

TRUSTEES REPORT

The trustees (who are directors of the charity for the purposes of the Companies Act) present their report together with financial statements for the year ended 31 March 2023. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by 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, published October 2019).

Reference and administrative details

Trustees at 31 March 2023, all of whom, except as noted below, served throughout the year were:

Mike King (Chair)
Mike Alexander – Company Secretary
Eilidh Barnett (resigned 21 February 2023)
Mark Beer
Lucy King
Suzi Coul
Paul Currah
Rashi Gandhi-Dawson (resigned 8 September 2022)
Gordon Graylish
Graham Matthews
Ryan Mills (resigned 22 April 2022)
Charlie Maynard (appointed 7 September 2022)
Christine Murphy – Treasurer
Monica Wilson (appointed 18 May 2022)

Gordon Graylish and Lucy King are due to retire by rotation at the Annual General Meeting and offer themselves for re-election.

Citizens Advice West Oxfordshire operates from two premises in Witney and a number of outreach locations across West Oxfordshire. The Old Print House, Marlborough Lane, Witney is the main administrative office and from which the Chief Officer, Teresa Archer, takes responsibility for the day to day running of the organisation.

These financial statements have been subjected to Independent Examination by Just Audit & Assurance Ltd.

Our bankers are Barclays Bank.

The company, which is a company limited by guarantee, is registered with number 4361560 and is a registered charity with the number 1092539.

TRUSTEES REPORT (CONTINUED)

Structure, governance and management

Governing document

Citizens Advice West Oxfordshire ("CAWO") is a company limited by guarantee and a registered charity governed by its memorandum and articles of association. It also aims to comply with the principles laid down by the National Association of Citizens Advice Bureaux. The directors of the charity, who are appointed by the members in general meeting, nominated by member organisations or co-opted by the Trustee Board, are its trustees for the purposes of charity law and throughout this report are collectively referred to as the trustees.

Recruitment and appointment of trustees

The directors of the company are also charity trustees for the purposes of charity law. They are elected at an annual general meeting and serve for a three-year period after which they may be re-elected. New Trustees are recruited mainly from applicants volunteering through REACH or other more local connections and personal recommendations. Candidates are interviewed by the Chair and one other trustee following an information meeting with the Chief Officer. If acceptable, the candidate then attends a Trustee Board Meeting as an observer and is encouraged to speak on the issues under examination. At the end of the meeting the trustees vote on whether or not to appoint the candidate. Although not prescribed by its articles of association one trustee is nominated by West Oxfordshire District Council in recognition of their key role as one of CAWO's major funders.

Trustee induction and training

New Trustees receive localised induction in-house from the Chair, the Chief Officer and the Learning and Development Officer. Trustees are given electronic access to all policies and procedures, including information detailing their responsibilities which includes all important governance documents. After this, new trustees are encouraged to attend structured training provided by the national organisation Citizens Advice around Citizens Advice policies and procedures and the responsibilities of trustees, as well as a range of online courses relating to trustees.

Risk management

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

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

TRUSTEES REPORT (CONTINUED)

Organisational structure

The Trustee Board meets a minimum of four times a year and is supported by sub committees for Finance, People, Governance and Buildings, Systems and Infrastructure, together with a working group for Communications, Marketing and Fundraising which also aims to meet quarterly. Between meetings the Chief Officer, who is responsible for ensuring that CAWO delivers the services specified and that the key performance indicators and the requirements of funders are met, consults with the Chair and Trustee Board members responsible for finance, information technology, health and safety, publicity and media, legal and social policy as appropriate to ensure the continued smooth running of the organisation.

Whilst this organisation is independent and self-managed many policies and procedures are laid down by Citizens Advice nationally, particularly to ensure that advice given is of the highest possible quality. Audits are carried out by them to ensure that relevant standards are being met.

Related parties

Christine Murphy is a trustee board member of Citizens Advice Oxfordshire

Objectives and activities

The company is a charity and exists to promote any charitable purpose for the benefit of the community in West Oxfordshire by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

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

The service aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives.

