

North Warwickshire Citizens Advice Bureau

(A Company Limited by Guarantee)

Trustees' Report and Financial Statements for the year ended 31 March 2021

Registered Company number 05154555

Registered Charity number 1105712

North Warwickshire Citizens Advice Bureau
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For the year ended 31 March 2021

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Chair's Foreword

It goes without saying that this past year has been immensely challenging for all of us and the Trustees, management, staff, and volunteers at NWCA have certainly felt those challenges as we have tried to keep our services running in 2020 and 2021. However, we are acutely aware that many of our clients have faced even more extraordinary challenges trying to cope with the extra problems that Covid 19 has brought to them including financial and emotional difficulties. We have seen both an increase in the complexity of issues that people have had to deal with and some new unforeseen problems such as issues with furlough, reduced income and relationship and mental health difficulties as people have become more confined in lockdowns.

In common with all local Citizen Advice services, we have had to respond to the challenges that Covid 19 produced. This has included how to continue to operate core services, even during lockdown, how to maintain safety of clients' staff and volunteers, how to ensure we remain financially viable, how to ensure we monitor the quality of what we provide and how, as Trustees, we can continue to support and provide governance to NWCA in order to meet statutory requirements.

I am very proud to be able to say that during the past year we have continued to deliver our core services of advice and guidance, albeit in a different way, mostly utilising technology, as well as many of the projects we are involved with, such as advising on energy efficiency.

We have in fact increased our client numbers and have been able to meet demand by a combination of telephone and information technology support.

Since July of 2021 we have been able to offer limited face to face consultations, by appointment, but this offer has been rarely taken up as most clients have had their needs met by the aforementioned methods.

Despite the demand for extra services and the need to purchase more equipment, we continue to remain financially secure by careful management of our finances and through the support of the local authorities. I would like to take this opportunity to thank both North Warwickshire Borough Council and Warwickshire County Council for their continued commitment of funding and to a number of project funders and councillors for their continued support.

The Trustee board has had two resignations in the past year, but we have nevertheless been able to provide good governance, by a hardworking and committed board of Trustees, to whom I would like to express my gratitude for their support. This has provided a stable platform for staff and management to run the services. I am delighted that we have been able to recruit five new Trustees all of whom have a wealth of experience in either business or public life and their

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knowledge and commitment will ensure that NWCA is able to move forward with appropriate advice and governance.

NWCA has had its annual leadership assessment, carried out by external assessors from National Citizens Advice, in November 2020 and I am delighted to announce that, once again, we have achieved an excellent result and met all the standards required. Given the challenges we have faced this year, this is truly an exceptionally good outcome for NWCA, and I commend all the staff, volunteers and Trustees who have achieved this.

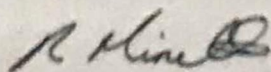
The management, staff and volunteers have faced numerous challenges due to Covid 19 and as a result of the pandemic they have had to adapt working practices, they have had to use their own homes and equipment to continue to work, they have had to make extraordinary efforts this year in order to keep providing a high-quality service to the people of North Warwickshire. I am sure all of those who are reading this, and those who have received those services, will want me to express our gratitude for their dedication to NWCA, thank them for their hard work and to commend them for their determination in keeping the services going in very trying circumstances.

National Citizens Advice service, to whom we are affiliated and who support and monitor us, is also changing to meet existing challenges and we are working closely with them and their strategy to ensure our service is fit for purpose in the coming months and years.

To achieve the objectives of Citizens Advice services generally we are undertaking a strategic review of all our organisation and services in the coming months. We will consult with staff and volunteers on working practices and examine how we can become even more effective and efficient in meeting the needs of the people of North Warwickshire and beyond, whilst contributing to national strategy and meeting our charitable objectives.

Our work supports people through difficult times, and we are grateful to our funders for recognising this and continuing to enable provision of our service into 2021-22.

Dr. R Minett Chair of North Warwickshire Citizens Advice.



Dr Roger Minett - Chair, North Warwickshire Citizens Advice

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Report of the Trustees

The trustees are pleased to present their annual directors' report together with the financial statements of the charity for the year ended 31 March 2021 which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for Smaller Entities.

Charitable Objectives and Activities

The objects of the charity as set out in the charity's governing document, the Articles of Association, are to promote any charitable purpose for the benefit of the community in North Warwickshire and surrounding areas by the advancement of education, the protection and preservation of health and relief of poverty, sickness and distress.

Overall Aims

We aim:

- To deliver the highest quality services in our core business and be the first point of call in North Warwickshire for advice and guidance.
- To diversify our income streams and engage in non-core business through projects that comply with the principles of National Citizens Advice 'Future of Advice' strategy.
- As a key agency within North Warwickshire, we aim to be at the forefront of the development of the third sector within North Warwickshire and a central hub.
- To work with other third sector organisations and ensure that the third sector continues to thrive in North Warwickshire through formal and informal partnerships and collaboration.

