

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

England & Wales · Charity number 1085878

Details

Other names	RCABS
Status	Registered
Legal form	Charitable company
Company number	04140012
Registered	2001-03-28
Register	View on the Charity Commission register

Contact

Address	1st floor 94-102 High Street Hampton Hill Twickenham
Phone	0808 278 7873
Email	adminHhill@citizensadvice-richmond.org
Website	www.citizensadvice-richmond.org

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE COMMUNITY IN AND AROUND THE LONDON BOROUGH OF RICHMOND UPON THAMES (HEREAFTER CALLED THE AREA OF BENEFIT) BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION OF HEALTH AND RELIEF OF POVERTY, SICKNESS AND DISTRESS. IN CARRYING OUT ITS OBJECTS THE CHARITY IS COMMITTED TO PROMOTING EQUALITY OF OPPORTUNITY AND ACCESS IN ALL ASPECTS OF ITS WORK

Activities: Richmond CABx Service provides free, confidential, independent and impartial advice to everyone regardless of race, gender, sexuality or disability.

Classification

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

Geography

- **Area of benefit:** LONDON BOROUGH OF RICHMOND UPON THAMES
- Richmond Upon Thames

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£784,749	£716,306	£459,591	19
2024-03-31	£703,386	£668,819	£391,148	19
2023-03-31	£621,893	£611,885	£356,581	14
2022-03-31	£638,305	£603,862	£346,573	14
2021-03-31	£583,883	£575,408	£312,130	17

Trustees

Name	Role	Appointed
Alison Jane Nicholls		2024-11-25
Annie Carpenter		2022-11-16
Ben Salama		2025-06-02
Guy Eastaugh		2024-04-11
John Wheatle		2022-08-03
Nigel Brown		2023-03-11
Owain Griffiths		2022-08-03
Rakhi Govil		2023-10-18
Roger Keith Hillyer		2020-12-21
Tom Hetherington		2018-08-07
Wendy Barker		2021-01-27

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

England & Wales - Charity number 1085878

Accounts

REGISTERED COMPANY NUMBER: 04140012 (England and Wales)
REGISTERED CHARITY NUMBER: 1085878

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025
FOR
RICHMOND CITIZENS ADVICE BUREAUX SERVICE
(A COMPANY LIMITED BY GUARANTEE)**

Hartley Fowler LLP
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

	Page
Report of the Trustees	1 to 8
Independent Examiner's Report	9
Statement of Financial Activities	10
Statement of Financial Position	11
Statement of Cash Flows	12
Notes to the Statement of Cash Flows	13
Notes to the Financial Statements	14 to 24

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2025.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The organisation operates as Citizens Advice Richmond (CAR) though the company name remains Richmond Citizens Advice Bureaux Service.

In this report the national Citizens Advice charity is referred to as Citizens Advice and the Council of the London Borough of Richmond upon Thames is referred to as Richmond Council.

OBJECTIVES AND ACTIVITIES

The Articles of Association of CAR state that the charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in and around the London Borough of Richmond upon Thames and surrounding areas.

The key strategic objectives for the next three years are set out in the Strategic Business and Development Plan 2025-28 ("Plan"), along with an accompanying work plan. The Plan was developed from a planning meeting held in January 2025, attended by staff, volunteers and trustees. The draft Plan was consulted on with each of these groups and was approved by the trustees in July 2025. Progress towards the targets in the associated work plan are monitored quarterly by the trustee board. A new plan for 2026-29 will be developed in early 2026.

Our Aim:

The Citizens Advice service helps people resolve their legal, money and other problems by providing information and advice, and by influencing policymakers.

Statement of purpose:

Citizens Advice Richmond is a charity that empowers people to resolve their problems and changes their lives for the better. We do this on a free and impartial basis by:

- Offering personalised options-based advice
- Educating our community to avoid future problems
- Effecting change at local and national level through research and campaigns.

Our Values:

To underpin our strategy and plans, trustees, staff and volunteers will always seek to:

- Put our clients at the center of all we do
- Respond to the needs of the local community
- Ensure high quality and accessibility
- Guarantee confidentiality and impartiality
- Promote equalities and challenge discrimination

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

Our Objectives:

Our vision for Citizens Advice Richmond involves working towards five key strategic priorities:

1. Access to advice - we will prioritise advice to those who need it most and help people via the most appropriate channel; we will provide strategic leadership to the local advice sector
2. Influence - we will be more influential and speak out on behalf of local residents, working with statutory and voluntary organisations to identify the source of peoples' problems and campaign for improvements in policy and practice at local and national level
3. Sustainability - we will diversify our funding base by developing new sources of funding alongside efficiency gains where possible to ensure our sustainability
4. Partners - we will develop effective partnerships to deliver cost effective services, focusing on the needs of disadvantaged people and communities and to share best practice
5. Volunteers - we will attract a broad range of new volunteers and offer them more flexible opportunities.

Public benefit

How our activities deliver public benefit:

During the year, CAR provided advice to clients across the London Borough of Richmond upon Thames by phone, email and in person. We have offices at Hampton, Hampton Hill, Barnes and Sheen and delivered outreach advice services at the Whitehouse Community Centre, the Vineyard, Whitton Library, Ham Library and Etna Centre.

Staff and volunteers

As of the end of March 2025, CAR had a total of 19 paid staff; 11 of whom were part-time. The charity continues to benefit from the contribution of a large body of around 70 local volunteers who provide the advice service to the public or support the charity's administration. Volunteer advisers work an average of one day per week and it takes about twelve months for them to be fully trained to the exacting standard which is required. Over the course of the reporting period, a total of 26 new volunteers were recruited and trained (33 the previous year). It is estimated that our volunteers contributed over 26,950 person hours overall, throughout the year. The trustees who are all volunteers themselves, wish to express their gratitude to all our volunteers for their support and dedication.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

ACHIEVEMENTS AND PERFORMANCE

Over the year 2024-2025, 6,508 individual clients were provided with advice and information (2023-2024: 6,010). We continue to see many clients who have complex, multiple and interlinked problems. Advisers dealt with a total of 25,252 separate issues on their behalf (2023-2024: 17,495). The impact of the cost-of-living crisis on household expenditure and ability to pay for essentials such as fuel and food, has driven demand for our services.

Main Enquiry Areas	2024-25 %	2023-24 %
Welfare Benefits including Universal Credit	44	34
Debt	12	10
Housing	18	16
Financial services & capability	5	3
Employment	4	3
Relationships & Family	3	3

15% of our work involved supporting residents with charitable support and foodbank vouchers.

Advisers secured financial gains of £2,175,902 for our clients (2023-2024: £2,142,084) through debt write-off and receipt of benefits or other entitlements. This is a significant contribution not only to individuals and households, but also to the broader local economy. 53% of clients stated that they had a disability or chronic illness (2023-2024: 47%) and 34% were from black and minority ethnic groups (2023-2024: 32%).

During the year, staff and volunteers continued to provide quality information and advisory services by telephone advice, written and email correspondence, in person and at outreach services at community centres across the borough. We continued our direct referral service for partner organisations to refer clients to us and to upload relevant documents.

Citizens Advice carries out an independent survey, by email or text, of all clients who consent to be contacted. The results below are cumulative for the 12 months, April 2024 - March 2025. The number of CAR clients who responded was 332.

Question	Positive or very positive response rate for CAR clients	National Average
How easy or difficult did you find it to access the service?	72%	75%
To what extent did the service help you find a way forward?	89%	85%
To what extent is your problem now resolved?	77%	76%
How likely would you be to recommend this service?	87%	86%

CAR supported clients in a range of ways; from listening and giving information, providing generalist and specialist advice and through negotiating with third parties. Where appropriate, clients were referred to other agencies, to statutory bodies, or to local legal firms. The service offers specialist advice in family law, immigration, and housing provided by legal professionals, where advice is given on a pro-bono basis.

Our Manage Your Money (MYM) team delivered appointments to 176 clients and carried out workshops for 46 people. We were involved in distributing the Household Support Fund on behalf of Richmond Council and supported 449 households and distributed £158,000.

Research and campaigns are an important aspect of our work. Advisers submitted a total of 374 evidence forms (EFs) for the whole of 2024-2025. The team's main focus during the year was on the following campaigns:

- Adequacy of welfare support
- Cost of living crisis
- Improving processes for tenants in social housing
- Improving disrepair outcomes for tenants in social housing

The Team is working closely with local organisations, including Richmond Council (particularly on housing issues), local MPs, RHP and PA Housing.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

FINANCIAL REVIEW

For 2024-25, the main source of funding was a contract with Richmond Council to deliver a generalist advice services in the borough. This contract originally began in August 2013 and has been extended on a number of occasions since. The latest extension runs to March 2026. In 2024/25, this contract comprised about 38% (2023/24: 41%) of total income; ongoing support from three local trusts comprised 19% (2023/24: 21%) of total income.

As ever, diversifying our funding base will remain challenging and we will continue to operate in a financially finely-balanced and constrained environment. Continued support from local trusts cannot be guaranteed and securing new funding sources will continue to be difficult as we operate in what is perceived to be a prosperous borough.

Outcome for the year

For the year ended 31 March 2025, CAR had a net excess of income over expenditure of £68,443 (2024: £34,567) all of which represented an increase in unrestricted funds (2024: increase £34,567). Cash at the end of the year stood at £449,114 (31 March 2024: £417,623).

Reserves

Reserves at 31 March 2025 stood at £459,591 (2024: £391,148) of which £453,196 (2024: £384,753) were unrestricted funds and the remainder restricted.

CAR requires unrestricted funds in the period ahead to:

- a. provide working capital to cover day to day fluctuations in income and expenditure, including those for separately funded projects, which may have different financial accounting periods and different timetables for grant or contract instalments, sometimes in advance, sometimes in arrears;
- b. meet, in the short term, either unexpected expenses or income shortfalls;
- c.(when applicable) cover the costs of creation of fixed assets.

The board reviews this policy on an annual basis and in 2025 the board has approved the policy to have free reserves of 3 months of the annual budgeted operating expenditure of the organisation plus a contingency of £30k. The trustees consequently estimate that the amount of reserves required to address the above requirements is between £230,000 and £240,000. The unrestricted reserves of the charity at 31 March 2025 stood at £453,196.

Going concern

The trustees have considered CAR cash flow forecast for the period ahead. Provided that the advice contract with Richmond Council is extended in 2026 at a funding level above that of the funding level in 2023-24 and 2024-25, the trustees believe that the charity has a reasonable expectation of having sufficient resources to continue in operation for the foreseeable future. Accordingly, the trustees continue to adopt the going concern basis in the preparation of the accounts.

Principal risks and uncertainties

Principal Risks

LBRuT funding reduces from 2026

Rental liabilities likely to increase with the move to the Civic Centre in 2026

Loss of funding and increased demand for services due to cost of living crisis

Risk Management

Ensure all performance targets met; promote service impact

Maintain contingency in financial planning and forecasting. Work with LBRuT to explore Civic Centre presence to reduce rental liability.

Regular liaison with funders; maintain relationship with CA bid team re support around commissioning; develop services that funders want to see eg. In person provision for clients

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

FUTURE DEVELOPMENTS

During 2025-2026, CAR will work on implementing our work-plan for the year to deliver on our five key strategic objectives, set out in the business and development plan and to plan how our services can support residents with the cost-of-living crisis. The work plan is updated quarterly, and progress is reported to trustees at board meetings.

CAR will continue to work towards meeting the contractual targets in the generalist advice services contract with Richmond Council. It is hoped that meeting and exceeding these targets will help to influence the council's decision to commission the service from 2026. The charity will continue to promote the value of its work to members of the council, other funders and the public.

Quality will remain central to service planning; through ongoing structured training programmes and through audit. CAR will continue with Citizens Advice's performance quality framework, by carrying out regular quality of advice assessments, overseen by Citizens Advice quality auditors.

Research and campaigns will remain an extremely important aspect of the charity's work. In the year ahead CAR will continue to participate proactively in national Citizens Advice campaigns, as well as actively working with statutory bodies, MPs, and others in the borough to tackle local issues and to feed back on the impact on clients of welfare benefit reforms and other policies and practices. The team works to an annual development plan and the work is overseen by a steering group, comprising staff, volunteers and the lead trustee and chaired by the CEO, that meets quarterly.

CAR continues to recruit and train new volunteers to maintain current levels of service and respond to demand for advice. It will continue to develop new and innovative projects that respond to identified local advice needs.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Richmond Citizens Advice Bureaux Service is a company limited by guarantee and is a registered charity. It is governed by its Articles of Association.

Recruitment and appointment of new trustees

The directors of the charitable company ('the charity') are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees. Trustees are elected to the board by members of the charity at the annual general meeting. One third of the elected trustees are required to retire by rotation at each annual general meeting. The chair of trustees is elected by the board. The trustees who acted during the year under review are listed on page 7, none of whom has any beneficial interest in the company. Ben Salama is the chair of the board of trustees.

Organisational structure and decision making

CAR is governed by its trustee board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of the charity and for ensuring that it satisfies its legal and contractual obligations. The trustee board meets at least quarterly and there are additional meetings of appropriate members or groups as required. The day-to-day operation of the organisation has been delegated to the Chief Executive Officer, who is also the Company Secretary. In addition, there is an experienced team of paid staff and a substantial team of volunteers who are key to the service offered by the charity.

Decisions are made by the trustee board, in line with the strategic business and development plan which is translated into annual operational plans and reported against to the board. There are regular staff meetings and senior management team meetings which ensure that progress is being made against targets and also enable early troubleshooting when problems arise.

Induction and training of new trustees

New trustees are elected at the annual general meeting or are co-opted during the course of the year. They are given an induction pack of literature which confirms their role and responsibilities, and they also undergo an induction programme in the bureau and may attend briefing sessions run by Citizens Advice.

Key management remuneration

The pay of the Senior Management Team and staff is reviewed annually by the HR and Finance sub-committees, in line with both market conditions and affordability for the charity, and a proposal is submitted to the board for their approval.

Wider network

CAR is a member of the national Citizens Advice service, and the national charity sets and monitors standards for advice, policies, procedures and supports local Citizens Advice with an information system, training and other services. Operating policies are independently determined by the trustee board of CAR to fulfil its charitable objectives and comply with the national membership requirements.

Related parties

The charity cooperates and liaises with other advisory services, local charities and council departments on behalf of clients. Where one of the trustees is also involved with another relevant organisation, they may be involved in discussions about it but not in any decision-making process.

Risk management

The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. A risk mitigation exercise is part of our longer-term strategic planning and our annual operational review and planning. Our internal policies and procedures are consolidated within the 'Guide to CAR', which is published on our Intranet and accessible to all paid staff, volunteers, and trustees. The Guide references the full suite of organisational policies, which are also available on the Intranet and align with Citizens Advice national guidelines. All documentation is reviewed in line with the policy approval schedule.

Information assurance

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

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

04140012 (England and Wales)

Registered Charity number

1085878

Registered office

94-102 High Street
Hampton Hill
Hampton
TW12 1NY

Trustees

Ben Salama - Chair (appointed 2/6/25, appointed Chair 16/7/25)

Guy Eastaugh - Treasurer (appointed 11/4/24)

Tom Hetherington

Farah Rachlin (Chair to 16/7/25)

Wendy Barker

Roger Hillyer

Owain Griffiths

John Wheatle

Rakhi Govil

Annie Carpenter

Nigel Brown

Jane Nicholls (appointed 25/11/24)

Lollie Tickey (resigned 1/9/24)

Sarah Hynes (resigned 4/8/24)

Company Secretary and Chief Executive Officer

Lorna Reid

Independent Examiner

Jonathan Askew FCA

Hartley Fowler LLP

Chartered Accountants

4th Floor Tuition House

27-37 St George's Road

Wimbledon

London

SW19 4EU

Principal Bankers

Charities Aid Foundation Bank Ltd

25 Kings Hill Avenue

West Malling

Kent ME19 4JQ

Name

The registered name of the charity is Richmond Citizens Advice Bureaux Service but we operate under the name of Citizens Advice Richmond, following a rebranding process as required by the Citizens Advice membership scheme.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2025**

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Richmond Citizens Advice Bureaux Service for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

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

Approved by order of the board of trustees on 17 September 2025 and signed on its behalf by:


Ben Salama - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF RICHMOND CITIZENS ADVICE BUREAUX SERVICE

Independent examiner's report to the trustees of Richmond Citizens Advice Bureaux Service ('the Company')
I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2025.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

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

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



Jonathan Askew FCA

Hartley Fowler LLP
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

18 September 2025

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
INCOME FROM					
Donations	3	1,502	-	1,502	2,332
Charitable activities	6				
General Advice		451,790	318,898	770,688	694,318
Other trading activities	4	3,006	-	3,006	152
Investment income	5	9,553	-	9,553	6,584
Total		<u>465,851</u>	<u>318,898</u>	<u>784,749</u>	<u>703,386</u>
EXPENDITURE ON					
Charitable activities	7				
General Advice		<u>345,661</u>	<u>370,645</u>	<u>716,306</u>	<u>668,819</u>
NET INCOME/(EXPENDITURE)					
Transfers between funds	20	120,190 (51,747)	(51,747) 51,747	68,443 -	34,567 -
Net movement in funds		68,443	-	68,443	34,567
RECONCILIATION OF FUNDS					
Total funds brought forward		384,753	6,395	391,148	356,581
TOTAL FUNDS CARRIED FORWARD		<u>453,196</u>	<u>6,395</u>	<u>459,591</u>	<u>391,148</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

**STATEMENT OF FINANCIAL POSITION
31 MARCH 2025**

	Notes	2025 £	2024 £
FIXED ASSETS			
Tangible assets	15	-	4,287
CURRENT ASSETS			
Debtors	16	165,703	89,805
Cash at bank		449,114	417,623
		<u>614,817</u>	<u>507,428</u>
CREDITORS			
Amounts falling due within one year	17	(155,226)	(120,567)
		<u>459,591</u>	<u>386,861</u>
NET CURRENT ASSETS			
		<u>459,591</u>	<u>391,148</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>459,591</u>	<u>391,148</u>
NET ASSETS			
		<u>459,591</u>	<u>391,148</u>
FUNDS	20		
Unrestricted funds		453,196	384,753
Restricted funds		6,395	6,395
		<u>459,591</u>	<u>391,148</u>
TOTAL FUNDS			
		<u>459,591</u>	<u>391,148</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2025.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2025 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

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

The financial statements were approved by the Board of Trustees and authorised for issue on 17 September 2025 and were signed on its behalf by:


Ben Salama - Trustee

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025**

	Notes	2025 £	2024 £
Cash flows from operating activities			
Cash generated from operations	1	21,938	34,255
Net cash provided by operating activities		<u>21,938</u>	<u>34,255</u>
Cash flows from investing activities			
Interest received		9,553	6,584
Net cash provided by investing activities		<u>9,553</u>	<u>6,584</u>
Change in cash and cash equivalents in the reporting period		<u>31,491</u>	<u>40,839</u>
Cash and cash equivalents at the beginning of the reporting period		<u>417,623</u>	<u>376,784</u>
Cash and cash equivalents at the end of the reporting period		<u><u>449,114</u></u>	<u><u>417,623</u></u>

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025****1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES**

	2025	2024
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	68,443	34,567
Adjustments for:		
Depreciation charges	4,287	6,468
Interest received	(9,553)	(6,584)
Increase in debtors	(75,898)	(24,294)
Increase in creditors	34,659	24,098
Net cash provided by operations	<u>21,938</u>	<u>34,255</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/24	Cash flow	At 31/3/25
	£	£	£
Net cash			
Cash at bank	417,623	31,491	449,114
	<u>417,623</u>	<u>31,491</u>	<u>449,114</u>
Total	<u>417,623</u>	<u>31,491</u>	<u>449,114</u>

The notes form part of these financial statements

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025**

1. GENERAL INFORMATION

The charitable company is incorporated and domiciled in England and Wales. The address of its registered office is 94-102 High Street, Hampton Hill, Hampton, TW12 1NY. The registered number of the company is 04140012. The registered number of the charity is 1085878.

The financial information presented is for the year ended 31 March 2025 and 31 March 2024. The financial information is presented in sterling.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

a) Going concern basis

The "Reserves Policy and Going Concern" section of the trustees' report sets out various considerations relative to the going concern position of the charity and explains why the trustees continue to adopt the going concern basis in the preparation of these financial statements.

b) Significant judgements and estimates

The trustees consider that there are no areas of judgement or estimation which materially affect the financial statements.

Income

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

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable.

Voluntary income is received by way of grants and is included in full in the Statement of Financial Activities when receivable.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charitable company, this is normally upon notification of the interest paid or payable by the bank.

Expenditure

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

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Governance costs

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examiner's fees.

Allocation and apportionment of costs

Support costs include all those overhead costs of office and bureau accommodation, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

Tangible fixed assets

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

2. ACCOUNTING POLICIES - continued

Tangible fixed assets

Short leasehold	- over the lease term
Computer equipment	- 33% on cost

Tangible fixed assets are depreciated from when they are brought into use. The charity capitalises computer equipment costing over £500.

Taxation

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

Fund accounting

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

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

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

The charity acted as agent for several charities in the London Borough of Richmond upon Thames in distributing funds to their beneficiaries. The income and expenditure relating to these projects is excluded from the Statement of Financial Activities.

Leasing commitments

Leases that do not transfer all the risks and rewards of ownership are classified as operating leases. Payments under operating leases are charged to the statement of financial activities on a straight-line basis over the lifetime of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions are included in the statement of financial activities in the year they are incurred.

Financial instruments

The charity only has financial instruments 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

Cash at bank

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

Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid.

Creditors

Creditors are recognised when 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 are normally recognised at the settlement amount.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2025

3. DONATIONS		
	2025	2024
	£	£
Donations	1,502	2,332
	<u> </u>	<u> </u>
4. OTHER TRADING ACTIVITIES		
	2025	2024
	£	£
Fundraising events	2,006	135
Other income	1,000	17
	<u> </u>	<u> </u>
	3,006	152
	<u> </u>	<u> </u>
5. INVESTMENT INCOME		
	2025	2024
	£	£
Deposit account interest	9,553	6,584
	<u> </u>	<u> </u>
6. INCOME FROM CHARITABLE ACTIVITIES		
	2025	2024
	£	£
General advice		
<u>Contractual income</u>		
London Borough of Richmond upon Thames - Community Advice Services	300,288	287,465
London Borough of Richmond upon Thames - Household Support	44,764	38,750
Richmond Housing Partnership	6,850	6,750
	<u> </u>	<u> </u>
	351,902	332,965
	<u> </u>	<u> </u>
<u>Grants</u>		
The Barnes Fund	42,888	39,330
Hampton Fund	52,500	50,000
Richmond Foundation	57,000	56,100
Crisis Prevention Caseworker	50,000	47,390
London Borough of Richmond upon Thames - Ukraine Support Worker	45,967	44,668
London Borough of Richmond upon Thames - Volunteer Co-ordinator	45,008	47,959
Email Advisor	43,780	20,842
One Richmond	40,000	-
Manage Your Money Team	23,830	-
Citizens Advice - Energy Advice Programme	17,813	5,316
Toynbee Hall - Debt Free London Grant	-	24,279
Richmond Aid - Families Advice Project	-	25,469
	<u> </u>	<u> </u>
	418,786	361,353
	<u> </u>	<u> </u>
Total for general advice	<u> </u>	<u> </u>
	770,688	694,318
	<u> </u>	<u> </u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
General Advice	<u>537,715</u>	<u>178,591</u>	<u>716,306</u>

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2025 £	2024 £
Staff costs	466,678	400,312
Hire of plant and machinery	1,761	1,500
Rent and premises costs	44,137	49,750
Office costs	6,089	10,314
Volunteer costs including training	7,011	3,627
Other expenditure	12,039	12,012
	<u>537,715</u>	<u>477,515</u>

9. SUPPORT COSTS

	Management £	Governance costs £	Totals £
General Advice	<u>173,991</u>	<u>4,600</u>	<u>178,591</u>

Total activities support costs in the comparatives relate to the charity's one activity of providing general advice.

