 2022 and are signed on its behalf by:



Mr. R. Sage, Director & Trustee

Company Registration Number: 3835274

**CITIZENS ADVICE LANCASHIRE WEST**

**STATEMENT OF CASH FLOWS  
FOR YEAR ENDED 31 MARCH 2022**

		<b>2022</b>	<b>2021</b>
	<b>Notes</b>	<b>£</b>	<b>£</b>
<b>Cash flows from operating activities:</b>			
<b>Net cash provided by (used in) operating activities</b>	<b>21</b>	<u>170,967</u>	<u>61,648</u>
<b>Cash flows from investing activities:</b>			
Dividends, interest and rents from investments		3,842	5,023
Purchase of property, plant and equipment		(2,652)	-
Proceeds from sale of investments		287,138	-
Purchase of investments		-	-
<b>Net cash provided by (used in) investing activities</b>		<u>288,328</u>	<u>5,023</u>
<b>Cash flows from financing activities:</b>			
<b>Net cash provided by (used in) financing activities</b>		-	-
Change in cash and cash equivalents in the reporting period		459,295	66,671
Cash and cash equivalents at the beginning of the reporting period		<u>780,034</u>	<u>713,363</u>
<b>Cash and cash equivalents at the end of the reporting period</b>	<b>22</b>	<u>1,239,329</u>	<u>780,034</u>

The notes on pages 13 to 21 form part of these financial statements.



## CITIZENS ADVICE LANCASHIRE WEST

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

**1. General information**

Citizens Advice Lancashire West's principal office and its registered office for company law purposes is at 35-39 Market Street, Chorley, PR7 2SW. It is a registered charity (no. 1078558) and a company limited by guarantee (no. 3835274), registered in England & Wales.

**2. Statement of compliance**

These financial statements have been prepared in compliance with the provisions of FRS 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland'.

**3. Accounting policies**

**(a) Basis of preparation**

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

The charity meets the definition of a public benefit entity under FRS 102. The financial statements have been prepared under the historical cost convention. The financial statements are prepared in sterling which is the functional currency of the entity. Monetary amounts in these financial statements are rounded to the nearest £.

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern. The preparation of the financial statements may require the trustees to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities at the balance sheet date and the amounts reported for income and expenditure during the year. However, the nature of estimation means that the actual outcomes could differ from those estimates. The judgements that have had the most significant effect on the amounts recognised in the financial statements relates to the estimate of the useful economic lives of the various fixed assets in the accounts for the purpose of the depreciation charge and the allocation methods used for the apportionment of expenditure between the various restricted and unrestricted projects. The carrying value of the fixed assets after depreciation is disclosed in the notes to the accounts.

**(b) Fund accounting**

Unrestricted income funds comprise accumulated surpluses and deficits on general funds that are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and that have not been designated for other purposes. Restricted income funds are funds subject to special conditions imposed by the donor and are not available for purposes other than those specified by the donor.

**(c) Income recognition**

Turnover is the amount derived from ordinary activities and is stated net of VAT. All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably. Donations and grants are included in incoming resources when they are receivable, except when the donors specify that they must be used in future accounting periods or donors' conditions have not been fulfilled, when the income is deferred. Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity. Other income is recognised when the service has been performed.



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

(d) **Expenditure recognition**

Expenditure is included in the Statement of Financial Activities on an accrual basis, inclusive of any VAT which cannot be recovered. Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Resources expended are included in the Statement of Financial Activities on an accruals basis, inclusive of any VAT which cannot be recovered. All expenditure has been classified under headings that aggregate all costs related to that category. Where costs cannot be attributed to particular funds, they have been allocated to activities on the basis of the level of staff allocated to the funding received.

Fundraising costs and direct charitable costs, which comprise all costs identified as wholly or mainly attributable to achieving the objects of the charity, include staff costs, wholly or mainly attributable support costs and an apportionment of general overheads. Support costs include all expenditure not directly related to fundraising or charitable activities. Where applicable, such costs are apportioned to charitable activities on the basis of staff costs. Governance costs represent the audit fees and the cost of the charity's annual general meeting.