The charity's aims are to:

- deliver an efficient service within the funds deemed by the Board to be available for the year and which meets the perceived needs of West Oxfordshire
- seek a very high client satisfaction rating and a strong performance in the Citizens Advice audits, which take place every three years, and cover compliance with Citizens Advice procedures and quality of advice
- extend the core service to provide specialist advice and case work in areas which address perceived local needs e.g.: pensions, rural problems, debt, etc. and whose funding contributes to CAWO's overheads
- devote particular attention to the learning and development of staff and volunteers structure the Trustee Board so that its members provide a range of skills which assist in the charity's efficient performance and development. These skills comprise: human resource management, finance, law, business, information technology, publicity and media, planning, health & safety and fund raising.
- develop an effective fund-raising ability within the charity so that essential capital projects may be undertaken which ensure that the charity can have adequate accommodation and modern office equipment.

- Identify, research and act upon local issues and contribute towards Citizens Advice national research and campaigns

TRUSTEES REPORT (CONTINUED)

Public benefit

The trustees have had regard to the guidance issued by the Charity Commission on public benefit. Our objective is to provide free advice for all and to help improve social policies. This report, particularly the 'Achievements and performance' section below, amply demonstrates the very real difference we make to the lives of the people of West Oxfordshire.

We believe that our activities help toward achieving the following public benefits:

- the prevention or relief of poverty
- the advancement of citizenship or community development
- the advancement of human rights, conflict resolution or reconciliation, the promotion of racial harmony and equality and diversity
- the relief of those in need by reason of financial or social hardship, age, gender, sexuality, ethnicity, religion, ill-health, disability, or other disadvantage.

Achievements and performance

CAWO delivers our core advice service throughout West Oxfordshire, and our additional projects and contracts cover a wider area in line with the requirements of our specific funders.

2022-2023 has been dominated by the ongoing cost of living crisis, in addition to the ongoing effects of the pandemic. The winter of 2022 saw increasing numbers of households struggling to manage escalating energy bills and increases in all household expenses. We continued to struggle to recruit to both volunteer roles and paid roles throughout the year, which meant that we still had to limit the number of days our Advice Centre was open, but we continued to operate our adviceline service daily and open as many days as we could. Despite this, we delivered services to 9,812 people (11% increase on 2021-22) and opened 10,176 new cases (13% increase on 2021-22). This significant increase is in part due to the administration of household support grants on behalf of West Oxfordshire District Council and Oxfordshire County Council, as well as starting a new partnership service with Trussell Trust.

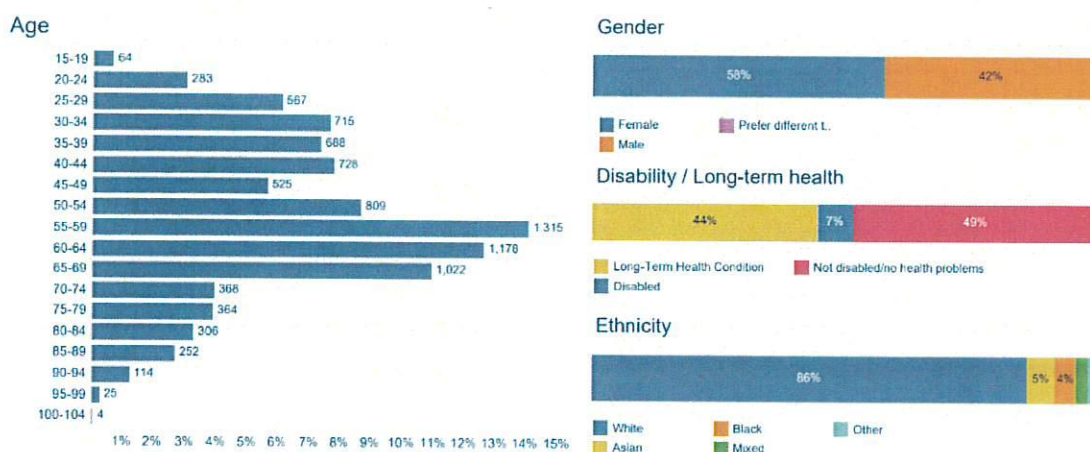
We were presented with over 27,693 issues, an increase of 30% on the previous year. This significant increase in the number of issues suggests that the people coming to us are experiencing multiple impacts from the cost of living crisis. Benefits advice remained the top issue with approximately 15,500 issues recorded, followed by 2,500 issues on financial services and capability. This indicates more people are seeking help with budgeting, and Pension Guidance from our PensionWise service. We have recorded just under 2,500 issues relating to food banks and charitable support which is exceptionally high in comparison to previous year. We have recorded over 2,100 debt issues which is starting to

show a return to pre-pandemic levels. Housing is once again higher than employment issues.

