

CITIZENS ADVICE BUREAU IN SWALE

England & Wales · Charity number 1103010

Details

Status Registered

Legal form Charitable company

Company number [05052691](#)

Registered 2004-04-02

Register [View on the Charity Commission register](#)

Contact

Address Citizens Advice Swale
Swale House
East Street
Sittingbourne
Kent
ME10 3HT

Phone 01795417666

Email admin@citizensadviceswale.uk

Website www.citizensadviceswale.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN SWALE AND SURROUNDING AREAS.

Activities: The provision of free, confidential, independent and impartial advice services to the people of Swale.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Economic/community Development/employment, Other Charitable Purposes
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies, Other Defined Groups, The General Public/mankind

Geography

- **Area of benefit:** SWALE, KENT AND SURROUNDING AREAS
- Kent

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£530,555	£428,983	£256,348	16
2024-03-31	£434,487	£462,596	-	-
2023-03-31	£459,169	£459,119	-	-
2022-03-31	£404,141	£431,492	-	-
2021-03-31	£364,045	£343,798	-	-

Trustees

Name	Role	Appointed
Pam Kenworthy	Chair	2023-04-25
Drew Cullen		2024-10-22
Elliott Jayes		2023-07-25
Hannah Edwards		2024-07-02
Katie Gough		2024-09-24

CITIZENS ADVICE BUREAU IN SWALE

England & Wales - Charity number 1103010

Accounts

CITIZENS ADVICE BUREAU IN SWALE

Operating as
Citizens Advice Swale

ANNUAL REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2025

A company limited by guarantee
Company Registration No: 5052691
Charity Registration No: 1103010



**citizens
advice**

Swale

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Trustees' report (incorporating directors' report)

For the year ended 31 March 2025

As Chair of the Trustees of Citizens Advice Swale I am pleased to present the annual report together with the financial statements for the year ended 31 March 2025.

After having experienced a number of difficult financial, management and staffing challenges in the previous financial year this year has been one of significant progress and improved performance as you will see from the Chief Executive's report below.

Despite ongoing economic pressures across not only Swale but the whole of the UK and the funding difficulties that arise as a result, Citizens Advice Swale has successfully expanded its services, increased outreach, and improved outcomes for thousands of people facing hardship, legal issues, or financial insecurity.

Objectives and Activities

Our charitable objectives proudly remain:

- To provide free, confidential, and impartial advice to individuals and communities.
- To prevent homelessness, debt, poverty, and discrimination by helping clients to understand and assert their rights.
- To support wellbeing, financial security, and access to justice.

We meet these aims through the provision of generalist and specialist advice in areas such as debt, welfare benefits, housing, employment, immigration, and family law through the excellent work of our caseworkers and volunteers. We have been particularly pleased to be able to help marginalised groups through our outreach work.

Finances

The charity is now in a strong financial position but we remain vigilant to new fundraising and contractual opportunities in order for us to retain financial stability and viability.

Plans for the Future

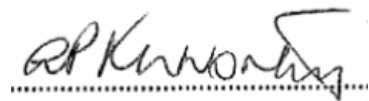
In 2025–2026, we aim to continue to grow our outreach services and improve accessibility through telephone and online advice. We are also hoping to work with Kent University on the impact of advice on health and wellbeing.

Acknowledgements

I would like to thank all our funders who continue to support us despite their own financial difficulties. I also want to thank the staff and volunteers for their dedication and commitment. Special thanks to our clients, whose voices and feedback continue to guide and inspire our work.

Many thanks also to Sarah Harvey the previous Chair and the Leadership team who steered the ship through troubled waters allowing us to become stronger and more successful.

Signed on behalf of the Board of Trustees



Date: 15th September 2025

Pam Kenworthy OBE

Report from our Chief Officer

This year has brought ever-growing challenges for Citizens Advice Swale. Many of our clients continue to struggle to make ends meet, with a steady increase in demand for support around debt, benefits, housing, and utility-related issues. At the same time, cuts to Winter Fuel Payments, reduced transport services, and tightening budgets across the public sector have made it even harder for people to stay afloat. Increasingly, it feels as though we are not just a charity offering advice, but an emergency service responding to critical need. The issues our clients face are more complex, often requiring tailored, ongoing support—and many people now need multiple appointments before they feel able to move forward independently.

In light of the ongoing challenges we've faced—not only in delivering advice services but also in securing sustainable funding we were able to make real progress in implementing our strategy from last year. We've become more targeted in the way we deliver our support, ensuring we reach those most in need and take meaningful steps toward addressing social inequalities across the borough.

Our cost of living projects expanded enabling us to reach more people at risk of crisis. We also launched a new project in January to support Gypsy, Roma and Traveller communities in Swale. This initiative has already had a significant impact, with our dedicated project worker successfully building trust, accessing hard-to-reach groups, and achieving powerful outcomes for some of the most marginalised individuals in our area.

At the same time, we've seen considerable improvements to our Adviceline service, an essential lifeline for people who cannot leave their homes due to health, financial hardship, or digital exclusion. We know how important it is that everyone can access support when they need it, regardless of their circumstances.

Despite these positives from 2024/25, we are now facing an increasingly uncertain future. While the devolution agenda may present both challenges and opportunities, it's clear that traditional sources of funding are becoming ever more fragile. For many of the people who rely on us, the support we offer remains one of the few dependable safety nets. That's why we are committed to adapting and evolving, doing everything we can to remain resilient, focused, and a strong voice within an increasingly fragile charity sector.

A final mention must go out to our volunteers, who are truly the heart of Citizens Advice Swale. Their generosity, dedication, and compassion make an immeasurable difference every day. Alongside our committed staff, they face increasing demand and complex challenges with unwavering resolve and kindness. From offering compassionate support to guiding clients through difficult processes, their efforts provide vital assistance to some of the most vulnerable people in our community. Their commitment not only reflects the core values of our organisation but also embodies the spirit of service and solidarity that defines us. We are immensely proud and deeply grateful to every volunteer—without whom none of our work would be possible.

What we've done during the year

Our impact 2024/25

2,871 clients helped	17,280 issues handled	We issued 380 foodbank vouchers & 447 fuel vouchers
£1,925,929 income gained for clients	£300,645 debts written off	£68,385 reimbursements and loans
80% clients say we helped them find a way forward	87% clients would recommend our service	77% clients say their issues were fully resolved

Making a difference to local people

We helped thousands of people in 2024/5, whether dealing with a single issue or a complex set of problems that required more specialist support. Two-thirds of clients were disabled or registered as having a long-term health condition. In addition to this direct support we introduced a chat bot in 2024 which allowed clients to access service digitally, freeing up vital adviser time for those that needed it most. Whilst we appreciate the need for face to face services we also recognise the importance of technology and innovation and how that can support delivery.

Why we're needed

We live in an increasingly fast-paced digital world, where we are constantly overloaded with information—from social media, news outlets, and countless online platforms. For many people, especially those facing difficult circumstances, simply finding out about their legal rights or accessing support from statutory services has become overwhelming. Public services are often stretched thin, underfunded, and increasingly impersonal. For those already struggling, whether financially, mentally, or socially, this can make a tough situation feel impossible. This is where Citizens Advice stands apart. There is no other organisation quite like us. We advocate. We empower. We inform. We support. Whether it's preventing homelessness, increasing someone's income, making sure people are treated fairly, helping them stay in work, or giving them the confidence to deal with large institutions that can make them feel small, we are there. Our service is genuinely holistic. We don't just respond to crisis, we work to prevent it. We stand alongside our clients, helping them navigate a complex and often intimidating system. The impact of our work is enormous. Debt, for example, can seriously harm a person's mental health. A lack of suitable housing affects physical wellbeing. Feeling lost or unsure about what help is available can be paralysing. We shine a light on unfair practices, support marginalised communities, and speak up for those who otherwise might not have a voice. In a world where people are too often left to fend for themselves, Citizens Advice is a vital lifeline.

Working in partnership to provide better support

Partnership has been at the heart of our work over the past year. We've developed strong relationships with the Council's Community and Partnership Team, which have led to impactful joint projects with Age UK and other organisations supporting disadvantaged people in Swale. We continue to be active members of the Swale Voluntary Alliance (SVA) Steering Group, dedicating time and resources to building a more unified and stronger voice for the charity sector. Getting to know other charities on a personal level has become a key part of our mission, helping us explore more collaborative and joined-up approaches to supporting residents across Swale. These joined-up approaches lead to better outcomes for clients and enable us to help more people by improving access to services. Networking has proven to be both powerful and positive, something we are keen to build on in the year ahead.



Fundraising - Sheerness Tesco



Swale Police Community Event - Sittingbourne

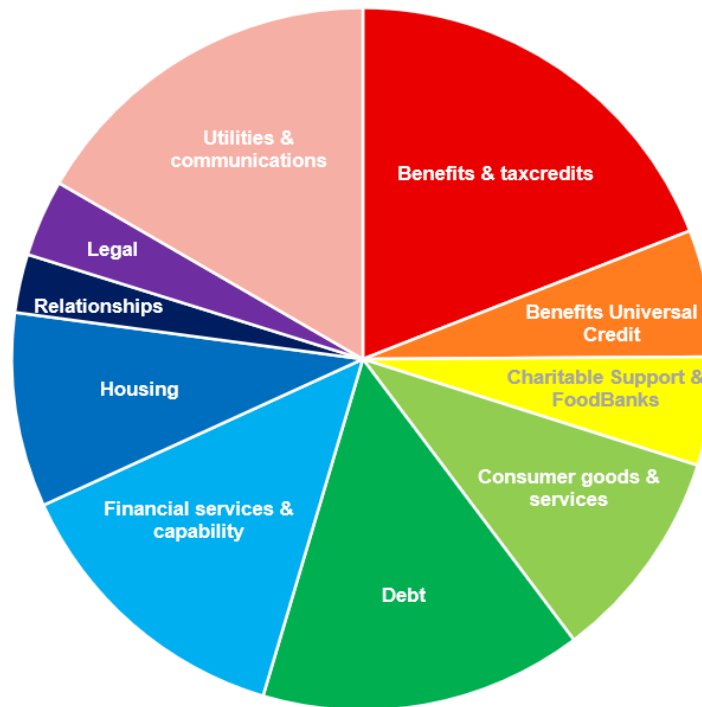


Family Fun Day - Leysdown Family Hub



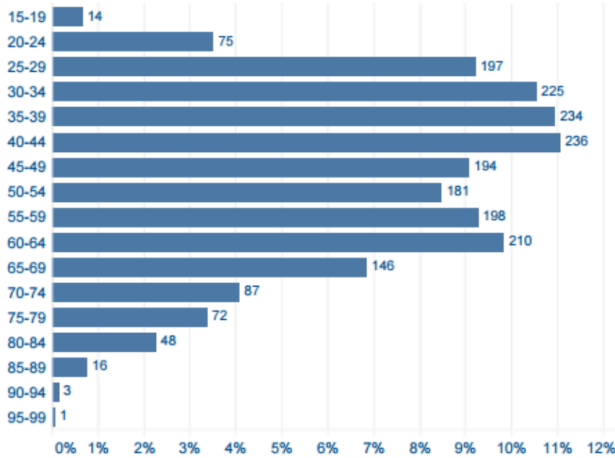
OneSwale Roadshow - Faversham

The top 10 issues we helped clients with in 2024/5:

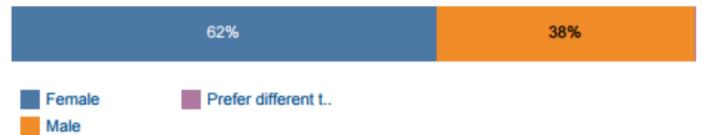


The people we support

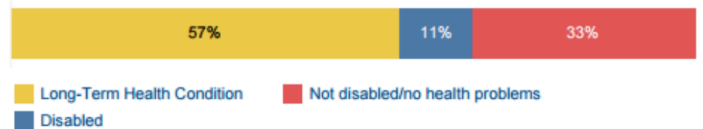
Age



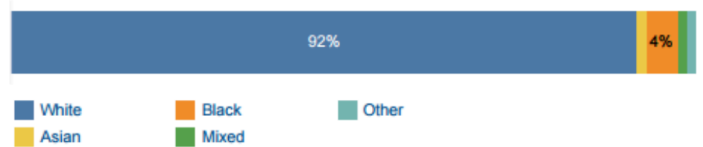
Gender



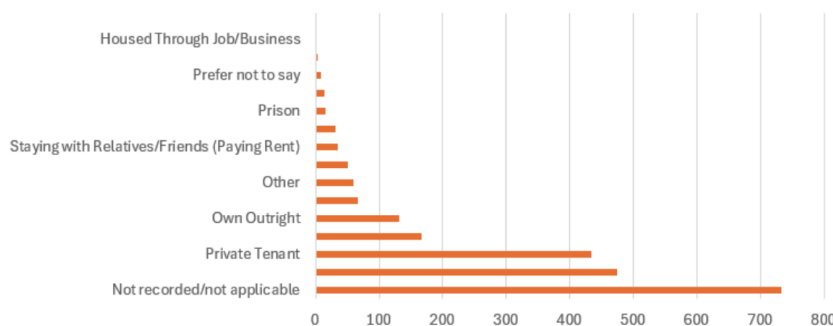
Disability / Long-term health



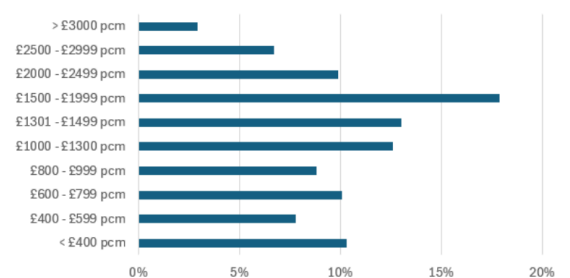
Ethnicity



Housing Tenure



Income Profile



Case studies and feedback

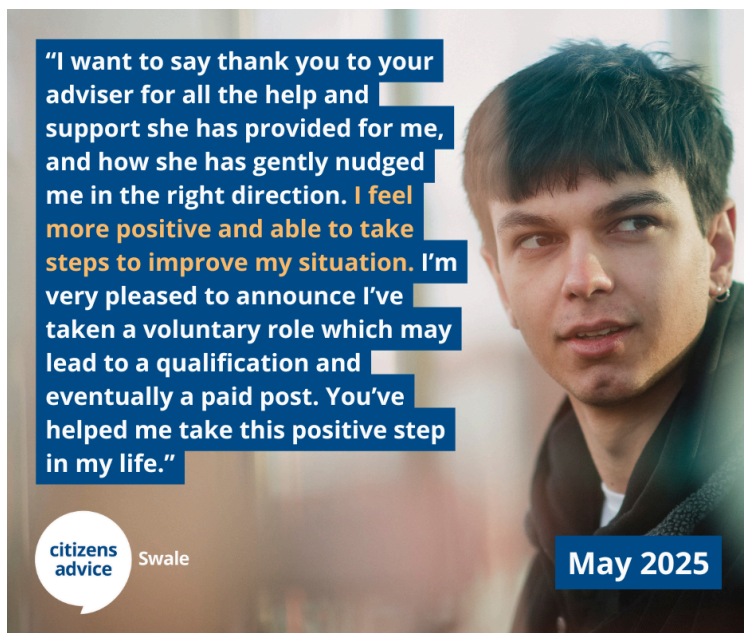
Peace of mind and a fresh start

Our client is living in an overcrowded Housing Association property and is in deficit after receiving their income. They've been affected by the cost of living and their adult children moving back home unexpectedly. Our Money Adviser completed a benefit check, highlighting a number of ways our client may be eligible for additional support. They also talked about budgeting and money saving tips. Our client decided they would like to pursue bankruptcy, for which we currently have funding to cover the fees from the British Gas Energy Trust. Our Money Adviser guided them through the process and their application was approved, clearing £21,000 of debt. A fantastic financial result for the client, with the additional bonus of peace of mind and a fresh start.

Even the smallest issues can be a big worry

Our client has speech and learning difficulties and can't read or write. They received an on-the-spot fine for dropping a cigarette, which escalated to £200 and was causing them a lot of anxiety. Our Money Adviser wrote to Swale Borough Council explaining the client's situation and that she believed the fine to be issued unfairly as our client didn't fully understand the situation. We've just heard that the council has agreed to cancel the fine. Not a 'big money' success story, but a great outcome for our client who has been worrying about this.

Empowering our clients to improve their situation



Our value to society

We know that we not only make a difference to individual clients, we also deliver wider benefits to the Swale community and public institutions. These figures are produced by our national body and are credible but also conservative. In 2024/5 every £1 invested into our organisation was worth £14.66 in public value and £2.44 in fiscal value. Our services save the NHS £179,183 per year by reducing use. We've saved the Department for Work and Pensions £456,660 by keeping people in work. The total value to the people we help is an astonishing £5,975,751 and the total public value is £7,739,720. Regarding the local authority's statutory duty Citizens Advice Swale has saved £180,054 in preventing homelessness, housing eviction and in council tax repayments.

Our volunteers

Our volunteers come from all walks of life and choose to volunteer for a variety of reasons. They include students, people getting back into work after career breaks, people with part-time jobs, carers, and people who have retired.

Every volunteer gets something different from their volunteering experience, such as:

- the opportunity to make a positive difference to people's lives
- improving their self-esteem, confidence and wellbeing
- gaining invaluable work experience
- receiving receive high quality training and developing new skills
- using their existing skills and knowledge to benefit the local community
- meeting new people from a range of backgrounds
- feeling valued and part of a team.

In 2024/25 our wonderful volunteers gave 9,672 hours of service and support to Citizens Advice Swale. Volunteers remain at the heart of our client-facing work - we also have volunteers who contribute their time to administrative tasks, social media and research. A huge thank you to them all.

How we're funded

Citizens Advice Swale is an independent charity reliant on funding from a variety of sources. Without the support of our funders and donors we couldn't help the thousands of people who seek our help and advice each year. On their behalf...**a very big thank you!**

Our main funders in 2024/5 were:

- Swale Borough Council and Swale Household Support Fund
- Faversham Town Council
- Minster Parish Council
- Sheerness Town Council
- John Swire
- British Gas Energy Project
- Money Advice and Pensions (via our national body)
- Energy Advice Project (via our national body)
- Colyer Fergusson
- The Philip and Connie Phillips Foundation
- Garfield Weston Foundation
- The David Family Foundation
- Kent Community Foundation
- Bensted Charity
- The National Lottery
- Kent Community Foundation

Annual Reflection and Outlook: Building Resilience and Preparing for the Future

2024/5 The past year has been shaped by the lessons of previous years and our ongoing efforts to build resilience in the face of uncertainty. We successfully retained core funding from our local

authority which was vital to our ability to restructure and we remain deeply grateful for their continued support. Our experience has shown that securing core funding and maintaining a strong infrastructure is essential to our sustainability. In 2024/25, we focused on fundraising and made meaningful progress, working to diversify our income streams while rebuilding our depleted reserves following several years of deficit budgets. We were pleased to see the renewal of our Money Advice Project, enabling us to continue delivering essential specialist debt advice. Our Energy Project, supported by British Gas, provided a crucial lifeline to individuals and families struggling with rising energy costs and the broader cost of living crisis. Thanks to funding from the National Lottery, we launched a dedicated Gypsy, Roma, and Traveller project aimed at increasing access to support in hard-to-reach communities and addressing the ongoing discrimination these groups face. This included the opening of outreach services on the Isle of Sheppey and in Muston, Sittingbourne, areas where we worked hard to ensure services were provided where they are most needed.

We also increased our partnership work with key stakeholders such as Swale Borough Council, Age UK, and Swale Volunteer Alliance (SVA). These collaborations allowed us to deliver several targeted projects that achieved strong outcomes and created lasting value for the communities we serve. Prevention remained a central focus of our work, with many of our initiatives aiming to avert crisis before it occurs. Through the People and Skills Grant, we delivered a project promoting financial and digital education, helping individuals build confidence and unlock opportunities to improve their lives. Despite these successes, we continue to be stretched. Demand for our services remains high, and we are acutely aware of the need to expand outreach into underserved areas such as Leysdown and other parts of the borough. We are also mindful that many of our current grants and contracts are set to end in 2025/26, and that traditional sources of core funding remain uncertain. Looking ahead, our focus will be on continued fundraising, while also exploring new opportunities for collaboration with other organisations. Our goal is to strengthen our long-term financial stability and ensure we remain equipped to support our communities in the years to come.

Our structure, governance and management

The Trustees (who are also directors of the charitable company for the purposes of company law) present their annual report together with the financial statements for the year ended 31 March 2025. The Charity constitutes a public benefit entity as defined by FRS 102. This report has been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 as updated through Update Bulletin 1 published on 1 January 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019.

a) Constitution

Citizens Advice Bureau in Swale (trading as Citizens Advice Swale) is a charitable company limited by guarantee and was set up by a Memorandum and Articles of Association on 23 February 2004 and amended on 22nd September 2022. The Charity's objects are to promote through advice and practical support, the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Swale and surrounding areas. The reference and administration information is set out on page 23 of the financial statements.

b) Method of appointment of election of Trustees

The management of the charitable company is the responsibility of the Trustees who are elected

under the terms of the Memorandum and Articles of Association, the Trustees are elected to serve a period of 3 years after which they must be re-elected at the next Annual General Meeting.

The Officers of the Trustee Board may not hold office for more than six consecutive years. After the end of this period, a further two years must pass before any person can hold another office. The Trustees are all drawn from the Swale community. There is a maximum of 15 trustees on the board with up to three nominated by Swale Borough Council and one by Faversham Town Council. We aim to ensure there is a balance in terms of the areas that the Trustees are from and the skills that they bring to the organisation. Our managers attend the trustee meetings along with up to two staff representatives and one from the volunteers: these people do not have voting rights but are encouraged to participate in the discussions.

c) Policies adopted for the induction and training of Trustees

All new Trustees receive an induction pack and training which includes

- the obligations of Trustees
- the documents which set out the operational framework for the Charity including the purpose and use of the Memorandum & Articles
- the Aims, Principles & Policies Training Pack

d) Organisation structure and decision making

Citizens Advice Bureau in Swale (trading as Citizens Advice Swale) is organised with a Board of Trustees comprising a minimum of 3 members up to a maximum of 15 to oversee policy and planning. Trustees meet at least 4 times a year: in this reporting period meetings were more frequent. During the year we changed our sub-committee arrangements:

- Finance and fundraising - meets quarterly to review the financial, governance and risk related matters
- People, equality and wellbeing
- Risk, information and governance
- Research and Campaigns

The Board delegates day to day responsibility to the Chief Officer who is required to attend Board meetings and to report on all operational and financial matters including staff matters and service delivery.

e) Risk assessment

The Trustees have assessed the major risks to which the charitable company is exposed, in particular those related to the operations and finances of the charitable company, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks. Procedures are in place to ensure compliance with the health and safety of all staff, clients and visitors. The quality of advice given to clients is assured through adhering to the Citizens Advice Membership Scheme.

Objects of the Charity for Public Benefit

The Charity's objects are to promote any charitable purpose for the benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Swale and surrounding areas.

In order to realise this public benefit, general and specialist advice is provided by telephone, email and (when possible) by face to face appointments at the Charity's locations in Sittingbourne, Sheerness and Faversham. Advice services are supplemented by training and support activities,

particularly where related to the development of money management skills and financial capability. The Charity seeks to secure additional funding from time to time to support specific projects and programmes which enhance the breadth and sustain ability of the service for local residents.