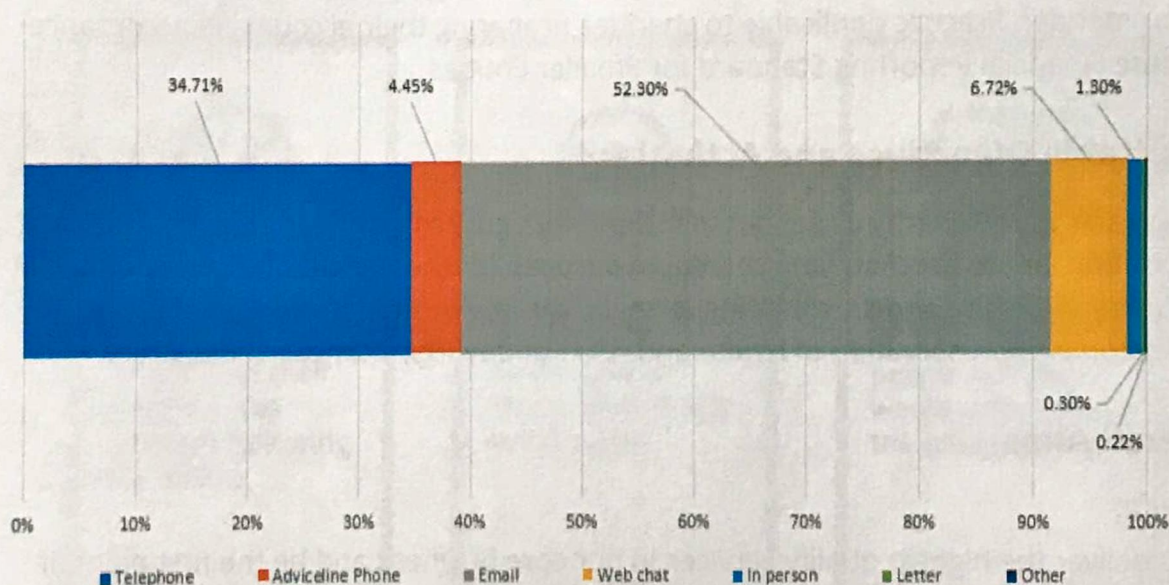
The report looks at what we have achieved and the outcomes of our work during the year. We look at the success of each of the key activities and how they have benefited those groups of people that we are set up to help. The review helps us to ensure that our aims, objectives and activities remain focused on our stated purposes.

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The delivery of advice

We offer advice through a range of channels to maximise access to our services. During the Covid 19 pandemic we have had to change to a fully remote service almost overnight to meet the challenges of lockdown. But we have still strived to meet the needs of our most vulnerable clients through offering face to face services where needed.

Telephone advice is available through our local phone number and through our national adviceline. Clients can also contact us online via our website at www.citizensadvice.org.uk, as well as via email and webchat.



Our service is here for everyone. We are relied on by people from all backgrounds every year to help solve their problems. We support people to develop the skills they need to help themselves and we use our evidence on the issues that our clients face to bring about policy changes that benefit everyone.

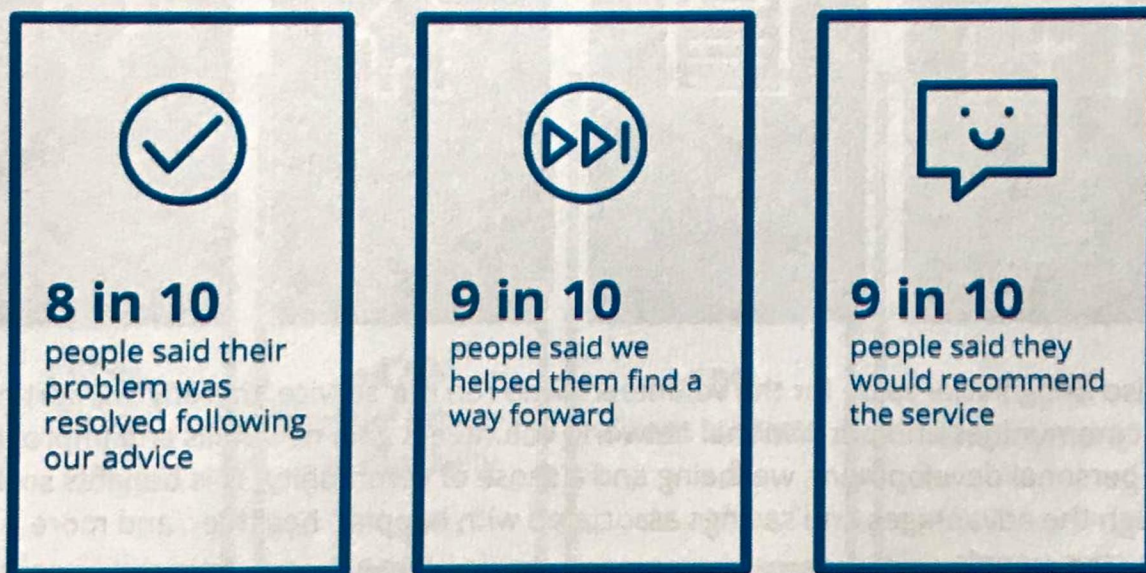
We share our unique frontline evidence with government, regulators and industry so that we can highlight problems to the national organisation which then works to find solutions to issues people are facing across a range of policy areas. These include access to justice, access to money and debt advice, making Universal Credit work for people and protecting people from domestic abuse.