Our client profile remains dominated by the 50-69 age group, which is consistent with the delivery of PensionWise across Oxfordshire, Milton Keynes and Reading, as well as our countywide Oxfordshire Specialist Advice Service that provides benefits and money advice

TRUSTEES REPORT (CONTINUED)

to people eligible for social care assessment. The numbers of people over 70 appear to be reducing but there is an increase in the number of 25-50 generally.



Typically, our services are used by more women than men, and 51% reported a long-term health condition or disability. 14% of our clients identified as an ethnicity other than white, which is an increase of 4% over last year. This is a significantly higher proportion of the population than local census data shows, although of course some of our services do cover Oxfordshire and beyond which may account for this.

We supported West Oxfordshire District Council and Oxfordshire County Council in distributing supermarket vouchers and fuel bill support through the Household Support Fund and other grants available. Overall, we helped our clients improve their incomes by over £4.4 million. Last year we recorded £2.2 million in gains so this is almost double, and can be accounted for by the increase in people claiming financial support, either through benefits or charitable support.

Face to face interventions increased from 3% to 5% of our interactions. We handled around 17,600 calls, which is almost the same as 2021-22. This continues to be 5 times higher than pre-pandemic numbers. We also offered web chat, email, video appointments and home visiting.

Below are some of our main successes of 2022-2023:

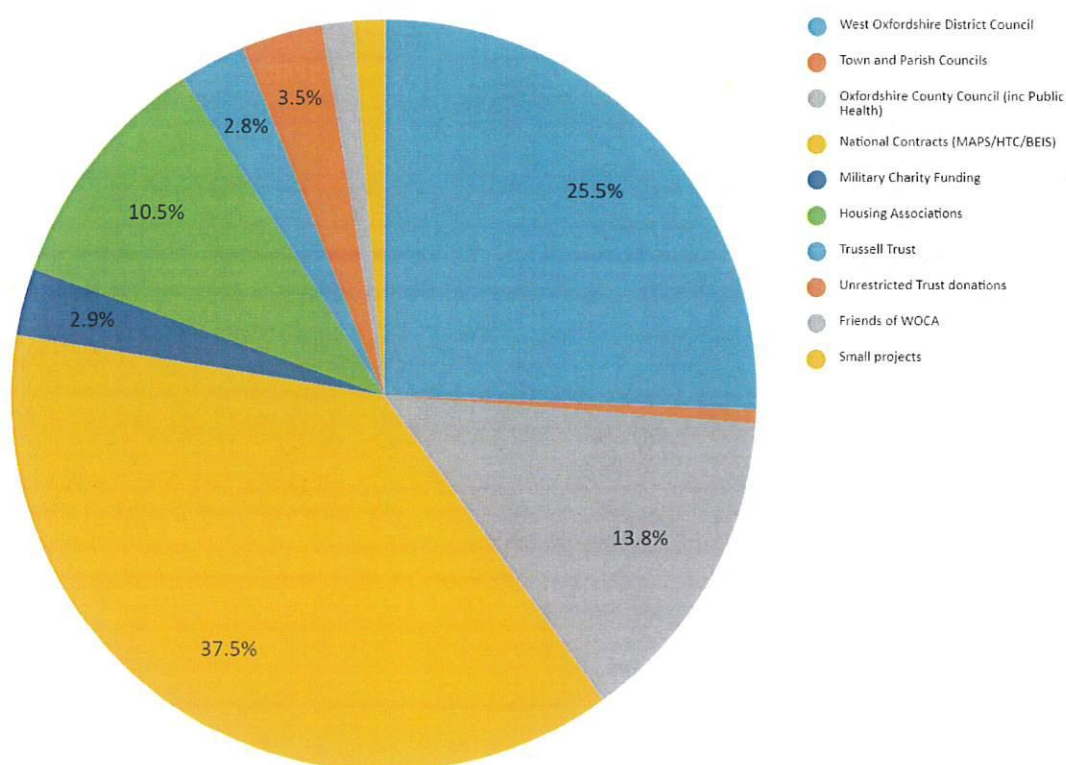
- We continued to increase the number of people served despite restricted face to face services;
- opened a new service in partnership with Trussell Trust delivering advice and support to those using food banks.