We are a member of the National Association of Citizens Advice Bureaux, an independent registered charity providing advice materials, organisational support, training and quality assurance infrastructure. The national body also negotiates on the behalf of local offices with major funding providers and national Government to generate funding which is then allocated either directly or via a bidding process for local services.

Financial review

Following a restructure and redundancy process initiated in 2023/24 to reduce costs and avoid beginning another year with a deficit budget, we were able to start the year in a solvent position. While the process was undoubtedly difficult, it enabled us to preserve the core elements of the organisation that remain vital to our mission. We began the year with a £25,000 surplus and took the opportunity to review and update our financial contingency plan and reserves policy, ensuring they more accurately reflect the organisation's ongoing costs and financial commitments. We also continued to strengthen the management team's fundraising skills, and 2024/25 saw these efforts come to fruition. We ended the year with a healthy surplus, providing both the financial buffer we needed and the resources to plan and strategise for the year ahead.

Total income for the year was £545,555 (2024: 434,487) and total expenditure was £423,742 (2024: £463,596), which, after designating funds for clawbacks and other activities, resulted in a surplus of £101,572 (2024: £28,109 deficit). While this may seem like a significant sum, the surplus is essential for increasing staff capacity to deliver on our growing portfolio of projects and to begin replenishing our depleted reserves. And, we are also acutely aware that holding a large surplus can put us at a disadvantage with some grant funders in the coming year, who may perceive it as a reduced need for support, which is not the case.

At the year end the charitable company had reserves of £276,589 (2024-£154,778) of which £20,000 was designated and £200 was restricted. It is our policy to have unrestricted reserves of approximately four months operating expenditure. Free reserves for the year was £256,389 which meets the requirements of the reserve policy, and allows us to meet future challenges.

Reserves policy

The Trustees have agreed to maintain unrestricted reserves equivalent to approximately four months of operating expenditure. These reserves are held as a prudent measure, particularly in the face of ongoing financial uncertainty. The reserves policy was recently reviewed and updated to ensure it reflects the full scope of our organisational costs, including both project-based and core staff. This resulted in a significant increase in the reserves target—an adjustment the Board felt was essential to safeguard all staff and maintain organisational stability.

Going concern

The financial statements have been prepared on a going concern basis. While we have been fortunate to receive substantial funding over the past year, the majority of our grants are due to expire by March 2026. Traditional sources of funding are becoming increasingly uncertain, and the

ongoing challenge of securing multiple income streams is made more difficult as we continue to focus heavily on project delivery in response to rising community needs. Balancing the demands of service provision with the need to sustain long-term funding remains a critical challenge. Contingency arrangements are regularly reviewed by the Board, and we are continually exploring measures to create cost-saving efficiencies, and secure additional resources. We continue to work collaboratively, expanding our partnerships and actively seeking new opportunities that lead to better, more sustainable outcomes for our clients.

Trustees' responsibilities statement in relation to the financial statements

The charity trustees (who are also directors for the purposes of company law) are responsible for preparing the Trustees Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

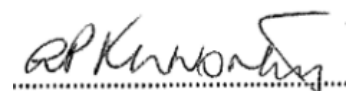
Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure for that period. In preparing the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

- select suitable accounting policies and then apply them consistently;
- observe the method and principles in the Charities SORP 2019 (FRS 102);
- 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;
- prepare the financial statements on a 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 which disclose with reasonable accuracy, at any time, the financial position of the charitable company and enable them to ensure the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with Accounting the Reporting by Charities: Statement of Recommended Practices applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in UK and Republic of Ireland (FRS 102), the Companies Act 2006 and the Charities Act 2011.

Approved by the Board of Trustees on 15th September 2025 and signed on its behalf by:



Pam Kenworthy OBE, Chair of Trustees



Brett Appleton (Vice - Chair)

Independent examiner's report to the Trustees of Citizens Advice Bureau in Swale

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025 which are set out on pages 17 to 26.

Responsibilities and basis of report

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

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

Independent examiner's statements

The Company's gross income exceeded £250,000, and I confirm that I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the Charities SORP (FRS102).

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.

Use of Report

This report is made solely to the Company's Trustees, as a body, in accordance with section 145 of the Charities Act 2011 and regulations made under section 145 of that Act. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or this report.

Andrew Collyer
.....

Andrew Collyer ACA

Burgess HodgsonLLP, Camburgh House, 27 New Dover Road, Canterbury, Kent, CT1 3DN

15/09/2025

Statement of financial activities (Incorporating an Income and Expenditure Account) for the year ended 31 March 2025

	Note	Unrestricted Funds £	Designated Fund £	Restricted Funds £	Total 2025 £	Total 2024 £
Income and Endowments						
Donations	2	3,774	-	-	3,774	9,620
Investment income	3	2,752	-	-	2,752	1,112
Other income	4	2,968	-	-	2,968	2,505
Charitable activities	5	299,914	-	221,148	521,061	421,250
Total incoming resources		309,407	-	221,148	530,555	434,487
Expenditure on:						
Charitable Activities	6	170,379	-	258,603	428,983	462,596
Net Income/(expenditure)		139,028	-	(37,456)	101,572	(28,109)
Transfers between funds	16	(37,457)	-	37,457	-	-
Net movement in funds		101,570	-	2	101,572	(28,109)
Reconciliation of funds						
Funds brought forward at 01/04/2024	17	134,578	20,000	200	154,778	182,887
Funds carried forward at 31/03/2025	17	236,148	20,000	202	256,350	154,778

The notes on pages 15 to 26 form part of these financial statements.

All income and expenditure has arisen from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

Balance sheet as at 31 March 2025

	Note	£	2025 £	£	2024 £
Fixed Assets					
Tangible assets	12		5,000		10,000
Current Assets					
Debtors	13	32,786		9,720	
Cash at bank and in hand	14	279,332		174,348	
Total current assets		<u>312,118</u>		<u>184,067</u>	
Creditors: Amounts due within one year	15	(60,770)		(39,291)	
Net current assets			<u>251,348</u>		<u>144,776</u>
Total net assets			<u>256,348</u>		<u>154,776</u>
The Funds of the Charity					
Unrestricted funds	17		236,148		134,578
Designated Fund			20,000		20,000
Restricted funds			202		200
Total charity funds			<u>256,350</u>		<u>154,778</u>

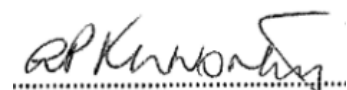
The notes on pages 15 to 24 form part of these financial statements.

The financial statements have been prepared in accordance with the provision applicable to companies subject to the small companies regime and in accordance with the provisions of FRS 102 section 1A - small entities.

The Trustees consider that the Company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Company to obtain an audit for the year under review in accordance with section 476 of the Act.

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

These financial statements were approved and authorised for issue by the Board and were signed on their behalf on 15th September 2025.



Pam Kenworthy OBE, Chair of Trustees



Brett Appleton (Vice-Chair)

Company Registration No 5052691

Notes to the financial statements for the year ended 31 March 2025

1 Accounting policies

a) General information and basis of preparation

Citizens Advice Bureau in Swale is a private company limited by guarantee in England. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 2 of these financial statements. The nature of the Charity's operations and principal activities are the provision of free, confidential, independent and impartial advice services to the people of Swale.

The Charity constitutes a public benefit entity as defined by FRS 102. 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) issued on 16th July 2014 as updated through Update Bulletin 1 published on 1st January 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011, Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019

The Charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A.

The financial statements are prepared on a going concern basis under historical cost convention, modified to include certain items of fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

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

b) Incoming resources

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities when the charity has entitlement after any performance conditions are met, it is probable that the income will be received and the amount can be measured reliably. Income is deferred only when the donor has specified that the income relates to a future period, or if entitlement is not met.

Donated services and facilities are included at the value of the Charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts in line with the SORP (FRS 102).

Rental income is recognised as the Charity's right to receive payment is established.

c) Resources expended

Resources expended are recognised in the period in which they are incurred. Resources expended include VAT which cannot be recovered and is therefore reported as part of the expenditure to which it relates

Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities. 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 are those that assist the work of the Charity but do not directly represent the charitable activities and include office, personnel, governance and administrative costs. These costs have been allocated to expenditure in charitable activities.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include Independent Examiners' fees and costs linked to the strategic management of the Charity.

d) Tangible fixed assets and depreciation

Tangible fixed assets of over £1,000 are capitalised and are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold improvements	20% straight line
Computers, software and equipment	25% straight line
Fixtures and fittings	25% straight line

e) Cash and Cash equivalents

Cash is represented by cash in hand and financial institutions repayable without penalty on notice of not more than 24 hours.

f) Debtors and creditors receivable/payable within one year.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any loss arising from impairment are recognised in expenditure.

g) Employee

The Charity operates a defined contribution plan for the benefit of employees. Contributions are expensed as they become payable.

h) Operating leases

Lease payments under operating lease, where substantially all of the risk and benefits remain with the lessor, are charged as expenses in the period in which they are incurred.

i) Going concern

The financial statements have been prepared on a going concern basis. We have sought to maximise income in recent times, and all expenditure is closely monitored for value-for-money and impact on the provision of services. Following the pandemic we are in a good position to offer the best of the "old" and "new" methodologies, and staff and volunteers are clearly able to work from a variety of locations and using a range of tools. This puts us in a good position to be a modern, forward-thinking service.

Based on these assessments and having regard to the resources available to the entity, the Trustees have concluded that there is no material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and accounts.'

j) Fund Accounting

Funds held by the Charity are either:

Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds - these are funds set aside by the Trustees out of unrestricted general funds for specific projects or future purposes.

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

k) Judgements and key sources of estimated uncertainties

No judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had any significant effect on amounts recognised in the financial statements, except for those detailed in the above accounting policies.

There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
2 Donations				
Other Local Parishes	3,334	-	3,334	1,550
Friends of CAB, other donations	440	-	440	2,070
The Philip's Trust	-	-	-	5,000
The Swire Trust	-	-	-	1,000
	<u>3,774</u>	<u>-</u>	<u>3,774</u>	<u>9,620</u>
3 Investment income				
Bank interest received	2,752	-	2,752	1,112
	<u>2,752</u>	<u>-</u>	<u>2,752</u>	<u>1,112</u>
4 Other income				
Sundry income and fundraising	2,968	-	2,968	2,505
	<u>2,968</u>	<u>-</u>	<u>2,968</u>	<u>2,505</u>
5 Charitable activities				
Swale Borough Council	133,430	-	133,430	135,317
Swale Borough Council - Household Support Fund	20,000	-	20,000	20,000
Swale Borough Council - Support to residents	6,010	-	6,010	-
Faversham Town Council	6,000	-	6,000	6,000
Minster Parish Council	5,000	-	5,000	-
Sheerness Town Council	500	-	500	-
Sheppey Town Council	-	-	-	1,500
SVA	6,872	-	6,872	-
People and Skills Grant	17,260	-	17,260	-
Queensborough Fisheries Trust	10,000	-	10,000	-
Money and Mental Health	-	-	-	12,707
Colyer Fergusson CT - Investing in Families	-	29,000	29,000	14,987
Colyer Fergusson CT - Communities Fund	-	-	-	10,000
Kent Community Fund	4,000	-	4,000	-
Garfield Weston	25,000	-	25,000	-
David Foundation	3,000	-	3,000	-
The Swire Trust	2,000	-	2,000	-
National Lottery	-	13,140	13,140	-
Community Fund	-	19,798	19,798	-
Money Advice Programme	-	55,860	55,860	81,675
Kent County Council	3,355	-	3,355	-
Energy Advice Project	63,736	-	63,736	36,750
Adviceline	-	-	-	15,000
Help to Claim clawback	-	-	-	4,536
British Gas Energy Trust	-	103,350	103,350	91,850
SGN Outreach	7,951	-	7,951	-
NEA	350	-	350	-
Faversham Labour Party	50	-	50	-
Friends of CAB, other charitable activities	400	-	400	-
Provision for clawbacks	- 15,000	-	- 15,000	-
	<u>299,914</u>	<u>221,148</u>	<u>521,061</u>	<u>421,250</u>
Total Income for year	<u>309,407</u>	<u>221,148</u>	<u>530,555</u>	<u>434,487</u>

6 Resources expended	Unrestricted Funds £	Restricted Fund £	2025 £	2024 £
Analysis of expenditure on charitable activities				
Direct staff costs	121,697	196,189	317,886	347,405
Indirect Staff costs	9,129	3,103	12,233	12,363
Office	8,180	12,612	20,792	21,597
Premises	5,572	7,765	13,337	15,791
Other			-	6,164
Support costs (see note 6 (a))	25,801	38,934	64,735	59,276
	<u>170,379</u>	<u>258,603</u>	<u>428,983</u>	<u>462,596</u>

6 (a) Support costs allocated to activities

	2025 £	2024 £
Direct staff costs	43,408	39,913
Indirect Staff costs	-	-
Office	8,044	8,948
Premises	5,955	6,768
Governance	3,752	3,355
Other	3,576	292
	<u>64,735</u>	<u>59,276</u>

6 (b) Governance costs

	2025 £	2024 £
Independent Examiners' fees	2,300	1,940
Trustee Insurance	136	307
AGM and Trustees meeting costs	1,316	1,108
	<u>3,752</u>	<u>3,355</u>

7 Net Income/(expenditure) for the year

	2025 £	2024 £
This is stated after charging:		
Depreciation of Tangible assets	5,000	5,000
Operating lease rentals	1,421	1,665
Independent examiners fees	2,300	1,940

8 Independent examiners remuneration

The Independent examiners remuneration amounts to an independent examiners fee of £2,300 (2024: £1,940)

9 Staff costs	2025	2024
	£	£
Wages and salaries	334,328	359,801
Social security costs	21,021	21,357
Defined contribution pension costs	5,946	6,160
	<u>361,294</u>	<u>387,318</u>

No employee received total employee benefits (excluding employers pension costs) amounting to more than £60,000 in the period.

The average monthly number of employees and full time equivalents (FTE) during the year was as follows:

	2025 Number	2025 FTE	2024 Number	2024 FTE
Provision of services	<u>16</u>	<u>12</u>	<u>19</u>	<u>13</u>

10 Trustees' and key management personnel remuneration and expenses

None of the Trustees (or any persons connected with them) received any remuneration during the year, (2024: Nil) neither were they reimbursed expenses during the year (2024: Nil).

The total amount of remuneration received by key management personnel is £82,072 (2024: £67,964).

11 Taxation

The Company is a registered Charity and is not subject to Corporation Tax.

12 Tangible fixed assets

	Leasehold improvements £	Computers software & equipment £	Fixtures, & fittings £	Total £
Cost				
As at 1 April 2024	55,321	26,284	4,018	85,623
Additions	-	-	-	-
Disposals	-	-	-	-
As at 31 March 2025	<u>55,321</u>	<u>26,284</u>	<u>4,018</u>	<u>85,623</u>
Depreciation				
As at 1 April 2024	45,321	26,284	4,018	75,623
Disposals	-	-	-	-
Charge for the year	5,000	-	-	5,000
As at 31 March 2025	<u>50,321</u>	<u>26,284</u>	<u>4,018</u>	<u>80,623</u>
Net book values				
As at 31 March 2025	<u>5,000</u>	<u>-</u>	<u>-</u>	<u>5,000</u>
As at 31 March 2024	<u>10,000</u>	<u>-</u>	<u>-</u>	<u>10,000</u>

	2025	2024
	£	£
13 Debtors		
Prepayments	1,995	533
Accrued Income	26,326	9,187
Other Debtors	4,465	-
	<u>32,786</u>	<u>9,720</u>
14 Cash at Bank and in Hand		
	£	£
Lloyds TSB Deposit account	82,848	61,870
Lloyds TSB Current account	26,574	25,602
CAF Bank	84,841	-
Metro Bank	85,068	86,876
	<u>279,332</u>	<u>174,348</u>
15 Creditors: amounts falling due within one year		
	£	£
Taxes and social security	-	6,015
Other creditors and accruals	13,976	8,504
Provision and Clawback	22,125	11,780
Deferred income	24,669	12,991
	<u>60,770</u>	<u>39,291</u>
16 Funds Reconciliation		

STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 01/04/2024	Incoming resources	Resources Expended	Transfers	Balance at 31/03/2025
	£	£	£	£	£
Unrestricted Funds					
General Funds	<u>134,578</u>	<u>309,407</u>	<u>(170,380)</u>	<u>(37,457)</u>	<u>236,148</u>
Designated fund					
Staffing Contingencies fund	<u>20,000</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>20,000</u>
Restricted funds					
Business Gas Energy Trust	-	103,350	- 114,154	10,804	-
Swale BC Household Support Fund	-	-	-	-	-
William Barrows Charity	200	-	-	-	200
Colyer Fergusson C T - Investing in Families	-	19,000	- 24,288	5,288	-
Colyer Fergusson C T - Community Fund	-	10,000	- 12,783	2,783	-
National Citizens Advice			-	-	
Energy Advice Project	-	-	-	-	-
Money Advice and Pensions service	-	55,860	- 73,311	17,451	-
Swale BC - collaborative grant for Faversham	-	-	-	-	-
Money and Mental Health	-	-	-	-	-
National Lottery	-	13,140	- 13,511	371	-
Community Fund	-	19,798	- 20,558	760	-
Southern water	-	-	-	-	-
Help to Claim net clawback	-	-	-	-	-
Kickstart	-	-	-	-	-
	<u>200.00</u>	<u>221,148</u>	<u>- 258,605</u>	<u>37,457</u>	<u>200.00</u>
Total Resources received and expended	<u>154,778</u>	<u>530,555</u>	<u>(428,985)</u>	<u>-</u>	<u>256,348</u>

16 Funds Reconciliation - continued

STATEMENT OF FUNDS - PRIOR YEAR

Unrestricted Funds

	Balance at 01/04/2023	Incoming resources	Resources Expended	Transfers	Balance at 31/03/2024
	£	£	£	£	£
General Funds	162,687	171,054	(154,993)	-44,170	134,578
Designated fund					
Staffing Contingencies fund	20,000	-	-	-	20,000
Restricted funds					
Business Gas Energy Trust	-	91,850	(94,131)	2,281	-
Swale BC Household Support	-	20,000	(19,885)	115	-
William Barrows Charity	200	-	-	-	200
Colyer Fergusson C T - Communities Fund	-	14,987	(15,873)	886	-
Colyer Fergusson C T - Investing in Families	-	10,000	(10,592)	592	-
National Citizens Advice					
Energy Advice Project	-	36,750	(36,374)	376	-
Money Advice and Pensions service	-	81,675	(116,569)	34,894	-
Swale BC - Collaborative grant for Faversham	-	-	-	-	-
Money and Mental Health	-	12,707	(13,706)	999	-
Community Fund	-	-	(473)	473	-
Southern water	-	-	-	-	-
Help to Claim - new clawback	-	(4,536)	-	4,536	-
Kickstart	-	-	-	-	-
	200	263,433	(307,603)	44,170	200
Total resources received and expended	182,887	434,487	(462,596)	-	154,778

Purpose of funds:

Unrestricted Funds: These funds can be used in accordance with the Charity's objectives at the discretion of the Trustees.

Designated Fund

Staffing Contingencies Fund

A fund created by the Trustees to provide a contingency reserve to cover recruitment, training and potential redundancy costs should funding sources reduce.

Restricted Funds:

Money Advice and Pensions Service

The Money Advice and Pensions Service, in partnership with Citizens Advice, funds the Debt Advice Project. The Charity received a number of grants for increased capacity. Unspent funds have been transferred to unrestricted general funds in accordance with the agreement.

British Gas Energy Trust

A project to support that supports clients with energy advice and money management support in partnership with Swale Foodbank

Swale Borough Council Household Support Fund

One of a number of delivery partners providing support for community particularly food and fuel vouchers and financial capability and income maximisation

Faversham Town Council

This grant contributes to the cost of providing casework for Faversham Clients.

Minster Parish Council Sheerness Town Council

These are grants that contribute to the cost of providing advice services for Sheppey clients.

William Barrows Charity

This grant has been provided for use in cases of extreme hardship of residents of the parish of Borden.

Colver Fergusson Charitable Trust - Investing in Familie

A grant to support staff cost particularly to support supervision

Colver Fergusson Charitable Trust - Communities Fund

Acquiring new IT equipment and reviewing new approach to service delivery.

Swale Borough Council, collaborative grant for Faversha

Collaborative bid from Faversham community network to increase our opening hours in Faversham administered by Faversham Umbrella

Money and Mental Health

A fund provided by Kent County Council tailored for Mental Health clients, to provide long term support and assist with financial capability and maximise income. The Fund is managed by North West Kent Citizens Advice.

Energy Advice Project

National Citizens Advice funding to provide support for clients with high energy usage, to reduce bills through efficient

Swale council Members Grants

Various members grants for specific costs as set out above and general office running costs.

17 ANALYSIS OF NET ASSETS BETWEEN FUNDS -

	General funds	Designated funds	Restricted funds	Total 2025
CURRENT YEAR	£	£	£	£
Tangible fixed assets	5,000		-	5,000
Current assets	32,786		-	32,786
Creditors: Amounts falling due	(47,448)		(13,322)	(60,770)
Cash at Bank and In Hand	245,810	20,000	13,522	279,332
Total net assets	236,148	20,000	200	256,348

ANALYSIS OF NET ASSETS BETWEEN FUNDS -

	General funds	Designated funds	Restricted funds	Total 2024
PRIOR YEAR	£	£	£	£
Tangible fixed assets	10,000	-	-	10,000
Current assets	533	-	9,187	9,720
Creditors: Amounts falling due	(7,137)	-	(32,153)	(39,290)
Cash at Bank and In Hand	131,182	20,000	23,166	174,348
Total net assets	134,578	20,000	200	154,778

18 Financial Commitments

At 31 March 2025 the charity had total future minimum base payments under non-cancellable operating leases as follows:

	2025	2024
	£	£
Not later than one year	499	7,110
Later than one and not later than five years	-	24,000
	499	31,110

19 Pensions and other post retirement benefits

The Charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £5,946 (2024: £6,160). There were no liabilities outstanding (2024: Nil) in relation to this pension plan commitment.

20 Related party transactions

There were no related party transactions during the year (2024: nil).

21 COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account)
for the year ended 31 March 2024

	Note	Unrestricted Funds £	Designated Fund	Restricted Funds £	Total 2024 £	Total 2023 £
Income and Endowments						
Donations		9,620	-	0	9,620	9,055
Investment income		1,112	-	-	1,112	368
Other Income		2,505	-	-	2,505	3,285
Charitable Activities		157,817	-	263,433	421,250	446,461
Total incoming resources		171,054	-	263,433	434,487	459,169
Expenditure on Charitable Activities						
		154,993	-	307,603	462,596	459,119
Net Income/(expenditure)		16,061	-	(44,170)	(28,109)	50
Transfers between funds		(44,170)	-	44,170	-	-
Net movement in funds		(28,109)	-	-	(28,109)	50
Reconciliation of funds						
Total funds brought forward		162,687	20,000	200	182,887	182,837
Total funds carried forward		134,578	20,000	200	154,778	182,887

Administrative information

	Name	Appointed	Retired
Trustees	Katie Gough	24 September 2024	
	Paul Miller		28 July 2024
	Ray Cuffley		12 November 2024
	Drew Cullen	22 October 2024	
	Safiya Nelson - Treasurer		02 June 2024
	Hannah Edwards - Treasurer	02 July 2024	
	Sarah Harvey (Interim Chair)		24 September 2024
	Pam Kenworthy (Chair)	25 April 2023	
	Barrie Neaves	24 January 2023	
	Brett Appleton	30 April 2024	
Representative Members	Hannah Perkin Swale BC		22 April 2024
	Kieran Golding Swale BC	25 July 2023	
	Elliott Jayes Swale BC	25 July 2023	
Company secretary	Jude Lee	02 November 2023	
Management Team	Charlotte Frost (Manager)	24 May 2024	
	Jude Lee (Chief Officer)	24 May 2024	
	Fiona Spall (Interim Chief Officer)		24 May 2024

Registered office

Swale House
East Street
Sittingbourne
ME10 3HT

Company registered number 5052691

Charity registered number 1103010

Citizens Advice Registered Number 75/0016

Independent Examiner

Andrew Collyer ACA
Burgess Hodgson LLP
Camburgh House
27 New Dover Road
Canterbury
CT1 3DN

CITIZENS ADVICE BUREAU IN SWALE

England & Wales - Charity number 1103010

Accounts

CITIZENS ADVICE BUREAU IN SWALE

Operating as
Citizens Advice Swale

ANNUAL REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2024

A company limited by guarantee
Company Registration No: 5052691
Charity Registration No: 1103010



**citizens
advice**

Swale

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Trustees' report (incorporating directors' report)

We're here for everyone

We can all face problems that seem complicated or intimidating. At Citizens Advice Swale we believe no one should have to face these problems without good quality, independent advice. We provide high quality, seamless and responsive services that meet our clients' diverse needs, helping them to act early to avoid issues escalating or to address the things that have negative effects on their lives.

