

Document C

Company registration number: 04409017

Charity registration number: 1096193

C.A.B. Cornwall

known as

Citizens Advice Cornwall

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2022

C.A.B. Cornwall

known as Citizens Advice Cornwall

Contents

Reference and Administrative Details	1 to 2
Trustees' Report	3 to 16
Statement of Trustees' Responsibilities	17
Independent Auditor's Report	18 to 21
Statement of Financial Activities	22 to 23
Balance Sheet	24
Statement of Cash Flows	25
Notes to the Financial Statements	26 to 45

C.A.B. Cornwall

known as Citizens Advice Cornwall

Reference and Administrative Details

Chair	F A Keene, Chair
Chief Executive Officer	G F Pipkin
Trustees	F A Keene, Chair N R Arnold J S Baker M R Dean (resigned 5 February 2022) S Finlay S Hobbs (appointed 6 December 2021) H Meacock, Treasurer J Paget (appointed 6 December 2021) J M Williams (resigned 3 February 2022)
Secretary	G F Pipkin
Principal Office	Duchy House 21 Dean Street Liskeard Cornwall PL14 4AB
Registered Office	Duchy House 21 Dean Street Liskeard Cornwall PL14 4AB The Charity is incorporated in England and Wales.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Reference and Administrative Details

Company Registration Number 04409017

Charity Registration Number 1096193

Solicitors Earl and Crocker
6 West Street
Liskeard
PL14 6BW

Bankers Unity Trust Bank PLC
Nine Brindley Place
Birmingham
B1 2JB

Auditor PKF Francis Clark
Statutory Auditor
North Quay House
Sutton Harbour
Plymouth
Devon
PL4 0RA

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Chair's Foreword

I am pleased to present the Citizens Advice Cornwall (CAC) annual report for 2021/22 on behalf of the Trustee Board. 2021/22 has been a year of transition for CAC as we moved into a new mode following the easing of Covid-19 restrictions. Demand for face-to-face advice increased with advisers reporting that people were presenting with complex issues, often that had built up over the lockdown periods. As other services returned to a new normality such as universal credit, the cessation of the moratorium on evictions and the resumption of debt collection, this also prompted more people to seek our advice. Our volunteers, many of whom had dedicated heroic amounts of time during lockdown, also eased into a new normality for their daily lives.

Towards the latter half of the year a new multivariant crisis began to rapidly amplify as inflation rose alongside food and energy prices and a deterioration in mental health for many. This has pushed many more people into highly precarious situations resulting in a rapid increase in demand for our services. We anticipate this trend continuing into 2022/23 and beyond, as the energy price cap increases, inflation forecasts remain high for at least the next two years and the impact of the war on Ukraine endures.

Our capacity to respond to rising demand is severely constrained by the availability of resources. So, we are very pleased to have attracted many new volunteers this year. But as life has resumed and demands on individuals' time has increased, the number of volunteer hours has inevitably dropped. We outperformed on income generation against budget, being able to take advantage of on-going Covid-19 related funding, which in turn has had a healthy impact on our free reserves. We continued to diversify our income streams, although some project funding provided by both local and national government will come to an end earlier than anticipated, due to extreme pressure on their own budgets.

Funding will undoubtedly become increasingly competitive in the medium-term and we urgently need to bolster our core advice service to respond to rising demand. The Board made a positive decision to invest in building capacity to raise income by fundraising from individuals and the community. This means engaging with people more clearly about the fact that we are a charity and are reliant on donations. We recognise that it will take time to make this shift and a priority for this coming year is to engage with stakeholders and National Citizens Advice to develop a clarity of purpose against spiralling levels of demand, identifying where and how our expertise and intervention can have most impact.

We have continued to build alliances and partnerships with other voluntary and statutory agencies in Cornwall. It is our firm belief that as the number of people in crisis intensifies and given the interlinking nature of problems they face, we can only provide the most effective support by collaborating with others. We are investing in developing much stronger relationships with colleagues operating in the health and social care sector, as we know there is a positive link between high quality advice and improving mental health.

To help lead the organisation through these challenges our Senior Management Team has been strengthened by the addition of a Head of Operations and an HR Manager. We also welcomed two new Trustees who bring expertise in the health system and digital and brand marketing.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Trustees are deeply appreciative of the ongoing commitment, talent, energy and passion that all our staff and volunteers bring every single day. The personal and emotional toll of the work we do can be huge and we are making significant investments in wellbeing support, alongside a review of rewards. We are also grateful to all our funders and supporters for enabling us to continue to help people find a way forward with the problems they face.

Fran Keene
Chair

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

The Trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditor's report of the charitable company for the year ended 31 March 2022.

The financial statements comply with the Charities Act 2011 (England and Wales), 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) (second edition - October 2019) marked "SORP".

C.A.B Cornwall is the name formally registered at Companies House. Operationally it is referred to as Citizens Advice Cornwall (CAC).

Objectives and Activities

Our Purpose and Mission

We are here to give people the confidence they need to find a way forward, whoever they are, and whatever their problem by:

- providing the advice people need for the problems they face;
- improving the policies and practices that impact on people's lives, by becoming a voice for our clients and consumers on the issues that matter most to them, to tackle injustice, and reduce poverty and social exclusion; and
- promoting 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 of Cornwall and surrounding areas.

We value diversity, champion equality, and challenge discrimination, harassment, violence and abuse. We are here for everyone and are dedicated to being an employer and service provider that is inclusive and welcoming.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Our Activities

The key objective of our activities remains the provision of free, independent, confidential and impartial advice to everyone on their rights and responsibilities. This advice should be accessible in a place and by a means that meets the needs of our clients and helps them be better able to manage their lives. Our 84 staff and 67 volunteers help people with advice on a range of topics:

- Welfare benefits and tax credits
- Universal Credit
- Debt and money
- Employment
- Housing
- Relationships and family
- Consumer goods and services
- Health and community care
- Legal
- Travel and Transport
- Utilities and Communication
- Immigration
- Discrimination, hate crime, gender violence and abuse

Over the past year we have provided the following services:

- Advice through a range of channels including phone, face to face, webchat, email, video appointment and text at eight offices and 15 digital help hubs across Cornwall. Some of our staff and volunteers continue to work in a hybrid way from home and our offices.
- Research and Campaigns identifying the trends and issues impacting the community and providing valuable information to local and national bodies to influence change.
- Specific services that support people to manage their income, effectively address their debt and build confidence in money matters through Help to Claim, Money Advice Service, Pension Wise and energy and money management projects.
- Services that are targeted at specific groups of people such as low-income families, young people leaving care, young people not in education, employment or training, people with cancer and their carers, and people from an EU country applying to stay in the UK, through our Money Matters, Money Wise-Up!, Powerhouse and the Macmillan and EU Settled Status activities.
- Services aimed to help people undertake new tenancies or stay in their homes. As the housing crisis has escalated, this work has become more important, so this year we obtained funding to distribute grants to individuals to cover rent arrears, thereby helping people maintain tenancies.