Financial review

Principal funding sources

CAWO is dependent upon its funders for its continuance. Our foremost single funder in 2022-23 was West Oxfordshire District Council, without whose support the charity would not be able to continue its activities. However, the trend has been over the last few years that we are more reliant on, and gain growth from national contracts awarded to Citizens Advice and subcontracted to local Citizens Advice. We are currently running PensionWise and **TRUSTEES REPORT (CONTINUED)**

Universal Credit Help to Claim, and we had a small amount through the Money and Pensions Service for Debt Advice that finished in Quarter 1 of the year. .



Oxfordshire County Council funded us through a direct contract for Benefits in Place, and as a subcontractor of our partner Age UK Oxfordshire for the Oxfordshire Specialist Advice Service.

Our strong relationship with Cottsway Housing is demonstrated through the stability of funding under Housing Associations bringing 12% of our overall funding. However, we have been advised that the Greensquare Accord will not continue in 2023-24.

Results for the year

We are pleased that this year has resulted in only another small deficit of £10,790 (compared to a deficit of £2306 in 2021/22).

Incoming resources have increased significantly by 16% to £735,967. This is partly due to the new Money Advice project with Oxfordshire County Council, and a new partnership with Trussell Trust.

Costs have increased in total by 17% to £746,757 mainly because of , additional paid staff for new project, and high IT expenditure. We also gave two unbudgeted pay rises of 4% each.

TRUSTEES REPORT (CONTINUED)

Our balance sheet remains strong and we believe that CAWO has sufficient resources for our current level of activity. The balance sheet includes a pension reserve of £243,000 calculated actuarially on an FRS 102 basis. A Cessation Debt is likely to be greater than this amount. Further details of this are given in Note 9.

Reserves policy

The charity holds reserves to ensure that it can meet all of its future commitments as they fall due. Unrestricted free reserves at 31 March 2023 amounted to some £286,000. The trustees have considered the monies which would need to be expended in the event that the organisation had to close due to its funding being withdrawn and also to the level of essential overhead and capital costs that will be incurred, on an ongoing basis, in the forthcoming months. Bearing in mind the need of the trustees to operate prudently, and the guidance on this subject provided by the Charity Commission, they believe that this amount is satisfactory as of 31 March 2023.

This statement is made assuming that the matters set out in Note 9 do not adversely affect our finances.

The trustees are satisfied that the charity's assets attributable to each of its individual funds are available and adequate to fulfil its obligations in relation to those funds.

Investment policy

Apart from retaining a prudent amount in reserves each year most of the charity's funds are to be spent in the short term so there is little need for a long-term investment strategy. Surplus funds are invested with Scottish Widows.

Plans for future periods

We published our 3 year strategy and business development plan in 2023 and continue to work on our action plans which we review annually. Our high-level objectives remain:

Advice	Provide high quality advice and support to more people through the channels that meet their needs
Advocacy	Influence and lobby on local issues that matter to the people of West Oxfordshire
Sustainability	Manage our finances well - for now and the future
Culture	Be a great place to work and volunteer
Partnership	Build strong partnerships to support our plans

In addition to the above aims, we have 4 overarching themes:

- Communications
- Equality, Diversity and Inclusion

- Technology
- Information Security

Trustees' responsibilities for the financial statements

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with general applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

TRUSTEES REPORT (CONTINUED)

The law applicable to charities in England and Wales 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 charity and of the incoming resources and application of resources of the charity for that period. In preparing these financial statements, the trustees are required to:

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

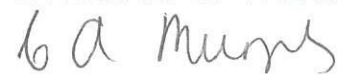
The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the Memorandum and Articles. They are also responsible for safekeeping the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Independent Examiner

A resolution will be proposed to the Annual General Meeting that Just Audit & Assurance Ltd be appointed as Independent Examiner for the ensuing year.