We're part of a national network of over 330 independent local Citizens Advice charities in England and Wales, affiliated to the national Citizens Advice organisation. We deliver free, confidential advice online, over the phone and in person.

A message from our Chair

It is a cliché perhaps to say that this has been a year of unprecedented change but this was certainly the case for us in 2023/4, with several changes in our leadership and management arrangements. In July 2023, our Chair and long standing Trustee David Walker stood down. Mark Hinton who had served as Chief Officer for seven years left us in October to lead a new initiative - the Swale Voluntary Alliance. Mark had successfully chaired that group from its early stages and we know it will go from strength to strength with him at the helm. Fiona Spall and Jude Lee took over as joint Chief Officers on an interim basis until the end of the financial year. Sarah Harvey took over as Chair on an interim basis and Pam Kenworthy was appointed from August 2024. At the end of the year the Trustees had to make difficult decisions to reduce our staffing in line with the funding available for our infrastructure and running costs. We were delighted to confirm Jude Lee as our Chief Officer on a substantive basis.

Despite these changes we sailed through the rigorous quality assurance process conducted by an independent assessor from National Citizens Advice, achieving all required standards. The process helped us strengthen our policies, risk management and cybersecurity arrangements as well as refreshing our governance arrangements.

Through these many changes we maintained high standards of support and advice with the dedication and skills of our staff and volunteers - they're truly exceptional.

We're particularly grateful to Swale Borough Council (SBC) for their ongoing support. We do not take this funding for granted as we know that local government budgets are being severely squeezed. SBC's grant has provided us with a valuable foundation on which to build our future sustainability.

Report from our Chief Officer



It's been another busy year for us in Citizens Advice Swale, and while the cost of living crisis may no longer be making headlines, it's fair to say that it remains an issue for many of our service users. We've seen a steady rise in clients needing support with debt, benefits and housing issues, particularly rising rents and mortgages, as well as an increase in those living with negative budgets. Cases have become increasingly complex and clients are needing more and more time and support to resolve their issues.

This has prompted a shift in how we are delivering services in terms of advice and accessibility. Through our energy project there is a much bigger emphasis on reducing client expenditure, as well as the general advice we already offer around income maximisation and budgeting. We're also working hard to form a collaborative approach to advice giving by working with other agencies to improve the client experience and also with marginalised groups so we can develop a better understanding of the services they'd like to see. Our outreach sessions on the Isle of Sheppey have been extended to cover some of the more deprived wards in the borough. These have proved popular and we have already seen a rise in demand.

Funding has been a key priority during the last year and we have been successful in securing funding from various sources to help us to continue to deliver vital services to the community. As we look forward to 2024/25 we're committed to making our advice service a service fit for the future. We want it to be as accessible and comprehensive as possible, targeting those groups that need us the most, whilst working with the community to understand how we can make further improvements. Our goal is to diversify our funding streams in order to create financial resilience and long-term financial sustainability. By becoming more innovative in how we use our resources we hope to reach sections of the community that have struggled to find a way forward. We're acutely aware that there are many people who have been unable to access Citizens Advice either through ill-health or digital exclusion. With that in mind we're committed to delivering a well supported Adviceline that can help those living in rural areas or those simply unable to access us via other means.

None of this work is of course possible without the ongoing time and commitment of our amazing staff and volunteers. Their dedication to the service has been unwavering, which is testament to the incredibly rewarding nature of the work we do, and the fantastic team of people we have at Citizens Advice Swale. Without them, none of this would be possible.

What we've done during the year

Our impact 2023/24		
2,627 clients helped	15,343 issues handled	We issued 364 foodbank vouchers & 458 fuel vouchers 
£1,133,321 income gained for clients	£325,002 debts written off	£87,183 reimbursements and loans
84% clients say we helped them find a way forward 	84% clients would recommend our service	70% clients say their issues were fully resolved

Making a difference to local people

We helped thousands of people in 2023/4, whether dealing with a single issue or a complex set of problems that required more specialist support. Nearly two-thirds of clients were disabled or registered as having a long-term health condition. In addition to this direct support thousands more viewed our online advice pages.

Why we're needed

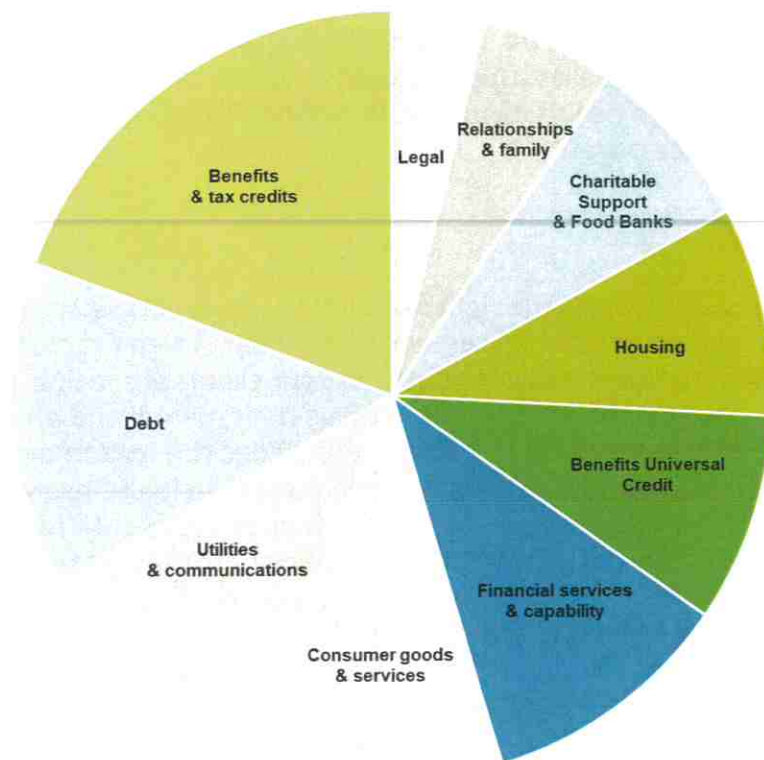
Our data helps us make sure we have the right knowledge and expertise to support people whatever their problem and however they come to us for help. A significant trend that we experienced last year was the complexity of issues that our clients are facing. Employment problems can lead people into debt which in turn affects their mental and physical health. Relationships can suffer and in some cases financial difficulties can lead to people losing their homes. Citizens Advice Swale provides people with the tools to help themselves and help them keep their heads above water. We keep people in their homes, we ensure basic needs are met, we encourage self help and educate people about how to better manage money and pay liabilities. We increase residents' incomes, we support people to stay in work. The combined impact of our advice services on health and wellbeing is palpable.

People come to us with difficult situations that they might never have faced before. 84% of the people we helped said we helped them find a way forward. The majority of people we help experience a big life change before coming to us. Knowing how to take action isn't always obvious. Many of the people we see say they had difficulty knowing who to contact or how systems work. Many report needing help to use online services, forms and tools. If left unsolved, these problems don't just affect the individual - they impact on families and their local communities.

Working in partnership to provide better support

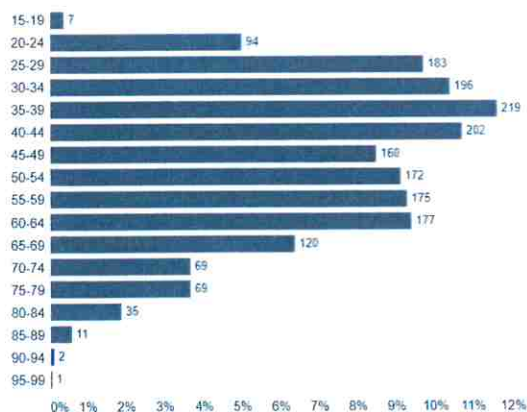
We work closely with a range of specialist voluntary and community groups so that we can refer people on to the right help that they might need. In turn we also receive referrals from them. Working in this way means we can benefit from each others' expertise, reputation and reach and provide better support to Swale residents. As well as supporting individuals we are involved in a range of collaborative groups, such as the Faversham Community Network, the Swale Voluntary Alliance and the Swale Cost of Living Working Group which help ensure that charities work to share expertise, improve information sharing and reduce duplication.

The top 10 issues we helped clients with in 2023/4:



The people we support

Age



Disability / Long-term health



Ethnicity



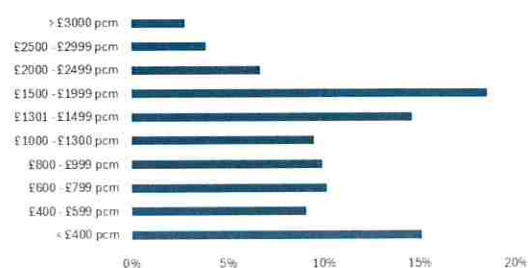
Housing Tenure



Gender



Income Profile



Case studies

From financial worries to debt free

Debts totalling £37,000 had caused huge anxiety for one of our clients. They were struggling to deal with the huge amounts of paperwork, demands for payments and visits from bailiffs. They were living on benefits and had no available income to offer creditors other than their benefit payments.

Our Money Advisor discussed the options available, including applying for bankruptcy. This would write-off their debts, remove the stress and pressure of creditors facing them and allow them to make a fresh start. The difficulty was that the application fee for bankruptcy costs £680 - a fee our client couldn't afford. Having looked at different trust funds we were able to secure generous support from the British Gas Energy Trust to pay the fee. Our client is now debt free and focussed on moving forward with their life.



Help with pension claims leads to back payment of over £6,000

Our client had never claimed their state or private pension and wasn't sure how to start.

Our adviser made contact with the Pension Service and our client's bank several times over two months and found that payments were not made due to a communications issue. Our client finally received over £6,000 of backdated pay and was delighted that their weekly payment was assured. Our adviser also called the client's private pension provider and they'll be posting a claim form to our client, which we can help them to complete.

In the process of helping our client, our adviser discovered a further private pension which our client could benefit from and helped them with that claim.

Empowering our clients

"I was in a real mess, and the wonderful people here at Citizens Advice Swale were brilliant. You gave me wood so that I could make a ladder to climb out of the mess I was in."

citizens
advice Swale

August 2023

Challenging benefits decisions help

Our client was struggling with money due to cost of living increases, and needed help with their Personal Independence Payment (PIP) which had been suspended. Following an appeal to the Tribunal from our generalist adviser, the DWP reversed their decision in the client's favour before it went to a hearing. The client will be receiving a backdated PIP payment of approx £3,000 and their PIP has also been reinstated. Our client was struggling without this money so it's great that they are now able to afford their living costs again.

Our value to society

We know that we not only make a difference to individual clients, we also deliver wider benefits to the Swale community and public institutions. These figures are produced by our national body and are credible but also conservative. In 2023/4 every £1 invested into our organisation was worth £17.89 in public value and £3.17 in fiscal value. Our services save the NHS £172,879 per year by reducing use. We've saved the Department for Work and Pensions £488,375 by keeping people in work. The total value to the people we help is an astonishing £4,741,735 and the total public value is £7,511,790. Regarding the local authority's statutory duty Citizens Advice Swale has saved £180,356 in preventing homelessness, housing eviction and in council tax repayments.

Our volunteers

Our volunteers come from all walks of life and choose to volunteer for a variety of reasons. They include students, people getting back into work after career breaks, people with part-time jobs, carers, and people who have retired.

Every volunteer gets something different from their volunteering experience, such as:

- the opportunity to make a positive difference to people's lives
- improving their self-esteem, confidence and wellbeing
- gaining invaluable work experience
- receiving receive high quality training and developing new skills
- using their existing skills and knowledge to benefit the local community
- meeting new people from a range of backgrounds
- feeling valued and part of a team.

In 2023/24 our wonderful volunteers gave 9,600 hours of service and support to Citizens Advice Swale. Volunteers remain at the heart of our client-facing work - we also have volunteers who contribute their time to administrative tasks, social media and research. A huge thank you to them all.

How we're funded

Citizens Advice Swale is an independent charity reliant on funding from a variety of sources. Without the support of our funders and donors we couldn't help the thousands of people who seek our help and advice each year. On their behalf...a very big thank you!

Our main funders in 2023/4 were:

- Swale Borough Council and Swale Household Support Fund
- Faversham Town Council
- Minster Parish Council
- Sheppey Council
- John Swire
- British Gas Energy Project
- Money Advice and Pensions (via our national body)
- Energy Advice Project (via our national body)
- Colyer Fergusson
- The Philip and Connie Phillips Foundation

Future Development

2023-24 was a challenging year, in terms of funding and service delivery. In the current economic climate 2024-25 will be no different. We were able to secure a continuation of our Money Advice and Pension Service (MAPS) funded debt advice project and secured a further two years of funding for our British Gas energy project. However our organisation remains stretched in key areas, particularly as the number of different projects, locations and advice channels increase. At the end of 2022-23 we were faced with a potentially life-threatening cut in our core funding. This was averted, but it reminded us of the insecure world we work within. One key message to our core funder was that we need sufficient infrastructure to bid for and secure other projects that bring services to the local community – and there are very few sources able and willing to pay for that resource. The context for our work is changing too, with the “cost of living crisis” biting through winter 2023-24, and showing little sign of abating, we are increasingly dealing with emergency measures and distribution of resources such as those via the Household Support Fund, providing food and fuel vouchers and similar temporary fixes. As an advice service, we will continue to provide holistic support and our revised Mission for the coming years reflects the view that our role is preventative as well as restorative, and we will continue to work with clients to address underpinning causes as well as responding to their immediate needs where we are able to.

On a positive note, our funders have continued to support us through 2023-24 and we are hopeful this will continue into the future. We have also secured some new funding which is always a positive sign of our success in what we do. We continue to be able to provide a wide range of complimentary services, which deal with all aspects of our clients needs and wellbeing. As a relatively small Charity, we are aware of the threats we face, both in financial and operational areas. We value our staff and volunteers and believe in training and developing this valuable resource. We continue to keep a weathered eye on our major risks and explore new funding sources to strengthen our income, while efficiently managing our resources and targeting resources where they are most needed.

Our structure, governance and management

The Trustees (who are also directors of the charitable company for the purposes of company law) present their annual report together with the financial statements for the year ended 31 March 2024. The Charity constitutes a public benefit entity as defined by FRS 102. This report has been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 as updated through Update Bulletin 1 published on 1 January 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019.

a) Constitution

Citizens Advice Bureau in Swale (trading as Citizens Advice Swale) is a charitable company limited by guarantee and was set up by a Memorandum and Articles of Association on 23 February 2004 and amended on 23 October 2018. The Charity's objects are to promote through advice and practical support, the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Swale and surrounding areas. The reference and administration information is set out on page 23 of the financial statements.

b) Method of appointment of election of Trustees

The management of the charitable company is the responsibility of the Trustees who are elected under the terms of the Memorandum and Articles of Association, the Trustees are elected to serve a period of 3 years after which they must be re-elected at the next Annual General Meeting.

The Officers of the Trustee Board may not hold office for more than six consecutive years. After the end of this period, a further two years must pass before any person can hold another office. The Trustees are all drawn from the Swale community. There is a maximum of 15 trustees on the board with up to three nominated by Swale Borough Council and one by Faversham Town Council. We aim to ensure there is a balance in terms of the areas that the Trustees are from and the skills that they bring to the organisation. Our managers attend the trustee meetings along with up to two staff representatives and one from the volunteers: these people do not have voting rights but are encouraged to participate in the discussions.

c) Policies adopted for the induction and training of Trustees

All new Trustees receive an induction pack and training which includes

- the obligations of Trustees
- the documents which set out the operational framework for the Charity including the purpose and use of the Memorandum & Articles
- the Aims, Principles & Policies Training Pack

d) Organisation structure and decision making

Citizens Advice Bureau in Swale (trading as Citizens Advice Swale) is organised with a Board of Trustees comprising a minimum of 3 members up to a maximum of 15 to oversee policy and planning. Trustees meet at least 4 times a year: in this reporting period meetings were more frequent. During the year we changed our sub-committee arrangements:

- Finance and fundraising - meets quarterly to review the financial, governance and risk related matters

- People, equality and wellbeing
- Risk, information and governance
- Research and Campaigns

The Board delegates day to day responsibility to the Chief Officer who is required to attend Board meetings and to report on all operational and financial matters including staff matters and service delivery.

e) Risk assessment

The Trustees have assessed the major risks to which the charitable company is exposed, in particular those related to the operations and finances of the charitable company, and are satisfied that systems and procedures are in place to mitigate exposure to the major risks. Procedures are in place to ensure compliance with the health and safety of all staff, clients and visitors. The quality of advice given to clients is assured through adhering to the Citizens Advice Membership Scheme.

Objects of the Charity for Public Benefit

The Charity's objects are to promote any charitable purpose for the benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Swale and surrounding areas.

In order to realise this public benefit, general and specialist advice is provided by telephone, email and (when possible) by face to face appointments at the Charity's locations in Sittingbourne, Sheerness and Faversham. Advice services are supplemented by training and support activities, particularly where related to the development of money management skills and financial capability. The Charity seeks to secure additional funding from time to time to support specific projects and programmes which enhance the breadth and sustain ability of the service for local residents.

We are a member of the National Association of Citizens Advice Bureaux, an independent registered charity providing advice materials, organisational support, training and quality assurance infrastructure. The national body also negotiates on the behalf of local offices with major funding providers and national Government to generate funding which is then allocated either directly or via a bidding process for local services.

Financial review

We started the financial year with a deficit budget of over £66k as the management team felt they would be able to secure additional funding to improve the position by the end of the year. This situation was a repeat of the previous financial year which also started in deficit. The trustees were mindful that this is not sustainable. While our reserves were in line with good practice our aim in future years is to at least break even.

We strengthened the management team's skills in fundraising, developed a more systematic way of tracking and prioritising grant opportunities and developed a financial contingency plan. The board took decisive action to reduce core running costs through some necessary staffing reductions - some of these results are shown in the final year figures with a reduced end of year deficit of £28k but the majority of savings will be realised in the 2024/5 financial year.

Total income for the year was £434,487 (2023: 459,169) and total expenditure was £463,596 (2023: £459,119), which resulted in a deficit of £28,109 (2023: £50). At the year end the charitable company had reserves of £154,778 (2023- £182,887) of which £200 was restricted. It is our policy to have unrestricted reserves of approximately four months operating expenditure. Free reserves for the year was £154,578 which meets the requirements of the reserve policy, however, the trustees are working towards increasing their free reserves to meet future challenges. We were successful in securing ongoing funding from several of our funders, which has given us the momentum to work towards a healthier financial future.

Reserves policy

The Trustees agree to maintain unrestricted reserves of approximately four months of operating expenditure. We maintain these reserves as a prudent measure in challenging financial times. The budget for 2022-23 showed a significant deficit however the management team were able to obtain additional funding to support our services. Again, the budget for 2023-24 showed a significant deficit which required drawing on the overall reserves in 2023-24 to maintain services and structure – although we will naturally seek alternative funding streams to offset anything we need to withdraw.

Going concern

The financial statements have been prepared on a going concern basis. We have received substantial additional income during the last few years, from various funds aimed at supporting the community during the pandemic and current periods of high inflation, to enable the public to access our services. However, these funds are becoming more difficult to access, we are in a period of high inflation and increased demand which will place considerable challenge on the Charity. Contingency arrangements are regularly reviewed by the Board, and we are continually exploring measures to create cost-saving efficiencies, and secure additional resources. We continue to work on one major national project, MAPS debt advice, although income is likely to decline, as stated previously. Because of this we are likely to see more collaborative projects similar to that funded by British Gas Energy Trust which allowed us to deliver advice in Swale Foodbanks. In the future, we will have to weather substantial insecurity, but robust discussion has already prepared us for various contingencies.

Trustees' responsibilities statement in relation to the financial statements

The charity trustees (who are also directors for the purposes of company law) are responsible for preparing the Trustees Annual Report and the Financial Statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

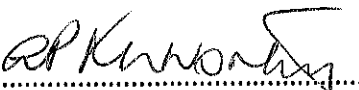
Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure for that period. In preparing the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

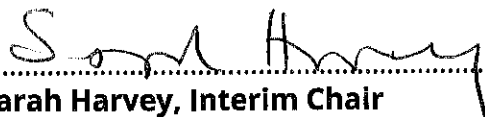
- select suitable accounting policies and then apply them consistently;
- observe the method and principles in the Charities SORP 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on a 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 which disclose with reasonable accuracy, at any time, the financial position of the charitable company and enable them to ensure the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with Accounting the Reporting by Charities: Statement of Recommended Practices applicable to charities preparing their accounts in accordance with the Financial Reporting Standards applicable in UK and Republic of Ireland (FRS 102), the Companies Act 2006 and the Charities Act 2011.

Approved by the Board of Trustees on 19 September 2024 and signed on its behalf by:


.....
Pam Kenworthy OBE, Chair of Trustees


.....
Sarah Harvey, Interim Chair

Independent examiner's report to the Trustees of Citizens Advice Bureau in Swale

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024 which are set out on pages 17 to 26.

Responsibilities and basis of report

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

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

Independent examiner's statements

The Company's gross income exceeded £250,000, and I confirm that I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the Charities SORP (FRS102).

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.

Use of Report

This report is made solely to the Company's Trustees, as a body, in accordance with section 145 of the Charities Act 2011 and regulations made under section 145 of that Act. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or this report.



19/09/2024

Andrew Collyer ACA

Burgess Hodgson LLP, Camburgh House, 27 New Dover Road, Canterbury, Kent, CT1 3DN

Statement of financial activities (Incorporating an Income and Expenditure Account) for the year ended 31 March 2024

	Note	Unrestricted Funds £	Designated Fund £	Restricted Funds £	Total 2024 £	Total 2023 £
Income and Endowments						
Donations	2	9,620	-	-	9,620	9,055
Investment income	3	1,112	-	-	1,112	368
Other income	4	2,505	-	-	2,505	3,285
Charitable activities	5	157,817	-	263,433	421,250	446,461
Total incoming resources		171,054	-	263,433	434,487	459,169
Expenditure on:						
Charitable Activities	6	154,993	-	307,603	462,596	459,119
Net Income/(expenditure)		16,061	-	(44,170)	(28,109)	50
Transfers between funds	16	(44,170)	-	44,170	-	-
Net movement in funds		(28,109)	-	-	(28,109)	50
Reconciliation of funds						
Funds brought forward at 01/04/2023	17	162,687	20,000	200	182,887	182,837
Funds carried forward at 31/03/2024	17	134,578	20,000	200	154,778	182,887

The notes on pages 15 to 26 form part of these financial statements.