(e) **Pension costs**

The charity has a defined contribution scheme and the pension charge represents the amount payable by the charity to the fund for the year. The costs of the defined contribution scheme are charged against the funds of the charity using the methodology set out above.

(f) **Operating lease agreements**

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged on a straight-line basis over the term of the lease.

(g) **Tangible fixed assets**

Fixed assets are stated in the accounts at cost less depreciation. Individual fixed assets costing £1,000 or more are capitalised in the accounts. The carrying values of tangible fixed assets are reviewed for impairment if events or changes in circumstances indicate that the carrying value may not be recoverable. The cost less estimated residual value of IT and telephone equipment is depreciated over three years on a straight-line basis as a result of the short expected useful economic life.

(h) **Investments**

Investments are a form of basic financial instrument and are recognised at their transaction value. The charity does not acquire equity investments, put options, derivatives or other complex financial instruments.

(i) **Debtors**

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

(j) **Cash at bank and in hand**

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

(k) **Creditors**

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

(l) **Financial instruments**

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

**CITIZENS ADVICE LANCASHIRE WEST**

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

<b>2. Donations and legacies</b>	<b>2022</b>	<b>2021</b>
	£	£
Donations	379	232
Core funding grants	<u>92,500</u>	<u>98,869</u>
	<u>92,879</u>	<u>99,101</u>

The charity has also benefited from the services of unpaid general volunteers each year, the value of which is not recognised in the accounts. Further information, regarding the contribution made by volunteers to the charity's activities, is set out in the Trustees' Report.

<b>3. Other trading activities</b>	£	£
Contributions to running costs	10,166	9,071
Other income	<u>—</u>	<u>—</u>
	<u>10,166</u>	<u>9,071</u>

<b>4. Income from investments</b>	£	£
Bank interest received on UK deposits	<u>3,842</u>	<u>5,023</u>

<b>5. Income from charitable activities</b>	£	£
Services rendered to other charities	37,667	5,861
Grants for provision of advice	<u>1,095,963</u>	<u>1,239,740</u>
	<u>1,133,630</u>	<u>1,245,601</u>

Grants represent income received from various service level agreements. Grant income under unrestricted funds includes amounts released to incoming resources from deferred income of £0 (2021 £0). Income is deferred in accordance with funders' requirements for the service to be provided and resources spent over a specific period. The balance of deferred income at the year-end was £9,467 (2021 £0). Grant income from restricted funds is shown in note 17 of the accounts.

**CITIZENS ADVICE LANCASHIRE WEST**

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

**6. Statement of Financial Activities analysis of comparative figures**

	<b>Unrest- ricted Funds £</b>	<b>Rest- ricted Funds £</b>	<b>Total Funds 2021 £</b>
<b>Income and endowments from:</b>			
Donations and legacies	99,101	-	99,101
Other trading activities	5,683	3,388	9,071
Income from investments	5,023	-	5,023
Income from charitable activities			
Provision of advice	76,410	1,169,191	1,245,601
<b>Total income and endowments</b>	<b>186,217</b>	<b>1,172,579</b>	<b>1,358,796</b>
<b>Expenditure on:</b>			
Expenditure on Raising funds	1,277	3,195	4,472
Expenditure on Charitable activities:			
Provision of advice	165,496	1,165,373	1,330,869
<b>Total expenditure</b>	<b>166,773</b>	<b>1,168,568</b>	<b>1,335,341</b>
<b>Net income/(expenditure) and net movement in funds before transfers</b>	<b>19,444</b>	<b>4,011</b>	<b>23,455</b>
Transfers between funds	96	(96)	-
<b>Net movement in funds for the year</b>	<b>19,540</b>	<b>3,915</b>	<b>23,455</b>
<b>Reconciliation of funds</b>			
Total funds brought forward	867,900	130,704	998,604
<b>Total funds carried forward</b>	<b>887,440</b>	<b>134,619</b>	<b>1,022,059</b>