Public Benefit

The Trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Achievements and Performance

This year we saw an increase in demand for our services and the complexity of presenting issues as the impact of Covid-19 and the cost of living, housing and energy crises was felt throughout the communities we serve. We continued to support people mainly through phone, webchat and online appointments. As Covid-19 restrictions lifted and people built up confidence in face to face activity we started to re-open offices to the public, initially for appointments and later for limited drop in sessions. These allowed us to support people who had struggled to use the digital service or whose issues were so complex, they needed to see an adviser face to face. The Trustee Board, committees and working groups continued to operate primarily via MS Teams but also moved to in-person sessions where more generative strategic conversations were required. We continued to work effectively with funders to ensure continued delivery of services with target adjustments negotiated where necessary.

In 2021/22 we helped 9,013 clients with 36,900 issues, an increase in the number of clients on the previous year. Although clients presented on average with less issues, the complexity of individual issues increased, requiring more time to research and then provide the best targeted advice. The main topics that clients needed support with related to initial claims for Universal Credit, Personal Independence Payments, Debt Relief Orders and council tax arrears.

67 volunteers contributed 14,081 hours of their time this year across all services and locations. We continued to explore new ways of working as Covid-19 restrictions eased. Both staff and volunteers were supported to work either mainly at home or mainly in the office or a hybrid mixture. Management were careful to balance the needs of the organisation and clients with the preferences and needs of our people.

We undertook a review of our estate to ensure it was fit for purpose in a Covid-19 world. As a result, we took the decision to close our Newquay office as the space did not allow us to operate in a Covid safe way. A rationalisation of Cornwall Council property also meant that our office tenancies in Penzance and St Austell were no longer secure. We have obtained new premises in Penzance and are exploring options in Newquay and St Austell, to be secured in the coming year. We will be making a further investment in our Falmouth office in 2022/23 to ensure it remains in good condition and fit for purpose.

During Quarter 4, we prepared for the end of our Money Matters and Help to Claim projects which have closed. Most of the staff on these projects have transferred to new projects or filled vacancies in existing ones. As a result of the loss of Help to Claim, we have set up a new Welfare Benefits team to support other advisers and undertake the most complex cases including appeals and tribunals. This ensures that we retain some in house specialist services - Universal Credit claimants can continue to contact Help to Claim teams in other areas. Clients of the Money Matters team are now being supported by the Generalist Adviser team but we expect our new Building Futures programme to offer similar services in future. Although there will be a financial impact on the organisation, we hope to mitigate this with increased efficiencies and attracting new funding into the organisation.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Our key achievements this year were:

- Achieving income gains for clients worth £8,130,069, rescheduling £157,150 worth of repayments and writing off £1,061,934 of debt - all of which contributed to improving lives for clients;
- Providing advice and guidance to 9,013 people in challenging circumstances, many of whom presented with increasingly complex issues;
- Answering 17,724 Adviceline calls and undertaking 1,986 webchats (the sixth highest in the country);
- Delivering emergency support through a £30,000 Household Support Grant and Tenancy Sustainment Grant;
- Delivering specialist advice for energy, debt, benefits, housing, domestic abuse and employment;
- Reaching people in migrant, ethnic and traveller communities, who had previously not accessed our services, with energy, immigration and budgeting advice which was well received;
- Quickly responding to changing guidance on face-to-face meetings and consequently opening up services to provide advice to clients with the most complex cases;
- Deepening collaborative working with partners to provide more effective support to our communities;
- Maintaining consistently high standards of advice throughout the year;
- Bringing in an additional £770,324 in funding which contributed £148,738 in contribution to overheads in the year;
- Achieving a surplus of £158,958, mainly as a result of emergency funding including Contain Outbreak Management Funding (COMF) which has enabled us to bolster reserves and ensure we are more resilient in the coming months.

Fundraising

Our performance in raising income through trusts, foundations and grants was strong in 2021/22, following the recruitment of the Business Development Officer in the previous year. Following a review of our fundraising strategy, the Board decided to diversify income generation further by setting a new goal for increasing unrestricted income from individual and community-based fundraising. A Community Fundraiser has been employed as part of the Business Development team to develop this income stream over the next two years. As this is a new area of activity for CAC which carries significant risk, it is being supported and overseen by the Fundraising Working Group.

We received no complaints this year about our fundraising practice.

We will continue to ensure that our fundraising privacy and complaints practices ensure the protection of the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches or pressure to donate. We make sure that our fundraising activity conforms to The Code of Fundraising Practice published by the Fundraising Regulator and recognised by the Charity Commission.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Financial Review

Financial Results

During this year our income from grants, projects and other funding totalled £1,867,773 (2021: £1,570,541). Total resources expended were £1,725,232 (2021: £1,395,436) resulting in a surplus of £158,958 (2021: £192,197). This outcome is largely due to the receipt of Covid-19 emergency funding which allowed some staff to take on additional responsibilities in the short term and combined with tight cost control resulted in more efficient expenditure.

As a result of the ending of the Money Matters and Help to Claim projects, the financial impact on the organisation will be in the region of £385,500. In response we have moved some staff to other vacant posts within the organisation, some staff have left and we are expanding our Building Futures project through additional funding from Cornwall Council. We continue to search for other sources of income, both project related and unrestricted to bridge the funding gap.

Reserves Policy

The Board has examined the Charity's requirements for reserves in the light of the main financial risks to the organisation. It has established a policy whereby the free reserves (unrestricted funds less the value of fixed assets) held by the Charity should be maintained at a level equivalent to three months' expenditure.

Free reserves at the end of the year 2021/22 are £419,936 (2021: £326,309) which equates to at least 3 months of organisational expenditure budgeted for 2022/23. This has been achieved through out-performing our income generation targets, tight cost control and improved efficiency. This level of reserves is significantly above policy. However, the Board is mindful of a challenging medium term funding horizon, an ambitious fundraising target for 2022/23, uncertainty of existing funding streams, increasing demand for our services and the need to invest in our people to further strengthen management and reduce risk. It is anticipated that reserves will need to be drawn on to smooth this volatility over the next one to two years.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Investment Policy

CAC maintains funds in instant access funds to meet the day to day needs for working capital. Any funds beyond this, and not required for the development of the business in the short term, are invested in medium risk investment funds which are reviewed quarterly by the Board and approved in March annually.

The Charity's funds are held by Churches, Charities and Local Authorities (CCLA) Fund Manager which was formed in 1958 to manage the Church of England pool of funds. In 1961 it expanded to allow Local Authorities to access the services and this was followed in 1963 by the Charity Commission for the broader charity market. The rationale for CCLA is to provide the church, local authorities and the charity sector with a social and ethical organisation in which to invest its surplus funds.

The decision to use CCLA as the Charity's Fund Manager was based on past performance and the ethical approach set by the Board of CCLA.

In March 2022, CAC's Board reviewed its approach to investing, and in the absence of an investment specialist among the Trustees, opted to simplify the investment portfolio and move deposited funds into a single, mixed, actively managed investment fund. It was agreed to remain with CCLA using the COIF Charities Ethical Investment Fund. This transfer was completed in May 2022.