Support costs, included in the above, are as follows:

Management

	2025 General Advice £	2024 Total activities £
Staff costs	107,925	98,088
Other rents and premises costs	22,737	25,629
Office overhead costs	39,042	56,029
Depreciation of tangible fixed assets	4,287	6,468
	<u>173,991</u>	<u>186,214</u>

Governance costs

	2025 General Advice £	2024 Total activities £
Governance costs	<u>4,600</u>	<u>5,090</u>

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

10. NET INCOME/(EXPENDITURE)

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

	2025	2024
	£	£
Depreciation - owned assets	4,287	6,468
Operating leases - office equipment	1,761	1,670
Operating leases - property	45,506	39,200
	<u>45,506</u>	<u>39,200</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2025 nor for the year ended 31 March 2024.

Trustees' expenses

There were no trustee expenses incurred during the current or previous year.

12. STAFF COSTS

	2025	2024
	£	£
Wages and salaries	511,473	446,570
Social security costs	41,936	35,214
Other pension costs	21,194	16,616
	<u>574,603</u>	<u>498,400</u>

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

	2025	2024
Management	3	3
Administration	3	3
Advice workers and support staff	13	12
	<u>19</u>	<u>18</u>

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

The key management personnel comprise the chief executive officer, the service delivery manager, the projects and development manager and the client services manager. The total employee benefits of the key management personnel of the charity were £146,311 (2024: £148,047).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME FROM			
Donations	2,332	-	2,332
Charitable activities			
General Advice	428,395	265,923	694,318
Other trading activities	152	-	152
Investment income	6,584	-	6,584
Total	<u>437,463</u>	<u>265,923</u>	<u>703,386</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON			
Charitable activities			
General Advice	346,958	321,861	668,819
NET INCOME/(EXPENDITURE)			
Transfers between funds	90,505 (55,938)	(55,938) 55,938	34,567 -
Net movement in funds	34,567	-	34,567
RECONCILIATION OF FUNDS			
Total funds brought forward	350,186	6,395	356,581
TOTAL FUNDS CARRIED FORWARD	<u>384,753</u>	<u>6,395</u>	<u>391,148</u>

14. INDEPENDENT EXAMINER'S FEES

The independent examiner's remuneration amounts to an independent examination fee of £2,700 (2024 £2,625) and other services of £1,900 (2024 £1,785).

15. TANGIBLE FIXED ASSETS

	Short leasehold £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2024 and 31 March 2025	78,975	15,641	61,438	156,054
DEPRECIATION				
At 1 April 2024	78,975	15,641	57,151	151,767
Charge for year	-	-	4,287	4,287
At 31 March 2025	78,975	15,641	61,438	156,054
NET BOOK VALUE				
At 31 March 2025	-	-	-	-
At 31 March 2024	-	-	4,287	4,287

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025****16. DEBTORS**

	2025	2024
	£	£
Amounts falling due within one year:		
Accrued income	140,825	66,170
Prepayments	13,118	11,875
	<u>153,943</u>	<u>78,045</u>
Amounts falling due after more than one year:		
Other debtors	<u>11,760</u>	<u>11,760</u>
Aggregate amounts	<u>165,703</u>	<u>89,805</u>

Accrued Income include amounts due from The London Borough of Richmond upon Thames and other funders. The timing of these can vary from year to year.

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2025	2024
	£	£
Trade creditors	1,690	1,691
Social security and other taxes	11,352	9,246
Other creditors	4,635	2,235
Accrued expenses	15,789	16,118
Deferred income	121,760	91,277
	<u>155,226</u>	<u>120,567</u>

Accrued expenses include a provision for holiday pay.

	£	£
<u>Deferred Income</u>		
Balance at 1 April 2024	91,277	56,209
Amounts released to incoming resources	(68,616)	(41,209)
Amounts deferred in the year	99,099	76,277
Balance at 31 March 2025	<u>121,760</u>	<u>91,277</u>

Deferred income comprises income received during the year which relates to the next financial year.

18. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2025	2024
	£	£
Within one year	46,095	42,742
Between one and five years	3,365	45,052
	<u>49,460</u>	<u>87,794</u>

Lease payments are mainly in respect of the rent of our offices.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2025 Total funds £	2024 Total funds £
Fixed assets	-	-	-	4,287
Current assets	489,794	125,023	614,817	507,428
Current liabilities	(36,598)	(118,628)	(155,226)	(120,567)
	<u>453,196</u>	<u>6,395</u>	<u>459,591</u>	<u>391,148</u>

Comparatives for net assets between funds - 31 March 2024

	Unrestricted funds £	Restricted funds £	2024 Total funds £
Fixed assets	4,287	-	4,287
Current assets	415,494	91,934	507,428
Current liabilities	(35,028)	(85,539)	(120,567)
	<u>384,753</u>	<u>6,395</u>	<u>391,148</u>

20. MOVEMENT IN FUNDS

	At 1/4/24 £	Net movement in funds £	Transfers between funds £	At 31/3/25 £
Unrestricted funds				
General fund	380,465	124,478	(51,747)	453,196
Fixed Assets - Designated fund	4,288	(4,288)	-	-
	<u>384,753</u>	<u>120,190</u>	<u>(51,747)</u>	<u>453,196</u>
Restricted funds				
Hampton Fund	-	(9,414)	9,414	-
Property	6,395	-	-	6,395
Citizens Advice - Energy Advice Programme	-	(494)	494	-
Crisis Prevention Fund	-	(6,077)	6,077	-
Volunteer Co-ordinator Fund	-	(17,465)	17,465	-
Ukraine Support Fund	-	(5,400)	5,400	-
Email Advisor	-	(3,625)	3,625	-
One Richmond - Grant Support Officer	-	(3,949)	3,949	-
Manage Your Money Team	-	(5,323)	5,323	-
	<u>6,395</u>	<u>(51,747)</u>	<u>51,747</u>	<u>6,395</u>
TOTAL FUNDS	<u>391,148</u>	<u>68,443</u>	<u>-</u>	<u>459,591</u>

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2025**

20. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	465,851	(341,373)	124,478
Fixed Assets - Designated fund	-	(4,288)	(4,288)
	<u>465,851</u>	<u>(345,661)</u>	<u>120,190</u>
Restricted funds			
Hampton Fund	52,500	(61,914)	(9,414)
Citizens Advice - Energy Advice Programme	17,813	(18,307)	(494)
Crisis Prevention Fund	50,000	(56,077)	(6,077)
Volunteer Co-ordinator Fund	45,008	(62,473)	(17,465)
Ukraine Support Fund	45,967	(51,367)	(5,400)
Email Advisor	43,780	(47,405)	(3,625)
One Richmond - Grant Support Officer	40,000	(43,949)	(3,949)
Manage Your Money Team	23,830	(29,153)	(5,323)
	<u>318,898</u>	<u>(370,645)</u>	<u>(51,747)</u>
TOTAL FUNDS	<u>784,749</u>	<u>(716,306)</u>	<u>68,443</u>

Comparatives for movement in funds

	At 1/4/23 £	Net movement in funds £	Transfers between funds £	At 31/3/24 £
Unrestricted funds				
General fund	339,430	96,973	(55,938)	380,465
Fixed Assets - Designated fund	10,756	(6,468)	-	4,288
	<u>350,186</u>	<u>90,505</u>	<u>(55,938)</u>	<u>384,753</u>
Restricted funds				
Hampton Fund	-	(15,818)	15,818	-
Property	6,395	-	-	6,395
Debt Free London	-	(5,922)	5,922	-
Citizens Advice - Energy Advice Programme	-	(4,990)	4,990	-
Crisis Prevention Fund	-	(1,528)	1,528	-
Volunteer Co-ordinator Fund	-	(87)	87	-
RAID - Family Advice Project	-	(7,999)	7,999	-
Ukraine Support Fund	-	(549)	549	-
Email Advisor	-	(40)	40	-
One Richmond - Grant Support Officer	-	(19,005)	19,005	-
	<u>6,395</u>	<u>(55,938)</u>	<u>55,938</u>	<u>6,395</u>
TOTAL FUNDS	<u>356,581</u>	<u>34,567</u>	<u>-</u>	<u>391,148</u>

20. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	437,463	(340,490)	96,973
Fixed Assets - Designated fund	-	(6,468)	(6,468)
	<u>437,463</u>	<u>(346,958)</u>	<u>90,505</u>
Restricted funds			
Hampton Fund	50,000	(65,818)	(15,818)
Debt Free London	24,279	(30,201)	(5,922)
Citizens Advice - Energy Advice Programme	5,316	(10,306)	(4,990)
Crisis Prevention Fund	47,390	(48,918)	(1,528)
Volunteer Co-ordinator Fund	47,959	(48,046)	(87)
RAID - Family Advice Project	25,469	(33,468)	(7,999)
Ukraine Support Fund	44,668	(45,217)	(549)
Email Advisor	20,842	(20,882)	(40)
One Richmond - Grant Support Officer	-	(19,005)	(19,005)
	<u>265,923</u>	<u>(321,861)</u>	<u>(55,938)</u>
TOTAL FUNDS	<u><u>703,386</u></u>	<u><u>(668,819)</u></u>	<u><u>34,567</u></u>

Unrestricted Funds

Designated Fixed Asset Fund

The Designated Fixed Asset Fund represents amounts expended by the charity to acquire tangible fixed assets for the continuing benefit of the charity.

Restricted Funds

Crisis Prevention Fund

Funding from Richmond Council to provide one FTE adviser increase our capacity to support and advise residents affected by the cost of living crisis. The post and delivers advice at Ham Library, Whitton Library, the Vineyard food bank, ETNA Centre and from within our offices.

Volunteer Co-ordinator Fund

Funding from Richmond Council to provide one FTE volunteer co-ordinator to recruit, support and retain additional volunteers to increase our capacity to meet increased demand on our services. This post is funded to May 2026.

RAID - Family Advice Project

Funding from RPLC and Hampton Fund for 0.8 FTE to work with families in hardship and with complex needs. Funding to September 2023. This project is jointly delivered with Richmond AID.

Support for Ukraine Fund

Funding from Richmond Council for one FTE adviser to support and provide advice to Ukrainian and other refugees, their host families and settled families in Richmond. This post is funded to May 2026.

Hampton Fund

Annual grant funding to support the provision of generalist advice services to clients from Hampton Fund's area of benefit (i.e. the Hamptons, Teddington, Twickenham and Whitton). This funding supports the delivery of our service from The White House Community Centre one day per week. The grant also contributes to the running of our Hampton Hill office.

20. MOVEMENT IN FUNDS - continued

Energy Advice Programme

Short-term funding to support training and advice to groups of individuals and front-line workers from other agencies in choosing a utilities supplier and managing energy usage and bills.

Property

Grant to cover specified property costs.

Debt Free London

Grant funding to provide specialist debt and money advice and information to vulnerable groups, which is designed to reduce debt and social exclusion. It is delivered from the Citizens Advice offices in the Borough and in Kingston upon Thames.

Email Advisor

A grant from Richmond Council to allow us to employ an advisor who supports the delivery of advice by email.

Manage Your Money Team

Funding for five years from the City Bridge Foundation for salary of a full time Manage Your Money Adviser.

One Richmond

Funding for a full time Adviser for 12-months to provide support and advice to households in crisis who apply for charitable grant support such as the Household Support Fund or local charity crisis grants.

21. EMPLOYEE BENEFIT OBLIGATIONS

The charity operates a defined contribution pension scheme. Pension contributions totalling £4,635 (2024 £2,235) were payable to the fund at the balance sheet date and are included in creditors.

22. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2025.

23. CHARITABLE COMPANY LIMITED BY GUARANTEE

Each member has a maximum potential liability of £1 in the event of the charitable company being wound up. The number of members as at 31 March 2025 was 11 (2024: 12).

24. FUNDS DISPERSED AS AGENT

The Charity acted as an agent for several charities in the Borough, and other organisations to distribute funds to beneficiaries of such charities. The income and expenditure related to these projects is excluded from the Statement of Financial Activities.

Project	Brought Forward £	Incoming Resources £	Resources Expended £	Carried Forward £
RPLC	2,869	51,975	(48,100)	6,744
Richmond Charities	2,941	26,251	(14,041)	15,151
HSF Grant	21,678	164,550	(181,550)	4,678
Independent - Client Donation	-	550	(550)	-
Others	381	-	(63)	318
	<u>27,869</u>	<u>243,326</u>	<u>(244,304)</u>	<u>26,891</u>

The HSF grant was made by The London Borough of Richmond Upon Thames and its full title is The Household Support Grant Fund (Food, Energy Costs and Household Essentials). The grant was used for that purpose.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

England & Wales - Charity number 1085878

Accounts

REGISTERED COMPANY NUMBER: 04140012 (England and Wales)
REGISTERED CHARITY NUMBER: 1085878

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024
FOR
RICHMOND CITIZENS ADVICE BUREAUX SERVICE
(A COMPANY LIMITED BY GUARANTEE)**

Hartley Fowler LLP
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

	Page
Report of the Trustees	1 to 8
Independent Examiner's Report	9
Statement of Financial Activities	10
Statement of Financial Position	11
Statement of Cash Flows	12
Notes to the Statement of Cash Flows	13
Notes to the Financial Statements	14 to 25

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The organisation operates as Citizens Advice Richmond (CAR) though the company name remains Richmond Citizens Advice Bureaux Service.

In this report the national Citizens Advice charity is referred to as Citizens Advice and the Council of the London Borough of Richmond upon Thames is referred to as Richmond Council.

OBJECTIVES AND ACTIVITIES

The Articles of Association of CAR state that the charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in and around the London Borough of Richmond upon Thames and surrounding areas.

The key strategic objectives for the next three years are set out in the business and development plan 2024-27, along with a detailed work plan for 2024-27. The plan was developed from a planning meeting held in January 2024, attended by staff, volunteers and trustees. The draft plan was consulted on with each of these groups and was approved by the trustees in February 2024. Progress towards the targets in the work plan are monitored quarterly by the trustee board. A new plan for 2025-28 will be developed in early 2025.

Our Aim:

The Citizens Advice service helps people resolve their legal, money and other problems by providing information and advice, and by influencing policymakers.

Statement of purpose:

Citizens Advice Richmond is a charity that empowers people to resolve their problems and changes their lives for the better. We do this on a free and impartial basis by:

- Offering personalised options-based advice
- Educating our community to avoid future problems
- Effecting change at local and national level through research and campaigns.

Our Values:

To underpin our strategy and plans, trustees, staff and volunteers will always seek to:

- Put our clients at the centre of all we do
- Respond to the needs of the local community
- Ensure high quality and accessibility
- Guarantee confidentiality and impartiality
- Promote equalities and challenge discrimination

Our Objectives:

Our vision for Citizens Advice Richmond involves working towards five key strategic priorities:

1. Access to advice - we will prioritise advice to those who need it most and help people via the most appropriate channel; we will provide strategic leadership to the local advice sector
2. Influence - we will be more influential and speak out on behalf of local residents, working with statutory and voluntary organisations to identify the source of peoples' problems and campaign for improvements in policy and practice at local and national level
3. Sustainability - we will diversify our funding base by developing new sources of funding alongside efficiency gains where possible to ensure our sustainability
4. Partners - we will develop effective partnerships to deliver cost effective services, focusing on the needs of disadvantaged people and communities and to share best practice
5. Volunteers - we will attract a broad range of new volunteers and offer them more flexible opportunities.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

Public benefit

How our activities deliver public benefit:

During the year, CAR provided advice to clients across the London Borough of Richmond upon Thames by phone, email and in person. We have offices at Hampton, Hampton Hill, Barnes and Sheen and delivered outreach advice services at the Whitehouse Community Centre, the Vineyard, Whitton Library, Ham Library and with All-in-One Hub in Richmond.

Staff and volunteers

As of the end of March 2024, CAR had a total of 16 paid staff; 9 of whom were part-time. The charity continues to benefit from the contribution of a large body of around 75 local volunteers who provide the advice service to the public or support the charity's administration. Volunteer advisers work an average of one day per week and it takes about twelve months for them to be fully trained to the exacting standard which is required. Over the course of the reporting period, a total of 33 new volunteers were recruited and trained (35 the previous year). It is estimated that our volunteers contributed over 25,750 person hours overall, throughout the year. The trustees who are all volunteers themselves, wish to express their gratitude to all our volunteers for their support and dedication.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

ACHIEVEMENT AND PERFORMANCE

Over the year 2023-2024, 6,010 individual clients were provided with advice and information (2022-2023: 6,450). We continue to see many clients who have complex, multiple and interlinked problems. Advisers dealt with a total of 17,495 separate issues on their behalf (2022-2023: 25,132*). The impact of the cost-of-living crisis on household expenditure and ability to pay for essentials such as fuel and food, has driven demand for our services.

*The reduction in numbers of issues dealt with reflects a different method of recording issues since April 2023. Previously returning clients had separate profiles on our client database. Over the year, these have been merged and similar issues on each profile have subsequently been merged also.

Main Enquiry Areas	2023-24 - %	2022-23- %
Welfare Benefits including Universal Credit	34	22
Debt	10	15
Housing	16	13
Financial services & capability	3	4
Employment	3	3
Relationships & Family	3	3

13% of our work involved supporting residents with charitable support and foodbank vouchers.

Advisers secured financial gains of £2,142,084 for our clients (2022-2023: £3,303,538) through debt write-off and receipt of benefits or other entitlements. This is a significant contribution not only to individuals and households, but also to the broader local economy. 47% of clients stated that they had a disability or chronic illness (2022-2023: 45%) and 32% were from black and minority ethnic groups (2022-2023: 27%).

During the year, staff and volunteers continued to provide quality information and advisory services by telephone advice, written and email correspondence, in person and at outreach services at community centres across the borough. We continued our direct referral service for partner organisations to refer clients to us and to upload relevant documents.

Citizens Advice carries out an independent survey, by email or text, of all clients who consent to be contacted. The results below are cumulative for the 12 months, April 2023 - March 2024. The number of CAR clients who responded was 434.

<u>Question</u>	positive or very positive response national average rate for CAR clients	national average
How easy or difficult did you find it to access the service?	70%	73%
To what extent did the service help you find a way forward?	84%	83%
To what extent is your problem now resolved?	73%	73%
How likely would you be to recommend this service?	83%	84%

CAR supported clients in a range of ways; from listening and giving information, providing generalist and specialist advice and through negotiating with third parties. Where appropriate, clients were referred to other agencies, to statutory bodies, or to local legal firms. The service offers specialist advice in family law, immigration, and housing provided by legal professionals, where advice is given on a pro-bono basis.

Our Manage Your Money (MYM) team delivered appointments to 52 clients and carried out workshops for 40 people.

We were involved in distributing the Household Support Fund on behalf of Richmond Council and supported 460 households and distributed £111,000.

Research and campaigns are an important aspect of our work. Advisers submitted a total of 346 evidence forms (EFs) for the whole of 2023-2024. The team's main focus during the year was on the following campaigns:

- Adequacy of welfare support
- Cost of living crisis
- Stop "no DSS" policies
- Improving processes for tenants in social housing
- Improving disrepair outcomes for tenants in social housing

The Team is working closely with local organisations, including Richmond Council (particularly on housing issues), local MPs, RHP and PA Housing.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

FINANCIAL REVIEW

Funding sources

For 2023-24, the main source of funding was a contract with Richmond Council to deliver a generalist advice services in the borough. This contract originally began in August 2013 and was extended twice, with a 10% then a 5% reduction in funding. The latest extension runs to March 2024. In 2023/24, this contract comprised about 41% (2022/23: 43%) of total income; ongoing support from three local trusts comprised 21% (2022/23: 25%) of income.

As ever, diversifying our funding base will remain challenging and we will continue to operate in a financially finely-balanced and constrained environment. Continued support from local trusts cannot be guaranteed, and securing new funding sources will continue to be difficult as we operate in what is perceived to be a prosperous borough.

Outcome for the year

For the year ended 31 March 2024, CAR had a net excess of income over expenditure of £34,567 (2023: £10,008) of which £0 (2023: £6,155) represented a decrease in restricted funds and £34,567 represented an increase in unrestricted funds (2023: £19,250). The cash resources at the end of the year stood at £417,623 an increase of £40,839 on the previous year end.

Reserves

Reserves at 31 March 2024 stood at £391,148 (2023: £356,581) of which £384,753 (2023: £350,186) were unrestricted funds and the remainder restricted. Within unrestricted funds the trustees have allocated £4,287 being an amount equal to the net book value of the fixed assets, to a designated fund as such funds are invested in fixed assets and, therefore, not available to meet the day to day running costs of the charity.

CAR requires unrestricted funds in the period ahead to:

- a. provide working capital to cover day to day fluctuations in income and expenditure, including those for separately funded projects, which may have different financial accounting periods and different timetables for grant or contract instalments, sometimes in advance, sometimes in arrears;
- b. meet, in the short term, either unexpected expenses or income shortfalls;

The trustees estimate that the amount of reserves required to address the requirements above is between £200,000 and £210,000. The unrestricted reserves of the charity at 31 March 2024, excluding the designated fixed assets fund, were £380,465

Going concern

The trustees have considered CAR cash flow forecast for the period ahead. Provided that the advice contract with Richmond Council is extended in 2024 at a funding level above that of (linked to NJC scale increase) the funding level in 2022-23 and 2023-24, the trustees believe that the charity has a reasonable expectation of having sufficient resources to continue in operation for the foreseeable future. Accordingly, the trustees continue to adopt the going concern basis in the preparation of the accounts.

Principal risks and uncertainties

Principal Risks

LBRuT funding reduces from 2026

Rental liabilities likely to increase with the move to the Civic Centre in 2026

Loss of funding and increased demand for services due to cost of living crisis

Risk Management

Ensure all performance targets met; promote service impact

Maintain contingency in financial planning and forecasting. Work with LBRuT to explore Civic Centre presence to reduce rental liability

Regular liaison with funders; maintain relationship with CA bid team re support around commissioning; develop services that funders want to see eg. In person provision for clients

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

FUTURE DEVELOPMENTS

During 2024-2025, CAR will work on implementing our work-plan for the year to deliver on our five key strategic objectives, set out in the business and development plan and to plan how our services can support residents with the cost-of-living crisis. The work plan is updated quarterly, and progress is reported to trustees at board meetings.