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The impact of advice

Our work in 2020-21 resulted in over **£463,064** worth of specific outcomes for the individuals we helped. Our advice directly brings value to clients through helping them claim and retain benefits and grants, helping them save money and helping them avoid payments they are not liable for.

The problems our clients face are stressful and pose barriers to their ability to go about everyday tasks like working (or finding work); keeping control of their finances, or maintaining and forming personal relationships. Citizens Advice research shows that in addition to financial value, our service improves the wellbeing of the people we see in many ways.



Research and campaigning

In recent years we have undertaken extensive local research on how financial issues, including the low wage economy and Welfare Reform, have affected local people. Our research is published widely and we hope that it can be used to help to influence provision of local services and to highlight issues, which will have a lasting impact on the local economy. By campaigning for change, we improve the lives of everyone, including those who have never used our service. This has continued throughout the pandemic and fed into local and national initiatives and service development and commissioning.

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Public benefit and volunteering

Our advice also provides wider financial savings to governments and society by tackling financial exclusion, reducing homelessness and alleviating problems that lead to, or exacerbate health issues. This in turn reduces demand on statutory services such as the DWP; the NHS; local government and housing providers, through reducing homelessness, helping keep debts and budgets under control, and improving people's wellbeing and resilience.



£128,000 saved by
the NHS last year



£42,000 saved by the
Local Authority last
year



£97,000 saved by
local housing
providers last year



£697,000 saved by
the DWP last year

We also bring social value for the volunteers who run our service, thereby supporting local communities and our national network. Volunteers gain new skills and improve their personal development, wellbeing and a sense of community. This benefits society through the advantages and savings associated with happier, healthier, and more productive people.

The Trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit, when reviewing the Charity's aims and objectives and in planning future activities.

Citizens Advice volunteering has a positive impact on an individual's sense of self-worth, their employability and their ability to integrate and function in society. Research shows that our volunteers benefit from a variety of personal improvements:

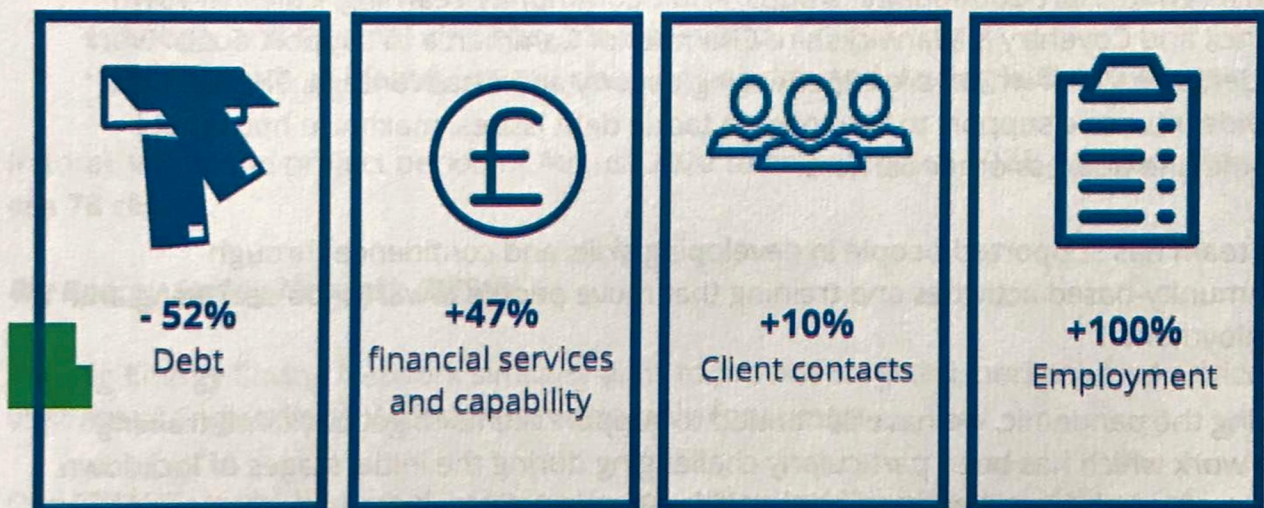
This comes with associated financial benefits to society by reducing unemployment and demand for health services. The figure below was calculated using a cabinet approved methodology, and Citizens Advice's own Impact research.