The 2021/22 year ended with a £16,417 Gain on Investments, with £5,515 Dividends received.

CAC invested in the following CCLA funds in 2021/22:

Fund	Fund No.	No. of units	Fund value at 31.03.2022
Investment Fund	118810001T	3,420	£66,597
Global Equity Fund	118810001U	26,794	£71,375
Property Fund	118810001V	33,232	£43,108
Deposit Fund	118810001C	-	£3,116

When the Trustees decided to invest surplus cash with CCLA, the prime considerations for the portfolio were diversification, growth and yield. The objectives set by the Trustees for 2021/22 were both yield and growth, with the primary objective being yield. To this end, the portfolio was heavily weighted during 2021/22 to the Property Fund, which had a higher yield than the other available funds.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Going Concern

After reviewing the organisation's budgets and business plan and taking account of the economic climate, reserves position and strategic priorities for the next three years, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future.

In 2021/22 the Charity maintained a strong performance in income generation obtaining Covid-19 response funding alongside a mix of immediate and longer-term income. We continued to diversify income streams this year which has strengthened our financial resilience.

For this reason, the Trustees continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Principal Risk and Uncertainty

The Trustee Board has ultimate responsibility for risk management and ensuring the charity has effective internal controls that operate as designed.

CAC has a business and budget planning process, which includes making an assessment of the key risks posed by our operating environment. The Board approves the annual business plan, budget and key risks each year.

The Board assesses the principal risks facing CAC, and the mitigating actions, on a quarterly basis as part of the formal review of the Charity's financial and organisational performance. It also considers the effectiveness of the mitigating actions identified for each risk.

We continue to review our approach to risk management to ensure it is fit for purpose. The Board considers the following to be the principal risks and uncertainties for CAC and the actions required to mitigate and manage those risks:

- **Inability to secure financial stability.** Our financial strategy is to generate increased revenue by diversifying our income streams with particular focus on developing an effective approach to individual and community fundraising; reviewing our rented and owned estate; improving our value for money by finding new ways of meeting our business objectives; maintaining tight financial control and oversight of financial performance; improving our liquidity; maintaining our free reserves to remain within policy.

- **Inability to meet demand and reach people who need our service.** We regularly analyse customer satisfaction and channel usage across key groups of clients and potential clients to determine where we need to improve. We are focusing on better meeting demand for support by telephone; developing projects that meet the specific needs of particular groups who are under-represented in our client profile; exploring more innovative use of digital technologies to improve rural access; and developing partnerships with other agencies to improve our reach.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

- **Damage to the reputation of our brand and service.** This could arise from breaches of confidentiality, loss of sensitive data, inaccurate or inappropriate use of data, provision of poor-quality advice, poor client experience, or ineffective stakeholder relations. We train all our staff and volunteers on confidentiality, information risk and GDPR, and safeguarding. We have Cyber Essentials Certification and work with Devon and Cornwall Police to raise awareness of online security. We monitor and respond to client complaints. We communicate regularly with key stakeholders, including funders, about our impact and achievements. We actively seek out partnership working with other agencies, where this will enable us to better deliver effective services to the communities we serve.

- **Inability to attract and retain people with the skills we need for the future.** We aim to be an employer of choice offering a positive and inclusive working environment, good pay, quality training and support, and attractive development opportunities. We monitor staff and volunteer satisfaction through annual surveys and update and deliver our workforce development plan accordingly. We monitor staff and volunteer wellbeing, offering access to psychological support. We actively recruit new volunteers and have revised our training offer so that it works in a hybrid way, with some delivered face to face and some remotely. We employ a third-party IT support contract to provide emergency support. We reviewed our pay and reward policy, including annual leave entitlements to ensure our offer to employees remains attractive.

- **Lack of capability to lead and manage the organisation.** We have increased resilience at senior management level by recruiting a permanent HR Manager and Head of Operations. The development of the workforce strategy identifies the skills we require and helps identify how to secure them through training, recruitment, pay and reward. We are undertaking a review of our management structure to ensure risk is adequately controlled and our people are given clear direction and are well supported, with opportunities to develop.

Plans for the Future

2022/23 will be the third and final year of our current strategic business plan. This year we will develop a new three year strategic business plan, based on everything we have learned through the delivery of the current plan and which robustly responds to our ongoing volatile operating environment.

The current strategy has four priorities and the 2022/23 business plan sets out how these will continue to be delivered. The aim is to enable CAC to respond effectively to demand and build a sustainable organisation able to navigate the cost of living crisis and continue to adapt to the post Covid-19 environment. The four strategic priorities are set out in detail below.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Sustainability and Resilience

We aim to create a stable income and control expenditure whilst providing a quality service. We plan to do this by continuing to focus on ensuring our reserves remain within our policy and maintaining strong control of expenditure and finances. Fundraising to bring in unrestricted income is identified as an essential requirement with a focus on shifting the external perception of Citizens Advice Cornwall so that it is recognised as a local charity requiring donations. The work to build stronger relationships with partners and funders continues. Support is in place to ensure that the quality of advice remains high and that staff and volunteers are equipped and supported to carry out their role. Through effective and sustainable use of data, Citizens Advice Cornwall continues to play a key role in contributing to a wider understanding of the issues facing Cornwall.

Access and Reach

Our aim is to reach more people in a time and manner that fits their need including the communities that we do not currently reach. Service delivery will continue to be primarily digital for most services, with face-to-face appointments and drop ins available for those who cannot be supported in other ways. Building on our learning so far, we will continue to explore making the advice and advocacy available in more local areas through our digital outreaches and partner organisations, so that people do not have long and expensive journeys to get help. We will continue to explore how we can best meet clients' needs in accessing justice, debt prevention, supporting mental health through effective and well-timed advice and better connecting with disengaged communities.

People and Culture

We aim to develop a motivated and well-trained team able to take advantage of opportunities. We will work collaboratively to focus on the needs of clients and workforce to create an inclusive environment where everyone is valued. We will develop a workforce strategy that identifies the skills we need to deliver goals and we will secure those skills through pay, reward, training and development. This will be key to creating an effective team and ensuring that Citizens Advice Cornwall will be the first choice for people looking to work or volunteer in the sector. We continue to review our organisational values to ensure that they are fit for purpose and relevant and we will continue to embed our equality, diversity and inclusion plans into the organisation.

Governance and Compliance

We want to ensure that the organisation is well led, accountable, effective, responsive and transparent. We continue to review our approach to risk management and understanding of risk appetite to ensure it is fit for purpose and embedded in everyday activity. We undertook a county wide survey to understand how our communities view us, and are working with partner organisations to build on this intelligence and feed into our strategy and development. We continue to review the effectiveness of the Trustee Board through a regular annual review and to develop the quality of information on which decisions on organisational performance are based. We will recruit additional Trustees to bring the total to nine.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Structure, Governance and Management

Constitution

Citizens Advice Cornwall is a charitable company limited by guarantee, registered as a charity on 25 March 2002 and incorporated on 4 April 2002. The name was amended on 3 July 2008 by special resolution and certificate of incorporation upon change of name on 21 July 2008. The company was established under a Memorandum and Articles of Association, which were amended on 4 February 2020.