CAR will continue to work towards meeting the contractual targets in the generalist advice services contract with Richmond Council. It is hoped that meeting and exceeding these targets will help to influence the council's decision to commission the service from 2026. The charity will continue to promote the value of its work to members of the council, other funders and the public.

Quality will remain central to service planning; through ongoing structured training programmes and through audit. CAR will continue with Citizens Advice's performance quality framework, by carrying out regular quality of advice assessments, overseen by Citizens Advice quality auditors.

Research and campaigns will remain an extremely important aspect of the charity's work. In the year ahead CAR will continue to participate proactively in national Citizens Advice campaigns, as well as actively working with statutory bodies, MPs, and others in the borough to tackle local issues and to feed back on the impact on clients of welfare benefit reforms and other policies and practices. The team works to an annual development plan and the work is overseen by a steering group, comprising staff, volunteers and the lead trustee and chaired by the CEO, that meets quarterly.

CAR continues to recruit and train new volunteers to maintain current levels of service and respond to demand for advice. It will continue to develop new and innovative projects that respond to identified local advice needs.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Richmond Citizens Advice Bureaux Service is a company limited by guarantee and is a registered charity. It is governed by its Articles of Association.

Recruitment and appointment of new trustees

The directors of the charitable company ('the charity') are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees. Trustees are elected to the board by members of the charity at the annual general meeting. One third of the elected trustees are required to retire by rotation at each annual general meeting. The chair of trustees is elected by the board. The trustees who acted during the year under review are listed on page 7, none of whom has any beneficial interest in the company. Farah Rachlin is the chair of the board of trustees.

Organisational structure and decision making

CAR is governed by its trustee board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of the charity and for ensuring that it satisfies its legal and contractual obligations. The trustee board meets at least quarterly and there are additional meetings of appropriate members or groups as required. The day-to-day operation of the organisation has been delegated to the Chief Executive, who is also the Company Secretary. In addition, there is an experienced team of paid staff and a substantial team of volunteers who are key to the service offered by the charity.

Decisions are made by the trustee board, in line with the strategic business and development plan which is translated into annual operational plans and reported against to the board. There are regular staff meetings and senior management team meetings which ensure that progress is being made against targets and also enable early troubleshooting when problems arise.

Induction and training of new trustees

New trustees are elected at the annual general meeting or are co-opted during the course of the year. They are given an induction pack of literature which confirms their role and responsibilities, and they also undergo an induction programme in the bureau and may attend briefing sessions run by Citizens Advice.

Key management remuneration

The pay of the Senior Management Team and staff is reviewed annually by the HR and Finance sub-committees, in line with both market conditions and affordability for the charity, and a proposal is submitted to the Board for their approval.

Wider network

CAR is a member of the national Citizens Advice service, and the national charity sets and monitors standards for advice, policies, procedures and supports local Citizens Advice with an information system, training and other services. Operating policies are independently determined by the trustee board of CAR to fulfil its charitable objectives and comply with the national membership requirements.

Related parties

The charity cooperates and liaises with other advisory services, local charities and council departments on behalf of clients. Where one of the trustees is also involved with another relevant organisation, they may be involved in discussions about it but not in any decision-making process.

Risk management

The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. A risk mitigation exercise is part of our longer-term strategic planning and our annual operational review and planning. Internal policies and procedures are contained within four documents - an office manual, staff handbook, employee handbook and volunteer handbook, which also reference Citizens Advice national policies and guidelines. The manual and handbooks are reviewed quarterly and updated as necessary. As well as an annual external independent examination, CAR undergoes on-going quality of advice audits and annual organisational audits overseen by Citizens Advice.

Information assurance

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

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

04140012 (England and Wales)

Registered Charity number

1085878

Registered office

94-102 High Street
Hampton Hill
Hampton
TW12 1NY

Trustees

Farah Rachlin - Chair
Tom Hetherington - Treasurer
Wendy Barker
Roger Hillyer
Alison Noehrbass (resigned 13/2/24)
Owain Griffiths
John Wheatle
Lollie Tuckey (appointed 5/2/24) (resigned 1/9/24)
Guy Eastaugh (appointed 11/4/24)
Annie Carpenter
Sarah Hynes (resigned 4/8/24)
Nigel Brown
Rakhi Govil (appointed 5/9/23)
Stephen Hill (deceased 18/4/23)

Company Secretary and Chief Executive Officer

Lorna Reid

Independent Examiner

Jonathan Askew FCA
Hartley Fowler LLP
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

Principal Bankers

Charities Aid Foundation Bank Ltd
25 Kings Hill Avenue
West Malling
Kent ME19 4JQ

Name

The registered name of the charity is Richmond Citizens Advice Bureaux Service but we operate under the name of Citizens Advice Richmond, following a rebranding process as required by the Citizens Advice membership scheme.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2024**

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Richmond Citizens Advice Bureaux Service for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

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

Approved by order of the board of trustees on 11 September 2024 and signed on its behalf by:



Farah Rachlin - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF RICHMOND CITIZENS ADVICE BUREAUX SERVICE

Independent examiner's report to the trustees of Richmond Citizens Advice Bureaux Service ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

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

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

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

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

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



Jonathan Askew FCA

Hartley Fowler LLP
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

11 September 2024

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME FROM					
Donations	3	2,332	-	2,332	1,666
Charitable activities					
General Advice	6	428,395	265,923	694,318	617,238
Other trading activities	4	152	-	152	928
Investment income	5	6,584	-	6,584	2,061
Total		<u>437,463</u>	<u>265,923</u>	<u>703,386</u>	<u>621,893</u>
EXPENDITURE ON					
Charitable activities					
General Advice	7	<u>346,958</u>	<u>321,861</u>	<u>668,819</u>	<u>611,885</u>
NET INCOME/(EXPENDITURE)					
Transfers between funds	20	90,505 (55,938)	(55,938) 55,938	34,567 -	10,008 -
Net movement in funds		<u>34,567</u>	<u>-</u>	<u>34,567</u>	<u>10,008</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>350,186</u>	<u>6,395</u>	<u>356,581</u>	<u>346,573</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>384,753</u></u>	<u><u>6,395</u></u>	<u><u>391,148</u></u>	<u><u>356,581</u></u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)**STATEMENT OF FINANCIAL POSITION
31 MARCH 2024**

	Notes	2024 £	2023 £
FIXED ASSETS			
Tangible assets	15	4,287	10,755
CURRENT ASSETS			
Debtors	16	89,805	65,511
Cash at bank		417,623	376,784
		<u>507,428</u>	<u>442,295</u>
CREDITORS			
Amounts falling due within one year	17	(120,567)	(96,469)
		<u>386,861</u>	<u>345,826</u>
NET CURRENT ASSETS			
		<u>391,148</u>	<u>356,581</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>391,148</u>	<u>356,581</u>
NET ASSETS			
		<u>391,148</u>	<u>356,581</u>
FUNDS	20		
Unrestricted funds		384,753	350,186
Restricted funds		6,395	6,395
		<u>391,148</u>	<u>356,581</u>
TOTAL FUNDS			
		<u>391,148</u>	<u>356,581</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

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

The financial statements were approved by the Board of Trustees and authorised for issue on 11 September 2024 and were signed on its behalf by:



Tom Hetherington - Trustee

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024**

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	<u>34,255</u>	<u>83,066</u>
Net cash provided by operating activities		<u>34,255</u>	<u>83,066</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(12,864)
Interest received		<u>6,584</u>	<u>2,061</u>
Net cash provided by/(used in) investing activities		<u>6,584</u>	<u>(10,803)</u>
Change in cash and cash equivalents in the reporting period		<u>40,839</u>	<u>72,263</u>
Cash and cash equivalents at the beginning of the reporting period		<u>376,784</u>	<u>304,521</u>
Cash and cash equivalents at the end of the reporting period		<u>417,623</u>	<u>376,784</u>

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024**

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

	2024 £	2023 £
Net income for the reporting period (as per the Statement of Financial Activities)	34,567	10,008
Adjustments for:		
Depreciation charges	6,468	26,391
Interest received	(6,584)	(2,061)
Increase in debtors	(24,294)	(7,879)
Increase in creditors	24,098	56,607
Net cash provided by operations	<u>34,255</u>	<u>83,066</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/23 £	Cash flow £	At 31/3/24 £
Net cash			
Cash at bank	376,784	40,839	417,623
	<u>376,784</u>	<u>40,839</u>	<u>417,623</u>
Total	<u>376,784</u>	<u>40,839</u>	<u>417,623</u>

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. GENERAL INFORMATION

The charitable company is incorporated and domiciled in England and Wales. The address of its registered office is 94-102 High Street, Hampton Hill, Hampton, TW12 1NY. The registered number of the company is 04140012. The registered number of the charity is 1085878.

The financial information presented is for the year ended 31 March 2024 and 31 March 2023. The financial information is presented in sterling.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

a) Going concern basis

The "Reserves Policy and Going Concern" section of the trustees' report sets out various considerations relative to the going concern position of the charity and explains why the trustees continue to adopt the going concern basis in the preparation of these financial statements.

b) Significant judgements and estimates

The trustees consider that there are no areas of judgement or estimation which materially affect the financial statements.

Income

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

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable.

Voluntary income is received by way of grants and is included in full in the Statement of Financial Activities when receivable.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charitable company, this is normally upon notification of the interest paid or payable by the bank.

Expenditure

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

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Governance costs

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examiner's fees.

Allocation and apportionment of costs

Support costs include all those overhead costs of office and bureau accommodation, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

Tangible fixed assets

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

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

3. DONATIONS	2024	2023
	£	£
Donations	<u>2,332</u>	<u>1,666</u>
4. OTHER TRADING ACTIVITIES	2024	2023
	£	£
Fundraising events	135	690
Other income	17	238
	<u>152</u>	<u>928</u>
5. INVESTMENT INCOME	2024	2023
	£	£
Deposit account interest	<u>6,584</u>	<u>2,061</u>
6. INCOME FROM CHARITABLE ACTIVITIES	2024	2023
	£	£
General advice		
Contractual income		
London Borough of Richmond upon Thames - Community Advice Services	287,465	273,990
London Borough of Richmond upon Thames - Household Support	38,750	23,237
Department of Work and Pensions - Kickstart	-	6,513
Richmond Housing Partnership	6,750	6,000
	<u>332,965</u>	<u>309,740</u>
Grants		
The Barnes Fund	39,330	38,560
Hampton Fund	50,000	65,000
Richmond Parish Lands Charity	56,100	56,600
Toynbee Hall - Debt Free London Grant	24,279	26,129
Citizens Advice - Energy Advice Programme	5,316	21,168
Richmond Aid - Families Advice Project	25,469	33,960
London Borough of Richmond upon Thames - Ukraine Support Worker	44,668	36,638
London Borough of Richmond upon Thames - Volunteer Co-ordinator	47,959	14,333
Crisis Prevention Caseworker	47,390	15,110
Email Advisor	20,842	-
	<u>361,353</u>	<u>307,498</u>
Total for general advice	<u>694,318</u>	<u>617,238</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
General Advice	<u>477,515</u>	<u>191,304</u>	<u>668,819</u>

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2024 £	2023 £
Staff costs	400,312	323,932
Hire of plant and machinery	1,500	1,500
Rent and premises costs	49,750	47,850
Office costs	10,314	17,066
Volunteer costs including training	3,627	5,807
Other expenditure	12,012	11,075
	<u>477,515</u>	<u>407,230</u>

9. SUPPORT COSTS

	Management £	Governance costs £	Totals £
General Advice	<u>186,214</u>	<u>5,090</u>	<u>191,304</u>

Support costs, included in the above, are as follows:

Management

	2024 General Advice £	2023 Total activities £
Staff costs	98,088	106,883
Other rents and premises costs	25,629	19,280
Office overhead costs	56,029	58,525
Depreciation of tangible fixed assets	6,468	15,967
	<u>186,214</u>	<u>200,655</u>

Governance costs

	2024 General Advice £	2023 Total activities £
Governance costs	<u>5,090</u>	<u>4,000</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

10. NET INCOME/(EXPENDITURE)

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

	2024	2023
	£	£
Depreciation - owned assets	6,468	26,391
Operating leases - office equipment	1,670	1,670
Operating leases - property	39,200	33,128
	<u>47,338</u>	<u>61,189</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

There were no trustee expenses incurred during the current or previous year.

12. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	446,570	387,974
Social security costs	35,214	30,455
Other pension costs	16,616	12,386
	<u>498,400</u>	<u>430,815</u>

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

	2024	2023
Management	3	2
Administration	3	3
Advice workers and support staff	12	11
	<u>18</u>	<u>16</u>

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

The key management personnel comprise the chief executive officer, the service delivery manager, the projects and development manager and the client services manager. The total employee benefits of the key management personnel of the charity were £147,947 (2023: £125,947).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME FROM			
Donations	1,666	-	1,666
Charitable activities			
General Advice	398,387	218,851	617,238
Other trading activities	928	-	928
Investment income	2,061	-	2,061
Total	<u>403,042</u>	<u>218,851</u>	<u>621,893</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON Charitable activities			
General Advice	378,602	233,283	611,885
NET INCOME/(EXPENDITURE)			
Transfers between funds	24,440 (8,277)	(14,432) 8,277	10,008 -
Net movement in funds	16,163	(6,155)	10,008
RECONCILIATION OF FUNDS			
Total funds brought forward	334,023	12,550	346,573
TOTAL FUNDS CARRIED FORWARD	<u>350,186</u>	<u>6,395</u>	<u>356,581</u>

14. INDEPENDENT EXAMINER'S FEES

The independent examiner's remuneration amounts to an independent examination fee of £3,465 (2023 £3,300) and other services of £1,625 (2023 £700).

15. TANGIBLE FIXED ASSETS

	Short leasehold £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2023 and 31 March 2024	78,975	15,641	61,438	156,054
DEPRECIATION				
At 1 April 2023	78,975	13,660	52,664	145,299
Charge for year	-	1,981	4,487	6,468
At 31 March 2024	78,975	15,641	57,151	151,767
NET BOOK VALUE				
At 31 March 2024	-	-	4,287	4,287
At 31 March 2023	-	1,981	8,774	10,755

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024****16. DEBTORS**

	2024	2023
	£	£
Amounts falling due within one year:		
Other debtors	-	8,976
Accrued income	66,170	40,314
Prepayments	11,875	4,461
	<u>78,045</u>	<u>53,751</u>
Amounts falling due after more than one year:		
Other debtors	<u>11,760</u>	<u>11,760</u>
Aggregate amounts	<u>89,805</u>	<u>65,511</u>

Accrued Income include amounts due from The London Borough of Richmond upon Thames and other funders. The timing of these can vary from year to year.

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024	2023
	£	£
Trade creditors	1,691	3,702
Social security and other taxes	9,246	13,893
Other creditors	2,235	2,409
Accrued expenses	16,118	20,256
Deferred income	91,277	56,209
	<u>120,567</u>	<u>96,469</u>
Accrued expenses include a provision for holiday pay.		
	£	£
<u>Deferred Income</u>		
Balance at 1 April 2023	56,209	2,737
Amounts released to incoming resources	(41,209)	-
Amounts deferred in the year	<u>76,277</u>	<u>53,472</u>
Balance at 31 March 2024	<u>91,277</u>	<u>56,209</u>

Deferred income comprises income received during the year which relates to the next financial year.

18. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2024	2023
	£	£
Within one year	42,742	40,035
Between one and five years	45,052	19,600
	<u>87,794</u>	<u>59,635</u>

Lease payments are mainly in respect of the rent of our offices.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
Fixed assets	4,287	-	4,287	10,755
Current assets	501,033	6,395	507,428	442,295
Current liabilities	(120,567)	-	(120,567)	(96,469)
	<u>384,753</u>	<u>6,395</u>	<u>391,148</u>	<u>356,581</u>

Comparatives for net assets between funds - 31 March 2023

	Unrestricted funds £	Restricted funds £	2023 Total funds £
Fixed assets	10,755	-	10,755
Current assets	435,900	6,395	442,295
Current liabilities	(96,469)	-	(96,469)
	<u>350,186</u>	<u>6,395</u>	<u>356,581</u>

20. MOVEMENT IN FUNDS

	At 1/4/23 £	Net movement in funds £	Transfers between funds £	At 31/3/24 £
Unrestricted funds				
General fund	339,430	96,973	(55,938)	380,465
Fixed Assets - Designated fund	10,756	(6,468)	-	4,288
	<u>350,186</u>	<u>90,505</u>	<u>(55,938)</u>	<u>384,753</u>
Restricted funds				
Hampton Fund	-	(15,818)	15,818	-
Property	6,395	-	-	6,395
Debt Free London	-	(5,922)	5,922	-
Citizens Advice - Energy Advice Programme	-	(4,990)	4,990	-
Crisis Prevention Fund	-	(1,528)	1,528	-
Volunteer Co-ordinator Fund	-	(87)	87	-
RAID - Family Advice Project	-	(7,999)	7,999	-
Ukraine Support Fund	-	(549)	549	-
Email Advisor	-	(40)	40	-
One Richmond - Grant Support Officer	-	(19,005)	19,005	-
	<u>6,395</u>	<u>(55,938)</u>	<u>55,938</u>	<u>6,395</u>
TOTAL FUNDS	<u>356,581</u>	<u>34,567</u>	<u>-</u>	<u>391,148</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2024**

20. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	437,463	(340,490)	96,973
Fixed Assets - Designated fund	-	(6,468)	(6,468)
	<u>437,463</u>	<u>(346,958)</u>	<u>90,505</u>
Restricted funds			
Hampton Fund	50,000	(65,818)	(15,818)
Debt Free London	24,279	(30,201)	(5,922)
Citizens Advice - Energy Advice Programme	5,316	(10,306)	(4,990)
Crisis Prevention Fund	47,390	(48,918)	(1,528)
Volunteer Co-ordinator Fund	47,959	(48,046)	(87)
RAID - Family Advice Project	25,469	(33,468)	(7,999)
Ukraine Support Fund	44,668	(45,217)	(549)
Email Advisor	20,842	(20,882)	(40)
One Richmond - Grant Support Officer	-	(19,005)	(19,005)
	<u>265,923</u>	<u>(321,861)</u>	<u>(55,938)</u>
TOTAL FUNDS	<u><u>703,386</u></u>	<u><u>(668,819)</u></u>	<u><u>34,567</u></u>

Comparatives for movement in funds

	At 1/4/22 £	Net movement in funds £	Transfers between funds £	At 31/3/23 £
Unrestricted funds				
General fund	309,739	37,968	(8,277)	339,430
Fixed Assets - Designated fund	24,284	(13,528)	-	10,756
	<u>334,023</u>	<u>24,440</u>	<u>(8,277)</u>	<u>350,186</u>
Restricted funds				
Hampton Fund	-	(809)	809	-
Property	6,395	-	-	6,395
Debt Free London	-	(6,409)	6,409	-
Hampton Fund Refurbishment Fund	4,000	-	(4,000)	-
Citizens Advice - Energy Advice Programme	-	(144)	144	-
Citizens Advice - Remote Working Equipment Grant	2,155	(2,155)	-	-
Kickstart	-	(465)	465	-
Crisis Prevention Fund	-	(420)	420	-
Volunteer Co-ordinator Fund	-	(1,731)	1,731	-
RAID - Family Advice Project	-	(1,251)	1,251	-
Ukraine Support Fund	-	(1,048)	1,048	-
	<u>12,550</u>	<u>(14,432)</u>	<u>8,277</u>	<u>6,395</u>
TOTAL FUNDS	<u><u>346,573</u></u>	<u><u>10,008</u></u>	<u><u>-</u></u>	<u><u>356,581</u></u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

20. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	403,042	(365,074)	37,968
Fixed Assets - Designated fund	-	(13,528)	(13,528)
	<u>403,042</u>	<u>(378,602)</u>	<u>24,440</u>
Restricted funds			
Hampton Fund	65,000	(65,809)	(809)
Debt Free London	26,129	(32,538)	(6,409)
Citizens Advice - Energy Advice Programme	21,168	(21,312)	(144)
Citizens Advice - Remote Working Equipment Grant	-	(2,155)	(2,155)
Kickstart	6,513	(6,978)	(465)
Crisis Prevention Fund	15,110	(15,530)	(420)
Volunteer Co-ordinator Fund	14,333	(16,064)	(1,731)
RAID - Family Advice Project	33,960	(35,211)	(1,251)
Ukraine Support Fund	36,638	(37,686)	(1,048)
	<u>218,851</u>	<u>(233,283)</u>	<u>(14,432)</u>
TOTAL FUNDS	<u>621,893</u>	<u>(611,885)</u>	<u>10,008</u>

Unrestricted Funds

Designated Fixed Asset Fund

The Designated Fixed Asset Fund represents amounts expended by the charity to acquire tangible fixed assets for the continuing benefit of the charity.

Restricted Funds

Crisis Prevention Fund

Crisis Prevention Fund. Funding from Richmond Council to provide one FTE adviser increase our capacity to support and advise residents affected by the cost of living crisis. The post is in place up to November 2024 and delivers advice at Ham Library, Whitton Library, the Vineyard food bank and from within our offices.

Volunteer Co-ordinator Fund

Funding from Richmond Council to provide one FTE volunteer co-ordinator to recruit, support and retain additional volunteers to increase our capacity to meet increased demand on our services. The post is funded to May 2024.

RAID - Family Advice Project

Funding from RPLC and Hampton Fund for 0.8 FTE to work with families in hardship and with complex needs. Funding to September 2023. This project is jointly delivered with Richmond AID.

Support for Ukraine Fund

Funding from Richmond Council for one FTE adviser to support and provide advice to Ukrainian refugees, their host families and settled families in Richmond. Funding to May 2024.

Hampton Fund

One year grant funding to support the provision of generalist advice services to clients from Hampton Fund's area of benefit (i.e. the Hamptons, Teddington, Twickenham and Whitton). In particular this funding supports the operation of our office at The White House Community Centre, in Hampton, which operates three days per week. The grant also contributes to the running of our Hampton Hill office.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

20. MOVEMENT IN FUNDS - continued

Energy Advice Programme

Short-term funding to support training to groups of individuals and front-line workers from other agencies in choosing a utilities supplier and managing energy usage and bills.

Property

Grant to cover specified property costs.

Debt Free London

Grant funding to provide specialist debt and money advice and information to vulnerable groups, which is designed to reduce debt and social exclusion. It is delivered from the Citizens Advice offices in the Borough and in Kingston upon Thames.

Email Advisor

A grant from Richmond Council to allow us to employ an advisor who supports the delivery of advice by email.

Volunteer co-ordinator

Richmond Council have provided a grant to allow us to employ a co-ordinator who recruits, trains and supports our volunteers.

Hampton Fund Refurbishment Fund

A one off grant of £20,000, provided in the year 18/19 to contribute to the refurbishment costs of the Hampton Hill office, to be transferred to the general fund over the period of the lease.