All income and expenditure has arisen from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised in the year.

Balance sheet as at 31 March 2024

	Note	2024		2023	
		£	£	£	£
Fixed Assets					
Tangible assets	12		10,000		15,000
Current Assets					
Debtors	13	9,720		16,939	
Cash at bank and in hand	14	174,348		209,474	
Total current assets		<u>184,068</u>		<u>226,413</u>	
Creditors: Amounts due within one year	15	(39,290)		(58,526)	
Net current assets			<u>144,778</u>		<u>167,887</u>
Total net assets			<u>154,778</u>		<u>182,887</u>
The Funds of the Charity					
Unrestricted funds	17		134,578		162,687
Designated Fund			20,000		20,000
Restricted funds			200		200
Total charity funds			<u>154,778</u>		<u>182,887</u>

The notes on pages 15 to 24 form part of these financial statements.

The financial statements have been prepared in accordance with the provision applicable to companies subject to the small companies regime and in accordance with the provisions of FRS 102 section 1A - small entities.

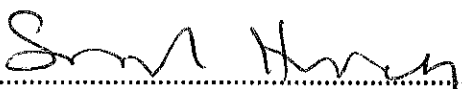
The Trustees consider that the Company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Company to obtain an audit for the year under review in accordance with section 476 of the Act.

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

These financial statements were approved and authorised for issue by the Board and were signed on their behalf on 19 September 2024.



Pam Kenworthy OBE, Chair of Trustees



Sarah Harvey, Interim Chair

Company Registration No 5052691

Notes to the financial statements for the year ended 31 March 2024

1 Accounting policies

a) General information and basis of preparation

Citizens Advice Bureau in Swale is a private company limited by guarantee in England. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 2 of these financial statements. The nature of the Charity's operations and principal activities are the provision of free, confidential, independent and impartial advice services to the people of Swale.

The Charity constitutes a public benefit entity as defined by FRS 102. 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) issued on 16th July 2014 as updated through Update Bulletin 1 published on 1st January 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011, Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019

The Charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A.

The financial statements are prepared on a going concern basis under historical cost convention, modified to include certain items of fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

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

b) Incoming resources

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities when the charity has entitlement after any performance conditions are met, it is probable that the income will be received and the amount can be measured reliability. Income is deferred only when the donor has specified that the income relates to a future period, or if entitlement is not met.

Donated services and facilities are included at the value of the Charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts in line with the SORP (FRS 102).

Rental income is recognised as the Charity's right to receive payment is established.

c) Resources expended

Resources expended are recognised in the period in which they are incurred. Resources expended include VAT which cannot be recovered and is therefore reported as part of the expenditure to which it relates

Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities. 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 are those that assist the work of the Charity but do not directly represent the charitable activities and include office, personnel, governance and administrative costs. These costs have been allocated to expenditure in charitable activities.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include Independent Examiners' fees and costs linked to the strategic management of the Charity.

d) Tangible fixed assets and depreciation

Tangible fixed assets of over £1,000 are capitalised and are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold improvements	20% straight line
Computers, software and equipment	25% straight line
Fixtures and fittings	25% straight line

e) Cash and Cash equivalents

Cash is represented by cash in hand and financial institutions repayable without penalty on notice of not more than 24 hours.

f) Debtors and creditors receivable/payable within one year.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any loss arising from impairment are recognised in expenditure.

g) Employee benefits

The Charity operates a defined contribution plan for the benefit of employees. Contributions are expensed as they become payable.

h) Operating leases

Lease payments under operating lease, where substantially all of the risk and benefits remain with the lessor, are charged as expenses in the period in which they are incurred.

i) Going concern

The financial statements have been prepared on a going concern basis. We have sought to maximise income in recent times, and all expenditure is closely monitored for value-for-money and impact on the provision of services. Following the pandemic we are in a good position to offer the best of the "old" and "new" methodologies, and staff and volunteers are clearly able to work from a variety of locations and using a range of tools. This puts us in a good position to be a modern, forward-thinking service.

Based on these assessments and having regard to the resources available to the entity, the Trustees have concluded that there is no material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and accounts.'

j) Fund Accounting

Funds held by the Charity are either:

Unrestricted general funds - these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated funds - these are funds set aside by the Trustees out of unrestricted general funds for specific projects or future purposes.

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

k) Judgements and key sources of estimated uncertainties

No judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had any significant effect on amounts recognised in the financial statements, except for those detailed in the above accounting policies.

There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

	Unrestricted Funds	Restricted Funds	Total 2024	Total 2023
	£	£	£	£
2 Donations				
Other Local Parishes	1,550	-	1,550	1,065
Friends of CAB, other donations	2,070	-	2,070	903
The Philip and Connie Phillips Foundation	5,000	-	5,000	-
The Swire Trust	1,000	-	1,000	-
The Charities Trust	-	-	-	1,000
Swale Borough Council members grants	-	-	-	3,662
Groundwork - Tesco	-	-	-	500
Faversham	-	-	-	425
Corporate Donations	-	-	-	1,500
	<u>9,620</u>	<u>-</u>	<u>9,620</u>	<u>9,055</u>
3 Investment income				
Bank interest received	1,112	-	1,112	368
	<u>1,112</u>	<u>-</u>	<u>1,112</u>	<u>368</u>
4 Other income				
Sundry income and fundraising	2,505	-	2,505	3,285
	<u>2,505</u>	<u>-</u>	<u>2,505</u>	<u>3,285</u>
5 Charitable activities				
Swale Borough Council	135,317	-	135,317	133,430
Faversham Town Council	6,000	-	6,000	6,000
Minster Parish Council	-	-	-	5,000
Sheerness Borough Council	-	-	-	750
Sheppey Town Council	1,500	-	1,500	-
Swale B Council - Household Support Fund	-	20,000	20,000	20,000
Southern Water	-	-	-	5,000
Money and Mental Health	-	12,707	12,707	13,129
Colyer Fergusson CT - Investing in Families	-	14,987	14,987	11,013
Colyer Fergusson CT - Communities Fund	-	10,000	10,000	10,000
National Association of Citizens Advice -				
Money Advice Programme	-	81,675	81,675	105,918
Energy Advice Project	-	36,750	36,750	16,300
Adviceline	15,000	-	15,000	-
Help to Claim	-	(4,536)	(4,536)	75,568
British Gas Energy Trust	-	91,850	91,850	43,268
Kickstart	-	-	-	1,085
	<u>157,817</u>	<u>263,433</u>	<u>421,250</u>	<u>446,461</u>
Total Income for year	<u>171,054</u>	<u>263,433</u>	<u>434,487</u>	<u>459,169</u>

6 Resources expended		Unrestricted Funds	Restricted Funds	2024	2023
		£	£	£	£
Analysis of expenditure on charitable activities					
Direct staff costs		119,511	227,894	347,405	295,602
Indirect Staff costs		4,385	7,978	12,363	4,448
Office	restated	6,732	14,865	21,597	-
Premises	restated	4,032	11,759	15,791	-
Governance (see note 6 (b))		-	-	-	-
Other	restated	35	6,129	6,164	-
Swale food bank - Contribution to costs		-	-	-	900
Support costs (see note 6 (a))	restated	<u>20,298</u>	<u>38,978</u>	<u>59,276</u>	<u>158,169</u>
		<u>154,993</u>	<u>307,603</u>	<u>462,596</u>	<u>459,119</u>

6 (a) Support costs allocated to activities

		2024	2023
		£	£
Direct staff costs	restated	39,913	98,160
Indirect Staff costs	restated	-	27,813
Office	restated	8,948	24,679
Premises	restated	6,768	-
Governance		3,355	7,517
Other		<u>292</u>	<u>-</u>
		<u>59,276</u>	<u>158,169</u>

6 (b) Governance costs

		2024	2023
		£	£
Staff costs		-	4,352
Independent Examiners' fees		1,940	1,900
Trustee Insurance		307	307
AGM and Trustees meeting costs		<u>1,108</u>	<u>958</u>
		<u>3,355</u>	<u>7,517</u>

7 Net Income/(expenditure) for the year

		2024	2023
		£	£
This is stated after charging:			
Depreciation of Tangible assets		5,000	5,000
Operating lease rentals		1,665	1,665
Independent examiners fees		1,940	1,900

8 Independent examiners remuneration

The Independent examiners remuneration amounts to an independent examiners fee of £1940 (2023: £1900)

9 Staff costs

	2024	2023
	£	£
Wages and salaries	359,801	369,654
Social security costs	21,357	22,389
Defined contribution pension costs	6,160	6,071
	<u>387,318</u>	<u>398,114</u>

No employee received total employee benefits (excluding employers pension costs) amounting to more than £60,000 in the period.

The average monthly number of employees and full time equivalents (FTE) during the year was as follows:

	2024	2024	2023	2023
	Number	FTE	Number	FTE
Provision of services	<u>19</u>	<u>13</u>	<u>21</u>	<u>13</u>

10 Trustees' and key management personnel remuneration and expenses

None of the Trustees (or any persons connected with them) received any remuneration during the year, (2023: Nil) neither were they reimbursed expenses during the year (2023: Nil).

The total amount of remuneration received by key management personnel is £67,964 (2022: £63,912). The Trustees consider key management personnel to be comprised of M Hinton, F Spall, J. Lee and the Trustees.

11 Taxation

The Company is a registered Charity and is not subject to Corporation Tax.

12 Tangible fixed assets

	Leasehold improvements	Computers software & equipment	Fixtures & fittings	Total
	£	£	£	£
Cost				
As at 1 April 2023	55,321	26,284	4,018	85,623
Additions	-	-	-	-
Disposals	-	-	-	-
As at 31 March 2024	<u>55,321</u>	<u>26,284</u>	<u>4,018</u>	<u>85,623</u>
Depreciation				
As at 1 April 2023	40,321	26,284	4,018	70,623
Disposals	-	-	-	-
Charge for the year	5,000	-	-	5,000
As at 31 March 2024	<u>45,321</u>	<u>26,284</u>	<u>4,018</u>	<u>75,623</u>
Net book values				
As at 31 March 2024	<u>10,000</u>	<u>-</u>	<u>-</u>	<u>10,000</u>
As at 31 March 2023	<u>15,000</u>	<u>-</u>	<u>-</u>	<u>15,000</u>

13 Debtors	2024	2023
	£	£
Prepayments	533	16,300
Accrued Income	9,187	639
	<u>9,720</u>	<u>16,939</u>

14 Cash at Bank and in Hand	2024	2023
	£	£
Lloyds TSB Deposit account	61,870	41,348
Lloyds TSB Current account	25,602	81,858
Metro Bank	86,876	86,268
	<u>174,348</u>	<u>209,474</u>

15 Creditors: amounts falling due within one year	2024	2023
	£	£
Taxes and social security	6,015	-
Other creditors and accruals	8,504	11,833
Provision and Clawback	11,780	25,206
Deferred income	12,991	21,487
	<u>39,290</u>	<u>58,526</u>

16 Funds Reconciliation - STATEMENT OF FUNDS - CURRENT YEAR

	Balance at 1/4/2023	Incoming resources	Resources Expended	Transfers	Balance at 31/3/2024
	£	£	£	£	£
Unrestricted Funds					
General Funds	162,687	171,054	(154,993)	(44,170)	134,578
Designated fund					
Staffing Contingencies fund	20,000	-	-	-	20,000
Restricted funds					
Business Gas Energy Trust	-	91,850	(94,131)	(2,281)	-
Swale BC Household Support Fund	-	20,000	(19,885)	115	-
William Barrows Charity	200	-	-	-	200
Colyer Fergusson C T - Investing in Families	-	14,987	(15,873)	(886)	-
Colyer Fergusson C T - Community Fund	-	10,000	(10,592)	(592)	-
National Citizens Advice					
Energy Advice Project	-	36,750	(36,374)	376	-
Money Advice and Pensions service	-	81,675	(116,569)	(34,894)	-
Swale BC - collaborative grant for Faversham	-	-	-	-	-
Money and Mental Health	-	12,707	(13,706)	(999)	-
Community Fund	-	-	(473)	(473)	-
Southern water	-	-	-	-	-
Help to Claim - net clawback	-	(4,536)	-	(4,536)	-
Kickstart	-	-	-	-	-
	<u>-</u>	<u>263,433</u>	<u>(307,603)</u>	<u>44,170</u>	<u>0</u>
Total Resources received and expended	<u>182,687</u>	<u>434,487</u>	<u>(462,596)</u>	<u>-</u>	<u>154,578</u>

16 Funds Reconciliation - continued
STATEMENT OF FUNDS - PRIOR YEAR

	Balance at 1/4/2022 £	Incoming resources £	Resources Expended £	Transfers £	Balance at 31/3/2023 £
Unrestricted Funds					
General Funds	162,637	145,713	(153,585)	7,922	162,687
Designated fund					
Staffing Contingencies fund	20,000	-	-	-	20,000
Restricted funds					
Business Gas Energy Trust	-	43,268	(43,049)	219	-
Swale BC Household Support	-	20,000	(18,000)	2,000	-
Faversham Town Council - restated	-	6,000	(5,500)	500	-
Minster Parish Council - restated	-	5,000	(4,400)	600	-
Sheerness Town Council	-	750	(600)	150	-
William Barrows Charity	200	-	-	-	200
Colyer Fergusson C T - Communities Fund	-	11,013	(11,013)	-	-
Colyer Fergusson C T - Investing in Families	-	10,000	(10,717)	(717)	-
National Citizens Advice					
Energy Advice Project	-	16,300	(15,800)	500	-
Money Advice and Pensions service	-	105,918	(112,616)	(6,698)	-
Help to Claim	-	75,568	(64,700)	10,868	-
Swale BC - Collaborative grant for Faversham	-	425	(425)	-	-
Money and Mental Health	-	13,129	(13,129)	-	-
Southern water	-	5,000	(4,500)	500	-
Kickstart	-	1,085	(1,085)	-	-
	200	313,456	(305,534)	(7,922)	200
Total resources received and expended	182,837	459,169	(459,119)	-	182,887

Purpose of funds:

Unrestricted Funds: These funds can be used in accordance with the Charity's objectives at the discretion of the Trustees.

Designated Fund:

Staffing Contingencies Fund

A fund created by the Trustees to provide a contingency reserve to cover recruitment, training and potential redundancy costs should funding sources reduce.

Restricted Funds:

Money Advice and Pensions Service

The Money Advice and Pensions Service, in partnership with Citizens Advice, funds the Debt Advice Project. The Charity received a number of grants for increased capacity. Unspent funds have been transferred to unrestricted general funds in accordance with the agreement.

16 Purpose of Funds - continued

British Gas Energy Trust

A project that supports clients with energy advice and money management support in partnership with Swale Foodbank.

Swale Borough Council Household Support Fund

One of a number of delivery partners providing support for community particularly food and fuel vouchers and financial capability and income maximisation.

Faversham Town Council

This grant contributes to the cost of providing casework for Faversham Clients.

Minster Parish Council & Sheerness Town Council

These are grants that contribute to the cost of providing advice services for Sheppey clients.

William Barrows Charity

This grant has been provided for use in cases of extreme hardship of residents of the parish of Borden.

Colyer Fergusson Charitable Trust - Investing in Families

A grant to support staff cost particularly to support supervision.

Colyer Fergusson Charitable Trust - Communities Fund

Acquiring new IT equipment and reviewing new approach to service delivery.

Swale Borough Council. collaborative grant for Faversham

Collaborative bid from Faversham community network to increase our opening hours in Faversham administered by Faversham Umbrella.

Money and Mental Health

A fund provided by Kent County Council tailored for Mental Health clients, to provide long term support and assist with financial capability and maximise income. The Fund is managed by North West Kent Citizens Advice.

Energy Advice Project

National Citizens Advice funding to provide support for clients with high energy usage, to reduce bills through efficient savings.

Southern Water

A grant to provide financial capability and in particular to help clients manage finances and avoid the need for further debt support.

Help to Claim

Funding given by the National Citizens Advice to provide assistance for clients making a Universal Credit claim. This project ceased in 2023.

Kickstart

A grant to assist with employment costs, to enable those first leaving school to get work experience for a period of 6 months. This project ceased in 2023.

Business Energy and Industrial Strategy

Funding received via Citizens Advice to provide additional resources during Covid times, in particular advice to assist clients to manage their debts, the grant was paid in 2020/21 but the service is for two years.

Swale Borough Council Members Grants

Various members grants for specific costs as set out above and general office running costs.

17 ANALYSIS OF NET ASSETS BETWEEN FUNDS -

	General funds £	Designated funds £	Restricted funds £	Total 2024 £
CURRENT YEAR				
Tangible fixed assets	10,000	-	-	10,000
Current assets	533	-	9,187	9,720
Creditors: Amounts falling due	(7,137)	-	(32,153)	(39,290)
Cash at Bank and In Hand	131,182	20,000	23,166	174,348
Total net assets	134,578	20,000	200	154,778

ANALYSIS OF NET ASSETS BETWEEN FUNDS -

	General funds £	Designated funds £	Restricted funds £	Total 2023 £
PRIOR YEAR				
Tangible fixed assets	15,000	-	-	15,000
Current assets	16,939	-	-	16,939
Creditors: Amounts falling due	(58,526)	-	-	(58,526)
Cash at Bank and In Hand	189,274	20,000	200	209,474
Total net assets	162,687	20,000	200	182,887

18 Financial Commitments

At 31 March 2024 the charity had total future minimum base payments under non-cancellable operating leases as follows:

	2024 £	2023 £
Not later than one year	7,110	7,666
Later than one and not later than five years	24,000	19,111
	<u>31,110</u>	<u>26,777</u>

Pensions and other post retirement benefits

The Charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £6,160 (2023: £6,071). There were no liabilities outstanding (2023: Nil) in relation to this pension plan commitment.

Related party transactions

There were no related party transactions during the year (2023: nil).

**19 COMPARATIVE STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account)
for the year ended 31 March 2023**

	Unrestricted Funds £	Designated Fund £	Restricted Funds £	Total 2023 £	Total 2022 £
Income and Endowments					
Donations	8,630	-	33,188	41,818	29,036
Investment income	368	-	-	368	33
Other Income	3,285	-	-	3,285	1,724
Charitable Activities	133,430	-	280,268	413,698	373,348
Total incoming resources	145,713	-	313,456	459,169	404,141
Expenditure on Charitable Activities	153,585	-	305,534	459,119	431,492
Net Income/(expenditure)	(7,872)	-	7,922	50	(27,351)
Transfers between funds	7,922	-	(7,922)	-	-
Net movement in funds	50	-	-	50	(27,351)
Reconciliation of funds					
Total funds brought forward	162,637	20,000	200	182,837	210,188
Total funds carried forward	162,687	20,000	200	182,887	182,837

Administrative information

	Name	Appointed	Retired
Trustees	Richard Calvert		25 July 2023
	David Walker (Former Chair)		25 July 2023
	Michael Moore		25 July 2023
	Paul Miller		28 July 2024
	Ethan Dighton		23 October 2023
	Safiya Nelson - Treasurer		02 June 2024
	Hannah Edwards - Treasurer	02 July 2024	
	Sean Grace		23 January 2024
	Sarah Harvey (Interim Chair)	26 April 2022	
	Pam Kenworthy (Chair)	25 April 2023	
	Amanda Tennant	24 January 2023	19 January 2024
	Barrie Neaves	24 January 2023	
	Brett Appleton	30 April 2024	
Representative Members	Paul Stephen Swale BC		06 June 2023
	Tim Gibson Swale BC		06 June 2023
	Hannah Perkin Swale BC	17 September 2019	
	Kieran Golding Swale BC	25 July 2023	
	Elliott Jayes Swale BC	25 July 2023	
Company secretary	Mark Hinton	02 November 2023	
	Jude Lee	02 November 2023	
Management Team	Fiona Spall (Manager)	16 October 2023	24 May 2024
	Mark Hinton (Manager/Chief Officer)		02 November 2023
	Jude Lee	16 October 2023	

Registered office

Swale House
East Street
Sittingbourne
ME10 3HT

Company registered number 5052691

Charity registered number 1103010

Citizens Advice Registered Number 75/0016

Independent Examiner

Andrew Collyer ACA
Burgess Hodgson LLP
Camburgh House
27 New Dover Road
Canterbury
CT1 3DN

CITIZENS ADVICE BUREAU IN SWALE

England & Wales - Charity number 1103010

Accounts

Company number 5052691
Registered charity number 1103010

CITIZENS ADVICE BUREAU IN SWALE
FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

CITIZENS ADVICE BUREAU IN SWALE

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY,
ITS TRUSTEES AND ADVISORS
FOR THE YEAR ENDED 31 MARCH 2023**

Trustees

Elected Members	Trevor Payne Richard Calvert David Walker (Former Chairman) Michael Moore Paul Miller Ethan Dighton Safiya Nelson - Treasurer Sean Grace Sarah Harvey (Interim Chair) Pam Kenworthy Amanda Tennant Barrie Neaves	Retired 27th September 2022 Retired 25th July 2023 Appointed 25th July 2023 Appointed 25th April 2023 Appointed 24th January 2023 Appointed 24th January 2023
Representative Membe	Paul Stephen Tim Gibson Hannah Perkin Carole Jackson	Swale BC (Appointed 17th September 2019) Swale BC (Appointed 17th September 2019) Swale BC (Appointed 17th September 2019) Faversham TC (Appointed 17th September 2019)
Company Secretary	Mark Hinton	

Management Team

Fiona Spall (Manager) Mark Hinton (Manager/Chief Officer)

Registered office

Swale House
East Street
Sittingbourne
ME10 3HT

Independent Examiner

Andrew Collyer ACA
Burgess Hodgson LLP
Camburgh House
27 New Dover Road
Canterbury
kent CT1 3DN

Company registered number 5052691

Charity registered number 1103010

Citizens Advice Registered Number 75/0016

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

The Trustees (who are also directors of the charitable company for the purposes of company law) present their annual report together with the financial statements for the year ended 31 March 2023. The Charity constitutes a public benefit entity as defined by FRS 102. This report has been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 as updated through Update Bulletin 1 published on 1 January 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019

Structure, governance and management

- a) *Constitution*
The charitable company is registered as a charitable company limited by guarantee and was set up by a Memorandum and Articles of Association on 23 February 2004 and amended on the 23rd October 2018. In the event of the Company being wound up the Members are required to contribute an amount not exceeding £1.

The reference and administration information is set out on page 1 of the financial statements.

- b) *Method of appointment of election of Trustees*

The management of the charitable company is the responsibility of the Trustees who are elected under the terms of the Memorandum and Articles of Association, the Trustees are elected to serve a period of three years after which they must be re-elected at the next Annual General Meeting.

The Officers of the Trustee Board may not hold office for more than six year consecutive years. After the end of this period, a further two years must pass before any person can hold another office.

The Trustees are all drawn from the Swale community, of whom up to three are nominated by Swale Borough Council and one is nominated by Faversham Town Council. Efforts are made to ensure that there is balance in terms of the areas within the community from which Trustees hail and also in the skills that they bring to Citizens Advice Swale.

- c) *Policies adopted for the induction and training of Trustees*

All new Trustees receive an induction pack which includes

- the obligations of Trustees
- the main documents which set out the operational framework for the Charity including Memorandum & Articles
- the Aims, Principles & Policies Training Pack

Training sessions on the obligations of new Trustees and/or the work of the Charity are held prior to Board meetings when appropriate.