Members' Liability

The liability of Members of the charitable company is limited. Each Member undertakes to contribute such amount as may be required, not exceeding £1, to the Charity's assets if it should be wound up while they are a Member or within one year after they cease to be a Member.

Organisational Structure and Decision Making

The governing body is the Board of Trustees, which currently has seven Trustee members. This year two new Trustees were recruited to strengthen the Board by bringing a wider diversity of experience, particularly in health, and digital marketing.

Our Trustees are the directors of the company and are responsible for strategic direction, oversight of organisational and financial performance, and management of risk. The Board meets formally four times a year to consider fiduciary and strategic business. It receives reports, including policies, from its executive officers for information, approval or action. In addition, the Board meets for two strategy half days, allowing deeper consideration of the principal issues and risks facing the organisation and to develop strategic direction.

The Board obtains additional assurance and scrutiny through two formal Committees, Finance and Audit (FAC) and new in 2021/22, People and Culture (PCC). Membership of the former consists of the Treasurer, Chief Executive and Finance Manager and two Trustees. The PCC membership consists of a Trustee with strategic HR expertise if there is such a Trustee on the Board and two additional Trustees, the Chief Executive and HR Manager. The Chair is an ex-officio member of both Committees. Neither committee has decision-making powers; they are focused on providing scrutiny and assurance in relation to the Financial and People elements of the Business Plan respectively, as areas of significant risk to the achievement of CAC's charitable objectives.

In addition, the Fundraising Working Group continues to provide close scrutiny and support to management in developing the new approach to individual and community fundraising. It also scrutinises income generation performance, providing additional assurance to the Board. Membership consists of two Trustees, the CEO and the Income Generation and Communications teams.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Key Management Personnel

The CEO is responsible for the strategic and operational management of CAC and is authorised to use resources towards the achievement of the business objectives set out in the Business and Development Plan (the Plan). Each year the Board reviews and approves an updated Plan along with the annual budget.

The CEO leads a management team comprising:

- Head of Operations
- Finance Manager
- HR Manager

Risk Management

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity. They are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

Citizens Advice Cornwall is a member of Citizens Advice, the National Association of Citizens Advice Bureaux. Citizens Advice regulates CAC through the requirements of the Local Performance Quality Framework.

The Charity is regulated by the Financial Conduct Authority for debt and credit services (FRN: 617531).

Method of Appointment or Election of Trustees

The Board carries out an annual appraisal of its performance each year. This includes a skills audit which identifies any gaps in skills and knowledge to inform training and Trustee recruitment for the year.

Trustees are recruited via open advertisement. A comprehensive candidate pack is prepared for each recruitment round and this includes the role profile. Applicants apply by submitting a CV and covering letter. A recruitment panel of at least 2 Trustees and the CEO shortlist, interview and make a recommendation to the Board, subject to all due diligence checks being satisfactory. Trustees are formally elected by the Members at an AGM, but can be co-opted or appointed to a casual vacancy by the Trustee Board for the period until the next AGM. Prospective Trustees are invited to observe a formal Board meeting, if they would like, before confirming their acceptance of an invitation to join the Board and prior to their formal appointment.

As set out in the Articles of Association, the Board elects one of their number as Chair and one as Treasurer. It may also elect a Vice-Chair. All these appointments are based on nominations made by Trustees. These officers are elected annually and may serve a maximum of six years.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Policies Adopted for the Induction and Training of Trustees

All Trustees undergo a comprehensive induction. This includes meetings with key personnel and the provision of documents that set out the structure, governance, policies, history and operations of CAC and the responsibilities of Trustees.

All Trustees are required to undertake annual training in GDPR, the Senior Management Certification Regime Parts 1 and 2, and safeguarding. This is in addition to any other training individual Trustees undertake as part of their Continuous Professional Development.

Pay policy for senior staff

Key management personnel are remunerated by annual salary. There are no additional payments or benefits in kind. The CEO's salary is set by the Board and reviewed annually.

Related Parties

None of our Trustees receive remuneration or other benefit from their work with the Charity. Any related party transactions are disclosed in the notes to the accounts.

The Charity operates within the standards framework for advice and casework defined by Citizens Advice and is regularly monitored against these standards as part of the membership agreement between the two parties. CAC operating policies are independently determined by the CAC Trustee Board in order to fulfil its charitable objects and comply with the national membership requirements.

Disclosure of information to auditor

Each Trustee has taken steps that they ought to have taken as a Trustee in order to make themselves aware of any relevant audit information and to establish that the Charity's auditor is aware of that information. The Trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the Trustees of the Charity on 13 September 2022 and signed on its behalf by:



.....
F A Keene, Chair
Chair and Trustee

C.A.B. Cornwall

known as Citizens Advice Cornwall

Statement of Trustees' Responsibilities

The Trustees (who are also the directors of C.A.B. Cornwall for the purposes of company law) are responsible for preparing the Trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- 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 adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by the Trustees of the Charity on 13 September 2022 and signed on its behalf by:



.....
F A Keene, Chair
Chair and Trustee

C.A.B. Cornwall

known as Citizens Advice Cornwall

Independent Auditor's Report to the Members of C.A.B. Cornwall

Opinion

We have audited the financial statements of C.A.B. Cornwall (the 'Charity') for the year ended 31 March 2022, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the Charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

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

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Independent Auditor's Report to the Members of C.A.B. Cornwall

Other information

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

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

We have nothing to report in this regard.

Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' Report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 17), the Trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

C.A.B. Cornwall

known as Citizens Advice Cornwall

Independent Auditor's Report to the Members of C.A.B. Cornwall

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We considered those laws and regulations that have a direct impact on the preparation of the financial statements, including, but not limited to FRS 102 (effective 1 January 2019) - (Charities SORP), the Companies Act 2006 and the Charities Act 2011. In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charity's ability to operate or to avoid a material penalty.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks related to fraudulent financial reporting, in particular to grant funding received.

Audit procedures performed by the engagement team include, but were not limited to, discussions and inquiries with management of compliance with laws and regulations, reviewing grant funding agreements, and reviewing board minutes and significant legal costs incurred in the year. We also addressed the risk of management override of internal controls, including testing of journals and evaluating whether there was evidence of bias by the Trustees that represented a risk of material misstatement due to fraud.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Also, the risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment by, for example, forgery or intentional misrepresentations, or through collusion.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements. This risk increases the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements as we are less likely to become aware of instances of non-compliance. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error, as fraud may involve deliberate concealment, collusion, omission or misrepresentation.

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

C.A.B. Cornwall

known as Citizens Advice Cornwall

Independent Auditor's Report to the Members of C.A.B. Cornwall

Use of our report

This report is made solely to the charitable company's Trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the Charity's Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



.....
Duncan Leslie (Senior Statutory Auditor)
For and on behalf of PKF Francis Clark, Statutory Auditor

North Quay House
Sutton Harbour
Plymouth
Devon
PL4 0RA

Date:.....15/09/2022.....