Remote Working Equipment Grant

A grant from Citizens Advice (ultimately funded by BEIS) to purchase IT and other equipment to enable more staff and volunteers to work from home.

Kickstart

The kickstart scheme was funded by the DWP to create new jobs for 16 to 24 year olds on Universal Credit who are at risk of long term unemployment.

21. EMPLOYEE BENEFIT OBLIGATIONS

The charitable company contributes towards a workplace pension scheme. The pension cost charge represents contributions payable by the charitable company to the scheme and amounted to £16,616 (2023: £12,386). These contributions are invested separately within each employee's workplace pension scheme and are therefore separate from the company's assets.

22. RELATED PARTY DISCLOSURES

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

23. CHARITABLE COMPANY LIMITED BY GUARANTEE

Each member has a maximum potential liability of £1 in the event of the charitable company being wound up. The number of members as at 31 March 2024 was 12 (2023: 11).

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2024

24. FUNDS DISPERSED AS AGENT

The Charity acted as an agent for several charities in the Borough, and other organisations to distribute funds to beneficiaries of such charities. The income and expenditure related to these projects is excluded from the Statement of Financial Activities.

Project	Brought Forward £	Incoming Resources £	Resources Expended £	Carried Forward £
RPLC	12,014	17,325	(26,470)	2,869
Richmond Charities	8,300	12,500	(17,859)	2,941
HSF Grant	34,315	144,000	(156,637)	21,678
Talisman	-	2,000	(2,000)	-
Others	445	634	(698)	381
	<u>55,074</u>	<u>176,459</u>	<u>(203,664)</u>	<u>27,869</u>

The HSF grant was made by The London Borough of Richmond Upon Thames and its full title is The Household Support Grant Fund (Food, Energy Costs and Household Essentials). The grant was used for that purpose.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

England & Wales - Charity number 1085878

Accounts

REGISTERED COMPANY NUMBER: 04140012 (England and Wales)
REGISTERED CHARITY NUMBER: 1085878

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023
FOR
RICHMOND CITIZENS ADVICE BUREAUX SERVICE
(A COMPANY LIMITED BY GUARANTEE)**

Hartley Fowler LLP
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023**

	Page
Report of the Trustees	1 to 7
Independent Examiner's Report	8
Statement of Financial Activities	9
Statement of Financial Position	10
Statement of Cash Flows	11
Notes to the Statement of Cash Flows	12
Notes to the Financial Statements	13 to 24

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2023.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The organisation operates as Citizens Advice Richmond (CAR) though the company name remains Richmond Citizens Advice Bureaux Service.

In this report the national Citizens Advice charity is referred to as Citizens Advice and the Council of the London Borough of Richmond upon Thames is referred to as Richmond Council.

OBJECTIVES AND ACTIVITIES

The Articles of Association of CAR state that the charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in and around the London Borough of Richmond upon Thames and surrounding areas.

The key strategic objectives for the next three years are set out in the business and development plan 2023-26, along with a detailed work plan for 2023-26. The plan was developed from a planning meeting held in January 2023, attended by staff, volunteers and trustees. The draft plan was consulted on with each of these groups and was approved by the trustees in February 2023. Progress towards the targets in the work plan are monitored quarterly by the trustee board. A new plan for 2024-27 will be developed in early 2024.

Our Aim:

The Citizens Advice service helps people resolve their legal, money and other problems by providing information and advice, and by influencing policymakers.

Statement of purpose:

Citizens Advice Richmond is a charity that empowers people to resolve their problems and changes their lives for the better. We do this on a free and impartial basis by:

- Offering personalised options-based advice
- Educating our community to avoid future problems
- Effecting change at local and national level through research and campaigns.

Our Values:

To underpin our strategy and plans, trustees, staff and volunteers will always seek to:

- Put our clients at the centre of all we do
- Respond to the needs of the local community
- Ensure high quality and accessibility
- Guarantee confidentiality and impartiality
- Promote equalities and challenge discrimination

Our Objectives:

Our vision for Citizens Advice Richmond involves working towards five key strategic priorities:

1. Access to advice - we will prioritise advice to those who need it most and help people via the most appropriate channel; we will provide strategic leadership to the local advice sector
2. Influence - we will be more influential and speak out on behalf of local residents, working with statutory and voluntary organisations to identify the source of peoples' problems and campaign for improvements in policy and practice at local and national level
3. Sustainability - we will diversify our funding base by developing new sources of funding alongside efficiency gains where possible to ensure our sustainability
4. Partners - we will develop effective partnerships to deliver cost effective services, focusing on the needs of disadvantaged people and communities and to share best practice
5. Volunteers - we will attract a broad range of new volunteers and offer them more flexible opportunities.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

Public benefit

How our activities deliver public benefit:

During the year, CAR provided advice to clients across the London Borough of Richmond upon Thames by phone, email and in person. We have offices at Hampton, Hampton Hill, Barnes and Sheen and delivered outreach advice services at the Whitehouse Community Centre, the Vineyard, Whitton Library, Ham Library and with All-in-One Hub in Richmond.

Staff and volunteers

As of the end of March 2023, CAR had a total of 17 paid staff; 10 of whom were part-time. The charity continues to benefit from the contribution of a large body of around 75 local volunteers who provide the advice service to the public or support the charity's administration. Volunteer advisers work an average of one day per week and it takes about twelve months for them to be fully trained to the exacting standard which is required. Over the course of the reporting period, a total of 35 new volunteers were recruited and trained (30 the previous year). It is estimated that our volunteers contributed over 22,000 person hours overall, throughout the year. The trustees who are all volunteers themselves, wish to express their gratitude to all our volunteers for their support and dedication.

ACHIEVEMENT AND PERFORMANCE

Over the year 2022-2023, 6,450 individual clients were provided with advice and information (2021-2022: 5,610). We continue to see a number of clients who have complex, multiple and interlinked problems which has impacted on our capacity - advisers dealt with a total of 25,132 separate issues on their behalf (2021-2022: 23,835). The enduring impact of Covid-19 on household income and the impact of the cost-of-living crisis on household expenditure and ability to pay for essentials such as fuel and food, has seen a rise in demand for our services.

Main Enquiry Areas	2022-23 - %	2021-22- %
Welfare Benefits including Universal Credit	22	35
Debt	15	12
Housing	13	12
Financial services & capability	4	2
Employment	3	4
Relationships & Family	3	4

Advisers also secured in financial gains of £3,303,538 for our clients (2021-2022: £3,163,387) through debt write-off and receipt of benefits or other entitlements. This is a significant contribution not only to individuals and households, but also to the broader local economy. 45% of clients stated that they had a disability or chronic illness (2021-2022: 38%) and 27% were from black and minority ethnic groups (2021-2022: 22%) and a further 23% classed themselves as White-other, i.e. not from the British Isles (2021-2022: 10%).

During the year, staff and volunteers continued to provide quality information and advisory services by telephone advice, written and email correspondence, in person and at outreach services at community centres across the borough. We continued our direct referral service for partner organisations to refer clients to us and to upload relevant documents.

Citizens Advice carries out an independent survey, by email or text, of all clients who consent to be contacted. The results below are cumulative for the 12 months, April 2022 - March 2023 Number of CAR clients responding: 410 - 425.

<u>Question</u>	positive or very positive response national average rate for CAR clients	national average
How easy or difficult did you find it to access the service?	61%	72%
To what extent did the service help you find a way forward?	75%	83%
To what extent is your problem now resolved?	69%	69%
How likely would you be to recommend this service?	81%	85%

CAR supported clients in a range of ways; from listening and giving information, providing generalist and specialist advice and through negotiating with third parties. Where appropriate, clients were referred to other agencies, to statutory bodies, or to local legal firms. The service offers specialist advice in family law, immigration, and housing provided by legal professionals, where advice is given on a pro-bono basis.

Our Manage Your Money (MYM) team delivered appointments to 101 clients and carried out workshops for 60 people.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2023

We continued our partnership with Richmond AID to deliver the Family Advice Project which supports families in crisis and with complex difficulties. The project is jointly funded by RPLC and Hampton Fund.

We were involved in distributing the Household Support Fund on behalf of Richmond Council and supported 295 households and distributed £131,759

Research and campaigns are an important aspect of our work. Advisers submitted a total of 310 evidence forms (EFs) for the whole of 2022-2023. The team's main focus during the year was on the following campaigns:

- Adequacy of welfare support
- Cost of living crisis
- Stop "no DSS" policies
- Improving processes for tenants in social housing
- Improving disrepair outcomes for tenants in social housing

The Team is working closely with local organisations, including Richmond Council (particularly on housing issues), local MPs, RHP and PA Housing. A monthly campaigns newsletter is produced which is circulated to the local MPs, Richmond Council, major funders, DWP, the Richmond Advice Forum, R&C teams in the London cluster, national Citizens Advice and everyone at CAR.

FINANCIAL REVIEW

Funding sources

For 2022-23, the main source of funding was a contract with Richmond Council to deliver a generalist advice services in the borough. This contract originally began in August 2013 and was extended twice, with a 10% then a 5% reduction in funding. The latest extension runs to March 2024. In 2022/23, this contract comprised about 44% (2021/22: 43%) of total income; ongoing support from three local trusts comprised 26% (2021/22: 24%) of income.

As ever, diversifying our funding base will remain challenging and we will continue to operate in a financially finely-balanced and constrained environment. Continued support from local trusts cannot be guaranteed, and securing new funding sources will continue to be difficult as we operate in what is perceived to be a prosperous borough.

Outcome for the year

For the year ended 31 March 2023, CAR had a net excess of income over expenditure of £10,008 (2022: surplus of £34,443) of which £6,155 (2021: £19,250) represented a decrease in restricted funds and £16,163 represented an increase in unrestricted funds (2021: £53,683). The cash resources at the end of the year stood at £376,784 an increase of £72,263 on the previous year end.

Reserves

Reserves at 31 March 2023 stood at £356,581 (2022: £346,573) of which £350,186 (2022: £334,023) were unrestricted funds and the remainder restricted. Within unrestricted funds the trustees have allocated £10,755 being an amount equal to the net book value of the fixed assets, to a designated fund as such funds are invested in fixed assets and, therefore, not available to meet the day to day running costs of the charity.

CAR requires unrestricted funds in the period ahead to:

- a. provide working capital to cover day to day fluctuations in income and expenditure, including those for separately funded projects, which may have different financial accounting periods and different timetables for grant or contract instalments, sometimes in advance, sometimes in arrears;
- b. meet, in the short term, either unexpected expenses or income shortfalls;

The trustees estimate that the amount of reserves required to address the requirements above is between £200,000 and £210,000. The unrestricted reserves of the charity at 31 March 2023, excluding the designated fixed assets fund, were £339,431

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

Going concern

The trustees have considered CAR cash flow forecast for the period ahead. Provided that the advice contract with Richmond Council is extended in 2024 at a funding level above that of (linked to NJC scale increase) the funding level in 2021-22 and 2022-23, the trustees believe that the charity has a reasonable expectation of having sufficient resources to continue in operation for the foreseeable future. Accordingly, the trustees continue to adopt the going concern basis in the preparation of the accounts.

Principal risks and uncertainties

Principal Risks

LBRuT funding reduces in 2023/24

Rental liabilities could increase at lease end on Hampton Hill September 2024.

Loss of funding and increased demand for services due to cost of living crisis

Risk Management

Ensure all performance targets met; promote service impact

Maintain contingency in financial planning and forecasting. Work with LBRuT to explore Civic Centre presence to reduce rental liability.

Regular liaison with funders; maintain relationship with CA bid team re support around commissioning; develop services that funders want to see eg. In person provision for clients.

FUTURE DEVELOPMENTS

During 2023-2024, CAR will work on implementing our work-plan for the year to deliver on our five key strategic objectives, set out in the business and development plan and to plan how our services can support residents with the cost-of-living crisis. The work plan is updated quarterly and progress is reported to trustees at board meetings.

CAR will continue to work towards meeting the contractual targets in the generalist advice services contract with Richmond Council. It is hoped that meeting and exceeding these targets will help to influence the council's decision to commission the service from 2024. The charity will continue to promote the value of its work to members of the council, other funders and the general public. This is especially true as we have experienced a surge in demand for advice as a result of the cost-of-living crisis.

The Money and Pensions Service (MaPS) commissions debt advice services across the country and all services were recommissioned in February 2023. CAR will work with the current provider in the London region, Toynbee Hall and with Citizens Advice to ensure we stand the best chance of being part of a successful bid when the new contract is awarded from April 2026.

Quality will remain central to service planning; through ongoing structured training programmes and through audit. CAR will continue with Citizens Advice's performance quality framework, by carrying out regular quality of advice assessments, overseen by Citizens Advice quality auditors.

Research and campaigns will remain an extremely important aspect of the charity's work. In the year ahead CAR will continue to participate proactively in national Citizens Advice campaigns, as well as actively working with statutory bodies, MPs, and others in the borough to tackle local issues and to feed back on the impact on clients of welfare benefit reforms and other policies and practices. The team works to an annual development plan and the work is overseen by a steering group, comprising staff, volunteers and the lead trustee and chaired by the CEO, that meets quarterly.

CAR continues to recruit and train new volunteers to maintain current levels of service and respond to demand for advice. It will continue to develop new and innovative projects that respond to identified local advice needs.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Richmond Citizens Advice Bureaux Service is a company limited by guarantee and is a registered charity. It is governed by its Articles of Association.

Recruitment and appointment of new trustees

The directors of the charitable company ('the charity') are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees. Trustees are elected to the board by members of the charity at the annual general meeting. One third of the elected trustees are required to retire by rotation at each annual general meeting. The chair of trustees is elected by the board. The trustees who acted during the year under review are listed on page 6, none of whom has any beneficial interest in the company. Farah Rachlin is the chair of the board of trustees.

Organisational structure and decision making

CAR is governed by its trustee board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of the charity and for ensuring that it satisfies its legal and contractual obligations. The trustee board meets at least quarterly and there are additional meetings of appropriate members or groups as required. The day-to-day operation of the organisation has been delegated to the Chief Executive, who is also the Company Secretary. In addition, there is an experienced team of paid staff and a substantial team of volunteers who are key to the service offered by the charity.

Decisions are made by the trustee board, in line with the strategic business and development plan which is translated into annual operational plans and reported against to the board. There are regular staff meetings and senior management team meetings which ensure that progress is being made against targets and also enable early troubleshooting when problems arise.

Induction and training of new trustees

New trustees are elected at the annual general meeting, or are co-opted during the course of the year. They are given an induction pack of literature which confirms their role and responsibilities and they also undergo an induction programme in the bureau, and may attend briefing sessions run by Citizens Advice.

Key management remuneration

The pay of the Chief Executive is set by the Board. The pay of the remaining Senior Management Team, and staff is reviewed annually by the Finance Group, in line with both market conditions and affordability for the charity, and a proposal is submitted to the Board for their approval.

Wider network

CAR is a member of the national Citizens Advice service and the national charity sets and monitors standards for advice, policies, procedures and supports bureaux with an information system, training and other services. Operating policies are independently determined by the trustee board of CAR in order to fulfil its charitable objectives and comply with the national membership requirements.

Related parties

The charity cooperates and liaises with other advisory services, local charities and council departments on behalf of clients. Where one of the trustees is also involved with another relevant organisation, they may be involved in discussions about it but not in any decision-making process.

Risk management

The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. A risk mitigation exercise is part of our longer-term strategic planning and our annual operational review and planning. Internal policies and procedures are contained within four documents - an office manual, staff handbook, employee handbook and volunteer handbook, which also reference Citizens Advice national policies and guidelines. The manual and handbooks are reviewed quarterly and updated as necessary. As well as an annual external independent examination, CAR undergoes on-going quality of advice audits and annual organisational audits overseen by Citizens Advice.

Information assurance

The Citizens Advice Richmond trustee board oversees the information security of all personal information of clients, staff, funders and strategic partners that is processed. The vast majority of our client data is stored in Casebook, a case management system. An alternative system, AdvicePro, is used to store client data gathered to provide debt advice. Citizens Advice Richmond holds joint responsibility for client data held in Casebook with the national Citizens Advice Service, and for client data held in AdvicePro with the Money and Pensions Service and Toynbee Hall. An information assurance management team exists to ensure that the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the UK General Data Protection Regulation and the Data Protection Act 2018.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

04140012 (England and Wales)

Registered Charity number

1085878

Registered office

1st Floor,
94-102 High Street
Hampton Hill
Hampton
TW12 1NY

Trustees

Farah Rachlin - Chair
Tom Hetherington - Treasurer
Wendy Barker
Roger Hillyer
Alison Noehrbass (appointed 5/4/22)
Owain Griffiths (appointed 3/8/22)
John Wheatle (appointed 3/8/22)
Annie Carpenter (appointed 16/11/22)
Sarah Hynes (appointed 16/3/23)
Nigel Brown (appointed 11/3/23)
Rakhi Govil (appointed 11/9/23)
Camelia Fredericks (resigned 7/9/22)
Sharon Raj (resigned 13/7/22)
Jessica Tyrrell (resigned 14/12/22)
Gerard Sheridan (resigned 14/12/22)
Stephen Hill (deceased 18/4/23)

Company Secretary and Chief Executive Officer

Lorna Reid

Independent Examiner

Jonathan Askew FCA
Hartley Fowler LLP
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

Bankers

Charities Aid Foundation Bank Ltd
25 Kings Hill Avenue
West Malling
Kent ME19 4JQ

Name

The registered name of the charity is Richmond Citizens Advice Bureaux Service but we operate under the name of Citizens Advice Richmond, following a rebranding process as required by the Citizens Advice membership scheme.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2023**

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Richmond Citizens Advice Bureaux Service for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

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

Approved by order of the board of trustees on 13 September 2023 and signed on its behalf by:



Farah Rachlin - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF RICHMOND CITIZENS ADVICE BUREAUX SERVICE

Independent examiner's report to the trustees of Richmond Citizens Advice Bureaux Service ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2023.

Responsibilities and basis of report

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

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


Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

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

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


Jonathan Askew FCA

Hartley Fowler LLP
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

13 September 2023

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
INCOME FROM					
Donations	3	1,666	-	1,666	1,568
Charitable activities					
General Advice	6	398,387	218,851	617,238	633,234
Other trading activities	4	928	-	928	3,066
Investment income	5	2,061	-	2,061	437
Total		<u>403,042</u>	<u>218,851</u>	<u>621,893</u>	<u>638,305</u>
EXPENDITURE ON					
Charitable activities					
General Advice	7	<u>378,602</u>	<u>233,283</u>	<u>611,885</u>	<u>603,862</u>
NET INCOME/(EXPENDITURE)					
Transfers between funds	20	24,440 <u>(8,277)</u>	(14,432) <u>8,277</u>	10,008 <u>-</u>	34,443 <u>-</u>
Net movement in funds		<u>16,163</u>	<u>(6,155)</u>	<u>10,008</u>	<u>34,443</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		334,023	12,550	346,573	312,130
TOTAL FUNDS CARRIED FORWARD		<u><u>350,186</u></u>	<u><u>6,395</u></u>	<u><u>356,581</u></u>	<u><u>346,573</u></u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)**STATEMENT OF FINANCIAL POSITION
31 MARCH 2023**

	Notes	2023 £	2022 £
FIXED ASSETS			
Tangible assets	15	10,755	24,282
CURRENT ASSETS			
Debtors	16	65,511	57,632
Cash at bank		376,784	304,521
		<u>442,295</u>	<u>362,153</u>
CREDITORS			
Amounts falling due within one year	17	(96,469)	(39,862)
		<u>345,826</u>	<u>322,291</u>
NET CURRENT ASSETS			
		<u>345,826</u>	<u>322,291</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>356,581</u>	<u>346,573</u>
NET ASSETS		<u>356,581</u>	<u>346,573</u>
FUNDS	20		
Unrestricted funds		350,186	334,023
Restricted funds		6,395	12,550
TOTAL FUNDS		<u>356,581</u>	<u>346,573</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2023.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2023 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

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

The financial statements were approved by the Board of Trustees and authorised for issue on 13 September 2023 and were signed on its behalf by:



Tom Hetherington - Trustee

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023**

	Notes	2023 £	2022 £
Cash flows from operating activities			
Cash generated from operations	1	83,066	39,969
Net cash provided by operating activities		<u>83,066</u>	<u>39,969</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(12,864)	(6,540)
Interest received		2,061	437
Net cash used in investing activities		<u>(10,803)</u>	<u>(6,103)</u>
Change in cash and cash equivalents in the reporting period		<u>72,263</u>	<u>33,866</u>
Cash and cash equivalents at the beginning of the reporting period		<u>304,521</u>	<u>270,655</u>
Cash and cash equivalents at the end of the reporting period		<u><u>376,784</u></u>	<u><u>304,521</u></u>

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023**

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

	2023 £	2022 £
Net income for the reporting period (as per the Statement of Financial Activities)	10,008	34,443
Adjustments for:		
Depreciation charges	26,391	23,707
Interest received	(2,061)	(437)
Increase in debtors	(7,879)	(9,483)
Increase/(decrease) in creditors	56,607	(8,261)
Net cash provided by operations	<u>83,066</u>	<u>39,969</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/22 £	Cash flow £	At 31/3/23 £
Net cash			
Cash at bank	304,521	72,263	376,784
	<u>304,521</u>	<u>72,263</u>	<u>376,784</u>
Total	<u>304,521</u>	<u>72,263</u>	<u>376,784</u>

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1. GENERAL INFORMATION

The charitable company is incorporated and domiciled in England and Wales. The address of its registered office is 94-102 High Street, Hampton Hill, Hampton, TW12 1NY. The registered number of the company is 04140012. The registered number of the charity is 1085878.

The financial information presented is for the year ended 31 March 2023 and 31 March 2022. The financial information is presented in sterling.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

a) Going concern basis

The "Reserves Policy and Going Concern" section of the trustees' report sets out various considerations relative to the going concern position of the charity and explains why the trustees continue to adopt the going concern basis in the preparation of these financial statements.

b) Significant judgements and estimates

The trustees consider that there are no areas of judgement or estimation which materially affect the financial statements.

Income

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

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable.

Voluntary income is received by way of grants and is included in full in the Statement of Financial Activities when receivable.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charitable company, this is normally upon notification of the interest paid or payable by the bank.

Expenditure

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

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Governance costs

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examiner's fees.

Allocation and apportionment of costs

Support costs include all those overhead costs of office and bureau accommodation, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

Tangible fixed assets

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

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

2. ACCOUNTING POLICIES - continued

Tangible fixed assets

Short leasehold	- over the lease term
Computer equipment	- 33% on cost

Tangible fixed assets are depreciated from when they are brought into use. The charity capitalises computer equipment costing over £500.

Taxation

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

Fund accounting

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

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

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

The charity acted as agent for several charities in the London Borough of Richmond upon Thames in distributing funds to their beneficiaries. The income and expenditure relating to these projects is excluded from the Statement of Financial Activities.