**The public value financial benefit to society of
volunteering at North Warwickshire Citizens Advice
during 2020-21 was £150,000**

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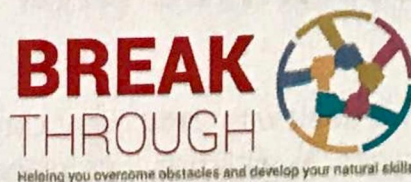
Performance and key achievements

This year we dealt with **2100** client contacts, an increase of **10%** on last year, and **10,000+** issues. As with previous years, the most common issue we helped with was **benefits**, however **employment**, **financial services** and **housing** all exceeded **debt** enquiries. The government's mitigation measures, such as payment holidays, put in place as a result of the pandemic resulted in less clients seeking our help with urgent debt enquiries. Our most notable increase was in the area of **employment**. Clients contacting NWCA for help and support with **employment** issues **doubled** on the previous year.



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Breakthrough Programme



Breakthrough is a targeted project with the goal of helping out of work and economically inactive people across Coventry and Warwickshire to tackle the financial barriers they face to gaining and sustaining employment, to accessing education and training, and taking a full and active role in their local community.

Our team of Money Mentors have worked in North Warwickshire with local partners such as White Hart Community Groups, Adult Community Learning, Coleshill Town Council and Coventry & Warwickshire Chamber of Commerce to support out of work residents, many of whom are experiencing poverty and disadvantage. The Mentors provide intensive support to help people tackle debt issues, maximise household income and address other barriers.

The team has supported people in developing skills and confidence through community-based activities and training that move people towards job searching and employment.

During the pandemic, we have continued to support clients to get back into training and work which has been particularly challenging during the initial stages of lockdown. However, our Money Mentors and the wider Programme team have worked together to provide on-line support and training while face to face has not been available.

Energy Advice

Many vulnerable people often find the process of switching energy provider difficult; therefore, we continue to raise awareness of the savings that can usually be made by switching energy providers or through negotiating with existing providers. We do this by delivering a number of energy projects throughout the year.

Our target audience has traditionally been some of the most vulnerable sectors of the community (in 2019 -20, 50% of our Energy Advice clients were aged 65 or over, and 62% were disabled or had a long-term health condition). This year, dominated by Covid-19, delivering Energy Advice to such groups has proved challenging. These clients are precisely those which Covid-19 affected most seriously and those who benefit most

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from contact via traditional channels (in 2020-21, 20% of our Energy Advice clients were aged 65 or over, and 30% were disabled or had a long-term health condition).

Energy Advice Programme (EAP)

North Warwickshire Citizens Advice delivers tailored one-to-one energy advice through the Energy Advice Programme (previously Energy Best Deal Extra) which is targeted at individuals who are vulnerable and are likely to be in or at risk of fuel poverty. These clients will be those who can benefit most from the advice - often struggling with paying their energy bills, require better deals on energy, need guidance on the most appropriate payment methods or information on how to access help from their energy supplier. The appointments cover a number of areas including and relating to:

- Relief from fuel poverty;
- Energy and thermal efficiency measures and
- Advice such as identifying and claiming benefits and dealing with fuel debts

In total, within the project period of August 2020 to end of March 2021, we were able to see **78** clients.

Big Energy Saving Network (BESN)

The Big Energy Saving Network similarly aims to provide targeted, personalised advice to some of England and Wales' most vulnerable consumers.

Our BESN 'Energy Champion', Lorraine Verrall, organised the proactive delivery of energy advice to over 200 vulnerable consumers across North Warwickshire. The primary aim of this project was to help vulnerable consumers switch to a cheaper tariff and/or supplier, but additional support provided can include:

- Help with debt to their supplier
- Help to access assistance such as Warm Home Discount
- Help to access energy efficiency schemes.

Vulnerable consumers include, but is not limited to, fuel poor households, people on low incomes and/or on benefits, people with disabilities or long-term health conditions, those who use prepayment meters, those without internet access and those who have not switched supplier before.

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Big Energy Saving Winter (BESW)

This project ran over the winter period to highlight energy savings that consumers can make and energy saving measures that they can take. We ran a variety of engagement events, including online presentations to a mixture of GP's, Practice Nurses and support staff promoting the advantages of the Priority Service Register for the sick and elderly together with how monetary savings could be made. This resulted in a number of referrals being received from attendees of these presentations who recognise the connection between the provision of energy advice and good health particularly in the frail and vulnerable.

Help to Claim

Our Help to Claim service delivered in partnership with the DWP and National Citizens Advice began in April 2019 and provides clients with help in the early stages of their Universal Credit claims, from initial application to first payment. During 2020-21 we assisted a total of **346** clients and achieved an income gain of **£162,000** on their behalf.

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Outreach and income maximisation

Arley and Ansley Big Local Partnership Advice Project

We were funded to run a weekly advice project in the Arley and Ansley area. The project continued despite venues being closed due to Covid-19 restrictions. A fully trained Generalist Advisor provided remote support for Arley and Ansley residents via telephone, Zoom and email.