C.A.B. Cornwall

known as Citizens Advice Cornwall

Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2022 £
Income from:				
Donations and legacies	3	4,363	-	4,363
Charitable activities	4	316,051	1,534,014	1,850,065
Investment income	5	5,515	-	5,515
Other income	6	7,830	-	7,830
Total income		<u>333,759</u>	<u>1,534,014</u>	<u>1,867,773</u>
Expenditure on:				
Charitable activities	7	<u>(246,677)</u>	<u>(1,478,555)</u>	<u>(1,725,232)</u>
Total expenditure		<u>(246,677)</u>	<u>(1,478,555)</u>	<u>(1,725,232)</u>
Gains/losses on investment assets		<u>16,417</u>	<u>-</u>	<u>16,417</u>
Net income		103,499	55,459	158,958
Transfers between funds		<u>(9,098)</u>	<u>9,098</u>	<u>-</u>
Net movement in funds		94,401	64,557	158,958
Reconciliation of funds				
Total funds brought forward		<u>343,465</u>	<u>370,628</u>	<u>714,093</u>
Total funds carried forward	21	<u><u>437,866</u></u>	<u><u>435,185</u></u>	<u><u>873,051</u></u>

The notes on pages 26 to 45 form an integral part of these financial statements.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2021 £
Income from:				
Donations and legacies	3	15,325	-	15,325
Charitable activities	4	342,566	1,200,031	1,542,597
Investment income	5	4,346	-	4,346
Other income	6	7,657	616	8,273
Total income		<u>369,894</u>	<u>1,200,647</u>	<u>1,570,541</u>
Expenditure on:				
Charitable activities	7	<u>(262,891)</u>	<u>(1,132,545)</u>	<u>(1,395,436)</u>
Total expenditure		<u>(262,891)</u>	<u>(1,132,545)</u>	<u>(1,395,436)</u>
Gains/losses on investment assets		<u>17,092</u>	<u>-</u>	<u>17,092</u>
Net income		124,095	68,102	192,197
Transfers between funds		<u>(30,266)</u>	<u>30,266</u>	<u>-</u>
Net movement in funds		93,829	98,368	192,197
Reconciliation of funds				
Total funds brought forward		<u>249,636</u>	<u>272,260</u>	<u>521,896</u>
Total funds carried forward	21	<u><u>343,465</u></u>	<u><u>370,628</u></u>	<u><u>714,093</u></u>

All of the Charity's activities derive from continuing operations during the above two periods.

The statement of financial activities includes all gains and losses recognised in the year.

C.A.B. Cornwall

known as Citizens Advice Cornwall

(Registration number: 04409017)
Balance Sheet as at 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible assets	14	250,919	261,926
Investments	15	<u>184,196</u>	<u>167,780</u>
		<u>435,115</u>	<u>429,706</u>
Current assets			
Debtors	16	259,399	162,941
Cash at bank and in hand	17	<u>617,202</u>	<u>209,559</u>
		876,601	372,500
Creditors: Amounts falling due within one year	18	<u>(438,665)</u>	<u>(88,113)</u>
Net current assets		<u>437,936</u>	<u>284,387</u>
Net assets		<u>873,051</u>	<u>714,093</u>
Funds of the Charity:			
Restricted		435,185	370,628
Unrestricted income funds			
Unrestricted		<u>437,866</u>	<u>343,465</u>
Total funds	21	<u>873,051</u>	<u>714,093</u>

The financial statements on pages 22 to 45 were approved by the Trustees, and authorised for issue on 13 September 2022 and signed on their behalf by:



.....
F A Keene, Chair
Chair and Trustee

C.A.B. Cornwall

known as Citizens Advice Cornwall

Statement of Cash Flows for the Year Ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net income		158,958	192,197
Adjustments to cash flows from non-cash items			
Depreciation		16,673	12,873
Investment income	5	(5,515)	(4,346)
Revaluation of investments		<u>(16,415)</u>	<u>12,908</u>
		153,701	213,632
Working capital adjustments			
Increase in debtors	16	(96,458)	(77,197)
Increase in creditors	18	178,138	43,635
Increase in deferred income		<u>172,413</u>	<u>12,970</u>
Net cash flows from operating activities		<u>407,794</u>	<u>193,040</u>
Cash flows from investing activities			
Purchase of tangible fixed assets	14	(5,666)	(33,238)
Purchase of investments	15	-	(36,911)
Sale of investments		-	36,911
Income from dividends	5	<u>5,515</u>	<u>4,346</u>
Net cash flows from investing activities		<u>(151)</u>	<u>(28,892)</u>
Net increase in cash and cash equivalents		407,643	164,148
Cash and cash equivalents at 1 April		<u>209,559</u>	<u>45,411</u>
Cash and cash equivalents at 31 March		<u><u>617,202</u></u>	<u><u>209,559</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

1 Charity status

The Charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the Members are liable to contribute an amount not exceeding £1 towards the assets of the Charity in the event of liquidation.

The address of its registered office and principal place of business is:

Duchy House
21 Dean Street
Liskeard
Cornwall
PL14 4AB

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

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

Basis of preparation

C.A.B. Cornwall meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

Going concern

The Trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the Charity to continue as a going concern. The Trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

After reviewing the organisation's budgets and business plan and taking account of the economic climate, reserves position and strategic priorities for the next three years, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future.

For this reason, they continue to adopt the going concern basis in preparing the financial statements.

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

Incoming resources

All income is recognised once the Charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

Donations and legacies

Donations are recognised when the Charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the Charity before the Charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the Charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

Grants, where entitlement is not conditional on the delivery of a specific performance by the Charity, are recognised when the Charity becomes unconditionally entitled to the grant. Income from grants, where related to performance and specific deliverables, are accounted for as the Charity earns the right to consideration by its performance.

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the Charity has unconditional entitlement.

Investment income

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

Other income

All other income is accounted for on an accruals basis.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent. Other costs are allocated based on the proportion of income basis.

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

Charitable activities

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 allocated directly to such activities and those costs of an indirect nature necessary to support them.

Support costs

Support costs are those costs incurred which are not directly attributable to a particular principal activity and include such costs as premises, central administration, IT support and human resource costs.

Governance costs

These include the costs attributable to the Charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustees' meetings and reimbursed expenses.

Taxation

The Charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the Charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

Tangible fixed assets

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

Asset class	Depreciation method and rate
Freehold buildings	2% straight line
Computer equipment	25% reducing balance
Plant and machinery	25% reducing balance

Fixed asset investments

Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure

Unrestricted income funds are general funds that are available for use at the Trustees' discretion in furtherance of the objectives of the Charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the Trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Leasing commitments

Leases in which substantially all the risks and rewards of ownership are retained by the lessor are classified as operating leases. Rentals payable under operating leases are charged in the Statement of Financial Activities on a straight line basis over the lease term.