ON BEHALF OF THE TRUSTEES



C. Murphy
Trustee

6th October 2023

**INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF
CITIZENS ADVICE WEST OXFORDSHIRE**

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 Citizens Advice West Oxfordshire (CAWO) 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 ACA, 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:

	accounting records were not kept in respect of CAWO as required by section 386 of the 2006 Act; or
	the accounts do not accord with those records; or
	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
	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.


.....
J M Russell FCA

Just Audit & Assurance Ltd, 37 Market Square, Witney Oxfordshire OX28 6RE
6th October 2023

PRINCIPAL ACCOUNTING POLICIES

Basis of preparation

The financial statements have been prepared under the historical cost convention with items recognised at cost. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by 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, published October 2019 and with the Charities Act 2011.

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

The financial statements present a true and fair view and the principal accounting policies of the charity. The policies remain unchanged from the previous year and are set out below.

No significant changes to accounting estimates or prior year errors have been identified.

Incoming resources

Recognition of income

Income is included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources; and
- The monetary value can be measured with sufficient reliability.

There has been no material offsetting of assets and liabilities, or income and expenses.

Grants and donations are only included in the SoFA when the general income recognition criteria (as set out above) are met.

In the case of performance related grants, income is only recognised to the extent that the charity has provided the activity required to enable it to claim entitlement to the grant.

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

Contractual income and performance related grants are only included in the SoFA once the charity has provided the related services or met the performance related conditions.

The value of any voluntary help received is not included in the accounts.

Interest income is included when receipt is probable and the amount receivable can be measured reliably.

Resources expended

Expenditure is recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty. It includes VAT which the charity

is unable to recover which is reported as part of the expenditure to which it relates.

PRINCIPAL ACCOUNTING POLICIES (CONTINUED)

- costs of generating funds comprise the costs incurred in fundraising;
- charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be directly attributed to the activity as well as those costs of an indirect nature which are necessary to support them;
- governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.
- A contribution to core (unrestricted) costs from restricted funds is determined by reference to budgets agreed with funders whereby costs for general management and office overheads are recovered. The SORP requires a breakdown of costs into the various activities of the charity. Some analysis has been provided in the SoFA where there is a breakdown between the unrestricted (core) activities of the charity and those of the restricted funds. All activities are carried out together in the charity's premises with shared physical, management and administrative resources and many client groups overlap. Salary and travel costs (i.e. the majority of costs incurred) are specifically allocated to each project.

Fund accounting

Restricted funds are to be used for specified purposes laid down by the donor. Expenditure for those purposes is charged to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources received or generated for expenditure on the general objectives of the charity.

Designated funds are unrestricted funds which have been designated for specific purposes by the Trustees.

Tangible fixed assets and depreciation

With effect from 1 April 2020 smaller items of computer and office equipment with a recommended useful life of less than 3 /4 years have been written off when acquired.

Tangible fixed assets are stated at cost, net of depreciation.

Depreciation is calculated to write down the cost of all tangible fixed assets by equal annual instalments over their estimated useful economic lives. The periods generally applicable are:

Office equipment and furniture	4 years
Computer equipment	3 years
Improvements and adaptations to leasehold property	period of the lease.

PRINCIPAL ACCOUNTING POLICIES (CONTINUED)

Retirement benefits

The charity participated in a defined benefit scheme. An estimate of the excess of its share of the liabilities over its share of the assets is shown as a reserve on the balance sheet.