- d) *Organisation structure and decision making*

Citizens Advice Bureau in Swale (trading as Citizens Advice Swale) is organised with a Board of Trustees comprising a minimum of 3 members up to a maximum of 15 to oversee policy and planning. During this reporting period the Board consisted on average of 11 members who met four times a year. The Managers and up to four staff representatives also sit on the Board, but they have no voting rights. A Finance and Staffing sub-committee meets quarterly to consider relevant matters and prepare recommendations for the full Board. A Strategy and Performance sub-committee considers aspects of the future direction and shape of the organisation, including service delivery channels and premises, to advise the Board in such matters. The Managers are appointed to strategically manage and supervise the day to day administration of the organisation.

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

Structure, governance and management (continued)e) *Risk assessment*

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

Procedures are in place to ensure compliance with the health and safety of all staff, clients and visitors. The quality of advice given to clients is assured through adhering to the Citizens Advice Membership Scheme.

Objects of the Charity for Public Benefit

The Charity's objects are to promote any charitable purpose for the benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Swale and surrounding areas.

In order to realise this public benefit, general and specialist advice is provided by telephone, email and (when possible) by face to face appointments at the Charity's locations in Sittingbourne, Sheerness and Faversham. Advice services are supplemented by training and support activities, particularly where related to the development of money management skills and financial capability. The Charity seeks to secure additional funding from time to time to support specific projects and programmes which enhance the breadth and sustain ability of the service for local residents.

We are a member of the National Association of Citizens Advice Bureaux, an independent registered charity providing advice materials, organisational support, training and quality assurance infrastructure. The national body also negotiates on the behalf of local offices with major funding providers and national Government to generate funding which is then allocated either directly or via a bidding process for local services.

Achievements and performance

During the year 2022-23, we directly addressed 3,749 cases and in excess of 4,000 cases were supported across the Citizens Advice network. This represents a further increase in engagement compared to the previous year, and demonstrates both the continued move away from covid restrictions and the increasing demands on our services created by increasing fuel costs and high inflation rates. The continuing trend of clients presenting with ever-more complex case and multiple issues means that the team supported 17,505 issues in the year, compared to 15,264 in the previous year. Our return to face-to-face provision took place throughout the year, and although we are still not able to provide all days or venues as pre-pandemic, it was extremely well used. Online and telephone channels remained popular alongside the more traditional methods of access.

While there was a significant drop-off in our debt work at the onset of the pandemic, generally our largest area of activity, from 2020-21 to 22-23 has seen a return to (and indeed above) pre-covid levels, with client numbers reaching 1007 in the latest full year (876 in 2021-22). Increasingly we are working with clients to develop their capabilities in financial matters, to seek savings and to increase their income where possible. In times of high inflation, we are seeing more clients who are finding it harder and harder to cope. Similarly, our welfare benefits work has remained at a high level, with 1359 clients (1456 in 2021-22). Although relatively small numbers of cases, clients presenting consumer goods and services inquiries (225 compared to 168), and particularly utilities and communications matters (386 compared to 110) have shown significant increases in the year.

**TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023****Achievements and performance (Contd)**

According to the latest impact figures from our national service, the average debt for a Citizens Advice Swale client was £7,674, and the value of income gains, debts written off and other financial benefits for clients totalled £1,900,814 during the year. Compared with the previous year, 61% of our clients reported a disability and/or long-term health condition, representing a 4% increase compared to 2021-22. This may be a result of the return to face-to-face services, although we remain some way from operating a full service across all channels, due to resource availability. Despite this limitation, we still saw 569 clients face-to-face in the year. Across all of our activity, our advice was consistently rated "Green" in external review, and our client satisfaction scores remained high throughout the year.

Our return to face-to-face services has also seen a presence in local Food Banks through a project funded by the British Gas Energy Trust. This move towards collaborative work with other local agencies is likely to feature more strongly in coming years. Our premises in Swale House and Stone Street, Faversham have been well used, but we have been unable to provide a face-to-face service in Sheerness. This is an area we are actively seeking an answer to, however. Staff and volunteers have mostly moved to some degree of hybrid working, with office-based and remote working, but as an organisation, we remain committed to providing a face-to-face service, via drop-ins and appointments whenever we have the means to do so. This creates new challenges as our range of access routes increases, but it is one we work hard to address.

Future and development

As suggested in the previous report, 2022-23 was a challenging year, but in terms of funding and service delivery. The coming year will be no different. While we were able in the end to secure a continuation of our Money Advice and Pension Service (MAPS) funded debt advice project, the Help to Claim project we won proved a step too far in terms of our resources to effectively deploy staff and provide supervision, so the contract was returned at the mid-point. Our organisation remains stretched in key areas, particularly given the number of different projects, locations and advice channels increase. At the end of 2022-23 we were faced with a potentially life-threatening cut in our core funding. This was averted, but it reminded us of the insecure world we occupy. One key message to our core funder was that we need a sufficient infrastructure to bid for and secure other projects that bring services to the local community – and there are very few sources able and willing to pay for that resource. The context for our work is changing too, with the "cost of living crisis" biting through winter 2022-23, and showing little sign of abating, we are increasingly dealing with emergency measures and distribution of resources such as those via the Household Support Fund, providing food and fuel vouchers and similar temporary fixes. As an advice service, we will continue to provide holistic support and our revised Mission for the coming years reflects the view that our role is preventative as well as restorative, and we will continue to work with clients to address underpinning causes as well as responding to their immediate needs where we are able to.

We will continue to run a hybrid service, with a mix of channels and locations. At times we have been so stretched something has had to give, and a service-wide review of what we do, where we do it and who we do it for is long overdue. It is clear that we cannot do everything. Equally it is clear that demand will not reduce any time foreseeable. We are recruiting and training new volunteers, and getting them into active roles sooner than before. We are hopeful that new recruits will finally address our lack of comprehensive supervision cover. Through collaborative working with other local agencies, we hope to provide a more joined-up service, avoiding duplications and plugging gaps. At the back of all of that though, there remains the constant need to secure the means to pay for it all.

Our key activity in the next period therefore is to develop our fundraising capabilities, and generate the income necessary to do the work. Projects are useful, but their contribution to back office and infrastructure is inevitably small, and indeed some projects can cost more to deliver than they bring in once overheads have been factored in. They are also notoriously short-term. Therefore, we are exploring engaging a professional fundraiser, to support our own skills and to actually conduct some activity on our behalf – particularly with corporates and grant-making trusts. This is a risky investment, but we really have no option anymore. Similarly, we need to review our organisation's shape and how we distribute roles and responsibilities so that we are as efficient as possible given the financial constraints we operate under. The challenges will no doubt continue, just as much as the need for our services.

TRUSTEES' REPORT**FOR THE YEAR ENDED 31 MARCH 2023****Volunteers**

Our volunteer team remains at the heart of most of our client-facing work, and we remain endlessly grateful for their time and expertise. The team has changed considerably since the arrival of covid-19, but we have been very fortunate in not suffering the collapse in volunteer applicants that many charities (and local Citizens Advice offices) have seen lately. However, our volunteer team is not a like-for-like replacement of previous times. It is rare for a volunteer to be able to offer more than one day per week now; there is greater tum-over; the average age is younger; the time spent on training, observing and familiarising is shorter; the range of things we expect volunteers to get involved in is wider. It is a bigger ask – and adding in the level of quality control and case write-up required by Citizens Advice, we can only admire our team's willingness to work alongside us. There is no doubt that it is very rewarding work, and for many, giving something back to their local community is a key driver. As ever, we should also note the time and contribution of our non-advice volunteers, including, naturally, the membership of our Trustee Board.

Financial review*Reserves policy*

The Trustee's policy is to maintain unrestricted reserves of approximately four months core operating expenditure. We maintain these reserves as a prudent measure in challenging financial times. The budget for 2022-23 showed a significant deficit the management were though able to obtain additional funding to support our services. Again the budget for 2023-24 shows a significant deficit and we must again expect to be drawing on the overall reserves in 2023-24 if we are to maintain the current planned service and structure – although we will naturally seek alternative funding streams to offset anything we need to withdraw.

At the year end the charitable company had reserves of £182,887(2022- £182,837) of which £200 was restricted (2022 - £200.) and £20,000 (2022-£ 20,000) designated. The detailed financial figures are shown on page 7 of the Financial Statements.

Going concern

The financial statements have been prepared on a going concern basis. We have received substantial additional income during the last few years, from various funds aimed at supporting the community during the pandemic and current periods of high inflation, to enable the public to access our services. However, these funds are becoming more difficult to access, we are in a period of high inflation and increased demand which will place considerable challenge on the Charity. Contingency arrangements are regularly reviewed by the Board, and we are continually exploring measures to create cost-saving efficiencies, and secure additional resources. We continue to work on one major national project, MAPS debt advice, although income is likely to decline, as stated in achievements and Performance we are likely to see more collaborative projects similar to that funded by British Gas Energy Trust which saw us in Swale Foodbanks. We will have to weather substantial insecurity, but robust discussion has already prepared us for various

Approved by the Board of Trustees on the 26th July 2023 and signed on its behalf by:


.....
Sarah Harvey - Interim Chair

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CITIZENS ADVICE BUREAU IN SWALE

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023 which are set out on pages 7 to 19.

Responsibilities and basis of report

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

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

Independent examiner's statements

The Company's gross income exceeded £250,000, and I confirm that I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

- 1 accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
- 2 the accounts do not accord with those records; or
- 3 the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
- 4 the accounts have not been prepared in accordance with the Charities SORP (FRS102).

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.

Use of Report

This report is made solely to the Company's Trustees, as a body, in accordance with section 145 of the Charities Act 2011 and regulations made under section 145 of that Act. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or this report.



Andrew Collyer ACA
Burgess HodgsonLLP
Camburgh House
27 New Dover Road
Canterbury
Kent CT1 3DN
26th July 2023

**STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2023**

	Note	Unrestricted Funds £	Designated Fund	Restricted Funds £	Total 2023 £	Total 2022 £
Income and Endowments						
Donations	2	8,630	-	33,188	41,818	29,036
Other Income		3,285	-	-	3,285	1,724
Charitable Activities:						
Grants and contracts	3	133,430	-	280,268	413,698	373,348
Investment income		368	-	-	368	33
Total incoming resources		<u>145,713</u>	<u>-</u>	<u>313,456</u>	<u>459,169</u>	<u>404,141</u>
Expenditure on Charitable Activities						
Charitable activities	4	153,585	-	305,534	459,119	431,492
Total resources expended		<u>153,585</u>	<u>-</u>	<u>305,534</u>	<u>459,119</u>	<u>431,492</u>
Net Income/(expenditure)		<u>(7,872)</u>	<u>-</u>	<u>7,922</u>	<u>50</u>	<u>(27,351)</u>
Transfers between funds		<u>7,922</u>	<u>-</u>	<u>(7,922)</u>	<u>-</u>	<u>-</u>
Net movement in funds for the year		<u>50</u>	<u>-</u>	<u>-</u>	<u>50</u>	<u>(27,351)</u>
Reconciliation of funds						
Total funds brought forward		<u>162,637</u>	<u>20,000</u>	<u>200</u>	<u>182,837</u>	<u>210,188</u>
Total funds carried forward	17	<u><u>162,687</u></u>	<u><u>20,000</u></u>	<u><u>200</u></u>	<u><u>182,887</u></u>	<u><u>182,837</u></u>

BALANCE SHEET
AS AT 31 MARCH 2023

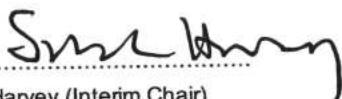
	Note	£	2023 £	£	2022 £
Fixed Assets					
Tangible assets	12		15,000		20,000
Total fixed assets			<u>15,000</u>		<u>20,000</u>
Current Assets					
Debtors	13	16,939		1,307	
Cash at bank and in hand	14	<u>209,474</u>		<u>181,160</u>	
Total current assets		<u>226,413</u>		<u>182,467</u>	
Creditors: Amounts falling due within one year	15	<u>(58,526)</u>		<u>(19,630)</u>	
Net current assets			<u>167,887</u>		<u>162,837</u>
Total net assets			<u>182,887</u>		<u>182,837</u>
The Funds of the Charity	17				
Unrestricted funds			162,687		162,637
Designated Fund			20,000		20,000
Restricted funds			<u>200</u>		<u>200</u>
Total charity funds			<u>182,887</u>		<u>182,837</u>

The Trustees consider that the Company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Company to obtain an audit for the year in question in accordance with section 476 of the Act.

The Trustees 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.

The financial statements have been prepared in accordance with the provision applicable to companies subject to the small companies regime and in accordance with the provisions of FRS 102 section 1A -small entities.

These financial statements were approved and authorised for issue by the Board and were signed on their behalf on 26th July 2023



S Harvey (Interim Chair)



S Nelson (Honorary Treasurer)

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023****1 Accounting policies****a General information and basis of preparation**

Citizens Advice Bureau in Swale is a private company limited by guarantee in England. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 2 of these financial statements. The nature of the Charity's operations and principal activities are the provision of free, confidential, independent and impartial advice services to the people of Swale.

The Charity constitutes a public benefit entity as defined by FRS 102. 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) issued on 16th July 2014 as updated through Update Bulletin 1 published on 1st January 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011, Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019

The Charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A

The financial statements are prepared on a going concern basis under historical cost convention, modified to include certain items of fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

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

b) Incoming resources

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities when the charity has entitlement after any performance conditions are met, it is probable that the income will be received and the amount can be measured reliably. Income is deferred only when the donor has specified that the income relates to a future period, or if entitlement is not met.

Donated services and facilities are included at the value of the Charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts in line with the SORP (FRS 102)

Rental income is recognised as the Charity's right to receive payment is established.

c) Resources expended

Resources expended are recognised in the period in which they are incurred. Resources expended include VAT which cannot be recovered and is therefore reported as part of the expenditure to which it relates

Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities. 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 are those that assist the work of the Charity but do not directly represent the charitable activities and include office, personnel, governance and administrative costs. These costs have been allocated to expenditure in charitable activities.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include Independent Examiners' fees and costs linked to the strategic management of the Charity.

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

1 Accounting policies (cont'd)

d) Tangible fixed assets and depreciation

Tangible fixed assets of over £1,000 are capitalised and are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold improvements	20% straight line
Computers, software and equipment	25% straight line
Fixtures and fittings	25% straight line

e) Cash and Cash equivalents

Cash is represented by cash in hand and financial institutions repayable without penalty on notice of not more than 24 hours.

f) Debtors and creditors receivable/payable within one year.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any loss arising from impairment are recognised in expenditure.

g) Employee

The Charity operates a defined contribution plan for the benefit of employees. Contributions are expensed as they become payable.

h) Operating leases

Lease payments under operating lease, where substantially all of the risk and benefits remain with the lessor, are charged as expenses in the period in which they are incurred.

i) Going concern

The financial statements have been prepared on a going concern basis. We have sought to maximise income in recent times, and all expenditure is closely monitored for value-for-money and impact on the provision of services. Following the pandemic we are in a good position to offer the best of the "old" and "new" methodologies, and staff and volunteers are clearly able to work from a variety of locations and using a range of tools. This puts us in a good position to be a modern, forward-thinking service.

Based on these assessments and having regard to the resources available to the entity, the Trustees have concluded that there is no material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and accounts.'

j) Fund Accounting

Funds held by the Charity are either:

Unrestricted general funds- these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated Funds- these are funds set aside by the Trustees out of unrestricted general funds for specific projects or future purposes.

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

k) Judgements and key sources of estimated uncertainties

No judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had any significant effect on amounts recognised in the financial statements, except for those detailed in the above accounting policies.

There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

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

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
2 Donations				
Faversham Town Council	-	6,000	6,000	6,000
Minster Parish Council	-	5,000	5,000	5,000
Sheerness Borough Council	-	750	750	500
Other Local Parishes	1,065	-	1,065	1,595
Friends of CAB, other donations	903	-	903	941
The Charities Trust	1,000	-	1,000	
The Swire Trust	-	-	-	1,000
Swale Borough Council members grants	3,662	-	3,662	1,500
Colyer Fergusson Charitable Trust - Investing in Families	-	11,013	11,013	7,500
Colyer Fergusson Charitable Trust - Communities Fund	-	10,000	10,000	-
The David Family	-	-	-	5,000
Groundwork- Tesco	500	-	500	-
Faversham	-	425	425	-
Corporate Donations	1,500	-	1,500	-
	<u>8,630</u>	<u>33,188</u>	<u>41,818</u>	<u>29,036</u>
3 Grants and contracts				
Swale Borough Council	133,430	-	133,430	133,430
Swale Borough Council - Household Support Fund	-	20,000	20,000	-
Swale Borough Council - Self Isolation Support	-	-	-	40,000
Southern Water	-	5,000	5,000	3,000
Money and Mental Health	-	13,129	13,129	-
Energy Advice Project	-	16,300	16,300	-
National Association of Citizens Advice Bureau:-				
Money Advice Service	-	105,918	105,918	111,077
Business Energy and Industrial Strategy - Adviceline	-	-	-	18,922
British Gas Energy Trust	-	43,268	43,268	-
Help to Claim	-	75,568	75,568	52,569
Kickstart	-	1,085	1,085	14,356
	<u>133,430</u>	<u>280,268</u>	<u>413,698</u>	<u>373,348</u>

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

4 Resources expended	Unrestricted Funds £	Restricted Fund £	2023 £	2022 £
Analysis of expenditure on charitable activities				
Staff costs	89,153	206,449	295,602	289,763
Training expenses	1,181	60	1,241	2,023
Travelling expenses	997	-	997	147
Staff support costs	1,002	1,208	2,210	6,762
Remote monitoring re Money Advice and Pensions servi	-	-	-	(1,455)
Swale food bank - Contribution to costs	900	-	900	-
Support costs (see note 5)	60,352	97,817	158,169	134,252
	153,585	305,534	459,119	431,492
5 Support costs allocated to activities				
	Unrestricted Funds £	Restricted Fund £	2023 £	2022 £
Staff costs	30,623	67,537	98,160	81,626
Rent room hire and service charges	5,683	7,777	13,460	8,451
Water rates	30	42	72	10
Insurance	683	644	1,327	1,165
Cleaning, decoration and repairs	2,309	3,159	5,468	4,693
Heating and lighting	3,552	2,127	5,679	2,207
Postage	412	355	767	953
Subscriptions, CitA membership fees and Publications	3,850	3,470	7,320	11,559
Office equipment, stationery and IT services	2,380	6,510	8,890	6,859
Refreshments and office sundries	241	422	663	983
Telephone and Broadband	1,302	1,124	2,426	2,389
Depreciation	2,684	2,316	5,000	5,266
Payroll fees	762	658	1,420	1,012
Legal and Professional charges	-	-	-	-
Other	-	-	-	312
Governance costs (see note 6)	5,841	1,676	7,517	6,767
	60,352	97,817	158,169	134,252
6 Governance costs				
	Unrestricted Funds £	Restricted Fund £	2023 £	2022 £
Staff costs	4,352	-	4,352	4,233
Independent Examiners' fees	894	1,006	1,900	1,800
Trustee Insurance	144	163	307	302
AGM and Trustees meeting costs	451	507	958	432
	5,841	1,676	7,517	6,767

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

7 Net Income/(expenditure) for the year	2023	2022
	£	£
This is stated after charging:		
Depreciation of Tangible assets	5,000	5,266
Operating lease rentals	1,665	1,665
Independent examiners fees	1,900	1,800

8 Independent examiners remuneration

The Independent examiners remuneration amounts to an independent examiners fee of £1900 (2022: £1800)

9 Staff costs	2023	2022
	£	£
Wages and salaries	369,654	349,751
Social security costs	22,389	19,937
Defined contribution pension costs	6,071	5,932
	<u>398,114</u>	<u>375,620</u>

No employee received total employee benefits (excluding employers pension costs) amounting to more than £60,000 in the period.

The average monthly number of employees and full time equivalents (FTE) during the year was as follows:

	2023	2023	2022	2022
	Number	FTE	Number	FTE
Provision of services	21	13	19	11

10 Trustees' and key management personnel remuneration and expenses

None of the Trustees (or any persons connected with them) received any remuneration during the year, (2022: £Nil) neither were they reimbursed expenses during the year (2022: £Nil).

The total amount of remuneration received by key management personnel is £67,964 (2022: £63,912). The Trustees consider key management personnel to be comprised of M Hinton, F Spall and the Trustees.

11 Taxation

The Company is a registered Charity and is not subject to Corporation Tax.

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

12 Tangible fixed assets

	Leasehold improvements	Computers software & equipment	Fixtures, & fittings	Total
	£	£	£	£
Cost				
As at 1 April 2022	55,321	26,284	4,018	85,623
Additions	-	-	-	-
Disposals	-	-	-	-
As at 31 March 2023	55,321	26,284	4,018	85,623
Depreciation				
As at 1 April 2022	35,321	26,284	4,018	65,623
Disposals	-	-	-	-
Charge for the year	5,000	-	-	5,000
As at 31 March 2023	40,321	26,284	4,018	70,623
Net book values				
As at 31 March 2023	15,000	-	-	15,000
As at 31 March 2022	20,000	-	-	20,000

13 Debtors

	2023	2022
	£	£
Prepayments	639	555
Accrued Income	16,300	752
	16,939	1,307

14 Cash at Bank and in Hand

	2023	2022
	£	£
Lloyds TSB Instant access account	41,348	17,263
Lloyds TSB Current account	81,858	26,209
Metro Bank	86,268	51,115
CAF Bank	-	86,023
Cash in Hand	-	550
	209,474	181,160

15 Creditors: amounts falling due within one year

	2023	2022
	£	£
Taxes and social security	-	6,797
Other creditors and accruals	11,833	7,833
Provision and Clawback	25,206	-
Deferred income	21,487	5,000
	58,526	19,630

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

16 Funds Reconciliation

STATEMENT OF FUNDS- CURRENT YEAR

Unrestricted Funds

	Balance at 01 04 22	Incoming resources	Resources Expended	Transfers	Balance at 31 03 23
	£	£	£	£	£
General Funds	<u>162,637</u>	<u>145,713</u>	<u>(153,585)</u>	<u>7,922</u>	<u>162,687</u>
Designated fund					
Staffing Contingencies fund	<u>20,000</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>20,000</u>

Restricted funds

Money Advice and Pensions service	-	105,918	(112,616)	6,698	-
Business Gas Energy Trust	-	43,268	(43,049)	(219)	-
Swale Borough Council Household Support Fu	-	20,000	(18,000)	(2,000)	-
Faversham Town Council	-	6,000	(5,500)	(500)	-
Minster Parish Council	-	5,000	(4,400)	(600)	-
Sheerness Town Council	-	750	(600)	(150)	-
William Barrows Charity	200	-	-	-	200
Colyer Fergusson Charitable Trust - Investing in Families	-	11,013	(11,013)	-	-
Colyer Fergusson Charitable Trust - Communities Fund	-	10,000	(10,717)	717	-
Swale Borough Council, collaborative grant for Faversham	-	425	(425)	-	-
Money and Mental Health	-	13,129	(13,129)	-	-
Energy Advice Project	-	16,300	(15,800)	(500)	-
Southern water	-	5,000	(4,500)	(500)	-
Help to Claim	-	75,568	(64,700)	(10,868)	-
Kickstart	-	1,085	(1,085)	-	-
	<u>200</u>	<u>313,456</u>	<u>(305,534)</u>	<u>(7,922)</u>	<u>200</u>

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

STATEMENT OF FUNDS- PRIOR YEAR

Unrestricted Funds

	Balance at 01 04 21	Incoming resources	Resources Expended	Transfers	Balance at 31 03 22
	£	£	£	£	£
General Funds	<u>158,533</u>	<u>139,223</u>	<u>(181,522)</u>	<u>46,403</u>	<u>162,637</u>
Designated fund					
Staffing Contingencies fund	<u>40,000</u>	<u>-</u>	<u>-</u>	<u>(20,000)</u>	<u>20,000</u>

Restricted funds

Money Advice and Pensions service	-	111,071	(102,507)	(8,564)	-
Business Energy and Industrial Strategy	-	18,921	(16,958)	(1,963)	-
Swale Borough Council Self Isolation Support	-	40,000	(31,978)	(8,022)	-
Faversham Town Council	-	6,000	(5,000)	(1,000)	-
Minster Parish Council	-	5,000	(5,000)	-	-
Sheerness Town Council	-	500	(500)	-	-
William Barrows Charity	200	-	-	-	200
Colyer Fergusson Charitable Trust	-	7,500	(6,500)	(1,000)	-
The Edward Vinson 1957 Charity Settlement	1,455	-	-	(1,455)	-
Swale councillors members grants					
Faversham Branch refurbishment	-	1,000	-	(1,000)	-
The David Family	-	5,000	(5,000)	-	-
National Lottery	10,000	-	(4,139)	(5,861)	-
Southern water	-	3,000	(3,000)	-	-
Help to Claim	-	52,570	(55,032)	2,462	-
Kickstart	-	14,356	(14,356)	-	-
	<u>11,655</u>	<u>264,918</u>	<u>(249,970)</u>	<u>(26,403)</u>	<u>200</u>

Purpose of funds:

Unrestricted Funds: These funds can be used in accordance with the Charity's objectives at the discretion of the Trustees.