Leasing commitments

Leases that do not transfer all the risks and rewards of ownership are classified as operating leases. Payments under operating leases are charged to the statement of financial activities on a straight-line basis over the lifetime of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions are included in the statement of financial activities in the year they are incurred.

Financial instruments

The charity only has financial instruments 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

Cash at bank

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

Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid.

Creditors

Creditors are recognised when 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 are normally recognised at the settlement amount.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

3. DONATIONS	2023	2022
	£	£
Donations	<u>1,666</u>	<u>1,568</u>
4. OTHER TRADING ACTIVITIES	2023	2022
	£	£
Fundraising events	690	2,954
Other income	238	112
	<u>928</u>	<u>3,066</u>
5. INVESTMENT INCOME	2023	2022
	£	£
Deposit account interest	<u>2,061</u>	<u>437</u>
6. INCOME FROM CHARITABLE ACTIVITIES	2023	2022
	£	£
General advice		
<u>Contractual income</u>		
London Borough of Richmond upon Thames - Community Advice Services	273,990	273,990
London Borough of Richmond upon Thames - EU Nationals	-	10,584
London Borough of Richmond upon Thames - Household Support	23,237	20,000
Citizens Advice - Help to Claim	-	61,180
Department of Work and Pensions - Kickstart	6,513	49,629
Richmond Housing Partnership	6,000	6,000
	<u>309,740</u>	<u>421,383</u>
<u>Grants</u>		
The Barnes Fund	38,560	38,560
Hampton Fund	65,000	60,000
Richmond Parish Lands Charity	56,600	52,000
Toynbee Hall - Debt Free London Grant	26,129	36,621
Citizens Advice - Energy Advice Programme	21,168	16,180
Richmond Aid - Families Advice Project	33,960	8,490
London Borough of Richmond upon Thames - Ukraine Support Worker	36,638	-
London Borough of Richmond upon Thames - Volunteer Co-ordinator	14,333	-
Crisis Prevention Caseworker	15,110	-
	<u>307,498</u>	<u>211,851</u>
Total for general advice	<u>617,238</u>	<u>633,234</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
General Advice	<u>407,230</u>	<u>204,655</u>	<u>611,885</u>

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2023 £	2022 £
Staff costs	323,932	324,516
Hire of plant and machinery	1,500	1,670
Rent and premises costs	47,850	49,960
Office costs	17,066	13,412
Volunteer costs including training	5,807	1,260
Other expenditure	11,075	14,742
	<u>407,230</u>	<u>405,560</u>

9. SUPPORT COSTS

	Management £	Governance costs £	Totals £
General Advice	<u>200,655</u>	<u>4,000</u>	<u>204,655</u>

Support costs, included in the above, are as follows:

Management

	2023 General Advice £	2022 Total activities £
Staff costs	106,883	111,171
Other rents and premises costs	19,280	20,367
Office overhead costs	58,525	49,342
Depreciation of tangible fixed assets	15,967	13,282
	<u>200,655</u>	<u>194,162</u>

Governance costs

	2023 General Advice £	2022 Total activities £
Governance costs	<u>4,000</u>	<u>4,140</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

10. NET INCOME/(EXPENDITURE)

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

	2023	2022
	£	£
Depreciation - owned assets	26,391	23,707
Operating leases - office equipment	1,670	1,670
Operating leases - property	33,128	32,734
	<u>33,128</u>	<u>32,734</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

There were no trustee expenses incurred during the current or previous year.

12. STAFF COSTS

	2023	2022
	£	£
Wages and salaries	387,974	390,135
Social security costs	30,455	31,856
Other pension costs	12,386	13,696
	<u>430,815</u>	<u>435,687</u>

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

	2023	2022
Management	2	2
Administration	3	3
Advice workers and support staff	11	15
	<u>16</u>	<u>20</u>

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

The key management personnel comprise the chief executive officer, the service delivery manager, the projects and development manager and the client services manager. The total employee benefits of the key management personnel of the charity were £ 125,947 (2022: £101,653).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME FROM			
Donations	1,568	-	1,568
Charitable activities			
General Advice	409,624	223,610	633,234
Other trading activities	3,066	-	3,066
Investment income	437	-	437
	<u>414,695</u>	<u>223,610</u>	<u>638,305</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON			
Charitable activities			
General Advice	342,115	261,747	603,862
NET INCOME/(EXPENDITURE)	72,580	(38,137)	34,443
Transfers between funds	(18,887)	18,887	-
Net movement in funds	53,693	(19,250)	34,443
RECONCILIATION OF FUNDS			
Total funds brought forward	280,330	31,800	312,130
TOTAL FUNDS CARRIED FORWARD	<u>334,023</u>	<u>12,550</u>	<u>346,573</u>

14. INDEPENDENT EXAMINER'S FEES

The independent examiner's remuneration amounts to an independent examination fee of £3,300 (2022 £3,300) and other services of £700 (2022 £840).

15. TANGIBLE FIXED ASSETS

	Short leasehold £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2022	78,975	15,641	48,574	143,190
Additions	-	-	12,864	12,864
At 31 March 2023	<u>78,975</u>	<u>15,641</u>	<u>61,438</u>	<u>156,054</u>
DEPRECIATION				
At 1 April 2022	63,181	9,460	46,267	118,908
Charge for year	15,794	4,200	6,397	26,391
At 31 March 2023	<u>78,975</u>	<u>13,660</u>	<u>52,664</u>	<u>145,299</u>
NET BOOK VALUE				
At 31 March 2023	<u>-</u>	<u>1,981</u>	<u>8,774</u>	<u>10,755</u>
At 31 March 2022	<u>15,794</u>	<u>6,181</u>	<u>2,307</u>	<u>24,282</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****16. DEBTORS**

	2023 £	2022 £
Amounts falling due within one year:		
Other debtors	8,976	6,601
Accrued income	40,314	37,000
Prepayments	4,461	2,271
	<u>53,751</u>	<u>45,872</u>
Amounts falling due after more than one year:		
Other debtors	<u>11,760</u>	<u>11,760</u>
Aggregate amounts	<u>65,511</u>	<u>57,632</u>

Accrued Income include amounts due from The London Borough of Richmond upon Thames and other funders. The timing of these can vary from year to year.

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023 £	2022 £
Trade creditors	3,702	9,207
Social security and other taxes	13,893	6,978
Other creditors	2,409	157
Accrued expenses	20,256	20,783
Deferred income	56,209	2,737
	<u>96,469</u>	<u>39,862</u>

Accrued expenses include a provision for holiday pay.

	£	£
<u>Deferred Income</u>		
Balance at 1 April 2022	2,737	4,000
Amounts released to incoming resources	-	(4,000)
Amounts deferred in the year	53,472	2,737
Balance at 31 March 2023	<u>56,209</u>	<u>2,737</u>

Deferred income comprises income received during the year which relates to the next financial year.

18. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2023 £	2022 £
Within one year	40,035	27,804
Between one and five years	19,600	835
	<u>59,635</u>	<u>28,639</u>

Lease payments are mainly in respect of the rent of our offices.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2023 Total funds £	2022 Total funds £
Fixed assets	10,755	-	10,755	24,282
Current assets	435,900	6,395	442,295	362,153
Current liabilities	(96,469)	-	(96,469)	(39,862)
	<u>350,186</u>	<u>6,395</u>	<u>356,581</u>	<u>346,573</u>

Comparatives for net assets between funds

	Unrestricted funds £	Restricted funds £	2022 Total funds £
Fixed assets	24,282	-	24,282
Current assets	349,603	12,550	362,153
Current liabilities	(39,862)	-	(39,862)
	<u>334,023</u>	<u>12,550</u>	<u>346,573</u>

20. MOVEMENT IN FUNDS

	At 1/4/22 £	Net movement in funds £	Transfers between funds £	At 31/3/23 £
Unrestricted funds				
General fund	309,739	37,968	(8,277)	339,430
Fixed Assets - Designated fund	24,284	(13,528)	-	10,756
	<u>334,023</u>	<u>24,440</u>	<u>(8,277)</u>	<u>350,186</u>
Restricted funds				
Hampton Fund	-	(809)	809	-
Property	6,395	-	-	6,395
Debt Free London	-	(6,409)	6,409	-
Hampton Fund Refurbishment Fund	4,000	-	(4,000)	-
Citizens Advice - Energy Advice Programme	-	(144)	144	-
Citizens Advice - Remote Working Equipment Grant	2,155	(2,155)	-	-
Kickstart	-	(465)	465	-
Crisis Prevention Fund	-	(420)	420	-
Volunteer Co-ordinator Fund	-	(1,731)	1,731	-
RAID - Family Advice Project	-	(1,251)	1,251	-
Ukraine Support Fund	-	(1,048)	1,048	-
	<u>12,550</u>	<u>(14,432)</u>	<u>8,277</u>	<u>6,395</u>
TOTAL FUNDS	<u>346,573</u>	<u>10,008</u>	<u>-</u>	<u>356,581</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

20. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	403,042	(365,074)	37,968
Fixed Assets - Designated fund	-	(13,528)	(13,528)
	<u>403,042</u>	<u>(378,602)</u>	<u>24,440</u>
Restricted funds			
Hampton Fund	65,000	(65,809)	(809)
Debt Free London	26,129	(32,538)	(6,409)
Citizens Advice - Energy Advice Programme	21,168	(21,312)	(144)
Citizens Advice - Remote Working Equipment Grant	-	(2,155)	(2,155)
Kickstart	6,513	(6,978)	(465)
Crisis Prevention Fund	15,110	(15,530)	(420)
Volunteer Co-ordinator Fund	14,333	(16,064)	(1,731)
RAID - Family Advice Project	33,960	(35,211)	(1,251)
Ukraine Support Fund	36,638	(37,686)	(1,048)
	<u>218,851</u>	<u>(233,283)</u>	<u>(14,432)</u>
TOTAL FUNDS	<u>621,893</u>	<u>(611,885)</u>	<u>10,008</u>

Comparatives for movement in funds

	At 1/4/21 £	Net movement in funds £	Transfers between funds £	At 31/3/22 £
Unrestricted funds				
General fund	238,881	89,745	(18,887)	309,739
Fixed Assets - Designated fund	41,449	(17,165)	-	24,284
	<u>280,330</u>	<u>72,580</u>	<u>(18,887)</u>	<u>334,023</u>
Restricted funds				
Hampton Fund	-	(1,642)	1,642	-
Property	6,395	-	-	6,395
Debt Free London	-	(12,695)	12,695	-
RPLC Vineyard Outreach Project	10,751	(12,107)	1,356	-
Hampton Fund Refurbishment Fund	8,000	-	(4,000)	4,000
Help to Claim	-	(5,799)	5,799	-
RPLC - Sheen Refurbishment Project	2,344	(2,344)	-	-
Citizens Advice - Energy Advice Programme	-	(1,327)	1,327	-
Citizens Advice - Remote Working Equipment Grant	4,310	(2,155)	-	2,155
Kickstart	-	(68)	68	-
	<u>31,800</u>	<u>(38,137)</u>	<u>18,887</u>	<u>12,550</u>
TOTAL FUNDS	<u>312,130</u>	<u>34,443</u>	<u>-</u>	<u>346,573</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023**

20. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	414,695	(324,950)	89,745
Fixed Assets - Designated fund	-	(17,165)	(17,165)
	<u>414,695</u>	<u>(342,115)</u>	<u>72,580</u>
Restricted funds			
Hampton Fund	60,000	(61,642)	(1,642)
Debt Free London	36,621	(49,316)	(12,695)
RPLC Vineyard Outreach Project	-	(12,107)	(12,107)
Help to Claim	61,180	(66,979)	(5,799)
RPLC - Sheen Refurbishment Project	-	(2,344)	(2,344)
Citizens Advice - Energy Advice Programme	16,180	(17,507)	(1,327)
Citizens Advice - Remote Working Equipment			
Grant	-	(2,155)	(2,155)
Kickstart	49,629	(49,697)	(68)
	<u>223,610</u>	<u>(261,747)</u>	<u>(38,137)</u>
TOTAL FUNDS	<u>638,305</u>	<u>(603,862)</u>	<u>34,443</u>

Unrestricted Funds

Designated Fixed Asset Fund

The Designated Fixed Asset Fund represents amounts expended by the charity to acquire tangible fixed assets for the continuing benefit of the charity.

Restricted Funds

Crisis Prevention Fund

Funding from Richmond Council to provide one FTE adviser increase our capacity to support and advise residents affected by the cost of living crisis. The post is in place up to November 2024 and delivers advice at Ham Library, Whitton Library, the Vineyard food bank and from within our offices.

Volunteer Co-ordinator Fund

Funding from Richmond Council to provide one FTE volunteer co-ordinator to recruit, support and retain additional volunteers to increase our capacity to meet increased demand on our services. The post is funded to May 2024.

RAID - Family Advice Project

Funding from RPLC and Hampton Fund for 0.8 FTE to work with families in hardship and with complex needs. Funding to September 2023. This project is jointly delivered with Richmond AID.

Support for Ukraine Fund

Funding from Richmond Council for one FTE adviser to support and provide advice to Ukrainian refugees, their host families and settled families in Richmond. Funding to May 2024.

Hampton Fund

One year grant funding to support the provision of generalist advice services to clients from Hampton Fund's area of benefit (i.e. the Hamptons, Teddington, Twickenham and Whitton). In particular this funding supports the operation of our office at The White House Community Centre, in Hampton, which operates three days per week. The grant also contributes to the running of our Hampton Hill office.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2023

20. MOVEMENT IN FUNDS - continued

Energy Advice Programme

Short-term funding to support training to groups of individuals and front-line workers from other agencies in choosing a utilities supplier and managing energy usage and bills.

Property

Grant to cover specified property costs.

Debt Free London

Grant funding to provide specialist debt and money advice and information to vulnerable groups, which is designed to reduce debt and social exclusion. It is delivered from the Citizens Advice offices in the Borough and in Kingston upon Thames.

Richmond Parish Lands Charity - Vineyard Outreach Project

The Vineyard Outreach Project is delivered from the Vineyard Centre. The project is to support dedicated benefits and money advice service operating at the centre for hard-to-reach vulnerable groups such as the elderly, homeless, people with disabilities, and young, low-income families, who are mainly users of the centre.

Hampton Fund Refurbishment Fund

A one off grant of £20,000, provided in the year 18/19 to contribute to the refurbishment costs of the Hampton Hill office, to be transferred to the general fund over the period of the lease.

Help To Claim

Help to Claim is a national project funded by the DWP and delivered by the Citizens Advice service to assist people claiming Universal Credit. It consists of a national helpline and webchat that is delivered by staff at Local Citizens Advice offices on a rota basis.

Richmond Parish Lands Charity - Sheen Refurbishment Project

A one off grant of £9,500 for the flooring of the charity's Sheen office was made in 19/20.

Remote Working Equipment Grant

A grant from Citizens Advice (ultimately funded by BEIS) to purchase IT and other equipment to enable more staff and volunteers to work from home.

Kickstart

The kickstart scheme was funded by the DWP to create new jobs for 16 to 24 year olds on Universal Credit who are at risk of long term unemployment.

21. EMPLOYEE BENEFIT OBLIGATIONS

The charitable company contributes towards a workplace pension scheme. The pension cost charge represents contributions payable by the charitable company to the scheme and amounted to £12,386 (2022: £13,696). These contributions are invested separately within each employee's workplace pension scheme and are therefore separate from the company's assets.

22. RELATED PARTY DISCLOSURES

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

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2023****23. FUNDS DISPERSED AS AN AGENT**

The Charity acted as an agent for several charities in the Borough, and other organisations to distribute funds to beneficiaries of such charities. The income and expenditure related to these projects is excluded from the Statement of Financial Activities.

Project	Brought Forward £	Incoming Resources £	Resources Expended £	Carried Forward £
RPLC	23,069	17,600	(28,655)	12,014
Richmond Charities	5,000	10,000	(6,700)	8,300
HSF Grant	27,574	138,500	(131,759)	34,315
BWF	-	1,000	(1,000)	-
Independence at Home	-	300	(300)	-
Others	583	2	(140)	445
	<u>56,226</u>	<u>167,402</u>	<u>(168,554)</u>	<u>55,074</u>

The HSF grant was made by The London Borough of Richmond Upon Thames and its full title is The Household Support Grant Fund (Food, Energy Costs and Household Essentials). The grant was used for that purpose.

24. CHARITABLE COMPANY LIMITED BY GUARANTEE

Each member has a maximum potential liability of £1 in the event of the charitable company being wound up. The number of members as at 31 March 2023 was 11 (2022: 24).

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

England & Wales - Charity number 1085878

Accounts

REGISTERED COMPANY NUMBER: 04140012 (England and Wales)
REGISTERED CHARITY NUMBER: 1085878

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022
FOR
RICHMOND CITIZENS ADVICE BUREAUX SERVICE
(A COMPANY LIMITED BY GUARANTEE)**

Hartley Fowler LLP
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

	Page
Report of the Trustees	1 to 7
Independent Examiner's Report	8
Statement of Financial Activities	9
Statement of Financial Position	10
Statement of Cash Flows	11
Notes to the Statement of Cash Flows	12
Notes to the Financial Statements	13 to 24

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The organisation operates as Citizens Advice Richmond (CAR) though the company name remains Richmond Citizens Advice Bureaux Service.

In this report the national Citizens Advice charity is referred to as Citizens Advice and the Council of the London Borough of Richmond upon Thames is referred to as Richmond Council.

OBJECTIVES AND ACTIVITIES

The Articles of Association of CAR state that the charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in and around the London Borough of Richmond upon Thames and surrounding areas.

The key strategic objectives for the next three years are set out in the business and development plan 2022-25, along with a detailed work plan for 2022-25. The plan was developed from an online planning meeting held in January 2022, attended by staff, volunteers, trustees and key stakeholders. The draft plan was consulted on with each of these groups and was approved by the trustees in February. Progress towards the targets in the work plan are monitored quarterly by the trustee board. A new plan for 2023-26 will be developed in early 2023.

Our Aim:

The Citizens Advice service helps people resolve their legal, money and other problems by providing information and advice, and by influencing policymakers.

Statement of purpose:

Citizens Advice Richmond is a charity that empowers people to resolve their problems and changes their lives for the better. We do this on a free and impartial basis by:

- Offering personalised options based advice
- Educating our community to avoid future problems
- Effecting change at local and national level through research and campaigns.

Our Values:

To underpin our strategy and plans, trustees, staff and volunteers will always seek to:

- Put our clients at the centre of all we do
- Respond to the needs of the local community
- Ensure high quality and accessibility
- Guarantee confidentiality and impartiality
- Promote equalities and challenge discrimination

Our Objectives:

Our vision for Citizens Advice Richmond involves working towards five key strategic priorities:

1. Access to advice - we will prioritise advice to those who need it most and help people via the most appropriate channel; we will provide strategic leadership to the local advice sector
 2. Influence - we will be more influential and speak out on behalf of local residents, working with statutory and voluntary organisations to identify the source of peoples' problems and campaign for improvements in policy and practice at local and national level
 3. Sustainability - we will diversify our funding base by developing new sources of funding alongside efficiency gains where possible to ensure our sustainability
 4. Partners - we will develop effective partnerships to deliver cost effective services, focusing on the needs of disadvantaged people and communities and to share best practice
 5. Volunteers - we will attract a broad range of new volunteers and offer them more flexible opportunities.
-

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

Public benefit

How our activities deliver public benefit:

During the year, CAR provided advice to clients across the London Borough of Richmond upon Thames by phone, email and in person. We re-opened our offices at Hampton, Hampton Hill, Barnes and Sheen and delivered outreach advice services at the Whitehouse Community Centre and the Vineyard.

Staff and volunteers

As of the end of March 2022, CAR had a total of 20 paid staff; 16 of whom were part-time. The charity continues to benefit from the contribution of a large body of around 70 local volunteers who provide the advice service to the public or support the charity's administration. Volunteer advisers work an average of one day per week and it takes about twelve months for them to be fully trained to the exacting standard which is required. Over the course of the reporting period, a total of 30 new volunteers were recruited and trained (19 the previous year). It is estimated that our volunteers contributed over 22,000 person hours overall, throughout the year. The trustees who are all volunteers themselves, wish to express their gratitude to all our volunteers for their support and dedication.

ACHIEVEMENT AND PERFORMANCE

Over the year 2021-2022, 5,610 individual clients were provided with advice and information (2020-2021: 5,922). We have seen an increase in the number of clients who have complex, multiple and interlinked problems which has impacted on our capacity - advisers dealt with a total of 23,835 separate issues on their behalf (2020-2021: 25,789). Despite the completely different method of working forced upon us by the pandemic, the number of clients helped and number of advice issues dealt with during the year remained high.

Main Enquiry Areas	2021-22 - %	2020-21 - %
Welfare Benefits including Universal Credit	35	32
Debt	12	7
Housing	12	12
Employment	4	5
Relationships & Family	4	3

Advisers also secured in financial gains of £3,163,387 for our clients (2020-2021: £3,157,851) through debt write-off and receipt of benefits or other entitlements. This is a significant contribution not only to individuals and households, but also to the broader local economy. 38% of clients stated that they had a disability or chronic illness (2020-2021: 26%) and 22% were from black and minority ethnic groups (2020-2021: 27%) and a further 10% classed themselves as White-other, i.e. not from the British Isles (2020-2021: 19%).

During the year, staff and volunteers continued to provide quality information and advisory services by telephone advice, written and email correspondence, in person and at outreach services at community centres across the borough. We continued our direct referral service for partner organisations to refer clients to us and to upload relevant documents.

Citizens Advice carries out an independent survey, by email or text, of all clients who consent to be contacted. The results below are cumulative for the 12 months, April 2021 - March 2022 Number of CAR clients responding: 410 - 425.

<u>Question</u>	positive or very positive response national average rate for CAR clients	national average
How easy or difficult did you find it to access the service?	75%	75%
To what extent did the service help you find a way forward?	86%	84%
To what extent is your problem now resolved?	75%	74%
How likely would you be to recommend this service?	87%	87%

CAR supported clients in a range of ways; from listening and giving information, providing generalist and specialist advice and through negotiating with third parties. Where appropriate, clients were referred to other agencies, to statutory bodies, or to local legal firms. The service offers specialist advice in family law, immigration, housing and employment, provided by legal professionals, where advice is given on a pro-bono basis.

Our Manage Your Money (MYM) team delivered appointments to 100 clients and carried out workshops for 50 people.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

We developed a new partnership with Richmond AID to deliver the Family Advice Project which supports families in crisis and with complex difficulties. The project is jointly funded by RPLC and Hampton Fund.

We were involved in distributing the Household Support Fund on behalf of Richmond Council and supported 364 households and distributed £140,000.

Research and campaigns are an important aspect of our work. Advisers submitted a total of 200 evidence forms (EFs) for the whole of 2021-2022. The team's main focus during the year was on the following campaigns:

- Keep the Lifeline - a campaign to retain the £20 a week increase to Universal Credit
- Adequacy of welfare support
- Cost of living crisis
- Stop "no DSS" policies
- Improving processes for tenants in social housing

The Team is working closely with local organisations, including Richmond Council (particularly on housing issues), local MPs, RHP and PA Housing. A monthly campaigns newsletter is produced which is circulated to the local MPs, Richmond Council, major funders, DWP, the Richmond Advice Forum, R&C teams in the London cluster, national Citizens Advice and everyone at CAR.