STATEMENT OF FINANCIAL ACTIVITIES (incorporating an income and expenditure account) **FOR THE YEAR ENDED 31 MARCH 2023**

	Note	Unrestricted funds	Restricted funds	Total 2023	Total 2022
		£	£	£	£
Income					
Incoming resources					
Income from:					
Donations		32,290	-	32,290	20,545
Charitable activities	1				
Generalist advice		166,398	-	166,398	98,357
Social policy work		18,489	-	18,489	10,928
Specialist advice		-	507,591	507,591	505,743
Other income		11,135	-	11,135	-
Investment income – interest		64	-	64	89
Total incoming resources		228,376	507,591	735,967	635,662
Expenditure					
Expenditure on:					
Charitable activities	2				
Generalist advice		214,470		214,470	112,169
Social policy work		23,830		23,830	12,463
Specialist advice			506,169	506,169	511,333
				739,402	635,965
Governance costs					
Audit fee		691	1422	2113	1,890
Other		175	-	175	113
Total resources expended		239,166	507,591	746,757	637,968
Net (outgoing) / incoming resources		(10,790)	-	(10,790)	(2306)
Funds at 1 April 2022		48,924	-	48,924	51,230
Funds at 31 March 2023		38,134	-	38,134	48,924

BALANCE SHEET AT 31 MARCH 2023

	Note	2023	2022
		£	£
Fixed assets			
Tangible assets	6	-	-
Current assets			
Debtors	7	39,051	14,736
Cash at bank and in hand		379,524	350,692
		418,575	365,428
Creditors: amounts falling due within one year	8	137,441	73,504
Net current assets		281,134	291,924
Net assets		281,134	291,924
Income Funds			
Unrestricted funds		38,134	48,924
Restricted funds	10	-	-
Pension reserve	9	243,000	243,000
		281,134	291,924

For the financial year ended 31 March 2023, the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the charity to obtain an audit of its financial statements for the year in question in accordance with section 476.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of the financial statements.

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

The financial statements were approved by the Board of Trustees on 6 October 2023. C. Murphy
Trustee



NOTES TO THE FINANCIAL STATEMENTS

1. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES

	2023			2022
	Unrestricted Funds	Restricted Funds	Total	Total
	£	£	£	£
West Oxfordshire District Cncl.				
Contract	115,417	-	115,417	99,730
Grant	62,800	-	62,800	58,700
Helen Roll trust	-	-	-	10,000
Parish council grants	-	-	-	3,895
BEIS	-	-	-	23,333
RAF Brize Norton	-	20,993	20,993	14,000
Oxfordshire County Council Money Advice	-	17,000	17,000	-
Pension Wise	-	133,875	133,875	124,940
Money Advice Service	-	7163	7163	45,800
MS Society	-	1,425	1,425	1,000
Trussell Trust	-	20,596	20,596	-
Benefits in Practice	-	17,510	17,510	17,000
Oxford Specialist Advice Service	-	65,628	65,628	60,000
Cottsway Debt and Benefit	-	51,000	51,000	51,000
GreenSquare	-	25,000	25,000	22,500
Community Connect	-	-	-	20,945
Universal Credit – Help to Claim	-	130,861	130,861	25,495
Citizens Advice Oxfordshire shared staff member		3,540	3,540	3,360
Contain Outbreak Management Fund	6,670	-	6,670	33,330
Oxford Community Fund		10,000	10,000	
Sundry donors		3,000	3,000	
	184,887	507,591	692,478	615,028

Unrestricted funds are allocated to 90% for generalist advice and 10% for social policy work. All restricted fund projects are used to provide targeted advice services

NOTES TO THE FINANCIAL STATEMENTS (cont.)

These incoming resources have been allocated as follows:

	2023	2022
	£	£
Generalist advice	166,398	98,357
Social policy work	18,489	10,928
Restricted fund projects – Targeted advice	507,591	505,473
	692,478	615,028