Designated Fund

Staffing Contingencies Fund

A fund created by the Trustees to provide a contingency reserve to cover recruitment, training and potential redundancy costs should funding sources reduce.

Restricted Funds:

Money Advice and Pensions Service

The Money Advice and Pensions Service, in partnership with Citizens Advice, funds the Debt Advice Project. The Charity received a number of grants for increased capacity. Unspent funds have been transferred to unrestricted general funds in accordance with the agreement.

British Gas Energy Trust

A project to support that supports clients with energy advice and money management support in partnership with Swale Foodbank

Swale Borough Council Household Support Fund

One of a number of delivery partners providing support for community particularly food and fuel vouchers and financial capability and income maximisation

Faversham Town Council

This grant contributes to the cost of providing casework for Faversham Clients.

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

16 Purpose of Funds ContinuedMinster Parish Council, Sheerness Town Council and Colver Fergusson

This is three grants that contribute to the cost of providing advice services for Sheppey clients.

William Barrows Charity

This grant has been provided for use in cases of extreme hardship of residents of the parish of Borden.

Colver Fergusson Charitable Trust, Investing in Families

A grant to support staff cost particularly to support supervision

Colver Fergusson Charitable Trust, Communities Fund

Acquiring new IT equipment and reviewing new approach to service delivery.

Swale Borough Council, collaborative grant for Faversham

Collaborative bid from Faversham community network to increase our opening hours in Faversham administered by Faversham Umbrella

Money and Mental Health

A fund provided by Kent County Council tailored for Mental Health clients, to provide long term support and assist with financial capability and maximise income. The Fund is managed by North West Kent Citizens

Energy Advice Project

Citizens Advice project to provide support for clients with high energy usage, to reduce bills through efficient savings

Southern Water

A grant to provide financial capability and in particular to help clients manage finances and avoid the need for further debt support.

Help to Claim

Funding to provide assistance for clients making a Universal Credit claim. This project ceased in year and Grant

Kickstart

A grant to assist with employment costs, to enable those first leaving school to get work experience for a period of 6 months.

Business, Energy and Industrial Strategy

Funding received via Citizens Advice to provide additional resources during Covid times, in particular advice to assist clients to manage their debts, the grant was paid in 2020/21 but the service is for two years.

Edward Vinson 1957 Charity Settlement and National Lottery

Funds provided to refurbish the Faversham Office.

Swale council Members Grants

Various members grants for specific costs as set out above and general office running costs.

The David Family

Funds to provide for a service in the Faversham area.

National Lottery

A grant provided to redesign the Faversham office to make it more user friendly.

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

17 ANALYSIS OF NET ASSETS BETWEEN FUNDS - CURRENT YEAR	Designated funds £	Restricted funds £	General funds £	Total 2023 £
Tangible fixed assets	-	-	15,000	15,000
Other current assets/liabilities	-	-	(41,587)	(41,287)
Cash at Bank and In Hand	20,000	200	189,274	209,474
Total net assets	20,000	200	162,687	183,187
ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR	Designated funds £	Restricted funds £	General funds £	Total 2022 £
Tangible fixed assets	-	-	20,000	20,000
Other current assets/liabilities	-	(5,000)	(13,323)	(18,323)
Cash at Bank and In Hand	20,000	5,200	155,960	181,160
Total net assets	20,000	200	162,637	182,837

18 Financial Commitments

At 31 March 2023 the charity had total future minimum base payments under non

	2023 £	2022 £
Not later than one year	7,666	15,166
Later than one and not later than five years	19,111	26,776
	26,777	41,942

19 Pensions and other post retirement benefits

The Charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £6,071 (2022: £5,932). There were no liabilities outstanding (2021: £Nil) in relation to this pension plan.

20 Related party transactions

There were no related party transactions during the year (2022: £nil).

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

19 Comparative Statements of Financial Activities (2022)

	Note	Unrestricted Funds £	Designated Fund	Restricted Funds £	Total 2022 £	Total 2021 £
Income and Endowments						
Donations		4,036	-	25,000	29,036	31,988
Other Income		1,724	-	-	1,724	419
Charitable Activities: Grants and contracts		133,430	-	239,918	373,348	364,045
Investment income		33	-	-	33	43
Total incoming resources		139,223	-	264,918	404,141	396,495
Expenditure on Charitable Activities						
Charitable activities		181,522	-	249,970	431,492	343,798
Total resources expended		181,522	-	249,970	431,492	343,798
Net Income/(expenditure)		(42,299)	-	14,948	(27,351)	52,697
Transfers between funds		46,403	(20,000)	(26,403)	-	-
Net movement in funds for the year		4,104	(20,000)	(11,455)	(27,351)	52,697
Reconciliation of funds						
Total funds brought forward		158,533	40,000	11,655	210,188	157,491
Total funds carried forward		162,637	20,000	200	182,837	210,188

CITIZENS ADVICE BUREAU IN SWALE

England & Wales - Charity number 1103010

Accounts

Company number	5052691
Registered charity number	1103010

CITIZENS ADVICE BUREAU IN SWALE

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

CITIZENS ADVICE BUREAU IN SWALE

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY,
ITS TRUSTEES AND ADVISORS
FOR THE YEAR ENDED 31 MARCH 2022**

Trustees

Elected Members	Trevor Payne	
	Richard Calvert	
	David Walker (Chairman)	
	Irene Hall	Resigned 19th May 2022
	Michael Moore FCA - Treasurer	
	Paul Miller (Vice- Chairman)	
	Ethan Dighton	
	Safiya Nelson	Appointed 27th April 2021
	Sean Grace	Appointed 26th January 2022
	Sarah Harvey	Appointed 26th April 2022
Representative Members	Paul Stephen	Swale BC (Appointed 17th September 2019)
	Tim Gibson	Swale BC (Appointed 17th September 2019)
	Hannah Perkin	Swale BC (Appointed 17th September 2019)
	Carole Jackson	Faversham TC (Appointed 17th September 2019)
Company Secretary	Mark Hinton	

Management Team

Fiona Spall (Manager) Mark Hinton (Manager/Chief Officer)

Registered office

Swale House
East Street
Sittingbourne
ME10 3HT

Independent Examiner

Andrew Collyer ACA
Burgess Hodgson LLP
Camburgh House
27 New Dover Road
Canterbury
kent CT1 3DN

Company registered number 5052691

Charity registered number 1103010

Citizens Advice Registered Number 75/0016

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

The Trustees (who are also directors of the charitable company for the purposes of company law) present their annual report together with the financial statements for the year ended 31 March 2022. The Charity constitutes a public benefit entity as defined by FRS 102. This report has been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 as updated through Update Bulletin 1 published on 1 January 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019

Structure, governance and management**a) *Constitution***

The charitable company is registered as a charitable company limited by guarantee and was set up by a Memorandum and Articles of Association on 23 February 2004 and amended on the 23rd October 2018. In the event of the Company being wound up the Members are required to contribute an amount not exceeding £1.

The reference and administration information is set out on page 1 of the financial statements.

b) *Method of appointment of election of Trustees*

The management of the charitable company is the responsibility of the Trustees who are elected under the terms of the Memorandum and Articles of Association, the Trustees are elected to serve a period of three years after which they must be re-elected at the next Annual General Meeting.

The Officers of the Trustee Board may not hold office for more than six year consecutive years. After the end of this period, a further two years must pass before any person can hold another office.

The Trustees are all drawn from the Swale community, of whom up to three are nominated by Swale Borough Council and one is nominated by Faversham Town Council. Efforts are made to ensure that there is balance in terms of the areas within the community from which Trustees hail and also in the skills that they bring to Citizens Advice Swale.

c) *Policies adopted for the induction and training of Trustees*

All new Trustees receive an induction pack which includes

- the obligations of Trustees
- the main documents which set out the operational framework for the Charity including Memorandum & Articles
- the Aims, Principles & Policies Training Pack

Training sessions on the obligations of new Trustees and/or the work of the Charity are held prior to Board meetings when appropriate.

d) *Organisation structure and decision making*

Citizens Advice Bureau in Swale (trading as Citizens Advice Swale) is organised with a Board of Trustees comprising a minimum of 3 members up to a maximum of 15 to oversee policy and planning. During this reporting period the Board consisted on average of 11 members who met four times a year. The Managers and up to four staff representatives also sit on the Board, but they have no voting rights. A Finance and Staffing sub-committee meets quarterly to consider relevant matters and prepare recommendations for the full Board. A Strategy and Performance sub-committee considers aspects of the future direction and shape of the organisation, including service delivery channels and premises, to advise the Board in such matters. The Managers are appointed to strategically manage and supervise the day to day administration of the organisation.

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

Structure, governance and management (continued)e) *Risk assessment*

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

Procedures are in place to ensure compliance with the health and safety of all staff, clients and visitors. The quality of advice given to clients is assured through adhering to the Citizens Advice Membership Scheme.

Objects of the Charity for Public Benefit

The Charity's objects are to promote any charitable purpose for the benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Swale and surrounding areas.

In order to realise this public benefit, general and specialist advice is provided by telephone, email and (when possible) by face to face appointments at the Charity's locations in Sittingbourne, Sheerness and Faversham. Advice services are supplemented by training and support activities, particularly where related to the development of money management skills and financial capability. The Charity seeks to secure additional funding from time to time to support specific projects and programmes which enhance the breadth and sustain ability of the service for local residents.

We are a member of the National Association of Citizens Advice Bureaux, an independent registered charity providing advice materials, organisational support, training and quality assurance infrastructure. The national body also negotiates on the behalf of local offices with major funding providers and national Government to generate funding which is then allocated either directly or via a bidding process for local services.

Achievements and performance

During the year, we directly advised 3,645 clients. This represents a return to levels seen pre-pandemic, and is a reflection of the success of our return to face-to-face provision while retaining telephone and online channels. As has been noted in previous Reports, the number of issues recorded continues to increase, with 15,264 identified by advisers in this year, again confirming that clients who require our support are bringing more complex situations and rarely require advice on just a single issue.

For the second year in a row, benefits work was our largest area of activity at 55% (from 39% in 2020-21), and Universal Credit issues alone accounted for 22% - a similar level to the previous year. A number of factors affected this, from the end of furlough schemes, to changes in employment patterns as the pandemic restrictions were lifted. Debt remains a key area of our activity at 23% (34% in 2020-21), but we were limited by a reduction in our debt team part-way through the year due to the uncertainty generated by national recommissioning of the MAPS (Money Advice & Pensions Service) provision. As we go into 2022-23, demand has increased substantially as inflation rates have risen sharply, and we are pleased to be back to a full team – though this is only currently funded to the end of January 2023. We recorded income gains, debts written off and other financial benefits for clients totalling £1,803,283 during the year. Our client profile showed a shift towards younger age-groups – possibly as they were more familiar with our new means of accessing services, with our highest single age group being 30-39 year-olds at 22%. We continue to provide support for vulnerable clients, and after concerns that they may not be finding it easy to contact us because of the pandemic, we are pleased to note that clients presenting with a disability and/or long-term health condition, at 57% is a 6% increase on the previous year and a return to pre-pandemic levels.

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

Achievements and performance (Contd)

We made efforts to restore face-to-face services whenever possible, although hampered by the rise of the Omicron variant of Covid-19 in Winter 2021-22. Earlier, we had invested in a substantial reconfiguration of our Faversham office with the help of a £10000 award by National Lottery and supported by funds drawn from our own Reserves. We also took the opportunity to negotiate a continuation of our lease for the premises for a further 9 years. By the end of the financial year we were providing regular face-to-face appointments in Faversham and once again in Sittingbourne, as well as a limited drop-in service. We continue to run most back-office functions remotely, and will be revisiting our lease with Swale BC for space in Swale House as that is due to expire in early 2023. Our contribution to national telephone advice services was a significant positive in the year, and in joining the Single Queue project, meant that local clients had a far greater chance of having their telephone calls answered promptly. Unfortunately, as with most things, the funding for this was strictly temporary as it was tied to funds from BEIS aimed at increasing access during the pandemic, and we had to let some staff leave at the end of the financial year. In other staffing matters, we participated in the national Kickstart scheme designed to provide employment opportunities for under-25s and we had one admin team member and two advisers with us for 6-month placements who all made a substantial contribution and learned a great deal. Two of them have gone on to full-time employment elsewhere, and we have retained one on a further temporary contract

Future and development

2022-23 will undoubtedly be a challenging year. A substantial amount of our work in 2021-22 was supported by funding linked to the pandemic, inevitably short-term and targeted. While the pandemic may have abated – it is too early to genuinely declare it to be over – the issues that built up during the period are now reaching our attention, along with new concerns tied to huge increases in the cost of living including housing, fuel, food and transport. The demand is increasing, and our ability to respond is of crucial concern. Whilst we greatly value the core support we receive from local authorities, it is regrettable that the amount has remained unchanged for many years. In a period when inflation is heading towards 10%, it is a simple fact that a static income buys less, and in 2022-23 we will once again be exploring cost savings and efficiencies. We have been absolutely committed to retaining our locations and our specialist advice services – but there can be no doubt that these are increasingly under threat.

Part of the challenge has been the uncertainty generated by recommissioning of two key projects at a national level. The form of debt advice proposed by MAPS did not appear to meet local needs, and we were tasked with seeking an alternative plan and local funding. We were pleased that Swale BC were willing to engage with us on this – and given that the current MAPS decision to delay new arrangements only runs to January 2023, we hope that we will be able to continue with that local dialogue. The Help to Claim project for new Universal Credit claimants, which had been delivered through most local Citizens Advice for 3 years was altered to a much smaller number of providers. We made a successful bid (one of only two in Kent) and embarked on a new project, larger in scale, and far more challenging in delivery and targets. Initial set-up and staffing of the project was a major trial, and we hope that with new recruitment, it will settle down for the bulk of the year 2022-23. However, at this stage, it too is a time-limited scheme till the end of the new financial year.

Our approach to advice service delivery is now clear. It will be a hybrid model, combining face-to-face provision along with telephone and online. In due course, we will no doubt explore video systems as well. This helps accessibility for those who cannot get to a physical location, as well as supporting those who do not have the technological skills or means to use other channels. We have a workforce who are now well versed in all of these methodologies. However, by being so accessible, we place substantial burdens on our supervision and support resources. No adviser – volunteer or paid – working in an office, an outreach venue or remotely at home – can be left adrift with no opportunity to seek clarification/confirmation from a senior member of the team. It is largely impossible (we have tried....) to be a supervisor of a team of in person and remote advisers at the same time, and so we have to provide parallel supervision for both. This puts pressure on resources, and costs – but we have to recognize that supervision is an absolute requirement, so as we develop our adviser availability, it has to be matched by supervisor availability. A working group has been set up early in the new financial year to review our structure, service and funding – this is timely as it is over five years since we had a similar exercise, which led to our relocation into Swale House. A new shift in advice delivery and means requires a fresh look. Hopefully this will be reflected in the Report produced at this point in 2023

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

Volunteers

The pandemic and the shift to remote services and the need for independent technological skills provided an impetus for many of our older and longer-serving volunteers to step down. We are grateful for their contribution over the years. Fortunately, alongside this process, we were able to recruit a number of new team members, often younger and more familiar with the online world. Overall, our number of active volunteers has reduced, and we continue to recruit proactively. We are also developing fast-track methods to get people into active service more quickly – piloted very successfully with our Kickstart-funded advisers. It does appear that we are moving from a volunteer service with a small paid staff team to an organisation made up of a larger employee workforce and a relatively smaller contribution from volunteers. This has advantages and disadvantages – the most obvious of the latter being cost and the need for a constant search for funding. Our volunteers continue to be ably supported by our Volunteer Coordinator, and as noted previously, our Supervisors, and they bring a wealth of skills and experience to our team and ultimately to our clients. It should always be noted that advice work is not the only field where we have a volunteer workforce, and we should particularly pay regard to our volunteers who make up the Board of Trustees.

Financial review

Reserves policy

The Trustee's policy is to maintain unrestricted reserves of approximately four months core operating expenditure. We maintain these reserves as a prudent measure in challenging financial times. Having allocated a substantial sum to a designated fund set against potential staffing changes, this sum has been deemed excessive and reduced for 2022-23. We will, however, almost certainly be drawing on the overall reserves in 2022-23 if we are to maintain the current planned service and structure – although we will naturally seek alternative funding streams to offset anything we need to withdraw.

At the year end the charitable company had reserves of £182,837 (2021- £210,188) of which £200 was restricted (2021 - £11,655) and £20,000 (2021-£ 40,000) designated. The detailed financial figures are shown on page 7 of the Financial Statements.

Going concern

The financial statements have been prepared on a going concern basis. We have received a substantial additional income between 2020 and 2022 from various funds aimed at supporting the community during the pandemic, and in improving access to services. However, as those funds are now withdrawn, we are embarking on a period of high inflation and increased demand which will place considerable challenge on the Charity. Contingency arrangements are regularly reviewed by the Board, and we are exploring measures to create cost-saving efficiencies, and secure additional resources. While the two major national projects, in MAPS debt advice and Help to Claim remain short-term, we will have to weather substantial insecurity, but robust discussion has already prepared us for various contingencies

Based on these assessments and having regard to the resources available to the entity, the Trustees have concluded that there is no material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and accounts.

Approved by the Board of Trustees on the July 2022 and signed on its behalf by:

.....
David Walker - Chairman

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CITIZENS ADVICE BUREAU IN SWALE

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022 which are set out on pages 6 to 19.

Responsibilities and basis of report

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

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

Independent examiner's statements

The Company's gross income exceeded £250,000, and I confirm that I am qualified to undertake the examination by being a qualified member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

- 1 accounting records were not kept in respect of the company as required by section 386 of the 2006 Act;
or
- 2 the accounts do not accord with those records; or
- 3 the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
- 4 the accounts have not been prepared in accordance with the Charities SORP (FRS102).

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.

Use of Report

This report is made solely to the Company's Trustees, as a body, in accordance with section 145 of the Charities Act 2011 and regulations made under section 145 of that Act. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or this report.

**Andrew Collyer ACA
Burgess HodgsonLLP
Camburgh House
27 New Dover Road
Canterbury
Kent CT1 3DN**

**STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2022**

	Note	Unrestricted Funds £	Designated Fund	Restricted Funds £	Total 2022 £	Total 2021 £
Income and Endowments						
Donations	2	4,036	-	25,000	29,036	31,988
Other Income		1,724	-	-	1,724	419
Charitable Activities: Grants and contracts	3	133,430	-	239,918	373,348	364,045
Investment income		33	-	-	33	43
Total incoming resources		139,223	-	264,918	404,141	396,495
Expenditure on Charitable Activities						
Charitable activities	4	181,522	-	249,970	431,492	343,798
Total resources expended		181,522	-	249,970	431,492	343,798
Net Income/(expenditure)		(42,299)	-	14,948	(27,351)	52,697
Transfers between funds		46,403	(20,000)	(26,403)	-	-
Net movement in funds for the year		4,104	(20,000)	(11,455)	(27,351)	52,697
Reconciliation of funds						
Total funds brought forward		158,533	40,000	11,655	210,188	157,491
Total funds carried forward	17	162,637	20,000	200	182,837	210,188

**BALANCE SHEET
AS AT 31 MARCH 2022**

	Note	£	2022 £	£	2021 £
Fixed Assets					
Tangible assets	12		20,000		266
Total fixed assets			<u>20,000</u>		<u>266</u>
Current Assets					
Debtors	13	1,307		16,680	
Cash at bank and in hand	14	<u>181,160</u>		<u>229,951</u>	
Total current assets		182,467		246,631	
Creditors: Amounts falling due within one year	15	<u>(19,630)</u>		<u>(36,709)</u>	
Net current assets			<u>162,837</u>		<u>209,922</u>
Total net assets			<u>182,837</u>		<u>210,188</u>
The Funds of the Charity					
Unrestricted funds	17		162,637		158,533
Designated Fund			20,000		40,000
Restricted funds			<u>200</u>		<u>11,655</u>
Total charity funds			<u>182,837</u>		<u>210,188</u>

The Trustees consider that the Company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Company to obtain an audit for the year in question in accordance with section 476 of the Act.

The Trustees 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.

The financial statements have been prepared in accordance with the provision applicable to companies subject to the small companies regime and in accordance with the provisions of FRS 102 section 1A -small entities.

These financial statements were approved and authorised for issue by the Board and were signed on their behalf on
July 2022

.....
D Walker (Chairman)

.....
M J Moore FCA (Honorary Treasurer)

Company Registration No 5052691

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

1 Accounting policies**a General information and basis of preparation**

Citizens Advice Bureau in Swale is a private company limited by guarantee in England. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 2 of these financial statements. The nature of the Charity's operations and principal activities are the provision of free, confidential, independent and impartial advice services to the people of Swale.

The Charity constitutes a public benefit entity as defined by FRS 102. 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) issued on 16th July 2014 as updated through Update Bulletin 1 published on 1st January 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011, Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019

The Charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A

The financial statements are prepared on a going concern basis under historical cost convention, modified to include certain items of fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

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

b) Incoming resources

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities when the charity has entitlement after any performance conditions are met, it is probable that the income will be received and the amount can be measured reliably. Income is deferred only when the donor has specified that the income relates to a future period, or if entitlement is not met.

Donated services and facilities are included at the value of the Charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts in line with the SORP (FRS 102)

Rental income is recognised as the Charity's right to receive payment is established.

c) Resources expended

Resources expended are recognised in the period in which they are incurred. Resources expended include VAT which cannot be recovered and is therefore reported as part of the expenditure to which it relates

Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities. 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 are those that assist the work of the Charity but do not directly represent the charitable activities and include office, personnel, governance and administrative costs. These costs have been allocated to expenditure in charitable activities.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include Independent Examiners' fees and costs linked to the strategic management of the Charity.