**7. Total expenditure**

	<b>Direct Costs £</b>	<b>Support Costs £</b>	<b>Total 2022 £</b>	<b>Direct Costs £</b>	<b>Support Costs £</b>	<b>Total 2021 £</b>
<b>Expenditure on charitable activities:</b>						
<b>Unrestricted funds</b>						
Salaries	46,278	23,525	69,803	112,822	17,022	129,844
Staff costs	1,132	168	1,300	334	44	378
Office	759	2,041	2,800	1,946	1,078	3,024
Premises	24,703	1,300	26,003	29,820	1,569	31,389
Governance costs	-	178	178	-	861	861
	<u>72,872</u>	<u>27,212</u>	<u>100,084</u>	<u>144,922</u>	<u>20,574</u>	<u>165,496</u>



**CITIZENS ADVICE LANCASHIRE WEST**

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

**7. Total expenditure (continued)**

	<b>Direct Costs</b>	<b>Support Costs</b>	<b>Total 2022</b>	<b>Direct Costs</b>	<b>Support Costs</b>	<b>Total 2021</b>
	£	£	£	£	£	£
<b>Expenditure on charitable activities:</b>						
<b>Restricted funds</b>						
Salaries	667,352	133,949	801,301	740,034	133,827	873,861
Staff costs	24,035	2,405	26,440	2,328	715	3,043
Office	76,816	50,198	127,014	155,133	32,253	187,386
Premises	49,206	2,590	51,796	34,800	1,832	36,632
Governance costs	-	4,151	4,151	-	8,597	8,597
Other	17,432	-	17,432	55,455	399	55,854
	<u>834,841</u>	<u>193,293</u>	<u>1,028,134</u>	<u>987,750</u>	<u>177,623</u>	<u>1,165,373</u>

The figures for other expenditure relate to specific costs for the provision of services by other partners within the Help Through Crisis project.

<b>8. Net income/expenditure</b>	<b>2022</b>	<b>2021</b>
	£	£
is stated after charging:		
Depreciation	1,919	1,035
Auditor's/examiner's remuneration - Audit fees	3,150	3,410
- Other financial services	3,150	3,410

**9. Staff costs and numbers**

	£	£
Wages and salaries	719,780	841,969
Social Security costs	43,150	56,187
Pension costs	<u>111,595</u>	<u>108,952</u>
	<u>874,525</u>	<u>1,007,108</u>

There are no employees who received employee benefits (excluding employer pension costs) of more than £60,000. The total employee benefits of the Trust's key management personnel were £55,205 (2021 £57,437). The average number of employees during the year was 41 (2021 47) and the average monthly number of full-time equivalent employees including part time staff during the year analysed by function was as follows: -

Advisors	27	30
Administration	5	5

**10. Trustees remuneration and expenses**

The Trustees received no remuneration or benefits from the charity during the year (2021 none). No expenses were paid to the trustees during the year (2021 none). Apart from this there were no other related party transactions during the year that require disclosure (2021 none).



**CITIZENS ADVICE LANCASHIRE WEST**

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

**11. Tangible fixed assets**

	<b>Equipment</b>	<b>Total</b>
	£	£
(a) <b>Cost</b>		
At 1 April 2021	96,592	96,592
Additions	2,652	2,652
Disposals	-	-
At 31 March 2022	<u>99,244</u>	<u>99,244</u>
(b) <b>Depreciation</b>		
At 1 April 2021	95,557	95,557
Charge for year	1,919	1,919
Disposals	-	-
At 31 March 2022	<u>97,476</u>	<u>97,476</u>
(c) <b>Written down values</b>		
At 31 March 2022	<u>1,768</u>	<u>1,768</u>
At 31 March 2021	<u>1,035</u>	<u>1,035</u>