FINANCIAL REVIEW

Funding sources

For 2021-22, the main source of funding was a contract with Richmond Council to deliver a generalist advice services in the borough. This contract originally began in August 2013 and was extended twice, with a 10% then a 5% reduction in funding. The latest extension runs to March 2023. In 2021/22, this contract comprised about 43% (2020/21: 47%) of total income; ongoing support from three local trusts comprised 24% (2020/21: 27%) of income.

As ever, diversifying our funding base will remain challenging and we continue to operate in a financially finely balanced and constrained environment. We are grateful for the continued support from local trusts (Hampton Fund, Richmond Parish Lands Charity and The Barnes Fund); However this cannot be guaranteed and securing new funding sources will continue to be difficult as we operate in what is perceived to be a prosperous borough.

Outcome for the year

For the year ended 31 March 2022, CAR had a net excess of income over expenditure of £34,443 (2021: surplus of £8,475) of which £19,250 (2021: £3,172) represented a decrease in restricted funds and £53,693 represented an increase in unrestricted funds (2021: £11,647). The cash resources at the end of the year stood at £304,521 an increase of £33,866 on the previous year end.

Reserves

Reserves at 31 March 2022 stood at £346,573 (2021: £312,130) of which £334,023 (2021: £280,330) were unrestricted funds and the remainder restricted. Within unrestricted funds the trustees have allocated £24,282 being an amount equal to the net book value of the fixed assets, to a designated fund as such funds are invested in fixed assets and, therefore, not available to meet the day to day running costs of the charity.

CAR requires unrestricted funds in the period ahead to:

- a. provide working capital to cover day to day fluctuations in income and expenditure, including those for separately funded projects, which may have different financial accounting periods and different timetables for grant or contract instalments, sometimes in advance, sometimes in arrears;
- b. meet, in the short term, either unexpected expenses or income shortfalls;

The trustees estimate that the amount of reserves required to address the requirements above is between £200,000 and £210,000. The unrestricted reserves of the charity at 31 March 2022, excluding the designated fixed assets fund, were £309,741.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

Going concern

The trustees have considered CAR cash flow forecast for the period ahead. Provided that the advice contract with Richmond Council is extended in 2023 at a funding level not materially different to the funding level in 2021-22 and 2022-23, the trustees believe that the charity has a reasonable expectation of having sufficient resources to continue in operation for the foreseeable future. Accordingly, the trustees continue to adopt the going concern basis in the preparation of the accounts.

Principal risks and uncertainties

Principal Risks

Risk Management

LBRuT funding reduces in 2023/24

Ensure all performance targets met; promote service impact

Rental liabilities could increase at lease end on Hampton Hill February 2023.

Maintain contingency in financial planning and forecasting. Work with LBRuT to explore Civic Centre presence to reduce rental liability.

Debt Free London contract not awarded to consortium including CAR in 2023/24

Ensure all performance targets met

Cost of Living Crisis leads to increased demand for our services.

Seek additional funds (e.g. for a Crisis Prevention Case Worker).

FUTURE DEVELOPMENTS

During 2022-2023, CAR will work on implementing our work-plan for the year to deliver on our five key strategic objectives, set out in the business and development plan and to plan how our services can adapt to the post Covid-19 environment. The work plan is updated quarterly and progress is reported to trustees at board meetings.

CAR will continue to work towards meeting the contractual targets in the generalist advice services contract with Richmond Council. It is hoped that meeting and exceeding these targets will help to influence the council's decision to commission the service from 2023. The charity will continue to promote the value of its work to members of the council, other funders and the general public. This is especially true as we have experienced a surge in demand for advice as a result of the Covid-19 pandemic.

Help to Claim - we successfully delivered this project during 2021-2022. From 2022, the contract is delivered regionally. CAR did not bid to deliver this due to the amount of operational capacity required.

The Money and Pensions Service (MaPS) commissions debt advice services across the country and all services are being recommissioned during 2022. CAR will work with the current provider in the London region, Toynbee Hall and with Citizens Advice to ensure we stand the best chance of being part of a successful bid when the new contract is awarded from January 2023.

Quality will remain central to service planning; through ongoing structured training programmes and through audit. CAR will continue with Citizens Advice's performance quality framework, by carrying out regular quality of advice assessments, overseen by Citizens Advice quality auditors.

Research and campaigns will remain an extremely important aspect of the charity's work. In the year ahead CAR will continue to participate proactively in national Citizens Advice campaigns, as well as actively working with statutory bodies, MPs, and others in the borough to tackle local issues and to feed back on the impact on clients of welfare benefit reforms and other policies and practices. The team works to an annual development plan and the work is overseen by a steering group, comprising staff, volunteers and the lead trustee and chaired by the CEO, that meets quarterly.

CAR continues to recruit and train new volunteers to maintain current levels of service and respond to demand for advice. It will continue to develop new and innovative projects that respond to identified local advice needs.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Richmond Citizens Advice Bureaux Service is a company limited by guarantee and is a registered charity. It is governed by its Articles of Association.

Recruitment and appointment of new trustees

The directors of the charitable company ('the charity') are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees. Trustees are elected to the board by members of the charity at the annual general meeting. One third of the elected trustees are required to retire by rotation at each annual general meeting. The chair of trustees is elected by the board. The trustees who acted during the year under review are listed on page 6, none of whom has any beneficial interest in the company.

Induction and training of new trustees

New trustees are elected at the annual general meeting, or are co-opted during the course of the year. They are given an induction pack of literature which confirms their role and responsibilities and they also undergo an induction programme in the bureau, and may attend briefing sessions run by Citizens Advice.

Organisational structure

CAR is governed by its trustee board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of the charity and for ensuring that it satisfies its legal and contractual obligations. The trustee board meets at least quarterly and there are additional meetings of appropriate members or groups as required. The day-to-day operation of the organisation has been delegated to the Chief Executive, who is also the Company Secretary. In addition, there is an experienced team of paid staff and a substantial team of volunteers who are key to the service offered by the charity.

Decisions are made by the trustee board, in line with the strategic business and development plan which is translated into annual operational plans and reported against to the board. There are regular staff meetings and senior management team meetings which ensure that progress is being made against targets and also enable early troubleshooting when problems arise.

Wider network

CAR is a member of the national Citizens Advice service and the national charity sets and monitors standards for advice, policies, procedures and supports bureaux with an information system, training and other services. Operating policies are independently determined by the trustee board of CAR in order to fulfil its charitable objectives and comply with the national membership requirements.

Related parties

The charity cooperates and liaises with other advisory services, local charities and council departments on behalf of clients. Where one of the trustees is also involved with another relevant organisation, they may be involved in discussions about it but not in any decision-making process.

Risk management

The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. A risk mitigation exercise is part of our longer-term strategic planning and our annual operational review and planning. Internal policies and procedures are contained within four documents - an office manual, staff handbook, employee handbook and volunteer handbook, which also reference Citizens Advice national policies and guidelines. The manual and handbooks are reviewed quarterly and updated as necessary. As well as an annual external independent examination, CAR undergoes on-going quality of advice audits and annual organisational audits overseen by Citizens Advice.

Information assurance

The Citizens Advice Richmond trustee board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. The vast majority of our client data is stored in Casebook, a case management system owned and managed by Citizens Advice. An alternative system, AdvicePro, is used to store client data gathered to provide debt advice. Citizens Advice Richmond holds joint responsibility for client data held in Casebook with the national Citizens Advice Service, and for client data held in AdvicePro with the Money and Pensions Service and Toynbee Hall. An information assurance management team exists to ensure that the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the UK General Data Protection Regulation and the Data Protection Act 2018.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

04140012 (England and Wales)

Registered Charity number

1085878

Registered office

1st Floor,
94-102 High Street
Hampton Hill
Hampton
TW12 1NY

Trustees

Farah Rachlin Chair
Tom Hetherington Treasurer
Stephen Hill
Jessica Faith Tyrrell
Sharon Elizabeth Raj (resigned 13/7/22)
David Vernon Tatlow (resigned 29/6/21)
Owain Griffiths (appointed 3/8/22)
Wendy Barker
Roger Keith Hillyer
Camelia Mary Fredericks (appointed 22/3/22) (resigned 7/9/22)
Simon Clarkson (appointed 1/11/21) (resigned 8/2/22)
Alison Noehrbass (appointed 5/4/22)
John Edward Wheatle (appointed 3/8/22)
Joanne Merritt (resigned 20/5/21)
Gerard James Sheridan

Company Secretary and Chief Executive Officer

Lorna Reid (appointed 19/10/21)
Simon Lawson (resigned 19/10/21)

Independent Examiner

Jonathan Askew FCA
Institute of Chartered Accountants in England and Wales
Hartley Fowler LLP
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

Bankers

Charities Aid Foundation Bank Ltd
25 Kings Hill Avenue
West Malling
Kent ME19 4JQ

Name

The registered name of the charity is Richmond Citizens Advice Bureaux Service but we operate under the name of Citizens Advice Richmond, following a rebranding process as required by the Citizens Advice membership scheme.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Richmond Citizens Advice Bureaux Service for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

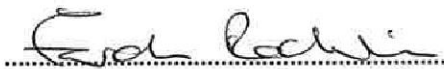
Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that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

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

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

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

Approved by order of the board of trustees on 14th Sept 2022 and signed on its behalf by:



Farah Rachlin - Trustee

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF RICHMOND CITIZENS ADVICE BUREAUX SERVICE

Independent examiner's report to the trustees of Richmond Citizens Advice Bureaux Service ('the Company')

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

Responsibilities and basis of report

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

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


Independent examiner's statement

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

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

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

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


Jonathan Askew FCA
Institute of Chartered Accountants in England and Wales
Hartley Fowler LLP
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

14 September 2022

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME FROM					
Donations	3	1,568	-	1,568	1,810
Charitable activities					
General Advice		409,624	223,610	633,234	577,415
Other trading activities	4	3,066	-	3,066	4,259
Investment income	5	437	-	437	399
Total		<u>414,695</u>	<u>223,610</u>	<u>638,305</u>	<u>583,883</u>
EXPENDITURE ON					
Charitable activities	7				
General Advice		342,115	261,747	603,862	575,408
NET INCOME/(EXPENDITURE)		72,580	(38,137)	34,443	8,475
Transfers between funds	20	<u>(18,887)</u>	<u>18,887</u>	-	-
Net movement in funds		53,693	(19,250)	34,443	8,475
RECONCILIATION OF FUNDS					
Total funds brought forward		280,330	31,800	312,130	303,655
TOTAL FUNDS CARRIED FORWARD		<u>334,023</u>	<u>12,550</u>	<u>346,573</u>	<u>312,130</u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

**STATEMENT OF FINANCIAL POSITION
31 MARCH 2022**

	Notes	2022 £	2021 £
FIXED ASSETS			
Tangible assets	15	24,282	41,449
CURRENT ASSETS			
Debtors	16	57,632	48,149
Cash at bank		304,521	270,655
		<u>362,153</u>	<u>318,804</u>
CREDITORS			
Amounts falling due within one year	17	(39,862)	(48,123)
		<u>322,291</u>	<u>270,681</u>
NET CURRENT ASSETS			
		<u>346,573</u>	<u>312,130</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>346,573</u>	<u>312,130</u>
NET ASSETS			
		<u>346,573</u>	<u>312,130</u>
FUNDS	20		
Unrestricted funds		334,023	280,330
Restricted funds		12,550	31,800
		<u>346,573</u>	<u>312,130</u>
TOTAL FUNDS		<u>346,573</u>	<u>312,130</u>

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

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

The trustees acknowledge their responsibilities for

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

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

The financial statements were approved by the Board of Trustees and authorised for issue on 14th September 2022 and were signed on its behalf by:

T D Hetherington
Tom Hetherington - Trustee

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	<u>39,969</u>	<u>125,780</u>
Net cash provided by operating activities		<u>39,969</u>	<u>125,780</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		<u>(6,540)</u>	<u>(6,922)</u>
Interest received		<u>437</u>	<u>399</u>
Net cash used in investing activities		<u>(6,103)</u>	<u>(6,523)</u>
Change in cash and cash equivalents in the reporting period			
		<u>33,866</u>	<u>119,257</u>
Cash and cash equivalents at the beginning of the reporting period			
		<u>270,655</u>	<u>151,398</u>
Cash and cash equivalents at the end of the reporting period			
		<u><u>304,521</u></u>	<u><u>270,655</u></u>

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES			
	2022	2021	
	£	£	
Net income for the reporting period (as per the Statement of Financial Activities)	34,443	8,475	
Adjustments for:			
Depreciation charges	23,707	21,526	
Interest received	(437)	(399)	
(Increase)/decrease in debtors	(9,483)	71,180	
(Decrease)/increase in creditors	(8,261)	24,998	
Net cash provided by operations	<u>39,969</u>	<u>125,780</u>	
2. ANALYSIS OF CHANGES IN NET FUNDS			
	At 1/4/21	Cash flow	At 31/3/22
	£	£	£
Net cash			
Cash at bank	<u>270,655</u>	<u>33,866</u>	<u>304,521</u>
	<u>270,655</u>	<u>33,866</u>	<u>304,521</u>
Total	<u>270,655</u>	<u>33,866</u>	<u>304,521</u>

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

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

1. GENERAL INFORMATION

The charitable company is incorporated and domiciled in England and Wales. The address of its registered office is 94-102 High Street, Hampton Hill, Hampton, TW12 1NY. The registered number of the company is 04140012. The registered number of the charity is 1085878.

The financial information presented is for the year ended 31 March 2022 and 31 March 2021. The financial information is presented in sterling.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

a) Going concern basis

The "Reserves Policy and Going Concern" section of the trustees' report sets out various considerations relative to the going concern position of the charity and explains why the trustees continue to adopt the going concern basis in the preparation of these financial statements.

b) Significant judgements and estimates

The trustees consider that there are no areas of judgement or estimation which materially affect the financial statements.

Income

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

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable.

Voluntary income is received by way of grants and is included in full in the Statement of Financial Activities when receivable.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charitable company, this is normally upon notification of the interest paid or payable by the bank.

Expenditure

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

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Governance costs

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examiner's fees.

Allocation and apportionment of costs

Support costs include all those overhead costs of office and bureau accommodation, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

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

2. ACCOUNTING POLICIES - continued

Tangible fixed assets

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

Short leasehold	- over the lease term
Computer equipment	- 33% on cost

Tangible fixed assets are depreciated from when they are brought into use. The charity capitalises computer equipment costing over £500.

Taxation

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

Fund accounting

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

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

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

The charity acted as agent for several charities in the London Borough of Richmond upon Thames in distributing funds to their beneficiaries. The income and expenditure relating to these projects is excluded from the Statement of Financial Activities.

Leasing commitments

Leases that do not transfer all the risks and rewards of ownership are classified as operating leases. Payments under operating leases are charged to the statement of financial activities on a straight-line basis over the lifetime of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions are included in the statement of financial activities in the year they are incurred.

Financial instruments

The charity only has financial instruments 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

Cash at bank

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

Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid.

Creditors

Creditors are recognised when 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 are normally recognised at the settlement amount.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

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

3. DONATIONS		
	2022	2021
	£	£
Donations	<u>1,568</u>	<u>1,810</u>
4. OTHER TRADING ACTIVITIES		
	2022	2021
	£	£
Fundraising events	2,954	4,259
Other income	112	-
	<u>3,066</u>	<u>4,259</u>
5. INVESTMENT INCOME		
	2022	2021
	£	£
Deposit account interest	<u>437</u>	<u>399</u>
6. INCOME FROM CHARITABLE ACTIVITIES		
	2022	2021
	£	£
General advice		
<u>Contractual income</u>		
London Borough of Richmond upon Thames - Community Advice Services	273,990	273,990
London Borough of Richmond upon Thames - EU Nationals	10,584	18,997
London Borough of Richmond upon Thames - Household Support	20,000	-
Citizens Advice - Help to Claim	61,180	60,559
Department of Work and Pensions - Kickstart	49,629	-
Richmond Housing Partnership	6,000	6,000
Achieving for Children - Community Learning	-	(1,720)
	<u>421,383</u>	<u>357,826</u>
<u>Grants</u>		
The Barnes Fund	38,560	38,560
Hampton Fund	60,000	60,000
Richmond Parish Lands Charity	52,000	41,300
Toynbee Hall - Debt Free London Grant	36,621	33,734
Citizens Advice - Energy Advice Programme	16,180	9,495
Family Advice Project	8,490	-
Richmond Parish Lands Charity - Vineyard Outreach Project	-	14,334
Citizens Advice - Remote Working Equipment	-	12,195
Richmond Aid - Covid Response Fund	-	9,971
	<u>211,851</u>	<u>219,589</u>
Total for general advice	<u>633,234</u>	<u>577,415</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

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

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
General Advice	<u>405,560</u>	<u>198,302</u>	<u>603,862</u>

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2022 £	2021 £
Staff costs	324,516	321,201
Hire of plant and machinery	1,670	1,480
Rent and premises costs	49,960	47,294
Office costs	13,412	15,539
Volunteer costs including training	1,260	950
Other expenditure	14,742	7,978
	<u>405,560</u>	<u>394,442</u>

9. SUPPORT COSTS

	Management £	Governance costs £	Totals £
General Advice	<u>194,162</u>	<u>4,140</u>	<u>198,302</u>

Support costs, included in the above, are as follows:

Management

	2022 General Advice £	2021 Total activities £
Staff costs	111,171	107,625
Other rents and premises costs	20,367	18,995
Office overhead costs	49,342	39,285
Depreciation of tangible fixed assets	13,282	11,101
	<u>194,162</u>	<u>177,006</u>

Governance costs

	2022 General Advice £	2021 Total activities £
Governance costs	<u>4,140</u>	<u>3,960</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022****10. NET INCOME/(EXPENDITURE)**

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

	2022	2021
	£	£
Depreciation - owned assets	23,707	21,526
Operating leases - office equipment	1,670	1,745
Operating leases - property	32,734	32,734
	<u>32,734</u>	<u>32,734</u>

11. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

There were no trustee expenses incurred during the current or previous year.

12. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	390,135	384,187
Social security costs	31,856	30,489
Other pension costs	13,696	14,150
	<u>435,687</u>	<u>428,826</u>

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

	2022	2021
Management	2	2
Administration	3	2
Advice workers and support staff	15	12
	<u>20</u>	<u>16</u>

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

The key management personnel comprise the chief executive officer and the client services manager. The total employee benefits of the key management personnel of the charity were £ 101,653 (2021 £104,780).

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES

	Unrestricted funds	Restricted funds	Total funds
	£	£	£
INCOME FROM			
Donations	1,810	-	1,810
Charitable activities			
General Advice	377,127	200,288	577,415
Other trading activities	4,259	-	4,259
Investment income	399	-	399
Total	<u>383,595</u>	<u>200,288</u>	<u>583,883</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

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

13. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES - continued

	Unrestricted funds £	Restricted funds £	Total funds £
EXPENDITURE ON			
Charitable activities			
General Advice	362,250	213,158	575,408
NET INCOME/(EXPENDITURE)	21,345	(12,870)	8,475
Transfers between funds	(9,698)	9,698	-
Net movement in funds	11,647	(3,172)	8,475
RECONCILIATION OF FUNDS			
Total funds brought forward	268,683	34,972	303,655
TOTAL FUNDS CARRIED FORWARD	<u>280,330</u>	<u>31,800</u>	<u>312,130</u>

14. INDEPENDENT EXAMINER'S FEES

The independent examiner's remuneration amounts to an independent examination fee of £3,300 (2021 £3,300) and other services of £840 (2021 £720).

15. TANGIBLE FIXED ASSETS

	Short leasehold £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2021	78,975	9,101	48,574	136,650
Additions	-	6,540	-	6,540
At 31 March 2022	<u>78,975</u>	<u>15,641</u>	<u>48,574</u>	<u>143,190</u>
DEPRECIATION				
At 1 April 2021	47,386	5,460	42,355	95,201
Charge for year	15,795	4,000	3,912	23,707
At 31 March 2022	<u>63,181</u>	<u>9,460</u>	<u>46,267</u>	<u>118,908</u>
NET BOOK VALUE				
At 31 March 2022	<u>15,794</u>	<u>6,181</u>	<u>2,307</u>	<u>24,282</u>
At 31 March 2021	<u>31,589</u>	<u>3,641</u>	<u>6,219</u>	<u>41,449</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022****16. DEBTORS**

	2022 £	2021 £
Amounts falling due within one year:		
Other debtors	6,601	135
Accrued income	37,000	32,665
Prepayments	2,271	3,589
	<u>45,872</u>	<u>36,389</u>
Amounts falling due after more than one year:		
Other debtors	<u>11,760</u>	<u>11,760</u>
Aggregate amounts	<u>57,632</u>	<u>48,149</u>

Accrued Income include amounts due from The London Borough of Richmond upon Thames and other funders. The timing of these can vary from year to year.

17. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
Trade creditors	9,207	2,725
Social security and other taxes	6,978	8,638
Other creditors	157	232
Accrued expenses	20,783	32,528
Deferred income	2,737	4,000
	<u>39,862</u>	<u>48,123</u>

Accrued expenses include a provision for holiday pay.

18. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2022 £	2021 £
Within one year	27,804	40,870
Between one and five years	835	28,639
	<u>28,639</u>	<u>69,509</u>

Lease payments are mainly in respect of the rent of our offices.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

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

19. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
Fixed assets	24,282	-	24,282	41,449
Current assets	349,603	12,550	362,153	318,804
Current liabilities	(39,862)	-	(39,862)	(48,123)
	<u>334,023</u>	<u>12,550</u>	<u>346,573</u>	<u>312,130</u>

Comparatives for net assets between funds

	Unrestricted funds £	Restricted funds £	2021 Total funds £
Fixed assets	41,449	-	41,449
Current assets	287,004	31,800	318,804
Current liabilities	(48,123)	-	(48,123)
	<u>280,330</u>	<u>31,800</u>	<u>312,130</u>

20. MOVEMENT IN FUNDS

	At 1/4/21 £	Net movement in funds £	Transfers between funds £	At 31/3/22 £
Unrestricted funds				
General fund	238,881	89,745	(18,887)	309,739
Fixed Assets - Designated fund	41,449	(17,165)	-	24,284
	<u>280,330</u>	<u>72,580</u>	<u>(18,887)</u>	<u>334,023</u>
Restricted funds				
Hampton Fund	-	(1,642)	1,642	-
Property	6,395	-	-	6,395
Debt Free London	-	(12,695)	12,695	-
RPLC Vineyard Outreach Project	10,751	(12,107)	1,356	-
Hampton Fund Refurbishment Fund	8,000	-	(4,000)	4,000
Help to Claim	-	(5,799)	5,799	-
RPLC - Sheen Refurbishment Project	2,344	(2,344)	-	-
Citizens Advice - Energy Advice Programme	-	(1,327)	1,327	-
Citizens Advice - Remote Working	-	-	-	-
Equipment Grant	4,310	(2,155)	-	2,155
Kickstart	-	(68)	68	-
	<u>31,800</u>	<u>(38,137)</u>	<u>18,887</u>	<u>12,550</u>
TOTAL FUNDS	<u>312,130</u>	<u>34,443</u>	<u>-</u>	<u>346,573</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

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

20. MOVEMENT IN FUNDS - continued

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	414,695	(324,950)	89,745
Fixed Assets - Designated fund	-	(17,165)	(17,165)
	<u>414,695</u>	<u>(342,115)</u>	<u>72,580</u>
Restricted funds			
Hampton Fund	60,000	(61,642)	(1,642)
Debt Free London	36,621	(49,316)	(12,695)
RPLC Vineyard Outreach Project	-	(12,107)	(12,107)
Help to Claim	61,180	(66,979)	(5,799)
RPLC - Sheen Refurbishment Project	-	(2,344)	(2,344)
Citizens Advice - Energy Advice Programme	16,180	(17,507)	(1,327)
Citizens Advice - Remote Working			
Equipment Grant	-	(2,155)	(2,155)
Kickstart	49,629	(49,697)	(68)
	<u>223,610</u>	<u>(261,747)</u>	<u>(38,137)</u>
TOTAL FUNDS	<u>638,305</u>	<u>(603,862)</u>	<u>34,443</u>

Comparatives for movement in funds

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	212,630	35,949	(9,698)	238,881
Fixed Assets - Designated fund	56,053	(14,604)	-	41,449
	<u>268,683</u>	<u>21,345</u>	<u>(9,698)</u>	<u>280,330</u>
Restricted funds				
Hampton Fund	-	(6,581)	6,581	-
Property	6,395	-	-	6,395
RPLC Vineyard Outreach Project	10,751	(7,117)	7,117	10,751
Hampton Fund Refurbishment Fund	12,000	-	(4,000)	8,000
RPLC - Sheen Refurbishment Project	5,826	(3,482)	-	2,344
Citizens Advice - Remote Working				
Equipment Grant	-	4,310	-	4,310
	<u>34,972</u>	<u>(12,870)</u>	<u>9,698</u>	<u>31,800</u>
TOTAL FUNDS	<u>303,655</u>	<u>8,475</u>	<u>-</u>	<u>312,130</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022****20. MOVEMENT IN FUNDS - continued**

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	383,595	(347,646)	35,949
Fixed Assets - Designated fund	-	(14,604)	(14,604)
	<u>383,595</u>	<u>(362,250)</u>	<u>21,345</u>
Restricted funds			
Hampton Fund	60,000	(66,581)	(6,581)
Debt Free London	33,734	(33,734)	-
RPLC Vineyard Outreach Project	14,334	(21,451)	(7,117)
Help to Claim	60,559	(60,559)	-
RPLC - Sheen Refurbishment Project	-	(3,482)	(3,482)
Citizens Advice - Energy Advice Programme	9,495	(9,495)	-
Richmond Aid - Covid Response Fund	9,971	(9,971)	-
Citizens Advice - Remote Working Equipment Grant	12,195	(7,885)	4,310
	<u>200,288</u>	<u>(213,158)</u>	<u>(12,870)</u>
TOTAL FUNDS	<u>583,883</u>	<u>(575,408)</u>	<u>8,475</u>

Unrestricted Funds**Designated Fixed Asset Fund**

The Designated Fixed Asset Fund represents amounts expended by the charity to acquire tangible fixed assets for the continuing benefit of the charity.

Restricted Funds**Hampton Fund**

One year grant funding to support the provision of generalist advice services to clients from Hampton Fund's area of benefit (i.e. the Hamptons, Teddington, Twickenham and Whitton). In particular this funding supports the operation of our office at The White House Community Centre, in Hampton, which operates three days per week. The grant also contributes to the running of our Hampton Hill office.

Energy Advice Programme

Short-term funding to support training to groups of individuals and front-line workers from other agencies in choosing a utilities supplier and managing energy usage and bills.

Property

Grant to cover specified property costs.

Debt Free London

Grant funding to provide specialist debt and money advice and information to vulnerable groups, which is designed to reduce debt and social exclusion. It is delivered from the Citizens Advice offices in the Borough and in Kingston upon Thames.

Richmond Parish Lands Charity - Vineyard Outreach Project

The Vineyard Outreach Project is delivered from the Vineyard Centre. The project is to support dedicated benefits and money advice service operating at the centre for hard-to-reach vulnerable groups such as the elderly, homeless, people with disabilities, and young, low-income families, who are mainly users of the centre.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

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

20. MOVEMENT IN FUNDS - continued

Hampton Fund Refurbishment Fund

A one off grant of £20,000, provided in the year 18/19 to contribute to the refurbishment costs of the Hampton Hill office, to be transferred to the general fund over the period of the lease.

Help To Claim

Help to Claim is a national project funded by the DWP and delivered by the Citizens Advice service to assist people claiming Universal Credit. It consists of a national helpline and webchat that is delivered by staff at Local Citizens Advice offices on a rota basis.

Richmond Parish Lands Charity - Sheen Refurbishment Project

A one off grant of £9,500 for the flooring of the charity's Sheen office was made in 19/20.

Remote Working Equipment Grant

A grant from Citizens Advice (ultimately funded by BEIS) to purchase IT and other equipment to enable more staff and volunteers to work from home.

Richmond Aid - Covid Response Fund

A grant from Richmond Council, via Richmond AID (ultimately funded by DEFRA) to support admin and support for the distribution of grants to local residents.

Kickstart

The kickstart scheme is funded by the DWP to create new jobs for 16 to 24 year olds on Universal Credit who are at risk of long term unemployment.

21. EMPLOYEE BENEFIT OBLIGATIONS

The charitable company contributes towards a workplace pension scheme. The pension cost charge represents contributions payable by the charitable company to the scheme and amounted to £13,696 (2021: £14,150). These contributions are invested separately within each employee's workplace pension scheme and are therefore separate from the company's assets.

22. RELATED PARTY DISCLOSURES

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

23. FUNDS DISPERSED AS AN AGENT

The Charity acted as an agent for several charities in the Borough, and other organisations to distribute funds to beneficiaries of such charities. The income and expenditure related to these projects is excluded from the Statement of Financial Activities.

Project	Brought Forward £	Incoming Resources £	Resources Expended £	Carried Forward £
RPLC	1,403	42,000	(20,334)	23,069
Richmond Charities	4,065	5,000	(4,065)	5,000
HSF Grant	-	140,000	(112,426)	27,574
DEFRA - C19 Emergency Grant	946	-	(946)	-
DWP	-	16,100	(16,100)	-
Zakat Foundation	-	330	(330)	-
Talisman Trust	-	2,700	(2,700)	-
Others	-	650	(67)	583
	6,414	206,780	(156,968)	56,226

The HSF grant was made by The London Borough of Richmond Upon Thames and its full title is The Household Support Grant Fund (Food, Energy Costs and Household Essentials). The grant was used for that purpose.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

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

24. CHARITABLE COMPANY LIMITED BY GUARANTEE

Each member has a maximum potential liability of £1 in the event of the charitable company being wound up. The number of members as at 31 March 2022 was 24 (2021: 25).

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

England & Wales - Charity number 1085878

Accounts

REGISTERED COMPANY NUMBER: 04140012 (England and Wales)
REGISTERED CHARITY NUMBER: 1085878

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021
FOR
RICHMOND CITIZENS ADVICE BUREAUX SERVICE**

Hartley Fowler LLP
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**CONTENTS OF THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

	Page
Report of the Trustees	1 to 8
Independent Examiner's Report	9
Statement of Financial Activities	10
Statement of Financial Position	11
Statement of Cash Flows	12
Notes to the Statement of Cash Flows	13
Notes to the Financial Statements	14 to 25

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

The organisation operates as Citizens Advice Richmond (CAR) though the company name remains Richmond Citizens Advice Bureaux Service.

In this report the national Citizens Advice charity is referred to as Citizens Advice and the Council of the London Borough of Richmond upon Thames is referred to as Richmond Council.

OBJECTIVES AND ACTIVITIES

Objectives and aims

The Articles of Association of CAR state that the charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in and around the London Borough of Richmond upon Thames and surrounding areas.

The key strategic objectives for the next three years are set out in the business and development plan 2021-24, along with a detailed work plan for 2021-22. The plan was developed from an online planning meeting held in January 2021, attended by staff, volunteers, trustees and key stakeholders. The draft plan was consulted on with each of these groups and was approved by the trustees at the end of February. Progress towards the targets in the work plan are monitored quarterly by the trustee board. A new plan for 2022-25 will be developed in early 2022.

Our Aim:

The Citizens Advice service helps people resolve their legal, money and other problems by providing information and advice, and by influencing policymakers.

Statement of purpose:

Citizens Advice Richmond is a charity that empowers people to resolve their problems and changes their lives for the better. We do this on a free and impartial basis by:

- Offering personalised options based advice
- Educating our community to avoid future problems
- Effecting change at local and national level through research and campaigns.

Our Values:

To underpin our strategy and plans, trustees, staff and volunteers will always seek to:

- Put our clients at the centre of all we do
- Respond to the needs of the local community
- Ensure high quality and accessibility
- Guarantee confidentiality and impartiality
- Promote equalities and challenge discrimination

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Our Objectives:

Our vision for Citizens Advice Richmond involves working towards five key strategic priorities:

1. Access to advice - we will prioritise advice to those who need it most and help people via the most appropriate channel; we will provide strategic leadership to the local advice sector
2. Influence - we will be more influential and speak out on behalf of local residents, working with statutory and voluntary organisations to identify the source of peoples' problems and campaign for improvements in policy and practice at local and national level
3. Sustainability - we will diversify our funding base by developing new sources of funding alongside efficiency gains where possible to ensure our sustainability
4. Partners - we will develop effective partnerships to deliver cost effective services, focusing on the needs of disadvantaged people and communities and to share best practice
5. Volunteers - we will attract a broad range of new volunteers and offer them more flexible opportunities.

Public Benefit

How our activities deliver public benefit:

During the year, CAR provided advice to clients across the London Borough of Richmond upon Thames by phone and email, due to the Covid-19 pandemic. All our offices and outreaches were closed, though a small number of staff and volunteers continued to work out of the Hampton Hill office, and we helped a few clients there to scan documents and pick up grant payments.

In forming the objectives for the year and planning activities, the trustee board have considered the Charity Commission's guidance on public benefit, including the guidance 'Public benefit: running a charity (PB2)'. Since late March, all offices and outreaches have been closed due to the Covid-19 pandemic and advice was delivered by phone and email only throughout the year.

Staff and Volunteers

As of the end of March 2021, CAR had a total of 17 paid staff; 14 of whom were part-time. The charity continues to benefit from the contribution of a large body of around 70 local volunteers who provide the advice service to the public or support the charity's administration. Volunteer advisers work an average of two days per week and it takes about twelve months for them to be fully trained to the exacting standard which is required. Over the course of the reporting period, a total of 19 new volunteers were recruited and trained (26 the previous year). It is estimated that our volunteers contributed over 32,000 person hours overall, throughout the year. The trustees who are all volunteers themselves, wish to express their gratitude to all our volunteers for their support and dedication.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

ACHIEVEMENT AND PERFORMANCE

Over the year 2020-21, 5,922 individual clients were provided with advice and information (2019-20: 4,852). Many clients have complex, multiple and interlinked problems - advisers dealt with a total of 25,789 separate issues on their behalf (2019-20: 18,366). Despite the completely different method of working forced upon us by the pandemic, the number of clients helped and number of advice issues dealt with during the year are record highs.

The main enquiry areas were:

Welfare benefits (including Universal Credit) 32% (2019-20: 41%)

Debt 7% (2019-20: 13.5%)

Housing 12% (2019-20: 11%)

Employment 5.5% (2019-20: 5%)

Relationships & family 3.5% (2019-20: 5%)

Together these make up 60% of all issues.

Advisers also secured in financial gains of £3,157,851 for our clients (2019-20: £2,440,787) through debt write-off and receipt of benefits or other entitlements. This is a significant contribution not only to individuals and households, but also to the broader local economy. 26% of clients stated that they had a disability or chronic illness (2019-20: 35%) and 27% were from black and minority ethnic groups (2019-20: 28%) and a further 19% classed themselves as White-other, i.e. not from the British Isles (2019-20: 19%).

During the year, staff and volunteers continued to provide quality information and advisory services by telephone advice, written and email correspondence. At the start of the pandemic we introduced a referral form on our website that allows other organisations to refer clients to us directly and to upload relevant documents.

Citizens Advice carries out an independent survey, by email or text, of all clients who consent to be contacted. The results below are cumulative for the 12 months, April 2020 - March 2021. Number of CAR clients responding: 410 - 425.

Question

	positive or very positive rate for CAR clients	national average
How easy or difficult did you find it to access the service?	81%	80%
To what extent did the service help you find a way forward?	85%	86.6%
To what extent is your problem now resolved?	76%	78.5%
How likely would you be to recommend this service?	89%	90%

CAR supported clients in a range of ways; from listening and giving information, providing generalist and specialist advice and through negotiating with third parties. Where appropriate, clients were referred to other agencies, to statutory bodies, or to local legal firms. The service offers specialist advice in family law, immigration, housing and employment, provided by legal professionals, where advice is given on a pro-bono basis.

During a busy final quarter of the year the Manage Your Money (MYM) team delivered appointments to 50 (2019-20: 31) clients generating outcomes for these clients of £18,348 (2019-20: £12,173). This significant increase on the final quarter of last year was in part due to the increased focus of the team in delivering telephone appointments rather than workshops. The average number of issues per client increased to 5.9 (2019-20: 4.2) reflecting the increasing complexity of our client's issues.

In addition, the team delivered 3 webinars to community groups covering a variety of topics from checking benefits using a benefits calculator and how to access support during the pandemic from CAR and Richmond council. These webinars were very well received, with an average feedback score of 3.8 out of a maximum of 4 and more are planned for the forthcoming year.

During the year we again delivered the national Energy Advice Programme in Richmond. Our original allocation for 2020-21 was cut to 44 appointments though additional funding eventually raised this target to 70. By the time the programme closed at the end of March, our Manage Your Money team and generalist advisers recorded a total of 82 appointments, 17% over target and we received additional funding for these extra appointments. Nationally, Citizens Advice Services over-achieved their target by just under 3%.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Research and campaigns are an important aspect of our work. Advisers submitted a total of 284 evidence forms (EFs) for the whole of 2020-21, slightly below the annual target of 300. The team's main focus during the year was on the following campaigns:

- Keep the Lifeline - a campaign to retain the £20 a week increase to Universal Credit
- Adequacy of welfare support
- Freeing up under-occupied social housing
- Social housing tenants' issues
- Stop "no DSS" policies

The Team is progressing a plan to work more closely with local organisations, including Richmond Council (particularly on housing issues), Richmond AID, RUILS, RHP and PA Housing. A monthly campaigns newsletter is now being produced (the third one was distributed in early April) which is circulated to the local MPs, Richmond Council, major funders, DWP, the Richmond Advice Forum, R&C teams in the London cluster, national Citizens Advice and everyone at CAR.

FINANCIAL REVIEW

Funding sources

For 2020-21, the main source of funding was a contract with Richmond Council to deliver a generalist advice services in the borough. This contract originally began in August 2013 and was extended twice, with a 10% then a 5% reduction in funding. The latest extension runs to March 2022. In 2020/21, this contract comprised about 47% (2019/20: 48%) of total income; ongoing support from three local trusts comprised 27% (2019/20: 27%) of income.

As ever, diversifying our funding base will remain challenging and we will continue to operate in a financially finely balanced and constrained environment. Continued support from local trusts cannot be guaranteed and securing new funding sources will continue to be difficult as we operate in what is perceived to be a prosperous borough.

Outcome for the year

For the year ended 31 March 2021, CAR had a net excess of income over expenditure of £8,475 (2020: surplus of £5,900) of which £3,172 (2020: increase of £2,089) represented a decrease in restricted funds and £11,647 represented an increase in unrestricted funds (2020: £3,811). The cash resources at the end of the year stood at £270,655 an increase of £119,257 on the previous year end.

Reserves

Reserves at 31 March 2021 stood at £312,130 (2020: £303,655) of which £280,330 (2020: £268,683) were unrestricted funds and the remainder restricted. Within unrestricted funds the trustees have allocated £41,449 being an amount equal to the net book value of the fixed assets, to a designated fund as such funds are invested in fixed assets and, therefore, not available to meet the day to day running costs of the charity.

CAR requires unrestricted funds in the period ahead to:

- a. provide working capital to cover day to day fluctuations in income and expenditure, including those for separately funded projects, which may have different financial accounting periods and different timetables for grant or contract instalments, sometimes in advance, sometimes in arrears;
- b. meet, in the short term, either unexpected expenses or income shortfalls;

The trustees estimate that the amount of reserves required to address the requirements above is between £200,000 and £210,000. The unrestricted reserves of the charity at 31 March 2021, excluding the designated fixed assets fund, were £238,991.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

Going concern

The trustees have considered CAR cash flow forecast for the period ahead. Provided that the advice contract with Richmond Council is extended in 2022 at a funding level not materially different to the funding level in 2020-21 and 2021-22, the trustees believe that the charity has a reasonable expectation of having sufficient resources to continue in operation for the foreseeable future. Accordingly, the trustees continue to adopt the going concern basis in the preparation of the accounts.

Principal risks and uncertainties

Principal Risks

Risk Management

LBRuT funding reduces in 2022/23

Ensure all performance targets met; promote service impact

Help to Claim contract not renewed in 2022/23

Ensure all performance targets met

Money Advice Pension Service funding for debt advice reduces in 2022/23

Co-operate with other regional Citizens Advice Bureaux
Consider other sources of funding

Loss of funding and increased demand for services due to Covid-19

Regular liaison with funders; plan transitional arrangements

Failure to recruit suitable CEO

Recruit interim CEO to provide cover
Assistance from CA relationship manager

FUTURE DEVELOPMENTS

During 2021-22, CAR will work on implementing our work-plan for the year to deliver on our five key strategic objectives, set out in the business and development plan and to plan how our services can adapt to the post Covid-19 environment. The work plan is updated quarterly and progress is reported to trustees at board meetings.

CAR will continue to work towards meeting the contractual targets in the generalist advice services contract with Richmond Council. It is hoped that meeting and exceeding these targets will help to influence the council's decision to extend the contract beyond the current year and the level of funding available if it is extended. The charity will continue to promote the value of its work to members of the council, other funders and the general public. This is especially true as we have experienced a surge in demand for advice as a result of the Covid-19 pandemic.

Help to Claim - we successfully delivered this national project in Richmond during the year and the DWP has extended the contract with Citizens Advice for another year from April 2021. However they have stated their intention to put the contract out to tender from April 2022.

The Money and Pensions Service (MaPS) commissions debt advice services across the country and all services are being recommissioned during 2021. CAR will work with the current provider in the London region, Toynbee Hall and with Citizens Advice to ensure we stand the best chance of being part of a successful and non-loss making bid when the new contract is awarded from April 2022.

Quality will remain central to service planning; through ongoing structured training programmes and through audit. CAR will continue with Citizens Advice's performance quality framework, by carrying out regular quality of advice assessments, overseen by Citizens Advice quality auditors.

Research and campaigns will remain an extremely important aspect of the charity's work. In the year ahead CAR will continue to participate proactively in national Citizens Advice campaigns, as well as actively working with statutory bodies, MPs, and others in the borough to tackle local issues and to feed back on the impact on clients of welfare benefit reforms and other policies and practices. The team works to an annual development plan and the work is overseen by a steering group, comprising staff, volunteers and the lead trustee and chaired by the CEO, that meets quarterly.

Although volunteer recruitment was paused during much of 2020 due to the Covid-19 pandemic, CAR continues to recruit and train new volunteers to maintain current levels of service and respond to demand for advice. It will continue to develop new and innovative projects that respond to identified local advice needs.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Richmond Citizens Advice Bureaux Service is a company limited by guarantee and is a registered charity. It is governed by its Articles of Association.

Recruitment and appointment of new trustees

The directors of the charitable company ('the charity') are its trustees for the purpose of charity law and throughout this report are collectively referred to as the trustees. Trustees are elected to the board by members of the charity at the annual general meeting. One third of the elected trustees are required to retire by rotation at each annual general meeting. The chair of trustees is elected by the board. The trustees who acted during the year under review are listed on page 6, none of whom has any beneficial interest in the company.

Induction and training of new trustees

New trustees are elected at the annual general meeting, or are co-opted during the course of the year. They are given an induction pack of literature which confirms their role and responsibilities and they also undergo an induction programme in the bureau, and may attend briefing sessions run by Citizens Advice.

Organisational structure

CAR is governed by its trustee board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The trustees carry the ultimate responsibility for the conduct of the charity and for ensuring that it satisfies its legal and contractual obligations. The trustee board meets at least quarterly and there are additional meetings of appropriate members or groups as required. The day-to-day operation of the organisation has been delegated to the Chief Executive, who is also the Company Secretary. In addition, there is an experienced team of paid staff and a substantial team of volunteers who are key to the service offered by the charity. Decisions are made by the trustee board, in line with the strategic business and development plan which is translated into annual operational plans and reported against to the board. There are regular staff meetings and senior management team meetings which ensure that progress is being made against targets and also enable early troubleshooting when problems arise.

Wider network

CAR is a member of the national Citizens Advice service and the national charity sets and monitors standards for advice, policies, procedures and supports bureaux with an information system, training and other services. Operating policies are independently determined by the trustee board of CAR in order to fulfil its charitable objectives and comply with the national membership requirements.

Related parties

The charity cooperates and liaises with other advisory services, local charities and council departments on behalf of clients. Where one of the trustees is also involved with another relevant organisation, they may be involved in discussions about it but not in any decision-making process.

Risk management

The trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. A risk mitigation exercise is part of our longer-term strategic planning and our annual operational review and planning. Internal policies and procedures are contained within four documents - an office manual, staff handbook, employee handbook and volunteer handbook, which also reference Citizens Advice national policies and guidelines. The manual and handbooks are reviewed quarterly and updated as necessary. As well as an annual external independent examination, CAR undergoes on-going quality of advice audits and annual organisational audits overseen by Citizens Advice.