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

1 Accounting policies (cont'd)
d) Tangible fixed assets and depreciation

Tangible fixed assets of over £1,000 are capitalised and are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold improvements	20% straight line
Computers, software and equipment	25% straight line
Fixtures and fittings	25% straight line

e) Cash and Cash equivalents

Cash is represented by cash in hand and financial institutions repayable without penalty on notice of not more than 24 hours,

f) Debtors and creditors receivable/payable within one year.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any loss arising from impairment are recognised in expenditure.

g) Employee benefits

The Charity operates a defined contribution plan for the benefit of employees. Contributions are expensed as they become payable.

h) Operating leases

Lease payments under operating lease, where substantially all of the risk and benefits remain with the lessor, are charged as expenses in the period in which they are incurred.

i) Going concern

The financial statements have been prepared on a going concern basis. We have sought to maximise income in recent times, and all expenditure is closely monitored for value-for-money and impact on the provision of services. Following the pandemic we are in a good position to offer the best of the "old" and "new" methodologies, and staff and volunteers are clearly able to work from a variety of locations and using a range of tools. This puts us in a good position to be a modern, forward-thinking service.

Based on these assessments and having regard to the resources available to the entity, the Trustees have concluded that there is no material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and accounts.'

j) Fund Accounting

Funds held by the Charity are either:

Unrestricted general funds- these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated Funds- these are funds set aside by the Trustees out of unrestricted general funds for specific projects or future purposes.

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

k) Judgements and key sources of estimated uncertainties

No judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had any significant effect on amounts recognised in the financial statements, except for those detailed in the above accounting policies.

There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

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

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
2 Donations				
Faversham Town Council	-	6,000	6,000	6,000
Minster Parish Council	-	5,000	5,000	5,000
Sheerness Borough Council	-	500	500	5,000
Other Local Parishes	1,595	-	1,595	965
Friends of CAB, other donations and fundraising	941	-	941	662
The Swire Trust	1,000	-	1,000	1,000
Swale Borough Council members grants	500	1,000	1,500	1,068
Colyer Fergusson Charitable Trust	-	7,500	7,500	7,500
The David Family	-	5,000	5,000	5,000
	4,036	25,000	29,036	32,195
3 Grants and contracts				
Swale Borough Council	133,430	-	133,430	133,430
Swale Foodbank	-	-	-	6,000
Swale Covid	-	-	-	4,998
Defra	-	-	-	12,500
Swale Borough Council - Self Isolation Support	-	40,000	40,000	-
Southern Water	-	3,000	3,000	-
National Lottery	-	-	-	10,000
National Association of Citizens Advice Bureau:- MVA Test Bed	-	-	-	5,850
Money Advice Service	-	111,071	111,071	115,458
Business Energy and Industrial Strategy - Adviceline	-	18,922	18,922	19,079
Business Energy and Industrial Strategy - IT	-	-	-	3,704
Help to Claim	-	52,569	52,569	53,026
Kickstart	-	14,356	14,356	-
	133,430	239,918	373,348	364,045

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

4 Resources expended	Unrestricted Funds £	Restricted Fund £	2022 £	2021 £
Analysis of expenditure on charitable activities				
Staff costs	113,795	175,968	289,763	227,699
Training expenses	1,750	273	2,023	480
Travelling expenses	135	12	147	171
Staff support costs	5,150	1,612	6,762	4,929
Remote monitoring re Money Advice and Pensions service	-	(1,455)	(1,455)	(1,295)
Support costs (see note 5)	60,692	73,560	134,252	111,814
	<u>181,522</u>	<u>249,970</u>	<u>431,492</u>	<u>343,798</u>
5 Support costs allocated to activities				
	Unrestricted Funds £	Restricted Fund £	2022 £	2021 £
Staff costs	31,729	49,897	81,626	69,423
Rent room hire and service charges	4,732	3,719	8,451	5,174
Water rates	6	4	10	254
Insurance	661	504	1,165	1,033
Cleaning, decoration and repairs	310	4,383	4,693	84
Heating and lighting	1,237	970	2,207	1,504
Postage	542	411	953	505
Subscriptions, CitA membership fees and Publications	6,510	5,049	11,559	9,362
Office equipment, stationery and IT services	3,312	3,547	6,859	9,543
Refreshments and office sundries	731	252	983	765
Telephone and Broadband	1,359	1,030	2,389	2,688
Depreciation	2,996	2,270	5,266	267
Payroll fees	576	436	1,012	1,102
Legal and Professional charges	-	-	-	1,140
Other	207	105	312	2,529
Governance costs (see note 6)	5,784	983	6,867	6,441
	<u>60,692</u>	<u>73,560</u>	<u>134,352</u>	<u>111,814</u>
6 Governance costs				
	Unrestricted Funds £	Restricted Fund £	2022 £	2021 £
Staff costs	4,233	-	4,233	3,818
Independent Examiners' fees	1,102	698	1,800	2,321
Trustee Insurance	185	117	302	302
AGM and Trustees meeting costs	264	168	432	-
	<u>5,784</u>	<u>983</u>	<u>6,767</u>	<u>6,441</u>

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

7 Net Income/(expenditure) for the year	2022	2021
	£	£
This is stated after charging:		
Depreciation of Tangible assets	5,266	267
Operating lease rentals	1,665	1,665
Independent examiners fees	1,800	2,321

8 Independent examiners remuneration

The Independent examiners remuneration amounts to an independent examiners fee of **£1800 (2021: £2321)**

9 Staff costs	2022	2021
	£	£
Wages and salaries	349,751	282,266
Social security costs	19,937	14,306
Defined contribution pension costs	5,932	4,368
	<u>375,620</u>	<u>300,940</u>

No employee received total employee benefits (excluding employers pension costs) amounting to more than £60,000 in the period.

The average monthly number of employees and full time equivalents (FTE) during the year was as follows:

	2022 Number	2022 FTE	2021 Number	2021 FTE
Provision of services	19	11	17	10

10 Trustees' and key management personnel remuneration and expenses

None of the Trustees (or any persons connected with them) received any remuneration during the year, (2021: £Nil) neither were they reimbursed expenses during the year (2021: £Nil).

The total amount of remuneration received by key management personnel is £63,912 (2021: £57,832). The Trustees consider key management personnel to be comprised of M Hinton, F Spall and the Trustees.

11 Taxation

The Company is a registered Charity and is not subject to Corporation Tax.

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

12 Tangible fixed assets	Leasehold improvements	Computers software & equipment	Fixtures, & fittings	Total
	£	£	£	£
Cost				
As at 1 April 2021	30,321	26,284	4,018	60,623
Additions	25,000	-	-	25,000
Disposals	-	-	-	-
As at 31 March 2022	<u>55,321</u>	<u>26,284</u>	<u>4,018</u>	<u>85,623</u>
Depreciation				
As at 1 April 2021	30,321	26,284	3,752	60,357
Disposals	-	-	-	-
Charge for the year	5,000	-	266	5,266
As at 31 March 2022	<u>35,321</u>	<u>26,284</u>	<u>4,018</u>	<u>65,623</u>
Net book values				
As at 31 March 2022	<u>20,000</u>	<u>-</u>	<u>-</u>	<u>20,000</u>
As at 31 March 2021	<u>-</u>	<u>-</u>	<u>266</u>	<u>266</u>
13 Debtors			2022	2021
			£	£
Prepayments			555	284
Debtor			-	10,000
Accrued Income			752	6,396
			<u>1,307</u>	<u>16,680</u>
14 Cash at Bank and in Hand			2022	2021
			£	£
Lloyds TSB Instant access account			17,263	63,162
Lloyds TSB Current account			26,209	29,129
Metro Bank			51,115	51,102
CAF Bank			86,023	86,008
Cash in Hand			550	550
			<u>181,160</u>	<u>229,951</u>
15 Creditors: amounts falling due within one year			2022	2021
			£	£
Trade creditors			-	-
Taxes and social security			6,797	-
Other creditors and accruals			7,833	17,788
Deferred income			5,000	18,921
			<u>19,630</u>	<u>36,709</u>

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

16 Funds Reconciliation

STATEMENT OF FUNDS- CURRENT YEAR

Unrestricted Funds

	Balance at 01 04 21	Incoming resources	Resources Expended	Transfers	Balance at 31 03 22
	£	£	£	£	£
General Funds	<u>158,533</u>	<u>139,223</u>	<u>(181,522)</u>	<u>46,403</u>	<u>162,637</u>
Designated fund					
Staffing Contingencies fund	<u>40,000</u>	<u>-</u>	<u>-</u>	<u>(20,000)</u>	<u>20,000</u>

Restricted funds

Money Advice and Pensions service	-	111,071	(102,507)	(8,564)	-
Business Energy and Industrial Strategy		18,921	(16,958)	(1,963)	-
Swale Borough Council Self Isolation Support		40,000	(31,978)	(8,022)	-
Faversham Town Council	-	6,000	(5,000)	(1,000)	-
Minster Parish Council	-	5,000	(5,000)	-	-
Sheerness Bourgh Council	-	500	(500)	-	-
William Barrows Charity	200	-	-	-	200
Colyer Fergusson Charitable Trust	-	7,500	(6,500)	(1,000)	-
The Edward Vinson 1957 Charity Settlement	- 1455	-	-	(1,455)	-
Swale councillors members grants					
Faversham Branch refurbishment	-	1,000	-	(1,000)	-
The David Family	-	5,000	(5,000)	-	-
National Lottery	10,000	-	(4,139)	(5,861)	-
Southern water		3,000	(3,000)	-	-
Help to Claim	-	52,570	(55,032)	2,462	-
Kickstart		14,356	(14,356)	-	-
	<u>11655</u>	<u>264,918</u>	<u>(249,970)</u>	<u>(26,403)</u>	<u>200</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**
STATEMENT OF FUNDS- PRIOR YEAR
Unrestricted Funds

	Balance at 01 04 20	Incoming resources	Resources Expended	Transfers	Balance at 31 03 21
	£	£	£	£	£
General Funds	<u>154,908</u>	<u>141,517</u>	<u>(117,937)</u>	<u>(19,955)</u>	<u>158,533</u>
Designated fund					
Staffing Contingencies fund	<u>-</u>	<u>-</u>	<u>-</u>	<u>40,000</u>	<u>40,000</u>

Restricted funds

Money Advice and Pensions service	-	115,458	(102,289)	(13,169)	-
Business Energy and Industrial Strategy		22,783	(19,741)	(3,042)	-
MVA Test bed		5,850	(5,850)	-	-
Faversham Town Council	-	6,000	(5,000)	(1,000)	-
Minster Parish Council	-	5,000	(4,500)	(500)	-
Sheerness Bourgh Council	-	5,000	(4,500)	(500)	-
William Barrows Charity	200	-	-	-	200
Colyer Fergusson Charitable Trust	-	7,500	(6,750)	(750)	-
The Edward Vinson 1957 Charity Settlement	- 1455	-	-	-	1,455
Swale councillors members grants					
Insurance, Subscriptions and provision of services	-	1,068	(1,068)	-	-
To develop community debt provision in Partnership with Faversham Foodbank	494	-	-	(494)	-
To support fundraising and personal development resources	227	-	-	(227)	-
The David Family	-	5,000	(5,000)	-	-
Swale foodbank	-	6,000	(5,400)	(600)	-
Defra	-	12,500	(12,500)	-	-
National Lottery	-	10,000	-	-	10,000
Help to Claim	-	53,026	(53,263)	237	-
	<u>2376</u>	<u>255,185</u>	<u>(225,861)</u>	<u>(20,045)</u>	<u>11,655</u>

Purpose of funds:

Unrestricted Funds: These funds can be used in accordance with the Charity's objectives at the discretion of the Trustees.

Designated Fund
Staffing Contingencies Fund

A fund created by the Trustees to provide a contingency reserve to cover recruitment, training and potential redundancy costs should funding sources reduce.

Restricted Funds:
Money Advice and Pensions Service

The Money Advice and Pensions Service, in partnership with Citizens Advice, funds the Debt Advice Project. The Charity received a number of grants for increased capacity. Unspent funds have been transferred to unrestricted general funds in accordance with the agreement.

Business Energy and Industrial Strategy

Funding received via Citizens Advice to provide additional resources during Covid times, in particular advice to assist clients to manage their debts, the grant was paid in 2021/21 but the service is for two years.

Swale Borough Council Self Isolation Support

A Grant of £40,000 to provide a Contact Centre for Swale residents who felt isolated due to covid.

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

16 Purpose of Funds Continued

MVA Test Bed

A grant from Swale CCG to provide financial capability and in particular to help clients manage finances and avoid the need for further debt support.

Faversham Town Council

This grant contributes to the cost of providing casework for Faversham Clients.

Minster Parish Council Sheerness Town Council and Colyer-Fergusson Charitable Trust

This is three grants that contribute to the cost of providing advice services for Sheppey clients.

William Barrows Charity

This grant has been provided for use in cases of extreme hardship of residents of the parish of Borden.

Edward Vinson 1957 Charity Settlement and National Lottery

Funds provided to refurbish the Faversham Office.

Swale council Members Grants

Various members grants for specific costs as set out above and general office running costs.

The David Family

Funds to provide for a service in the Faversham area.

Swale Food bank

A grant provided by Swale BC to provide financial capability advice to clients referred by Swale Food Bank.

Defra

Grant administered by Swale BC to support and recruit new volunteers.

Help to Claim

Funding to provide assistance for clients making their initial Universal Credit claim.

Southern Water

A grant to provide financial capability and in particular to help clients manage finances and avoid the need for further debt support.

National Lottery

A grant provided to redesign the Faversham office to make it more user friendly.

Kickstart

A grant to assist with employment costs, to enable those first leaving school to get work experience for a period of 6 months the grant represents the employment of 3 people

**17 ANALYSIS OF NET ASSETS BETWEEN FUNDS -
CURRENT YEAR**

	Designated funds	Restricted funds	General funds	Total 2022
	£	£	£	£
Tangible fixed assets	-	-	20,000	20,000
Other current assets/liabilities	-	(5,000)	(13,323)	(18,323)
Cash at Bank and In Hand	20,000	5,200	155,960	181,160
	<hr/>	<hr/>	<hr/>	<hr/>
Total net assets	20,000	200	162,637	182,837
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

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

ANALYSIS OF NET ASSETS BETWEEN FUNDS - PRIOR YEAR	Designated funds £	Restricted funds £	General funds £	Total 2021 £
Tangible fixed assets	-	-	266	266
Other current assets/liabilities	-	-	(20,029)	(20,029)
Cash at Bank and In Hand	40,000	11,655	178,296	229,951
Total net assets	40,000	11,655	158,533	210,188

18 Financial Commitments

At 31 March 2022 the charity had total future minimum base payments under non-cancellable operating leases as follows:

	2022 £	2021 £
Not later than one year	15,166	17,665
Later than one and not later than five years	26,776	35,941
	41,942	53,606

19 Pensions and other post retirement benefits

The Charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £5,932 (2021: £4,368). There were no liabilities outstanding (2021: £Nil) in relation to this pension

20 Related party transactions

There were no related party transactions during the year (2021: £nil).

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

19 Comparative Statements of Financial Activities (2021)

	Notes	Unrestricted Funds £	Designated Fund	Restricted Funds	Total 2021	Total 2020
Income and Endowments						
Donations	2	2,627	-	29,568	31,988	31,360
Other Income		419	-	-	419	745
Charitable Activities:						
Grants and contracts	3	138,428	-	225,617	364,045	323,549
Investment income		43	-	-	43	58
Total incoming resources		141,517	-	255,185	396,495	355,712
Expenditure on Charitable Activities						
Charitable activities	4	117,937	-	225,861	343,798	310,503
Total resources expended		117,937	-	225,861	343,798	310,503
Net Income/(expenditure)		23,580	-	29,324	52,697	45,209
Transfers between funds		(19,955)	40,000	(20,045)	-	-
Net movement in funds for the year		3,625	40,000	9,279	52,697	45,209
Reconciliation of funds						
Total funds brought forward		154,908	-	2,376	157,284	112,075
Total funds carried forw	17	158,533	40,000	11,655	209,981	157,284

CITIZENS ADVICE BUREAU IN SWALE

England & Wales - Charity number 1103010

Accounts

Company number	5052691
Registered charity number	1103010

CITIZENS ADVICE BUREAU IN SWALE

FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

CITIZENS ADVICE BUREAU IN SWALE

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**REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY,
ITS TRUSTEES AND ADVISORS
FOR THE YEAR ENDED 31 MARCH 2021**

Trustees

Elected Members	Trevor Payne (Chairman)	
	Richard Calvert	
	David Walker (Vice-Chairman)	
	Irene Hall	
	Michael Moore FCA - Treasurer	
	Ruth Jenner	(Retired 12th November 2020)
	Paul Miller	(Appointed 26th January 2021)
	Ethan Dighton	(Appointed 26th January 2021)
	Safiya Nelson	(Appointed 27th April 2021)
Representative Members	Paul Stephen	Swale BC (Appointed 17th September 2019)
	Tim Gibson	Swale BC (Appointed 17th September 2019)
	Hannah Perkin	Swale BC (Appointed 17th September 2019)
	Carole Jackson	Faversham TC (Appointed 17th September 2019)
Company Secretary	Mark Hinton	

Management Team

Fiona Spall (Manager) Mark Hinton (Manager/Chief Officer)

Registered office

Swale House
East Street
Sittingbourne
ME10 3HT

Independent Examiner

Mark Minus FCA
MHA MacIntyre Hudson
Chartered Accountants
71 New Dover Road
Canterbury
CT1 3DZ

Honorary Legal Adviser

David Walker MA(Cantab)
10 Harvey Drive
Sittingbourne
ME10 4UR

Company registered number 5052691

Charity registered number 1103010

Citizens Advice Registered Number 75/0016

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

The Trustees (who are also directors of the charitable company for the purposes of company law) present their annual report together with the financial statements for the year ended 31 March 2020. The Charity constitutes a public benefit entity as defined by FRS 102. This report has been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 as updated through Update Bulletin 1 published on 1 January 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019

Structure, governance and management**a) *Constitution***

The charitable company is registered as a charitable company limited by guarantee and was set up by a Memorandum and Articles of Association on 23 February 2004 and amended on the 23rd October 2018. In the event of the Company being wound up the Members are required to contribute an amount not exceeding £1.

The reference and administration information is set out on page 1 of the financial statements.

b) *Method of appointment of election of Trustees*

The management of the charitable company is the responsibility of the Trustees who are elected under the terms of the Memorandum and Articles of Association, the Trustees are elected to serve a period of three years after which they must be re-elected at the next Annual General Meeting.

The Officers of the Trustee Board may not hold office for more than six year consecutive years. After the end of this period, a further two years must pass before any person can hold another office.

The Trustee's are all drawn from the Swale community, of whom up to three are nominated by Swale Borough Council and one is nominated by Faversham Town Council. Efforts are made to ensure that there is balance in terms of the areas within the community from which Trustees hail and also in the skills that they bring to Citizens Advice Swale.

c) *Policies adopted for the induction and training of Trustees*

All new Trustees receive an induction pack which includes

- the obligations of Trustees
- the main documents which set out the operational framework for the Charity including Memorandum & Articles
- the Aims, Principles & Policies Training Pack

Training sessions on the obligations of new Trustees and/or the work of the Charity are held prior to Board meetings when appropriate.

d) *Organisation structure and decision making*

Citizens Advice Bureau in Swale (trading as Citizens Advice Swale) is organised with a Board of Trustees comprising a minimum of 3 members up to a maximum of 15 to oversee policy and planning. During this reporting period the Board consisted on average of 11 members who met four times a year. The Managers and up to four staff representatives also sit on the Board, but they have no voting rights. A finance and staffing sub-committee meets quarterly to consider relevant matters and prepare recommendations for the full Board. A Strategy and Performance sub-committee considers aspects of the future direction and shape of the organisation, including service delivery channels and premises, to advise the Board in such matters. The Managers are appointed to strategically manage and supervise the day to day administration of the organisation.

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

Structure, governance and management (continued)e) *Risk assessment*

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

Procedures are in place to ensure compliance with the health and safety of all staff, clients and visitors. The quality of advice given to clients is assured through adhering to the Citizens Advice Membership Scheme.

Objects of the Charity for Public Benefit

The Charity's objects are to promote any charitable purpose for the benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Swale and surrounding areas.

In order to realise this public benefit, general and specialist advice is provided by telephone, email and (when possible) by face to face appointments at the Charity's locations in Sittingbourne, Sheerness and Faversham. Advice services are supplemented by training and support activities, particularly where related to the development of money management skills and financial capability. The Charity seeks to secure additional funding from time to time to support specific projects and programmes which enhance the breadth and sustain ability of the service for local residents.

We are a member of the National Association of Citizens Advice Bureaux, an independent registered charity providing advice materials, organisational support, training and quality assurance infrastructure. The national body also negotiates on the behalf of local offices with major funding providers and national Government to generate funding which is then allocated either directly or via a bidding process for local services.

Achievements and performance

During the year, we directly advised 2,458 clients from our local offices, and 2,822 across the Citizens Advice network as a whole. The number reduced compared to previous years during the Covid-19 pandemic as we were unable to provide a face-to-face service and clients who require straightforward advice or information tended to not make use of online or telephone channels. This means we were addressing a smaller number of clients, but often far more complex issues – amounting to 11,763 recorded issues in all.

With various pandemic mitigations in place, debt work reduced to 34% of our work (from 46% in 2019-20), but welfare benefits work increased to 39% (from 30%), as clients made claims for support due to redundancy, furlough and other consequences of substantial business shut-downs. New Universal Credit claims alone accounted for almost 22% of our work, and at the start of the pandemic, new claims via Help to Claim were running at five times the equivalent period in the previous year. We recorded income gains, debts written off and other financial benefits for clients totalling £1,774,704 during the year. 51% of our clients reported a disability and/or long-term health condition, down by 9% from 2019-20, and we are aware that some particularly vulnerable clients may have problems accessing advice and other services during the various lockdowns.

Unable to provide a face-to-face service for most of the year, our use of phone and online channels for advice rose to 89% of our delivery, with the team working remotely from home. This necessitated new policies covering home working, use of our organisation's or personal devices, and a clear suite of principles addressing data protection. We learned to use Google Meet as our principal form of communication across the team, and paradoxically, this actually brought the various components of Citizens Advice Swale closer together, as the strictly local focus of Sittingbourne, Sheerness, and Faversham ceased to have meaning. We have made a significant step towards joining national Adviceline services, and through a number of funded projects, appointed several new staff to paid roles – albeit mostly temporary ones

Future and Development

At the time of writing, there remain pandemic-related restrictions in place, and considerable uncertainty about how or when life will return to something like normality. We do, however, look to the future. Clearly that future will include a return to office-based working for some people, some of the time. It will include offering face-to-face advice again, but through appointments only at first, and we will ensure access is prioritised for the most vulnerable. Drop-in services still seem a long way off though.

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

Future and Development (Continued)

Early discussions about how we can operate in Swale House and Sheppey Gateway are taking place, but in Faversham, where we have greater control over our premises, a major redevelopment project took place early in the new Financial Year, with £25,000 invested (incorporating a £10,000 grant from National Lottery) in creating a more flexible, attractive, and importantly, covid-secure environment. To secure this investment, a new lease was negotiated with the Landlord, and we remain committed to providing a locally-based service in Faversham for at least nine further years.