The remote service was well received and clients were able to access a full range of Citizens Advice services. During this financial year the project helped:

- **34 clients** with **233 issues**.
- **Benefits and Income Maximisation** were the main enquiry areas (**131 issues** supported over the year)
- Dedicated support with **Attendance Allowance/ESA/PIP/DLA forms** was provided remotely.
- Total income gain for clients was **£27,540**

WCC Family and Children and Centre Project

This has continued to run during this year with the support of WCC with a dedicated Outreach worker based at Atherstone Family and Children Centre providing generalist support on an appointment basis and remotely during the lockdown periods.

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Future Plans

We will make it easy to get advice. We will be more influential. We will work together as one service. We will become more sustainable and effective. We will be a stronger equality diversity and inclusion champion.

We are working with partners to develop innovative ways of delivering short, low-cost effective take up campaigns. This approach allows us to support the needs of the local community and makes essential advice accessible without incurring long-term financial commitments.

The Board is committed to maintaining local services and to working with other local Third Sector colleagues to support their work.

Fundraising strategy

Our stated intention is to meet local needs by providing clear advice and information services, which are:

- Accessible
- Understandable
- Relevant and accurate
- Meet quality standards

Our funding comprises core funding, provided mainly by Local Authorities by means of commissioned services or Service Level agreements (Warwickshire County Council and North Warwickshire Borough Council).

The majority of other funding is obtained by applications to fund particular objectives, in line with our Strategic Business Plan. A small amount of money is donated by clients.

North Warwickshire Citizens Advice does not have any agreements with professional fundraisers. We do not ask clients for donations or charge for any client services.

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Financial Review

During the year, the Charity's total income amounted to £284,072 (2019/20: £222,355). As shown at note 2 to the accounts, total income was significantly increased by special grants, particularly in relation to the pandemic. Much of this was received towards the end of the year and will be spent meeting increasing demand for the Charity's services during the current year and beyond. This exceptional increase in income will also help the charity through the current year as a number of fixed-term funding sources expire.

The team worked hard to contain costs during the year, particularly in relation to premises and travel, and managed to reduce total expenses to £197,893 (2019/20: £202,733). Costs are budgeted to be higher in the current year as the Charity emerges from Covid restrictions and widens its offering.

By accessing some Covid-19 related funding this year, that has been available to help with the immediate and longer-term effects of the crisis, it has allowed us to increase our technological and remote staff working capacity to strengthen our future operations in this area.

The Charity's net income increased to £86,179 (2019/20: £19,622), reflecting the exceptional grants and contained costs during the year. Based on expected income and expenditure for the current financial year and beyond, and its reserves, the trustees consider that the charity has adequate resources to maintain its ongoing work and to keep reserves at a satisfactory level.

NWCA is deeply grateful to its core funders whose continuing support enables the Charity to serve its clients and develop its activities.

We continue to build partnerships and develop joint funding bids for future funding but it should be noted that, with a decrease in National Lottery income, and with other third sector organisations being as hard pressed as we are, there are a large number of organisations competing for a smaller amount of funding.

North Warwickshire Citizens Advice was a member of Warwickshire County Councils Local Government Pension Scheme. The scheme was closed to new members and to future accrual. We now operate a defined contribution scheme through the People's Pension. New staff are automatically enrolled into the scheme, and employer contributions are charged as they are incurred.

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Reserves policy

This reserves policy is monitored and reviewed by the trustees annually.

Restricted reserves

These are restricted by the donor or funder and cannot be used for general purposes of the bureau. Their existence, and the sums of money therein, do not imply that there has been an underspend, but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned

Unrestricted reserves

Unrestricted reserves are safely above the minimum set out in the current reserves policy and, as a matter of routine, will be addressed at the forthcoming annual policy review, in the light of increasing property and other costs; operating demands, including demands of the present pandemic; and the future strategy of the charity.

Designated reserves

Part of the unrestricted reserves have been designated for specific purposes, and these are set out at note 9 to the Accounts.

Risk management

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure appropriate controls are in place to provide reasonable assurance against fraud and error.

The trustees have a risk management strategy, which comprises:

- An annual review of the risks the charity may face;
- The establishment of systems and procedures to mitigate those risks;

In the event that those risks materialise there are procedures to minimize the potential impact. There is a Business Continuity Team made up of pivotal members of the organisation. The team exists to:

- make swift, informed decisions;
- provide direction to managers;
- provide direction to staff;

North Warwickshire Citizens Advice Bureau **Trustees Report and Financial Statements** **For the year ended 31 March 2021**

- allocate or re-allocate resources;
- issue internal and external communications;
be easily accessible and contactable.

The charity has the support of Citizens Advice in the event of any serious risks being identified.

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Independent Examiner	Barbara
Bank	
Accounting Services	HSC Bank
Bank	HSBC Bank
Bank	HSBC Bank
Bank	HSBC Bank
Bank	HSBC Bank
Bank	HSBC Bank
Bank	HSBC Bank
Bank	HSBC Bank

The charity has the support of Citizens Advice in the event of any serious risks being identified.

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Structure, Governance and Management

Governing Document

North Warwickshire Citizens Advice Bureau is a company limited by guarantee and a registered charity governed by its Articles of Association.