	<b>2022</b>	<b>2021</b>
	£	£
<b>12. Fixed asset investments</b>		
Cash deposits:		
At 1 April 2021	287,138	287,138
Additions in year	-	-
Disposals in year	(287,138)	-
At 31 March 2022	<u>-</u>	<u>287,138</u>

<b>13. Debtors</b>	£	£
Trade debtors	2,598	28,525
Prepayments and accrued income	<u>6,241</u>	<u>16,033</u>
	<u>8,839</u>	<u>44,558</u>

<b>14. Cash at Bank</b>	£	£
Short term UK deposits	737,631	388,628
Cash at bank and in hand	<u>542,104</u>	<u>412,579</u>
	1,279,735	800,847
Less amounts held as banker	<u>(40,406)</u>	<u>(20,813)</u>
	<u>1,239,329</u>	<u>780,034</u>

**CITIZENS ADVICE LANCASHIRE WEST**

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

**14. Cash at Bank (continued)**

Amounts held as banker: -

	At 1 April 2021	Income	Expenditure	At 31 March 2022
	£	£	£	£
Chorley & South Ribble CVS	2,447	-	-	2,447
Energy Industry Voluntary Redress Scheme	15,735	-	(15,735)	-
DEFRA Emergency Assistance	2,631	14,000	(16,330)	301
Household Support Fund - Wyre BC	-	90,000	(88,213)	1,787
Household Support Fund - Chorley BC	-	53,750	(32,095)	21,655
Household Support Fund - South Ribble BC	-	50,000	(40,784)	9,216
Household Support Fund - West Lance BC	-	5,000	-	5,000
	<u>20,813</u>	<u>212,750</u>	<u>(193,157)</u>	<u>40,406</u>

After the local Council for Voluntary Service ceased to operate in 2012, its residual funds were passed over to the Bureau to be administered on the Council's behalf. The organisation had charitable aims in line with the charity's own objectives as set out in its governing document.

During the previous year the charity was also requested to administer the local distribution of vouchers for the Energy Industry Voluntary Redress Scheme and to deal with the payment of DEFRA Emergency Assistance grants on behalf of West Lincs CVS and West Lincs BC, which are again organisations with similar charitable aims. In addition, in the current year, four local authorities with similar aims also requested the assistance of the charity in the distribution of vouchers under their schemes for individuals experiencing fuel poverty and other financial hardship.

The assets are included within the charity's own funds held in its bank accounts, which are subject to ongoing control reviews by the Trustees. The funds are segregated within the charity's accounting system and are reported to and reviewed by the Trustees on a regular basis throughout the year.

	2022	2021
	£	£
15. <b>Creditors:</b> Amounts falling due within one year		
Trade creditors	76,635	23,766
Accruals and deferred income	<u>43,233</u>	<u>66,940</u>
	<u>119,868</u>	<u>90,706</u>

**16. Commitments under operating leases**

At 31 March 2022, the charity had commitments under non-cancellable operating leases as set out below: -

	2022	2021
	£	£
Total operating lease payments due:		
Not later than one year	-	-
Later than one year and not later than five years	16,200	27,000
Later than five years	-	-

**CITIZENS ADVICE LANCASHIRE WEST**

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

**17. Movement in funds**

	B/fwd at 1 April 2021 £	Income £	Expenditure £	Transfers £	C/fwd at 31 March 2022 £
<b>Unrestricted funds</b>					
General funds	887,440	239,105	(101,291)	-	1,025,254
<b>Restricted funds</b>					
MaPS	-	319,020	(319,020)	-	-
MaPS increased capacity	4,540	24,177	(28,717)	-	-
PensionWise	-	323,062	(323,062)	-	-
Universal Support Help to Claim	-	232,073	(232,073)	-	-
Help Through Crisis	21,996	23,750	(45,746)	-	-
West Lancs BC	15,408	60,000	(59,592)	-	15,816
Domestic abuse services	51,426	-	-	-	51,426
Citizens Advice B'burn with Darwen	37,400	-	-	-	37,400
Energy Advice Programme	-	13,450	(13,278)	-	172
Good Things Foundation	3,849	5,880	(9,729)	-	-
	<u>134,619</u>	<u>1,001,412</u>	<u>(1,031,217)</u>	<u>-</u>	<u>104,814</u>

The nature and purpose for each restricted fund is determined by the funding bodies providing the grants for the particular projects. All grant income received and expenditure incurred is directly related to the particular project for which funds have been approved by the particular body concerned.