Funding remains the eternal challenge. With various sources available to address pandemic issues as the virus raged, we were able to tap into funds and develop and extend service provision, including the appointment of new paid roles. Unfortunately, with most of the funding being temporary, so too are the appointments, and we face a considerable exodus at the end of the 2021-22 Financial Year unless further funding can be secured. To add to that, our debt advice work and Help to Claim projects are external contracts secured by national Citizens Advice, and both the Money and Pensions Service (MAPS) and the Department for Work and Pensions (DWP) are currently engaged in recommissioning exercises, with the outcomes at national and therefore local level being far from certain. Amounting to almost £175,000 income, this is not a sum we can shrug off, and to lose one or both of these projects would involve a substantial reconfiguration of services. To give us the best position for the future, establishing and developing partnerships is crucial – with local agencies, funders, stakeholders – as is clearly demonstrating our local impact and value to the communities and people that we serve.

Volunteers

Volunteers contribute through a variety of roles for the Charity and its clients, from front-line advice services to administrative and other support functions. Volunteers generally contribute between one and two days per week, either in one of our premises or remotely by telephone/online channels, as well as participating in training, team meetings and other relevant activities. The team is supported by a paid Volunteer Coordinator, and the leader of their respective area of activity. All volunteers are appraised annually and their work is quality assessed and monitored as required.

Financial review

Reserves policy

The Trustee's policy is to maintain unrestricted reserves including the new designated reserve of (approximately) four months core operating expenditure. We maintain these reserves as a prudent measure in a challenging financial climate to ensure we are able to meet our commitments, up to and including wind-up costs in such an eventuality. It will be noted as at 31st March our reserves policy was exceeded, this was due to very unusual circumstances arising due to the Covid-19 Pandemic where all our staff have worked remotely from home during the year and with increased grants and a reduction of office costs, this has resulted in a surplus compared to our budget deficit. Although in the short term this situation prevails we are budgeting in the current year for a considerable over spend and we therefore expect the reserves to fall back to (approximately) four months core operating expenditure within the next two years..

At the year end the charitable company had reserves of £210,188 (2020- £157,284) of which £11,655 was restricted (2020 - £2,376) and £40,000 (2020-£ nil) designated. The detailed financial figures are shown on page 6 of the Financial Statements.

Going concern

The financial statements have been prepared on a going concern basis. We have sought to maximise income in recent times, and all expenditure is closely monitored for value-for-money and impact on the provision of services. Trustees are aware of the uncertainties over major projects on the horizon, and contingency arrangements will be in place well before any potential effects. The Covid-19 pandemic has been weathered successfully, with an expanded team and broader range of service delivery channels. As the slow recovery from restrictions unrolls, we are in a good position to offer the best of the "old" and "new" methodologies, and staff and volunteers are clearly able to work from a variety of locations and using a range of tools. This puts us in a good position to be a modern, forward-thinking service

Based on these assessments and having regard to the resources available to the entity, the Trustees have concluded that there is no material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and accounts.

Approved by the Board of Trustees on the 27th July 2021 and signed on its behalf by:

.....
Trevor Payne - Chairman

INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CITIZENS ADVICE BUREAU IN SWALE

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021 which are set out on pages 6 to 18.

This report is made solely to the Company's Trustees, as a body, in accordance with section 145 of the Charities Act 2011 and regulations made under section 154 of that Act. My work has been undertaken so that I might state to the Company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the Company and the Company's Trustees as a body, for my work or the this report.

Responsibilities and basis of report

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

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your Company'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 Directons given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statements

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act, I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

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

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

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

Mark Minus FCA
MHA MacIntyre Hudson
71 New Dover Road
Canterbury
Kent CT1 3DZ

**STATEMENT OF FINANCIAL ACTIVITIES (Incorporating an Income and Expenditure Account)
FOR THE YEAR ENDED 31 MARCH 2021**

	Note	Unrestricted Funds £	Designated Fund	Restricted Funds £	Total 2021 £	Total 2020 £
Income and Endowments						
Donations	2	2,627	-	29,568	31,988	31,360
Other Income		419	-	-	419	745
Charitable Activities: Grants and contracts	2	138,428	-	225,617	364,045	323,549
Investment income		43	-	-	43	58
Total incoming resources		141,517	-	255,185	396,495	355,712
Expenditure on Charitable Activities						
Charitable activities	3	117,937	-	225,861	343,798	310,503
Total resources expended		117,937	-	225,861	343,798	310,503
Net Income/(expenditure)		23,580	-	29,324	52,697	45,209
Transfers between funds		(19,955)	40,000	(20,045)	-	-
Net movement in funds for the year		3,625	40,000	9,279	52,697	45,209
Reconciliation of funds						
Total funds brought forward		154,908	-	2,376	157,284	112,075
Total funds carried forward	16	158,533	40,000	11,655	209,981	157,284

**BALANCE SHEET
AS AT 31 MARCH 2021**

	Note	£	2021 £	£	2020 £
Fixed Assets					
Tangible assets	11		266		533
Total fixed assets			<u>266</u>		<u>533</u>
Current Assets					
Debtors	12	16,680		1,998	
Cash at bank and in hand	13	<u>229,951</u>		<u>166,763</u>	
Total current assets		246,631		168,761	
Creditors: Amounts falling due within one year	14	<u>(36,709)</u>		<u>(12,010)</u>	
Net current assets			<u>209,922</u>		<u>156,751</u>
Total net assets			<u>210,188</u>		<u>157,284</u>
The Funds of the Charity					
Unrestricted funds	16		158,533		154,908
Designated Fund			40,000		-
Restricted funds			<u>11,655</u>		<u>2,376</u>
Total charity funds			<u>210,188</u>		<u>157,284</u>

The Trustees consider that the Company is entitled to exemption from the requirement to have an audit under the provisions of section 477 of the Companies Act 2006 ("the Act") and members have not required the Company to obtain an audit for the year in question in accordance with section 476 of the Act.

The Trustees 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.

The financial statements have been prepared in accordance with the provision applicable to companies subject to the small companies regime and in accordance with the provisions of FRS 102 section 1A -small entities.

These financial statements were approved and authorised for issue by the Board and were signed on their behalf on 27th July 2021

.....
T Payne (Chairman)

.....
M J Moore FCA (Honorary Treasurer)

Company Registration No 5052691

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

1 Accounting policies**a General information and basis of preparation**

Citizens Advice Bureau in Swale is a private company limited by guarantee in England. In the event of the Charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 2 of these financial statements. The nature of the Charity's operations and principal activities are the provision of free, confidential, independent and impartial advice services to the people of Swale.

The Charity constitutes a public benefit entity as defined by FRS 102. 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) issued on 16th July 2014 as updated through Update Bulletin 1 published on 1st January 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011, Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2019

The Charity has applied Update Bulletin 1 as published on 2 February 2016 and does not include a cash flow statement on the grounds that it is applying FRS 102 Section 1A

The financial statements are prepared on a going concern basis under historical cost convention, modified to include certain items of fair value. The financial statements are presented in sterling which is the functional currency of the charity and rounded to the nearest £.

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

b) Incoming resources

Grants, including grants for the purchase of fixed assets, are recognised in full in the Statement of Financial Activities when the charity has entitlement after any performance conditions are met, it is probable that the income will be received and the amount can be measured reliably. Income is deferred only when the donor has specified that the income relates to a future period, or if entitlement is not met.

Donated services and facilities are included at the value of the Charity where this can be quantified. The value of services provided by volunteers has not been included in these accounts in line with the SORP (FRS 102)

Rental income is recognised as the Charity's right to receive payment is established.

c) Resources expended

Resources expended are recognised in the period in which they are incurred. Resources expended include VAT which cannot be recovered and is therefore reported as part of the expenditure to which it relates

Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities. 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 are those that assist the work of the Charity but do not directly represent the charitable activities and include office, personnel, governance and administrative costs. These costs have been allocated to expenditure in charitable activities.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the Charity and include Independent Examiners' fees and costs linked to the strategic management of the Charity.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**
1 Accounting policies (cont'd)
d) Tangible fixed assets and depreciation

Tangible fixed assets of over £1,000 are capitalised and are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold improvements	25% straight line
Computers, software and equipment	25% straight line
Fixtures and fittings	25% straight line

e) Cash and Cash equivalents

Cash is represented by cash in hand and financial institutions repayable without penalty on notice of not more than 24 hours,

f) Debtors and creditors receivable/payable within one year.

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any loss arising from impairment are recognised in expenditure.

g) Employee benefits

The Charity operates a defined contribution plan for the benefit of employees. Contributions are expensed as they become payable.

h) Operating leases

Lease payments under operating lease, where substantially all of the risk and benefits remain with the lessor, are charged as expenses in the period in which they are incurred.

i) Going concern

The financial statements have been prepared on a going concern basis. We have sought to maximise income in recent times, and all expenditure is closely monitored for value-for-money and impact on the provision of services. Trustees are aware of the uncertainties over major projects on the horizon, and contingency arrangements will be in place well before any potential effects. The Covid-19 pandemic has been weathered successfully, with an expanded team and broader range of service delivery channels. As the slow recovery from restrictions unrolls, we are in a good position to offer the best of the “old” and “new” methodologies, and staff and volunteers are clearly able to work from a variety of locations and using a range of tools. This puts us in a good position to be a modern, forward-thinking service

Based on these assessments and having regard to the resources available to the entity, the Trustees have concluded that there is no material uncertainty and that they can continue to adopt the going concern basis in preparing the annual report and accounts.'

j) Fund Accounting

Funds held by the Charity are either:

Unrestricted general funds- these are funds which can be used in accordance with the charitable objects at the discretion of the trustees.

Designated Funds- these are funds set aside by the Trustees out of unrestricted general funds for specific projects or future purposes.

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

k) Judgements and key sources of estimated uncertainties

No judgements (apart from those involving estimates) have been made in the process of applying the above accounting policies that have had any significant effect on amounts recognised in the financial statements, except for those detailed in the above accounting policies.

There are no key assumptions concerning the future and other key sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
2 Donations				
Faversham Town Council	-	6,000	6,000	5,000
Minster Parish Council	-	5,000	5,000	5,000
Sheerness Borough Council	-	5,000	5,000	-
Other Local Parishes	965	-	965	1,275
Friends of CAB other donations and fundraising	662	-	662	2,526
The Swire Trust	1,000	-	1,000	1,000
Swale Borough Council members grants	-	1,068	1,068	1,734
Colyer Fergusson Charitable Trust	-	7,500	7,500	7,500
The David Family	-	5,000	5,000	-
The Edward Vinson 1957 Charity Settlement	-	-	-	7,325
	<u>2,627</u>	<u>29,568</u>	<u>32,195</u>	<u>31,360</u>
Grants and contracts				
Swale Borough Council	133,430	-	133,430	153,430
Swale Foodbank	-	6,000	6,000	-
Swale Covid	4,998	-	4,998	-
Defra	-	12,500	12,500	-
National Lottery	-	10,000	10,000	-
National Association of Citizens Advice Bureau:-				
Energy Best Deal	-	-	-	119
Be Money Smart/Live Well Kent	-	-	-	4,000
Broadband	-	-	-	500
MVA Test Bed	-	5,850	5,850	-
Money Advice Service	-	115,458	115,458	104,064
Business Energy and Industrial Strategy - Adviceline	-	19,079	19,079	-
Business Energy and Industrial Strategy - IT	-	3,704	3,704	-
Help to Claim	-	53,026	53,026	61,436
	<u>138,428</u>	<u>225,617</u>	<u>364,045</u>	<u>323,549</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

3 Resources expended	Unrestricted Funds £	Restricted Fund £	2021 £	2020 £
Analysis of expenditure on charitable activities				
Staff costs	73,175	154,524	227,699	187,509
Training expenses	480	-	480	3,159
Travelling expenses	144	27	171	4,839
Staff support costs	739	4,190	4,929	-
Remote monitoring re Money Advice and Pensions service	-	(1,295)	(1,295)	2,750
Support costs (see note 4)	43,399	68,415	111,814	112,246
	<u>117,937</u>	<u>225,861</u>	<u>343,798</u>	<u>310,503</u>
4 Support costs allocated to activities				
	Unrestricted Funds £	Restricted Fund £	2021 £	2020 £
Staff costs	22,322	47,101	69,423	56,039
Rent room hire and service charges	564	4,610	5,174	19,148
Water rates	45	209	254	248
Insurance	318	715	1,033	921
Cleaning, decoration and repairs	15	69	84	3,577
Heating and lighting	267	1,237	1,504	1,934
Postage	313	192	505	2,461
Subscriptions, CitA membership fees and Publications	5,041	4,321	9,362	6,255
Office equipment, stationery and IT services	3,429	6,114	9,543	9,664
Refreshments and office sundries	765	-	765	527
Telephone and Broadband	1,558	1,130	2,688	2,678
Depreciation	166	101	267	267
Payroll fees	684	418	1,102	1,262
Legal and Professional charges	1,140	-	1,140	-
Other	1,409	1,120	2,529	2,100
Governance costs (see note 5)	5,363	1,078	6,441	5,165
	<u>43,399</u>	<u>68,415</u>	<u>111,814</u>	<u>112,246</u>
5 Governance costs				
	Unrestricted Funds £	Restricted Fund £	2021 £	2020 £
Staff costs	3,818	-	3,818	2,868
Independent Examiners' fees	1,393	928	2,321	1,852
Trustee Insurance	152	150	302	360
AGM and Trustees meeting costs	-	-	-	85
	<u>5,363</u>	<u>1,078</u>	<u>6,441</u>	<u>5,165</u>

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

6 Net Income/(expenditure) for the year	2021	2020
	£	£
This is stated after charging:		
Depreciation of Tangible assets	267	267
Operating lease rentals	1,665	2,624
Independent examiners fees	2,321	1,852

7 Independent examiners remuneration

The Independent examiners remuneration amounts to an independent examiners fee of £2,321 (2020: £1852)

8 Staff costs	2021	2020
	£	£
Wages and salaries	282,266	233,743
Social security costs	14,306	11,880
Defined contribution pension costs	4,368	3,793
	<u>300,940</u>	<u>249,416</u>

No employee received total employee benefits (excluding employers pension costs) amounting to more than £60,000 in the period.

The average monthly number of employees and full time equivalents (FTE) during the year was as follows:

	2021	2021	2020	2020
	Number	FTE	Number	FTE
Provision of services	16.5	13.5	17	10

9 Trustees' and key management personnel remuneration and expenses

None of the Trustees (or any persons connected with them) received any remuneration during the year, (2020: £Nil) neither were they reimbursed expenses during the year (2020: £Nil).

The total amount of remuneration received by key management personnel is £ 57,832 (2020: £44,778). The Trustees consider key management personnel to be comprised of M Hinton, F Spall and the Trustees.

10 Taxation

The Company is a registered Charity and is not subject to Corporation Tax.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

11 Tangible fixed assets	Leasehold improvements £	Computers software & equipment £	Fixtures, & fittings £	Total £
Cost				
As at 1 April 2020	30,321	26,284	4,018	60,623
Additions	-	-	-	-
Disposals	-	-	-	-
As at 31 March 2021	30,321	26,284	4,018	60,623
Depreciation				
As at 1 April 2020	30,321	26,284	3,485	60,090
Disposals	-	-	-	-
Charge for the year	-	-	267	267
As at 31 March 2021	30,321	26,284	3,752	60,357
Net book values				
As at 31 March 2021	-	-	266	266
As at 31 March 2020	-	-	533	533
12 Debtors			2021 £	2020 £
Prepayments			284	290
Debtor			10,000	-
Accrued Income			6,396	1,708
			16,680	1,998
13 Cash at Bank and in Hand			2021 £	2020 £
Lloyds TSB Instant access account			63,162	143,082
Lloyds TSB Current account			29,129	23,131
Metro Bank			51,102	-
CAF Bank			86,008	-
Cash in Hand			550	550
			229,951	166,763
14 Creditors: amounts falling due within one year			2021 £	2020 £
Trade creditors			-	760
Taxes and social security			-	4,230
Other creditors and accruals			17,788	7,020
Deferred income			18,921	-
			36,709	12,010

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

15 Funds Reconciliation

STATEMENT OF FUNDS- CURRENT YEAR

Unrestricted Funds

	Balance at 01 04 20	Incoming resources	Resources Expended	Transfers	Balance at 31 03 21
	£	£	£	£	£
General Funds	154,908	141,517	(117,937)	(19,955)	158,533

Designated fund

Staffing Contingencies fund	-	-	-	40,000	40,000
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Restricted funds

Money Advice and Pensions service	-	115,458	(102,289)	(13,169)	-
Business Energy and Industrial Strategy	-	22,783	(19,741)	(3,042)	-
MVA Test bed	-	5,850	(5,850)	-	-
Faversham Town Council	-	6,000	(5,000)	(1,000)	-
Minster Parish Council	-	5,000	(4,500)	(500)	-
Sheerness Bourgh Council	-	5,000	(4,500)	(500)	-
William Barrows Charity	200	-	-	-	200
Colyer Fergusson Charitable Trust	-	7,500	(6,750)	(750)	-
The Edward Vinson 1957 Charity Settlement	- 1455	-	-	-	1,455
Swale councillors members grants					
Insurance, Subscriptions and provision of services	-	1,068	(1,068)	-	-
To develop community debt provision in Partnership					
with Faversham Foodbank	494	-	-	(494)	-
To support fundraising and personal					
development resources	227	-	-	(227)	-
The David Family	-	5,000	(5,000)	-	-
Swale foodbank	-	6,000	(5,400)	(600)	-
Defra	-	12,500	(12,500)	-	-
National Lottery	-	10,000	-	-	10,000
Help to Claim	-	53,026	(53,263)	237	-
	2376	255,185	(225,861)	(20,045)	11,655

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

STATEMENT OF FUNDS- PRIOR YEAR

Unrestricted Funds

	Balance at 01 04 19	Incoming resources	Resources Expended	Transfers	Balance at 31 03 20
	£	£	£	£	£
General Funds	111,875	158,877	(121,150)	5,306	154,908

Restricted funds

National Association of Citizens					
Advice Bureau:- Energy Best Deal	-	119	-	(119)	-
Broadband	-	500	(500)	-	-
Be Money Smart/Live Well Kent	-	4,000	(4,000)	-	-
Money Advice and Pensions service	-	104,221	(102,514)	(1,707)	-
Faversham Town Council	-	5,000	(5,000)	-	-
Minster Parish Council	-	5,000	(5,000)	-	-
William Barrows Charity	200				200
Colyer Fergusson Charitable Trust	-	7,500	7,500	-	-
The Edward Vinson 1957 Charity Settlement	-	7,325	(5,870)	-	1,455
Swale councillors members grants					
Extended advice line service	-	150	(167)	17	-
To develop community debt provision in Partnership with Faversham Foodbank	-	741	(247)	-	494
To support fundraising and personal development resource:		743	(516)	-	227
To offset professional membership fees for caseworker		100	(128)	28	-
Help to Claim	-	61,436	(57,911)	(3,525)	-
	200	196,216	(173,853)	(5,187)	2,376

Purpose of funds:

Unrestricted Funds: These funds can be used in accordance with the Charity's objectives at the discretion of the Trustees.

Designated Fund

Staffing Contingencies Fund

A fund created by the Trustees to provide a contingency reserve to cover recruitment, training and potential redundancy costs should funding sources reduce.

Restricted Funds:

Money Advice and Pensions Service

The Money Advice and Pensions Service, in partnership with Citizens Advice, funds the Debt Advice Project. The Charity received a number of grants for increased capacity. Unspent funds have been transferred to unrestricted general funds in accordance with the agreement.

Business Energy and Industrial Strategy

Funding received via Citizens Advice to provide additional resources during Covid times, in particular advice to assist clients to manage their debts, the grant was paid in 2021/21 but the service is for two years.

MVA Test Bed

A grant from Swale CCG to provide financial capability and in particular to help clients manage finances and avoid the need for further debt support.

Faversham Town Council

This grant contributes to the cost of providing casework for Faversham Clients.

Minster Parish Council Sheerness Town Council and Colyer-Fergusson Charitable Trust

This is three grants that contribute to the cost of providing advice services for Sheppey clients.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**
15 Purpose of Funds Continued
William Barrows Charity

This grant has been provided for use in cases of extreme hardship of residents of the parish of Borden.

Edward Vinson 1957 Charity Settlement and National Lottery

Funds provided to refurbish the Faversham Office.

Swale council Members Grants

Various members grants for specific costs as set out above and general office running costs.

The David Family

Funds to provide for a service in the Faversham area.

Swale Food bank

A grant provided by Swale BC to provide financial capability advice to clients referred by Swale Food Bank.

Defra

Grant administered by Swale BC to support and recruit new volunteers.

Help to Claim

Funding to provide assistance for clients making their initial Universal Credit claim.

**16 ANALYSIS OF NET ASSETS BETWEEN FUNDS -
CURRENT YEAR**

	Designated funds £	Restricted funds £	General funds £	Total 2021 £
Tangible fixed assets	-	-	266	266
Other current assets/liabilities	-	-	(20,029)	(20,029)
Cash at Bank and In Hand	40,000	11,655	178,296	229,951
	<hr/>	<hr/>	<hr/>	<hr/>
Total net assets	40,000	11,655	158,533	210,188

**ANALYSIS OF NET ASSETS BETWEEN FUNDS -
PRIOR YEAR**

	Designated funds £	Restricted funds £	General funds £	Total 2020 £
Tangible fixed assets	-	-	533	533
Other current assets/liabilities	-	-	(10,012)	(10,012)
Cash at Bank and In Hand	-	2,376	164,387	166,763
	<hr/>	<hr/>	<hr/>	<hr/>
Total net assets	-	2,376	154,908	157,284

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021****17 Financial Commitments**

At 31 March 2021 the charity had total future minimum base payments under non-cancellable operating leases as follows:

	2021	2020
	£	£
Not later than one year	17,665	11,665
Later than one and not later than five years	<u>35,941</u>	<u>23,606</u>
	<u>53,606</u>	<u>35,271</u>

18 Pensions and other post retirement benefits

The Charity operates a defined contribution pension plan for its employees. The amount recognised as an expense in the period was £4,368 (2020: £3,793). There were no liabilities outstanding (2020: £Nil) in relation to this pension plan.

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

19 Comparative Statements of Financial Activities (2020)

	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Income and Endowments			
Donations and Legacies			
Faversham Town Council	-	5,000	5,000
Minster Parish Council	-	5,000	5,000
Other Local Parishes	1,275	-	1,275
Other Donations	2,376	-	2,376
Friends of CAB	150	-	150
The Swire Trust	1,000	-	1,000
Swale Borough Council members grants	-	1,734	1,734
Colyer Fergusson Charitable Trust	-	7,500	7,500
The Edward Vinson 1957 Charity settlement	-	7,325	7,325
Other Income	588	157	745
Charitable Activities:			
Grants and contracts			
Swale Borough Council	153,430	-	153,430
National Association of Citizens Advice Bureau:-			
Energy Best Deal	-	119	119
Be Money Smart/Live Well Kent	-	4,000	4,000
Broadband	-	500	500
Money Advice Service	-	104,064	104,064
Help to Claim	-	61,436	61,436
Investment income	58	-	58
Total incoming resources	158,877	191,835	355,712
Expenditure on Charitable Activities			
Charitable activities	121,150	189,353	310,503
Total resources expended	121,150	189,353	310,503
Net Income/(expenditure)	37,727	7,482	45,209
Transfers between funds	5,306	(5,306)	-
Net movement in funds for the year	43,033	2,176	45,209
Reconciliation of funds			
Total funds brought forward	111,875	200	112,075
Total funds carried forward	154,908	2,376	157,284