Pensions and other post retirement obligations

The Charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the Charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

Financial instruments

Classification

The charitable company only has the financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value, except for those financial assets classified as at fair value through profit or loss, which are initially measured at the transaction value and then subsequently measured at their fair value. The Charity holds the following basic financial instruments:

- Fixed asset investments;
- Short term trade and other debtors and creditors; and
- Cash and bank balances.

All financial instruments are classified as basic.

Recognition and measurement

The company has chosen to apply the recognition and measurement principles in FRS102.

Financial instruments are recognised when the company becomes party to the contractual provisions of the instrument and derecognised when in the case of assets, the contractual rights to cash flows from the assets expire or substantially all the risks and rewards of ownership are transferred to another party, or in the case of liabilities, when the company's obligations are discharged, expire or are cancelled.

Except for fixed asset investments, such instruments are initially measured at transaction price, including transaction costs, and are subsequently carried at the undiscounted amount of the cash or other consideration expected to be paid or received, after taking account of impairment adjustments.

Fixed asset investments are initially measured at transaction price, and are subsequently carried at their fair value as at the balance sheet date using the quoted market price. The Statement of Financial Activities includes the net gains and losses arising on revaluation and disposals throughout the year.

3 Income from donations and legacies

	Unrestricted funds General £	Total 2022 £	Total 2021 £
Donations and legacies;			
Donations from individuals	4,363	4,363	15,325
	<u>4,363</u>	<u>4,363</u>	<u>15,325</u>

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

4 Income from charitable activities

	Unrestricted Funds (£)	Restricted Funds (£)	Total 2022 (£)	Total 2021 (£)
General Advice	315,239	-	315,239	342,566
BEIS	-	8,333	8,333	39,967
Building Futures	-	24,900	24,900	-
Caledonia	-	4,722	4,722	-
COMF - (Core) / (Public Health)	-	181,908	181,908	-
Community Justice Fund	-	2,638	2,638	48,652
Cornwall Community Foundation	-	-	-	18,810
Devon and Cornwall Police	-	20,001	20,001	40,694
Debt & Mental Health	-	111,310	111,310	47,150
disAbility Cornwall & Isle of Scilly	-	24,000	24,000	12,000
EmPower	-	19,887	19,887	-
Energy Advice Programme	-	6,455	6,455	6,000
EU Settlement Scheme	-	64,605	64,605	32,556
Financial Capability	812	-	812	-
Help to Claim / Universal Support	-	213,813	213,813	233,153
Legal Litigant in Person	-	4,664	4,664	2,000
Macmillan	-	56,809	56,809	66,967
MaPSDAP	-	199,154	199,154	219,583
MaPSDAP Trainee	-	15,181	15,181	15,591
Money Matters COMF	-	100,000	100,000	-
Money Matters	-	182,187	182,187	174,238
National Lottery	-	116,728	116,728	92,500
Pension Wise	-	51,471	51,471	67,226
Powerhouse Project	-	45,348	45,348	19,798
Tenancy Sustainment	-	29,000	29,000	-
Volant	-	7,824	7,824	-
Western Power	-	11,095	11,095	13,812
Money Wise-Up!	-	20,470	20,470	49,334
Money Wise-Up! West	-	11,511	11,511	-
	<u>316,051</u>	<u>1,534,014</u>	<u>1,850,065</u>	<u>1,542,597</u>

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

5 Investment income

	Unrestricted funds General £	Total 2022 £	Total 2021 £
Income from dividends			
Dividends receivable from other listed investments	5,515	5,515	4,346

6 Other income

	Unrestricted funds General £	Total 2022 £	Total 2021 £
Other income	7,830	7,830	8,273

7 Expenditure on charitable activities

	Activity undertaken directly £	Grant funding of activity £	2022 £	2021 £
Wages and salaries	1,235,639	242,518	1,478,157	1,194,215
Other costs	58,408	171,994	230,402	188,348
Depreciation	-	16,673	16,673	12,873
	1,294,047	431,185	1,725,232	1,395,436

£240,044 (2021 - £262,891) of the above expenditure was attributable to general unrestricted funds, £6,633 (2021 - £nil) to designated unrestricted funds, and £1,478,555 (2021 - £1,132,545) to restricted funds.

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

8 Analysis of governance and support costs

Support activities expenditure

		Unrestricted funds		Total 2022	Total 2021
	Basis of allocation	General £	Restricted £	£	£
Wages and salaries	Time spent	3,821	217,303	221,124	273,959
Social security costs	Time spent	302	17,166	17,468	21,286
Employer's pension	Time spent	68	3,859	3,927	4,918
Staff and volunteer costs	Time spent	3,699	9,972	13,671	4,730
Rent	Time spent	3,795	9,008	12,803	18,337
Rates and water	Time spent	884	2,099	2,983	4,505
Insurance	Time spent	1,181	2,803	3,984	1,574
Light and heat	Time spent	2,853	6,771	9,624	8,701
Telephone	Time spent	6,788	14,711	21,499	17,428
Postage and stationery	Time spent	5,962	12,921	18,883	6,939
Travel expenditure	Time spent	1,086	2,929	4,015	1,811
Office and IT equipment	Time spent	17,728	38,428	56,156	49,272
Repairs and renewals	Time spent	1,478	3,509	4,987	7,905
Bank charges	Time spent	135	285	420	332
Sundry expenses	Time spent	3,065	6,470	9,535	16,337
Depreciation	Asset per project	4,870	11,803	16,673	12,873
Governance costs	Time spent	4,097	9,336	13,433	8,399
		<u>61,812</u>	<u>369,373</u>	<u>431,185</u>	<u>459,306</u>

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

Governance costs

	Unrestricted funds		Total 2022	Total 2021
	General	Restricted	2022	2021
	£	£	£	£
Audit fees				
Audit of the financial statements	3,096	7,056	10,152	7,680
Trustees' expenses	21	47	68	441
Legal fees	197	449	646	-
Other governance costs	783	1,784	2,567	278
	<u>4,097</u>	<u>9,336</u>	<u>13,433</u>	<u>8,399</u>

9 Net incoming/outgoing resources

Net incoming resources for the year include:

	2022	2021
	£	£
Operating leases - other assets	6,821	11,821
Audit fees	10,152	7,680
Depreciation of fixed assets	<u>16,673</u>	<u>12,873</u>

10 Trustees' remuneration and expenses

No Trustees, nor any persons connected with them, have received any remuneration from the Charity during the year.

The amount of expenses paid to the Trustees during the year related to travel expenses totalled £68 (2021 - £441).

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

11 Staff costs

The aggregate payroll costs were as follows:

	2022 £	2021 £
Staff costs during the year were:		
Wages and salaries	1,357,780	1,104,081
Social security costs	97,509	74,025
Pension costs	22,868	16,109
	<u>1,478,157</u>	<u>1,194,215</u>

The monthly average number of persons (including senior management team) employed by the Charity during the year was as follows:

	2022 No	2021 No
Delivery of Charitable Activities	73	61
Governance and Finance	3	3
Cleaners	5	6
	<u>81</u>	<u>70</u>

No employee received emoluments of more than £60,000 during the year.