Recruitment and appointment of new trustees

The articles provide for three to 15 trustees who are elected at an AGM or appointed by the Board after nomination by the Board's Nominations Committee. Directors retire at the third AGM after their election, re-election, or appointment, and are eligible for re-election. New trustees benefit from the Board's induction procedure.

Organisational structure

The board of trustees administers the charity and meets at least four times per year. There are a number of committees of the Board including, Business Development and Strategy, Leadership Self-Assessment, Business Continuity and Nominations. The Chief Executive is appointed by the Board and delegated to manage the day-to-day operations of the charity.

Related parties

The charity has a close working relationship with North Warwickshire Borough Council and Warwickshire County Council, both of whom provide essential funding in return for services provided by the charity.

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Reference/Administrative Information

Trustees:

- Roger Minett (Chair)
- Lorraine Teague (Vice Chair)
- Brian Schofield (Treasurer)
- David Stone
- Chris Haydon (resigned 26 November 2020)
- Roy Smith (resigned 6 May 2021)
- Marian Humphreys
- Richard Wade (resigned 2 November 2020)
- Anthony Brookes (appointed 27 April 2021)
- Ian Gordon (appointed 27 April 2021)
- Tim Grimes (appointed 27 April 2021)
- Rebecca Huscroft (appointed 30 April 2021)
- Claire Thomas (appointed 14 October 2021)

Charity Number:

1105712

Company Number:

05154555

Registered Office:

The Parish Rooms
Welcome Street
Atherstone
Warwickshire
CV9 1DU

Registered Name:

North Warwickshire Citizens Advice
Bureau

Independent Examiner:

Mairead Montague
Montague Accounting Services
Poachers Cottage
Brewers Lane
Badsey, Evesham
WR11 7EU

Bankers:

HSBC Bank plc
3A Queens Road
Nuneaton
Warwickshire
CV11 5JL

Approved by the Trustees and signed on their behalf by:

Dr Roger Minett, Chair of Trustees

Date: 8/11/2021

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Independent Examiner's Report to the Trustees of North Warwickshire Citizens Advice Bureau (‘the Company’)

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 20 to 34.

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 statement

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

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a ‘true and fair view’ which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102).

I have no concerns and have come across no 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.

M Montague

Mairead Montague, BA (Hons Accounting & Finance)
Member of Association of Accounting Technicians, Associate ACIE

Date: 16/11/2021

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Montague Accounting Services

Statement of Financial Activities (Income & Expenditure Account)			
	2020-21	2019-20	2018-19
Income from:			
Donations & legacies	2,000	2,000	2,000
Charitable activities	170,000	168,000	168,000
Investments	0	0	0
Total income	172,000	170,000	170,000
Expenditure on:			
Admin. costs	18,000	18,000	18,000
Charitable activities	154,000	152,000	152,000
Total expenditure	172,000	170,000	170,000
Surplus/Deficit	0	0	0
Transfers:			
Retained in funds	0	0	0
Transferred to other funds	0	0	0
Total funds carried forward	0	0	0

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Statement of financial activities (including an income & expenditure account)

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	Total funds 2020 £
Income from:					
Donations & legacies	1	5,000	-	5,000	8,369
	2			278,98	
Charitable Activities		170,649	108,340	9	213,625
Investments		83	-	83	361
				284,07	
Total income		175,732	108,340	2	222,355
Expenditure on:					
Raising funds		18,000	-	18,000	18,000
				179,89	
Charitable Activities		66,364	113,529	3	184,733
				197,89	
Total expenditure	3	84,364	113,529	3	202,733
Net income/(expenditure)		91,368	(5,189)	86,179	19,622
Transfers		(121)	121	-	-
Net movement in funds		91,247	(5,068)	86,179	19,662
Reconciliation of funds:					
				303,36	
Total funds brought forward		294,479	8,883	2	283,740
				389,54	
Total funds carried forward		385,726	3,815	1	303,362

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The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

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Balance sheet

	Notes	2021 £	2020 £
Fixed Assets			
Tangible assets	5	<u>103,062</u>	<u>95,492</u>
Current Assets			
Debtors	6	23,202	39,659
Cash at bank and in hand		<u>302,801</u>	<u>200,034</u>
		<u>326,003</u>	<u>239,693</u>
Current Liabilities			
Creditors: amounts falling due within one year	7	<u>(39,524)</u>	<u>(31,823)</u>
Net current assets		<u>286,479</u>	<u>207,870</u>
Net assets		<u>389,541</u>	<u>303,362</u>
Funds of the charity:			
Restricted Funds	8	3,815	8,883
Unrestricted Funds			
- general reserves		330,726	239,479
- designated funds	9	<u>55,000</u>	<u>55,000</u>
		<u>385,726</u>	<u>294,479</u>
Total charity funds		<u>389,541</u>	<u>303,362</u>

The accompanying accounting policies and notes form part of these financial statements.