2. CHARITABLE ACTIVITIES COSTS

	2023				2022
	Generalist Advice	Social policy work	Targeted advice	Total	Total
Staff costs	146,960	16,329	446,010	609,299	550,755
Recruitment	-	-	973	973	-
Travel and subsistence	1,224	136	10	1,370	1,761
External training	808	90	2,348	3,246	1,182
Rent	4,756	529	13,413	18,698	17,130
Insurance	1,901	212	3,181	5,294	4,157
Repairs and renewals	7,745	861	8,357	16,963	12,801
Utilities and rates	1,526	170	3,898	5,594	5,264
Telephone	2,970	330	8913	12,213	9,166
Office supplies	1,321	147	3,989	5,457	4,659
Postage	439	49	1,343	1,831	3,044
Information systems	762	85	3,005	3,852	4,462
Computer support	9,606	1,067	35,887	46,560	12,186
Citizens Advice membership fee	2,542	283	2,637	5,462	5,462
Miscellaneous	2,405	267	4,985	7,657	3,936
Reallocation of costs	29,503	3,278	(32,781)	-	-
TOTAL	214,470	23,830	506,169	744,469	635,965

NOTES TO THE FINANCIAL STATEMENTS (cont.)

Employee costs have been allocated on the basis of time spent and other costs on an estimated basis in accordance with resources used.

3. PAYMENTS TO TRUSTEES AND CONNECTED PERSONS

No trustee or person with a family or business connection with a trustee received remuneration in the year, directly or indirectly, from either the charity or an institution or company controlled by the charity.

A total of £175 in expenses was reimbursed to Trustees during the year

4. RETIREMENT BENEFITS

The charity participates as an admitted body in the Oxfordshire Pension Fund which is administered by Oxfordshire County Council. The assets of this fund, which exceed £1,450 million, are administered by trustees in a fund independent from the charity.

Pension costs are assessed in accordance with the advice of a qualified actuary. There were no pension cost charges for 2023 (2022 nil). Further information about this scheme and the treatment of the charity's share of the total assets and liabilities is contained in note 9.

5. EMPLOYEES

	2023	2022
	£	£
Wages and salaries	550,624	491,110
Social security costs	37,399	32,903
Pension contributions	21,276	19,280
	609,299	543,293

The average number of employees (FTE) during the year was:

	2023	2022
	Number	Number
Managers	3	3
Advice coordinators, training officers and project workers	23	20
Administration	3	3
	29	26

No employee earned £60,000 per annum or more in the current or preceding year.

NOTES TO THE FINANCIAL STATEMENTS (cont.)

6. TANGIBLE FIXED ASSETS

	Leasehold Improvements	Office equipment and furniture	Computer equipment	Total
	£	£	£	£
Cost				
At 1 April 2022	73,784	492	24,030	98,306
Additions	-	-	-	-
At 31 March 2023	73,784	492	24,030	98,306
Depreciation				
At 1 April 2022	73,784	492	24,030	98,306
Provided in the year	-	-	-	-
At 31 March 2023	73,784	492	24,030	98,306
Net Book Amount				
At 31 March 2023	-	-	-	-
At £1 March 2022	-	-	-	-

All tangible fixed assets were used for charitable purposes.

7. DEBTORS

	2023	2022
	£	£
Grants	34,051	13,296
Sundry debtors	5,000	1,440
	39,051	14,736

8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2023	2022
	£	£
Grants received in advance	118,485	38,045
Other creditors	18,956	35,459
	137,441	73,504

NOTES TO THE FINANCIAL STATEMENTS (cont.)**9. DEFINED BENEFIT PENSION SCHEME**

As is stated in Note 4 the charity participates as an admitted body in the Oxfordshire Pension Fund ("OPF") which is administered by Oxfordshire County Council. An actuarial report has been obtained of the financial position of the charity's portion of the assets and liabilities of the scheme at 31 March 2017 and is the most up to date information to hand.

The actuaries concluded that on the basis of a cessation of the charity's activities there would be an excess of pension liability over related assets for the charity's part of the scheme amounting to £243,000.

In accordance with the requirements of FRS 102 this has been incorporated into the balance sheet.

The position is further complicated by the fact that the charity's last contributing member retired from its employment on 1 July 2020. This means that a Cessation Notice can be issued by Oxfordshire County Council on behalf of the OPF. The effect of this would be to require the charity to pay to OPF its share of the excess of the pension liability over related assets for the charity's part of the scheme. No such notice has been received from Oxfordshire County Council and the charity has received no advice as to what this sum might be. Informally it is believed that this sum could be in excess of the £243,000 balance sheet pension reserve.