A list of key management personnel positions are provided in the Trustees' Report. The total employee remuneration of the key management personnel of the Charity was £111,172 (2021 - £166,037).

12 Auditor's remuneration

	2022 £	2021 £
Audit of the financial statements	<u>10,152</u>	<u>7,680</u>

13 Taxation

The Charity is a registered charity and is therefore exempt from taxation.

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

14 Tangible fixed assets

	Land and buildings £	Computer equipment £	Plant and machinery £	Total £
Cost				
At 1 April 2021	289,826	94,989	17,532	402,347
Additions	-	5,666	-	5,666
At 31 March 2022	289,826	100,655	17,532	408,013
Depreciation				
At 1 April 2021	69,564	54,676	16,181	140,421
Charge for the year	5,797	10,520	356	16,673
At 31 March 2022	75,361	65,196	16,537	157,094
Net book value				
At 31 March 2022	214,465	35,459	995	250,919
At 31 March 2021	220,262	40,313	1,351	261,926

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

15 Fixed asset investments

Other investments

	Listed investments £
Cost or Valuation	
At 1 April 2021	167,781
Revaluation	16,415
At 31 March 2022	184,196
Net book value	
At 31 March 2022	184,196
At 31 March 2021	167,781

There were no investment assets outside the UK.

16 Debtors

	2022 £	2021 £
Trade debtors	141,498	53,079
Prepayments	11,414	3,645
Accrued income	106,487	105,240
Other debtors	-	977
	259,399	162,941

17 Cash and cash equivalents

	2022 £	2021 £
Cash at bank	607,580	196,515
Short-term deposits	9,230	12,419
Other cash and cash equivalents	392	625
	617,202	209,559

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

18 Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	15,426	24,733
Other taxation and social security	22,049	22,832
Other creditors	191,504	207
Accruals	24,303	27,371
Deferred income	185,383	12,970
	<u>438,665</u>	<u>88,113</u>

19 Pension and other schemes

Defined contribution pension scheme

The Charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the Charity to the scheme and amounted to £22,868 (2021 - £16,109).

20 Commitments

Other financial commitments

Other financial commitments relate to operating leases for office space.

The total amount of other financial commitments not provided in the financial statements was £17,621 (2021 - £24,442).

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

21 Funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/ (losses) £	Balance at 31 March 2022 £
Unrestricted						
<i>General</i>						
General Advice	343,465	332,947	(240,044)	(14,919)	16,417	437,866
<i>Designated</i>						
Financial Capability	-	812	(6,633)	5,821	-	-
Total Unrestricted	<u>343,465</u>	<u>333,759</u>	<u>(246,677)</u>	<u>(9,098)</u>	<u>16,417</u>	<u>437,866</u>
Restricted						
Money Matters	35,449	182,187	(153,947)	-	-	63,689
Energy Advice Programme	1,475	6,455	(7,686)	-	-	244
Devon & Cornwall Police	15,415	20,001	(18,025)	-	-	17,391
Help to Claim	-	213,813	(210,332)	-	-	3,481
MaPSDAP	28,348	199,154	(196,506)	-	-	30,996
Pension Wise	26,470	51,471	(53,708)	-	-	24,233
Macmillan	-	56,809	(57,809)	1,000	-	-
BEIS	5,749	8,333	(9,519)	757	-	5,320
Community Justice Fund	(111)	2,638	(6,889)	4,362	-	-
Debt and Mental Health	2,099	111,310	(111,881)	-	-	1,528
disAbility Cornwall & I.o.S.	2,248	24,000	(20,394)	-	-	5,854
EU Settlement Scheme	1,413	64,605	(64,283)	-	-	1,735
Legal Litigant in Person	2,000	4,664	(65)	-	-	6,599
MaPSDAP Trainee	5,339	15,181	(13,806)	-	-	6,714
National Lottery	2,860	116,728	(99,459)	-	-	20,129
Powerhouse Project	140	45,348	(43,581)	-	-	1,907
Western Power	213	11,095	(5,612)	-	-	5,696
Money Wise-Up!	10,685	20,470	(25,048)	-	-	6,107
Cornwall Community Foundation	10,574	-	(2,468)	-	-	8,106
Land and Buildings Fund	220,262	-	(5,797)	-	-	214,465
Building Futures	-	24,900	(24,353)	-	-	547
Caledonia	-	4,722	(3,824)	-	-	898
COMF - (Core) / (Public Health)	-	181,908	(179,501)	-	-	2,407

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/ (losses) £	Balance at 31 March 2022 £
EmPower	-	19,887	(22,866)	2,979	-	-
Money Matters (COMF)	-	100,000	(95,791)	-	-	4,209
Tenancy Sustainment	-	29,000	(26,786)	-	-	2,214
Volant	-	7,824	(7,200)	-	-	624
Money Wise-Up! West	-	11,511	(11,419)	-	-	92
Total restricted	<u>370,628</u>	<u>1,534,014</u>	<u>(1,478,555)</u>	<u>9,098</u>	<u>-</u>	<u>435,185</u>
Total funds	<u>714,093</u>	<u>1,867,773</u>	<u>(1,725,232)</u>	<u>-</u>	<u>16,417</u>	<u>873,051</u>

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2021 £
Unrestricted						
General						
General Advice	249,260	369,894	(262,891)	(29,890)	17,092	343,465
Designated						
Financial Capability	376	-	-	(376)	-	-
Total unrestricted	<u>249,636</u>	<u>369,894</u>	<u>(262,891)</u>	<u>(30,266)</u>	<u>17,092</u>	<u>343,465</u>
Restricted						
Money Matters	24,157	174,238	(162,946)	-	-	35,449
Energy Advice Programme	1,147	6,000	(5,672)	-	-	1,475
Devon & Cornwall Police	14,336	40,694	(39,615)	-	-	15,415
Help to Claim	(20,827)	233,153	(223,383)	11,057	-	-
MaPSDAP	34,310	219,583	(225,545)	-	-	28,348
Pension Wise	16,260	67,842	(57,632)	-	-	26,470
Macmillan	(23,182)	66,967	(62,994)	19,209	-	-
BEIS	-	39,967	(34,218)	-	-	5,749
Community Justice Fund	-	48,652	(48,763)	-	-	(111)
Debt and Mental Health	-	47,150	(45,051)	-	-	2,099
disAbility Cornwall & I.o.S.	-	12,000	(9,752)	-	-	2,248
EU Settlement Scheme	-	32,556	(31,143)	-	-	1,413
Legal Litigant in Person	-	2,000	-	-	-	2,000
MaPSDAP Trainee	-	15,591	(10,252)	-	-	5,339
National Lottery	-	92,500	(89,640)	-	-	2,860
Powerhouse Project	-	19,798	(19,658)	-	-	140
Western Power	-	13,812	(13,599)	-	-	213
Money Wise-Up!	-	49,334	(38,649)	-	-	10,685
Cornwall Community Foundation	-	18,810	(8,236)	-	-	10,574
Land and Buildings Fund	<u>226,059</u>	<u>-</u>	<u>(5,797)</u>	<u>-</u>	<u>-</u>	<u>220,262</u>
Total restricted	<u>272,260</u>	<u>1,200,647</u>	<u>(1,132,545)</u>	<u>30,266</u>	<u>-</u>	<u>370,628</u>
Total funds	<u>521,896</u>	<u>1,570,541</u>	<u>(1,395,436)</u>	<u>-</u>	<u>17,092</u>	<u>714,093</u>

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

The specific purposes for which the funds are to be applied are as follows:

Money Matters

This is a 5 year project funded by Cornwall Council aimed at promoting the resilience of families and young people through improving financial capacity and capability.