The funding received through the National Association of Citizens Advice Bureaux includes the Government Money Advice and Pensions Service (MaPS) for the provision of debt advice sessions to members of the public. Additional funding was also received for increased capacity for the service this year. Funding has also continued from this source for the PensionWise project as part of a national initiative to provide guidance for people as a result of the pension freedoms introduced in 2014. Further funding was also received for the service providing support to individuals making their initial Universal Credit claim.

The project which commenced in 2018 for People in Crisis, with funding from the Big Lottery Fund's Help Through Crisis scheme, was completed this year and was aimed at providing help and support to people in crisis experiencing high levels of hardship. Funds received from organisations for the running of domestic abuse services brought forward from earlier years are to be used in due course for the purpose of developing both the capability and new ways of working to improve early intervention and prevention of violence against women and girls.

The grant received from West Lancs Borough Council for the general provision of Information/Advice/Money/Debt services within the Borough changed last year to a restricted form of funding over the period of this multi-year service agreement.

Funds transferred from Citizens Advice Blackburn with Darwen, when its operations ceased in 2018, are being held towards the running costs of a digital advice service to support disadvantaged people in the Blackburn with Darwen areas.

There has also been funding received from the Energy Advice Programme to assist in the running of various programmes providing advice and support to members of the public who are at risk of fuel poverty and from the Good Things Foundation to assist in running a digital and social inclusion programme in relation to the 2021 national Census.



# CITIZENS ADVICE LANCASHIRE WEST

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

### 18. Share capital

The company is limited by guarantee and does not have a share capital.

### 19. Analysis of net assets between funds

	Unrestricted funds	Restricted funds	Total funds
Fund balances at 31 March 2022 are represented by:	£	£	£
Tangible fixed assets	1,768	-	1,768
Current assets	<u>1,143,354</u>	<u>104,814</u>	<u>1,248,168</u>
	1,145,122	104,814	1,249,936
Creditors: amounts falling due within one year	<u>(119,868)</u>	<u>-</u>	<u>(119,868)</u>
Total funds	<u>1,025,254</u>	<u>104,814</u>	<u>1,130,068</u>

The Trustees consider that the resources of each fund are held in the appropriate form to meet the requirements of the fund.

### 20. Pension commitments

The charity operates a defined contribution pension scheme, Citizens Advice Lancashire Pension Scheme, for all employees. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund in respect of 47 members of staff (2021 50) and amounted to £111,595 (2021 £108,952). At the Balance Sheet date, there were no unpaid contributions due to the fund (2021 none). The charity has no liability beyond making its contributions and paying across the deductions for the employees' contributions.

### 21. Reconciliation of net income/(expenditure) to net cash flow from operating activities

	2022 £	2021 £
Net income/(expenditure) for the reporting period (as per the statement of financial activities)	108,009	23,455
<b>Adjustments for:</b>		
Depreciation charges	1,919	1,035
Dividends, interest and rents from investments	(3,842)	(5,023)
(Increase)/decrease in debtors	35,719	(9,262)
Increase/(decrease) in creditors	<u>29,162</u>	<u>51,443</u>
<b>Net cash provided by (used in) operating activities</b>	<u>170,967</u>	<u>61,648</u>

### 22. Analysis of cash and cash equivalents

	£	£
Cash in hand	194	391
Notice deposits (less than 3 months)	<u>1,239,135</u>	<u>779,643</u>
Total cash and cash equivalents	<u>1,239,329</u>	<u>780,034</u>