Information assurance

The Citizens Advice Richmond trustee board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. The vast majority of our client data is stored in Casebook, a case management system owned and managed by Citizens Advice. An alternative system, AdvicePro, is used to store client data gathered to provide debt advice. Citizens Advice Richmond holds joint responsibility for client data held in Casebook with the national Citizens Advice Service, and for client data held in AdvicePro with the Money and Pensions Service and Toynbee Hall. An information assurance management team exists to ensure that the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the UK General Data Protection Regulation and the Data Protection Act 2018.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE (REGISTERED NUMBER: 04140012)

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number
04140012 (England and Wales)

Registered Charity number
1085878

Registered office

1st Floor,
94-102 High Street
Hampton Hill
Hampton
TW12 1NY

Trustees

Professor Stephen Hill Chair
Tom Hetherington Treasurer
Farah Rachlin
Jessica Faith Tyrrell
Sharon Elizabeth Raj
David Vernon Tatlow (appointed 7/1/21) (resigned 30/6/21)
Wendy Barker (appointed 27/1/21)
Roger Keith Hillyer (appointed 21/12/20)
Joanne Merritt (resigned 20/5/21)
Gerard James Sheridan
Dirk Sinjan (resigned 22/9/20)
John Castelberg (resigned 26/5/20)

Company Secretary and Chief Executive Officer

Simon Lawson

Independent Examiner

Jonathan Askew FCA
Institute of Chartered Accountants in England and Wales
Hartley Fowler LLP
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

Bankers

Charities Aid Foundation Bank Ltd
25 Kings Hill Avenue
West Malling
Kent ME19 4JQ

Name

The registered name of the charity is Richmond Citizens Advice Bureaux Service but we operate under the name of Citizens Advice Richmond, following a rebranding process as required by the Citizens Advice membership scheme.

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2021**

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Richmond Citizens Advice Bureaux Service for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

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

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

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

Approved by order of the board of trustees on 15 September 2021 and signed on its behalf by:



Professor Stephen Hill - Trustee

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
RICHMOND CITIZENS ADVICE BUREAUX SERVICE**

Independent examiner's report to the trustees of Richmond Citizens Advice Bureaux Service ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2021.

Responsibilities and basis of report

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

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


Independent examiner's statement

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

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

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

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


Jonathan Askew FCA
Institute of Chartered Accountants in England and Wales
Hartley Fowler LLP
Chartered Accountants
4th Floor Tuition House
27-37 St George's Road
Wimbledon
London
SW19 4EU

Date: 24/9/21

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	Unrestricted funds £	Restricted funds £	2021 Total funds £	2020 Total funds £
INCOME FROM					
Donations	3	1,810	-	1,810	1,307
Charitable activities	6				
General Advice		377,127	200,288	577,415	571,000
Other trading activities	4	4,259	-	4,259	6,348
Investment income	5	399	-	399	855
Total		<u>383,595</u>	<u>200,288</u>	<u>583,883</u>	<u>579,510</u>
EXPENDITURE ON					
Charitable activities	7				
General Advice		362,250	213,158	575,408	573,610
NET INCOME/(EXPENDITURE)		<u>21,345</u>	<u>(12,870)</u>	<u>8,475</u>	<u>5,900</u>
Transfers between funds	21	<u>(9,698)</u>	<u>9,698</u>	<u>-</u>	<u>-</u>
Net movement in funds		<u>11,647</u>	<u>(3,172)</u>	<u>8,475</u>	<u>5,900</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>268,683</u>	<u>34,972</u>	<u>303,655</u>	<u>297,755</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>280,330</u></u>	<u><u>31,800</u></u>	<u><u>312,130</u></u>	<u><u>303,655</u></u>

CONTINUING OPERATIONS

All income and expenditure has arisen from continuing activities.

The notes form part of these financial statements

**STATEMENT OF FINANCIAL POSITION
31 MARCH 2021**

	Notes	2021 £	2020 £
FIXED ASSETS			
Tangible assets	16	41,449	56,053
CURRENT ASSETS			
Debtors	17	48,149	119,329
Cash at bank		270,655	151,398
		<u>318,804</u>	<u>270,727</u>
CREDITORS			
Amounts falling due within one year	18	(48,123)	(23,125)
		<u>270,681</u>	<u>247,602</u>
NET CURRENT ASSETS			
		<u>312,130</u>	<u>303,655</u>
TOTAL ASSETS LESS CURRENT LIABILITIES			
		<u>312,130</u>	<u>303,655</u>
NET ASSETS			
		<u>312,130</u>	<u>303,655</u>
FUNDS	21		
Unrestricted funds		280,330	268,683
Restricted funds		31,800	34,972
		<u>312,130</u>	<u>303,655</u>
TOTAL FUNDS		<u>312,130</u>	<u>303,655</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

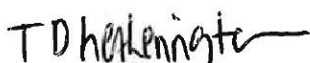
The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

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

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

The financial statements were approved by the Board of Trustees and authorised for issue on 15 September 2021 and were signed on its behalf by:



Tom Hetherington - Trustee

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021**

	Notes	2021 £	2020 £
Cash flows from operating activities			
Cash generated from operations	1	<u>125,780</u>	<u>(68,459)</u>
Net cash provided by/(used in) operating activities		<u>125,780</u>	<u>(68,459)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		(6,922)	(4,819)
Interest received		<u>399</u>	<u>855</u>
Net cash used in investing activities		<u>(6,523)</u>	<u>(3,964)</u>
Change in cash and cash equivalents in the reporting period		<u>119,257</u>	<u>(72,423)</u>
Cash and cash equivalents at the beginning of the reporting period		<u>151,398</u>	<u>223,821</u>
Cash and cash equivalents at the end of the reporting period		<u>270,655</u>	<u>151,398</u>

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021**

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES			
	2021	2020	
	£	£	
Net income for the reporting period (as per the Statement of Financial Activities)	8,475	5,900	
Adjustments for:			
Depreciation charges	21,526	19,527	
Interest received	(399)	(855)	
Decrease/(increase) in debtors	71,180	(97,859)	
Increase in creditors	24,998	4,828	
Net cash provided by/(used in) operations	<u>125,780</u>	<u>(68,459)</u>	
2. ANALYSIS OF CHANGES IN NET FUNDS			
	At 1/4/20	Cash flow	At 31/3/21
	£	£	£
Net cash			
Cash at bank	151,398	119,257	270,655
	<u>151,398</u>	<u>119,257</u>	<u>270,655</u>
Total	<u>151,398</u>	<u>119,257</u>	<u>270,655</u>

The notes form part of these financial statements

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. GENERAL INFORMATION

The charitable company is incorporated and domiciled in England and Wales. The address of its registered office is 94-102 High Street, Hampton Hill, Hampton, TW12 1NY. The registered number of the company is 04140012. The registered number of the charity is 1085878.

The financial information presented is for the year ended 31 March 2021 and 31 March 2020. The financial information is presented in sterling.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

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

a) Going concern basis

The "Reserves Policy and Going Concern" section of the trustees' report sets out various considerations relative to the going concern position of the charity and explains why the trustees continue to adopt the going concern basis in the preparation of these financial statements.

b) Significant judgements and estimates

The trustees consider that there are no areas of judgement or estimation which materially affect the financial statements.

Income

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

Income in respect of services provided is recognised when, and to the extent that, performance occurs and is measured at the fair value of the consideration receivable.

Voluntary income is received by way of grants and is included in full in the Statement of Financial Activities when receivable.

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charitable company, this is normally upon notification of the interest paid or payable by the bank.

Expenditure

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

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Governance costs

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examiner's fees.

Allocation and apportionment of costs

Support costs include all those overhead costs of office and bureau accommodation, utility services and other services and costs, which are in support of the activity. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

2. ACCOUNTING POLICIES - continued

Tangible fixed assets

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

Short leasehold	- over the lease term
Computer equipment	- 33% on cost

Tangible fixed assets are depreciated from when they are brought into use. The charity capitalises computer equipment costing over £500.

Taxation

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

Fund accounting

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

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

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

The charity acted as agent for several charities in the London Borough of Richmond upon Thames in distributing funds to their beneficiaries. The income and expenditure relating to these projects is excluded from the Statement of Financial Activities.

Leasing commitments

Leases that do not transfer all the risks and rewards of ownership are classified as operating leases. Payments under operating leases are charged to the statement of financial activities on a straight-line basis over the lifetime of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions are included in the statement of financial activities in the year they are incurred.

Financial instruments

The charity only has financial instruments 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

Cash at bank

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

Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are recognised at the invoiced cost prepaid.

Creditors

Creditors are recognised when 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 are normally recognised at the settlement amount.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

3. DONATIONS	2021	2020
	£	£
Donations	1,810	1,307
	<u> </u>	<u> </u>
4. OTHER TRADING ACTIVITIES	2021	2020
	£	£
Fundraising events	4,259	6,348
	<u> </u>	<u> </u>
5. INVESTMENT INCOME	2021	2020
	£	£
Deposit account interest	399	855
	<u> </u>	<u> </u>
6. INCOME FROM CHARITABLE ACTIVITIES	2021	2020
	£	£
General advice		
<u>Contractual income</u>		
London Borough of Richmond upon Thames - Community Advice Services	273,990	273,990
London Borough of Richmond upon Thames - EU Nationals	18,997	18,997
Citizens Advice Barnet - EU Nationals	-	3,040
Citizens Advice - Help to Claim	60,559	58,122
Achieving for Children - Community Learning	(1,720)	2,380
Richmond Housing Partnership	6,000	6,000
	<u>357,826</u>	<u>362,529</u>
<u>Grants</u>		
The Barnes Fund	38,560	38,560
Hampton Fund	60,000	80,000
Richmond Parish Lands Charity	41,300	41,300
Richmond Parish Lands Charity - Vineyard Outreach Project	14,334	14,334
Richmond Parish Lands Charity - Sheen Refurbishment Project	-	9,500
Toynbee Hall - Debt Free London Grant	33,734	36,383
Citizens Advice - Remote Working Equipment	12,195	-
Citizens Advice - Energy Advice Programme	9,495	-
Citizens Advice - Energy Best Deal	-	8,394
Richmond Aid - Covid Response Fund	9,971	-
	<u>219,589</u>	<u>208,471</u>
Total for general advice	<u>577,415</u>	<u>571,000</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

7. CHARITABLE ACTIVITIES COSTS

	Direct Costs (see note 8) £	Support costs (see note 9) £	Totals £
General Advice	<u>394,442</u>	<u>180,966</u>	<u>575,408</u>

8. DIRECT COSTS OF CHARITABLE ACTIVITIES

	2021 £	2020 £
Staff costs	321,201	290,927
Hire of plant and machinery	1,480	1,475
Rent and premises costs	47,294	55,297
Office costs	15,539	13,899
Volunteer costs including training	950	2,753
Other expenditure	7,978	23,785
	<u>394,442</u>	<u>388,136</u>

9. SUPPORT COSTS

	Management £	Governance costs £	Totals £
General Advice	<u>177,006</u>	<u>3,960</u>	<u>180,966</u>

Support costs, included in the above, are as follows:

Management

	2021 General Advice £	2020 Total activities £
Staff costs	107,625	104,282
Other rents and premises costs	18,995	23,524
Office overhead costs	39,285	43,023
Depreciation of tangible fixed assets	11,101	9,895
	<u>177,006</u>	<u>180,724</u>

Governance costs

	2021 General Advice £	2020 Total activities £
Governance costs	<u>3,960</u>	<u>4,750</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

10. NET INCOME/(EXPENDITURE)

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

	2021	2010
	£	£
Depreciation - owned assets	21,526	19,527
Operating leases - office equipment	1,745	1,833
Operating leases - property	32,734	34,834

11. TRUSTEES' REMUNERATION AND BENEFITS

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

Trustees' expenses

There were no trustee expenses incurred during the year (2020 £97). In the previous year the trustee expenses related to one trustee attending the Citizens Advice annual conference.

12. STAFF COSTS

	2021	2020
	£	£
Wages and salaries	384,187	354,751
Social security costs	30,489	29,500
Other pension costs	14,150	10,958

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

	2021	2020
Management	2	2
Administration	2	2
Advice workers and support staff	12	12

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

The key management personnel comprise the chief executive officer and the client services manager. The total employee benefits of the key management personnel of the charity were £104,780 (2020 £120,914).

13. EX GRATIA PAYMENTS

In the previous year the charity made one ex gratia payment of £9,913 in respect of a termination payment to a member of staff.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021****14. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES**

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME FROM			
Donations	1,307	-	1,307
Charitable activities			
General Advice	384,267	186,733	571,000
Other trading activities	6,348	-	6,348
Investment income	855	-	855
Total	<u>392,777</u>	<u>186,733</u>	<u>579,510</u>
EXPENDITURE ON			
Charitable activities			
General Advice	374,881	198,729	573,610
NET INCOME/(EXPENDITURE)	<u>17,896</u>	<u>(11,996)</u>	<u>5,900</u>
Transfers between funds	<u>(14,085)</u>	<u>14,085</u>	<u>-</u>
Net movement in funds	<u>3,811</u>	<u>2,089</u>	<u>5,900</u>
RECONCILIATION OF FUNDS			
Total funds brought forward	<u>264,872</u>	<u>32,883</u>	<u>297,755</u>
TOTAL FUNDS CARRIED FORWARD	<u><u>268,683</u></u>	<u><u>34,972</u></u>	<u><u>303,655</u></u>

15. INDEPENDENT EXAMINER'S FEES

The independent examiner's remuneration amounts to an independent examination fee of £3,300 (2020 £3,300) and other services of £720 (2020 £1,020).

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

16. TANGIBLE FIXED ASSETS

	Short leasehold £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2020	78,975	9,101	41,652	129,728
Additions	-	-	6,922	6,922
At 31 March 2021	<u>78,975</u>	<u>9,101</u>	<u>48,574</u>	<u>136,650</u>
DEPRECIATION				
At 1 April 2020	31,591	3,640	38,444	73,675
Charge for year	15,795	1,820	3,911	21,526
At 31 March 2021	<u>47,386</u>	<u>5,460</u>	<u>42,355</u>	<u>95,201</u>
NET BOOK VALUE				
At 31 March 2021	<u>31,589</u>	<u>3,641</u>	<u>6,219</u>	<u>41,449</u>
At 31 March 2020	<u>47,384</u>	<u>5,461</u>	<u>3,208</u>	<u>56,053</u>

17. DEBTORS

	2021 £	2020 £
Amounts falling due within one year:		
Other debtors	135	3,469
Accrued income	32,665	103,485
Prepayments	3,589	615
	<u>36,389</u>	<u>107,569</u>
Amounts falling due after more than one year:		
Other debtors	<u>11,760</u>	<u>11,760</u>
Aggregate amounts	<u>48,149</u>	<u>119,329</u>

Accrued Income include amounts due from The London Borough of Richmond upon Thames and other funders. The timing of these can vary from year to year.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021****18. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2021	2020
	£	£
Trade creditors	2,725	3,177
Social security and other taxes	8,638	8,125
Other creditors	232	1,830
Accrued expenses	32,528	9,993
Deferred income	4,000	-
	<u>48,123</u>	<u>23,125</u>

Accrued expenses include a provision for holiday pay.

19. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2021	2020
	£	£
Within one year	40,870	39,200
Between one and five years	28,639	66,030
	<u>69,509</u>	<u>105,230</u>

Lease payments are mainly in respect of the rent of our offices.

20. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds	Restricted funds	2021 Total funds	2020 Total funds
	£	£	£	£
Fixed assets	41,449	-	41,449	56,053
Current assets	287,004	31,800	318,804	270,727
Current liabilities	(48,123)	-	(48,123)	(23,125)
	<u>280,330</u>	<u>31,800</u>	<u>312,130</u>	<u>303,655</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

21. MOVEMENT IN FUNDS

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	212,630	35,949	(9,698)	238,881
Fixed Assets - Designated fund	56,053	(14,604)	-	41,449
	<u>268,683</u>	<u>21,345</u>	<u>(9,698)</u>	<u>280,330</u>
Restricted funds				
Hampton Fund	-	(6,581)	6,581	-
Property	6,395	-	-	6,395
RPLC Vineyard Outreach Project	10,751	(7,117)	7,117	10,751
Hampton Fund Refurbishment Fund	12,000	-	(4,000)	8,000
RPLC - Sheen Refurbishment Project	5,826	(3,482)	-	2,344
Citizens Advice - Remote Working Equipment Grant	-	4,310	-	4,310
	<u>34,972</u>	<u>(12,870)</u>	<u>9,698</u>	<u>31,800</u>
TOTAL FUNDS	<u>303,655</u>	<u>8,475</u>	<u>-</u>	<u>312,130</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	383,595	(347,646)	35,949
Fixed Assets - Designated fund	-	(14,604)	(14,604)
	<u>383,595</u>	<u>(362,250)</u>	<u>21,345</u>
Restricted funds			
Hampton Fund	60,000	(66,581)	(6,581)
Debt Free London	33,734	(33,734)	-
RPLC Vineyard Outreach Project	14,334	(21,451)	(7,117)
Help to Claim	60,559	(60,559)	-
RPLC - Sheen Refurbishment Project	-	(3,482)	(3,482)
Citizens Advice - Energy Advice Programme	9,495	(9,495)	-
Richmond Aid - Covid Response Fund	9,971	(9,971)	-
Citizens Advice - Remote Working Equipment Grant	12,195	(7,885)	4,310
	<u>200,288</u>	<u>(213,158)</u>	<u>(12,870)</u>
TOTAL FUNDS	<u>583,883</u>	<u>(575,408)</u>	<u>8,475</u>

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2021**

21. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/19 £	Net movement in funds £	Transfers between funds £	At 31/3/20 £
Unrestricted funds				
General fund	194,111	36,982	(18,463)	212,630
Fixed Assets - Designated fund	70,761	(19,086)	4,378	56,053
	<u>264,872</u>	<u>17,896</u>	<u>(14,085)</u>	<u>268,683</u>
Restricted funds				
Hampton Fund	-	(10,220)	10,220	-
Citizens Advice - Energy Best Deal	-	(72)	72	-
Property	6,395	-	-	6,395
Debt Free London	-	(5,471)	5,471	-
RPLC Vineyard Outreach Project	10,488	(479)	742	10,751
Hampton Fund Refurbishment Fund	16,000	-	(4,000)	12,000
Help to Claim	-	(1,580)	1,580	-
RPLC - Sheen Refurbishment Project	-	5,826	-	5,826
	<u>32,883</u>	<u>(11,996)</u>	<u>14,085</u>	<u>34,972</u>
TOTAL FUNDS	<u>297,755</u>	<u>5,900</u>	<u>-</u>	<u>303,655</u>

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

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	392,777	(355,795)	36,982
Fixed Assets - Designated fund	-	(19,086)	(19,086)
	<u>392,777</u>	<u>(374,881)</u>	<u>17,896</u>
Restricted funds			
Hampton Fund	60,000	(70,220)	(10,220)
Citizens Advice - Energy Best Deal	8,394	(8,466)	(72)
Debt Free London	36,383	(41,854)	(5,471)
RPLC Vineyard Outreach Project	14,334	(14,813)	(479)
Help to Claim	58,122	(59,702)	(1,580)
RPLC - Sheen Refurbishment Project	9,500	(3,674)	5,826
	<u>186,733</u>	<u>(198,729)</u>	<u>(11,996)</u>
TOTAL FUNDS	<u>579,510</u>	<u>(573,610)</u>	<u>5,900</u>

Unrestricted Funds

Designated Fixed Asset Fund

The Designated Fixed Asset Fund represents amounts expended by the charity to acquire tangible fixed assets for the continuing benefit of the charity.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

21. MOVEMENT IN FUNDS - continued

Restricted Funds

Hampton Fund

One year grant funding to support the provision of generalist advice services to clients from Hampton Fund's area of benefit (i.e. the Hamptons, Teddington, Twickenham and Whitton). In particular this funding supports the operation of our office at The White House Community Centre, in Hampton, which operates three days per week. The grant also contributes to the running of our Hampton Hill office.

Energy Advice Programme

Short-term funding to support training to groups of individuals and front-line workers from other agencies in choosing a utilities supplier and managing energy usage and bills.

Property

Grant to cover specified property costs.

Debt Free London

Grant funding to provide specialist debt and money advice and information to vulnerable groups, which is designed to reduce debt and social exclusion. It is delivered from the Citizens Advice offices in the Borough and in Kingston upon Thames.

Richmond Parish Lands Charity - Vineyard Outreach Project

The Vineyard Outreach Project is delivered from the Vineyard Centre. The project is to support dedicated benefits and money advice service operating at the centre for hard-to-reach vulnerable groups such as the elderly, homeless, people with disabilities, and young, low-income families, who are mainly users of the centre.

Hampton Fund Refurbishment Fund

A one off grant of £20,000, provided in the year 18/19 to contribute to the refurbishment costs of the Hampton Hill office, to be transferred to the general fund over the period of the lease.

Help To Claim

Help to Claim is a national project funded by the DWP and delivered by the Citizens Advice service to assist people claiming Universal Credit. It consists of a national helpline and webchat that is delivered by staff at Local Citizens Advice offices on a rota basis.

Richmond Parish Lands Charity - Sheen Refurbishment Project

A one off grant of £9,500 for the flooring of the charity's Sheen office was made in 19/20. £2,344 remains unspent at 31 March 2021.

Big Energy Savings Network (BESN)

The BESN Project is a national initiative led by Citizens Advice. It involves recruitment of a network of 'energy champions' across the country. Richmond Citizens Advice applied for and was awarded funding to employ one energy champion, covering Richmond borough, whose role was to identify and offer energy savings advice to 100 vulnerable consumers and to deliver training to 40 front line workers (or volunteers) at local community organisations to equip them to support consumers to reduce their energy costs.

Remote Working Equipment Grant

A grant from Citizens Advice (ultimately funded by BEIS) to purchase IT and other equipment to enable more staff and volunteers to work from home.

Richmond Aid - Covid Response Fund

A grant from Richmond Council, via Richmond AID (ultimately funded by DEFRA) to support admin and support for the distribution of grants to local residents.

RICHMOND CITIZENS ADVICE BUREAUX SERVICE

NOTES TO THE FINANCIAL STATEMENTS - continued FOR THE YEAR ENDED 31 MARCH 2021

22. EMPLOYEE BENEFIT OBLIGATIONS

The charitable company contributes towards a workplace pension scheme. The pension cost charge represents contributions payable by the charitable company to the scheme and amounted to £14,150 (2020: £10,958). These contributions are invested separately within each employee's workplace pension scheme and are therefore separate from the company's assets.

23. RELATED PARTY DISCLOSURES

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

24. FUNDS DISPERSED AS AN AGENT

The Charity acted as an agent for several charities in the Borough, and other organisations to distribute funds to beneficiaries of such charities. The income and expenditure related to these projects is excluded from the Statement of Financial Activities.

Project	Brought Forward £	Incoming Resources £	Resources Expended £	Carried Forward £
RPLC	13,538	20,200	(32,335)	1,403
Richmond Charities	2,985	5,000	(3,920)	4,065
DEFRA - C19 Emergency Grant	-	45,796	(44,850)	946
DWP	-	42,000	(42,000)	-
The Barnes Fund	-	1,390	(1,390)	-
Talisman Trust	-	1,175	(1,175)	-
Family Action	-	215	(215)	-
League of the Helping Hand	-	250	(250)	-
	<u>16,523</u>	<u>116,026</u>	<u>(126,135)</u>	<u>6,414</u>

25. CHARITABLE COMPANY LIMITED BY GUARANTEE

Each member has a maximum potential liability of £1 in the event of the charitable company being wound up. The number of members as at 31 March 2021 was 25 (2020: 23).