Whilst any such liability would be substantial it is believed that OPF would agree to a plan to defer payments over a period of several years and thus it is believed that this uncertainty is not so significant as to invalidate the adoption of the going concern method of accounting in these financial statements.

NOTES TO THE FINANCIAL STATEMENTS (cont.)

10. RESTRICTED FUNDS

	At 31 March 2022	Incoming Resources	Expenditure	At 31 March 2023
	£	£	£	£
Pension Wise	-	133,875	133,875	-
RAF Brize Norton	-	20,993	20,993	-
GreenSquare	-	25,000	25,000	-
Benefits in Practice	-	17,510	17,510	-
Oxford CC Money Advice	-	17,000	17,000	-
Universal credit-Help to Claim	-	130,861	130,861	-
Oxford Specialist Advice Service	-	65,628	65,628	-
Cottsway Debt and Benefit	-	51,000	51,000	-
MS Society	-	1,425	1,425	-
Money and Pensions Service IC Debt Advice	-	7,163	7,163	-
Trussell Trust	-	20,596	20,596	-
Citizens Advice Oxfordshire	-	3,540	3,540	-
Oxfordshire Community Fund	-	10,000	10,000	-
Sundry Donors	-	3,000	3,000	-
Total	-	507,591	507,591	-

Details of these restricted funds are as follows:

Pension Wise is a project funded by the Department of Work and Pensions through Citizens Advice. It provides pension guidance on defined contribution pensions following the significant changes to pensions legislation effective on 1 April 2015.

The **RAF Brize Norton** project is funded mainly by a grant from the Armed Forces Covenant Fund Trust and allows CAWO to provide 18 hours of weekly outreach services for serving and contracted personnel at RAF Brize Norton and their families at the RAF base in Brize Norton, and in Carterton.

GreenSquare Debt and money advice (now ended) was a project funded by GreenSquare Housing Association and is delivered in partnership with Citizens Advice Oxford. It provides money and debt advice and support to Greensquare tenants in West and North Oxfordshire.

Benefits in Practice is a project funded by Public Health which provides advice sessions in GP surgeries in Shipton-under-Wychwood and at Broadshires Health Centre in Carterton.

NOTES TO THE FINANCIAL STATEMENTS (cont.)

10. RESTRICTED FUNDS (Continued)

Help to Claim (Universal Credit) is a service funded by DWP to assist claimants that need support through the universal credit claim process to first payment.

Oxford Specialist Advice Service is a project funded by Oxfordshire County Council delivered in partnership with Age UK, Citizens Advice Oxford and Oxfordshire Welfare Rights. The project provides advice on benefits and debt by telephone, email and home visits to people throughout Oxfordshire who are eligible for assessment and support by Social Care.

Cottsway Debt and Benefits Project is funded by Cottsway Housing and provides a telephone and face to face debt and benefits advice service for tenants of Cottsway living in Oxfordshire, Gloucestershire and Wiltshire.

MS Society. Funded by the Multiple Sclerosis Society we provide generalist and specialist advice and support to people with MS in West Oxfordshire.

Money and Pensions Advice: Increasing Capacity in Debt Advice: funding for a debt adviser ended in Quarter 1r.

Trussell Trust: Partnership project that funds 2 full time equivalent caseworkers across the four Trussell Trust food banks in Oxfordshire. Delivered in partnership with CANO and CAOSAV

Citizens Advice Oxfordshire: This small restricted fund is to cover the costs of providing a countywide Communications Officer.

Oxfordshire Community Fund: Grant for replacing IT equipment

11. LEASING COMMITMENTS

Operating lease payments amounting to £17,000 (2022: £17,000) are due in the next twelve months, all of which is in respect of a lease for land and buildings which expires in less than four years.

12. CAPITAL COMMITMENTS AND CONTINGENT LIABILITIES

The charity had no capital commitments or contingent liabilities at 31 March 2023 or 31 March 2022

13. INDEMNITY INSURANCE

The charity holds a trustee indemnity insurance policy. The cost cannot be determined as it is part of a larger combined insurance policy.

14. MEMBERS GUARANTEES

Members of the company are obliged to each pay an amount of £1 in the event of the company's insolvency.