**North Warwickshire Citizens Advice Bureau
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Balance sheet continued

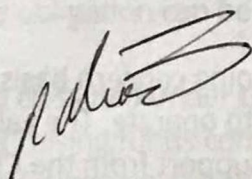
For the year ended 31 March 2021, the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

(a) The members have not required the charitable company to obtain an audit of its financial statements for the year in question in accordance with section 476 of the Companies Act 2006 - however, in accordance with section 145 of the Charities Act 2011 the financial statements have been examined by an independent examiner, whose report appears on page 19.

(b) The directors/trustees acknowledge their responsibility for complying with the requirements of the Companies Act with respect to accounting records and the preparation of accounts.

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

Approved by the Trustees and signed on their behalf by:



Dr Roger Minett, Chair of Trustees

Date: 8/11/2021

**North Warwickshire Citizens Advice Bureau
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Principal accounting policies

Status of the company

The charitable company is limited by guarantee and does not have share capital. The liability of members is limited to £1 per member.

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (updated 1 January 2019) – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

North Warwickshire Citizens Advice Bureau meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

Going concern statement

The financial statements have been prepared on a going concern basis which assumes that the Charitable Company will continue to operate. The validity of this assumption is dependent upon the continuance of support from the Charitable Company's key grant funders and in response to the progress made by the Charitable Company in pursuing a viable budget including the obtaining of further grants and other funds. The Charitable Company's current business plan shows that the Charitable Company will be able to operate in the foreseeable future. Based on this understanding, the directors believe that it remains appropriate to prepare the financial statements on a going concern basis. The financial statements do not include any adjustments, which would result from the basis of preparation being inappropriate.

North Warwickshire Citizens Advice Bureau

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Funds

General accumulated funds are unrestricted funds available for general purposes and include funds designated for a particular purpose; the use of such funds remains at the discretion of the trustees.

Restricted funds are funds subject to conditions imposed by the donor or by specific terms of the appeal under which the funds are raised. The restrictive conditions are binding upon the Charitable Company.

Income

Items of income are recognised and included in the accounts when all of the following criteria are met:

- the charity has entitlement to the funds;
- any performance conditions attached to the item(s) of income have been met or are fully within the control of the charity;
- there is sufficient certainty that receipt of the income is considered probable; and
- the amount can be measured reliably.

Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably.

Expenditure is classified under the following activity headings:

- Costs of raising funds comprise an allocation of costs of staff involved in the raising of funds for the charity;
- Expenditure on charitable activities includes the direct costs of projects and activities undertaken to further the purposes of the charity and their associated support and governance costs.

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

**North Warwickshire Citizens Advice Bureau
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Tangible fixed assets

Depreciation is provided at a rate calculated to write off the cost on a straight-line basis over a period of less than the estimated useful life of the assets as follows:

Land and buildings	-	50 years
Fixtures, fittings and equipment	-	2-3 years
Fixed assets are capitalised when their costs exceed:		£500.

Debtors

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

Cash at bank and in hand

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

Creditors and provisions

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

Deferred Income

Income is deferred when monies are received in advance relating to projects commencing after the financial year where the contract period is specified by the funder.

Taxation

As a registered charity no provision is considered necessary for taxation.

North Warwickshire Citizens Advice Bureau
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Notes to the financial statements

1. Income from donations & legacies

	2021	2020
	£	£
Unrestricted:		
- Postcode Lottery	-	3,333
- 29 th May Charitable Trust	5,000	5,000
- Other small donations and grants	-	36
	<u>5,000</u>	<u>8,369</u>

2. Income from Charitable Activities

	2021	2020
	£	£
Unrestricted:		
- Warwickshire County Council	56,078	54,486
- North Warwickshire Borough Council	34,808	34,808
- Citizens Advice Bureau – Energy projects	24,949	21,124
- Warwickshire County Council COVID support	35,000	-
- TSB Volunteer project	2,400	-
- Job retention scheme grant	3,767	-
- Other project funding	13,647	23,448
	<u>170,649</u>	<u>133,866</u>
Restricted:		
- Bedworth, Rugby & Nuneaton CAB – Breakthrough project	34,241	37,738
- Awards for All – COVID support	10,000	-
- Warwickshire County Council - Councillor grants	2,470	-
- Money & Pension Service – Debt advice	20,450	-
- Western Power – Energy projects	1,517	18,695
- Help to Claim	25,490	23,326
- Coalfield Investment Program	7,358	-
- Citizens Advice Bureau – IT project	6,664	-
- Baron Davenport's Charity	150	-
	<u>108,340</u>	<u>79,759</u>
Total	<u>278,989</u>	<u>213,625</u>

3. Expenditure

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	2021	2020
	Total	Total
	£	£
Wages and salaries	173,821	173,556
Premises running costs	3,954	4,950
Office costs	11,659	14,660
Sundries	737	877
Training	1,042	255
Motor and travel expenses	523	4,600
Depreciation	4,801	2,391
Independent examiners fee	1,000	1,100
Other governance costs	356	344
Total	197,893	202,733

	2021	2020
	£	£
Costs of raising funds comprise:		
Allocation of salary costs	18,000	18,000

Expenditure on charitable activities includes £113,529 (2020: £73,893) in relation to projects funded by restricted income.