Energy Advice Programme

This is funded by Warm Homes Discount Initiative aimed at those in fuel poverty enabling them to feel more confident to manage energy use, understand bills, switch suppliers and implement any energy saving measures.

Devon & Cornwall Police

This is funding received from the Victims of Crime Network for support given to victims of crime referred into Citizens Advice Cornwall.

Help to Claim (Universal Support)

This is a nationally funded programme, Help to Claim, that provides help with new Universal Credit claimants from the initial process of application through to receipt of the first payment. The team are all Citizens Advice trained advisers who have received additional training on Universal Credit and the Help to Claim process. They are based throughout the Citizens Advice offices in Cornwall as well as Job Centre Plus offices. Advice is available face to face, on the phones, via email and webchat.

Money and Pension Service: Debt Advice Service (MaPSDAP)

This is a nationally funded programme that provides in depth advice and support for clients with serious debt issues. The project is based in Camborne but has a presence in all of our offices. The team members are all qualified debt advisers and DRO intermediaries.

Pension Wise

This is a national programme sponsored by the Department for Work and Pensions. It provides pension guidance to anyone over 50. Since 2018/19 we have delivered the programme as part of a wider partnership with Plymouth, Bournemouth and Taunton Citizens Advice.

Macmillan

This is a partnership project providing welfare advice to people suffering from cancer. It is based in the Macmillan Cove at Treliske Hospital and our Truro office. The team has 3 workers.

BEIS

This funding from the Department for Business, Energy and Industrial Strategy was used for remote working equipment in the wake of lockdown restrictions caused by the Covid-19 outbreak. It was also used to improve access to advice by setting up Help Hubs in rural communities.

Community Justice Fund

This funding was used for a project designed to provide legal advice on family matters to clients not eligible for legal aid.

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

Debt and Mental Health

This funding was used to implement an early public health intervention, providing high risk populations (affected by Covid-19) with generalist support around housing, debt, and universal credits, as well as physical and mental health.

disAbility Cornwall and Isles of Scilly

This funding was used to engage the services of a generalist adviser to help disAbility Cornwall deliver an Advice and Wellbeing Café.

EU Settlement Scheme

This funding was used for the EUSS Project. This project was designed to deliver practical support to vulnerable, at risk or hard to reach EU, EEA & Swiss Citizens and their family members to help them make their EUSS applications.

Legal Litigant in Person

This funding was used to host a legal litigant in person to provide support to clients in Cornwall.

Money and Pensions Service: Debt Advice Project (MaPSDAP) Trainee

This is a nationally funded programme that has enabled us to take on a Trainee advisor, who provides debt advice and support for clients with serious debt issues.

National Lottery

This funding was used to create a Covid-19 Advice Response Team. Gateway Advisers were employed to filter advice line calls at first contact.

Powerhouse Project

Powerhouse works with young people aged 16-24 who are not in employment, education or training and young people leaving care in Cornwall. The project's objective is to raise awareness about the importance of energy saving, both for financial benefits and for a sustainable future.

Western Power

This funding was used to undertake affordable warmth and/or Priority Service Register recruitment activities in winter 2020-21.

Money Wise-Up!

The funding is used to deliver financial capability training and awareness to people in deprived areas of Cornwall to help them obtain the skills they need to progress into work, education or volunteering, reduce debt and increase quality of life chances.

Cornwall Community Foundation

This funding was used for remote working equipment in the wake of lockdown restrictions caused by the Covid-19 outbreak.

Land and Buildings fund

This fund is the donated property that the Charity operates from.

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

Building Futures

This programme is an ESF (European Social Fund) project, partnered with Cornwall Council to improve prospects for some of the most disadvantaged communities. We provide workshops for people about to take out first time tenancies in either social or private housing, covering both their and the landlord's responsibilities, budgeting and providing information on where they can access financial help.

Caledonia

The purpose of this programme is to prevent financial distress by delivering workshops/courses on budgeting, income maximisation and financial capability to vulnerable people on low incomes.

COMF (Core)

This funding was used to employ additional dedicated advisers to meet demand for advice from people struggling following the Covid-19 pandemic.

COMF (Public Health)

This funding was used to employ a Human Resources Manager and a Head of Operations in response to the Covid-19 pandemic.

EmPower

EmPower is designed to help alleviate fuel poverty in Devon & Cornwall. The project aims to empower people to take control of their own energy usage by providing them with the knowledge, skills & resources to make this possible.

Money Matters COMF

This funding was used to deliver "Money Matters" advice to vulnerable young people and their families with debt and financial advice following the Covid-19 pandemic.

Tenancy Sustainment

This programme aims to help tenants threatened with eviction to stay in their homes with money available to pay outstanding rent arrears.

Volant

This programme, funded by the Volant Trust, aims to provide targeted and sensitive advice and support to those living with or escaping from domestic and sexual abuse.

Money Wise-Up! West

This programme aims to provide help for people in West Cornwall who are not in education, employment or training, by helping them develop their money skills and saving habits to improve their life chances.

C.A.B. Cornwall

known as Citizens Advice Cornwall

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

22 Analysis of net assets between funds

As at the year ended 31 March 2021:

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2022 £
Tangible fixed assets	17,930	232,989	250,919
Fixed asset investments	181,080	3,116	184,196
Current assets	598,511	278,090	876,601
Current liabilities	(359,655)	(79,010)	(438,665)
Total net assets	<u>437,866</u>	<u>435,185</u>	<u>873,051</u>

As at the year ended 31 March 2020:

	Unrestricted funds General £	Restricted funds £	Total funds at 31 March 2021 £
Tangible fixed assets	17,156	244,770	261,926
Fixed asset investments	164,665	3,115	167,780
Current assets	244,958	127,542	372,500
Current liabilities	(83,314)	(4,799)	(88,113)
Total net assets	<u>343,465</u>	<u>370,628</u>	<u>714,093</u>

23 Analysis of net funds

	At 1 April 2021 £	Financing cash flows £	At 31 March 2022 £
Cash at bank and in hand	<u>209,559</u>	<u>407,643</u>	<u>617,202</u>
Net debt	<u>209,559</u>	<u>407,643</u>	<u>617,202</u>

	At 1 April 2020 £	Financing cash flows £	At 31 March 2021 £
Cash at bank and in hand	<u>45,411</u>	<u>164,148</u>	<u>209,559</u>
Net debt	<u>45,411</u>	<u>164,148</u>	<u>209,559</u>