4. Analysis of staff costs, trustee remuneration and expenses

	2021	2020
	£	£
Salaries and wages	161,849	161,596
National Insurance	8,879	9,264
Pension costs	3,093	2,696
Total	173,821	173,556

The Charitable Company employed on average 5.3 (2020: 9) staff during the year.

No employees had benefits in excess of £60,000 (2020: nil). Pension costs are allocated to activities in proportion to the related staffing costs incurred.

North Warwickshire Citizens Advice Bureau

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The charitable company's trustees were not paid nor received any other benefits from employment with the charity in the year. Trustee travel expenses of £nil were reimbursed to Trustees during the year (2021: £nil).

The key management personnel of the charity comprise the trustees, the Chief Executive, the Deputy and the Advice Services Supervisor. Trustees receive no remuneration or other benefits from the charity. The remuneration of key management personnel (including pension contributions) for the year £102,541 (2020: £90,364).

5. Tangible fixed assets

	Fixture, Fittings & Equipment £	Land & buildings £	Total £
Cost			
At beginning of year	79,541	101,161	180,702
Additions	12,371	-	12,371
At end of year	91,912	101,161	193,073
Depreciation			
At beginning of year	78,467	6,743	85,210
Charge for the year	2,778	2,023	4,801
At end of year	81,245	8,766	90,011
Net Book Value			
At 31 March 2021	10,667	92,395	103,062
At 31 March 2020	1,074	94,418	95,492

North Warwickshire Citizens Advice Bureau
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6. Debtors

	2021	2020
	£	£
Grants & donations receivable	23,202	39,659
Prepayments	-	-
	<u>23,202</u>	<u>35,659</u>

7. Creditors: amounts falling due within one year

	2021	2020
	£	£
Taxation and social security	3,446	2,565
Accruals	4,999	1,461
Deferred income	29,720	27,267
Other creditors	1,359	530
	<u>39,524</u>	<u>31,823</u>

Movements in deferred income are as follows:

	£
At beginning of year	27,267
Released to income in year	-
Deferred in year	2,453
At end of year	<u>29,720</u>

Deferred income relates to income received in advance of work carried out and is deferred to match the costs of the relevant expenditure.

8. Restricted funds

North Warwickshire Citizens Advice Bureau
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The income funds of the charity include restricted funds comprising the following amounts, which have been applied for specific purposes:

	2021 Movement in Funds				Balance at end of year £
	Balance at beginning of year £	Income £	Expenditure £	Transfer s £	
Breakthrough Project	6,365	34,241	(37,869)	-	2,737
Western Power	1,423	1,517	(2,852)	-	88
Help To Claim	-	25,490	(25,486)	(4)	-
Priscilla Gent	212	-	-	-	212
Coventry CAB – Quality of Life Fund	883	-	-	-	883
CAB – (IT equipment)	-	6,664	(6,664)	-	-
Awards for All COVID support	-	10,000	(10,000)	-	-
Baron Davenport Fund	-	150	(274)	124	-
WCC – Councillor grant	-	2,470	(2,470)	-	-
Money & Pension Service – Debt Advice	-	20,450	(20,451)	1	-
Coalfield Investment Program	-	7,358	(7,463)	-	(105)
Total	8,883	108,340	(113,529)	121	3,815

	2020 Movement in Funds				Balance at end of year £
	Balance at beginning of year £	Income £	Expenditure £	Transfer s £	
Breakthrough Project	-	37,738	(31,373)	-	6,365
Western Power	-	18,695	(17,272)	-	1,423
Help To Claim	-	23,326	(23,326)	-	-
Priscilla Gent	940	-	(728)	-	212
WCC Councillor grants	1,194	-	(1,194)	-	-
Coventry CAB – Quality	883	-	-	-	883

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of Life Fund

Total	3,017	79,759	(73,893)	-	8,883
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Breakthrough Project (National Lottery Community Fund and European Social Fund)

NWCA is funded as part of the Breakthrough programme that operates across Coventry and Warwickshire. This project helps the unemployed and economically inactive across Coventry and Warwickshire tackle financial barriers that they face to gaining and sustaining employment, to accessing education and training, and taking a full and active role in their local community.

Western Power

A project aimed at providing energy advice through a variety of channels for clients, with an emphasis on placing vulnerable clients on the Priority Service Register.

Help To Claim

Project delivered in partnership with DWP & National Citizens Advice from April 2019 to provide clients with help in the early stages of Universal Credit claims through to first payment.

Baron Davenport/Priscilla Gent/Quality of Life Funds

These funds provide emergency payments to eligible clients, in crisis or financial need.

Money and Pensions Service Trainee Debt Advisor

A project to train a Debt Advisor to deliver debt advice through the MAPS debt advice project.

Awards For All – Covid Support Fund

A project funding a team of digital volunteers to deliver advice and support during the Covid-19 pandemic and beyond.

Coalfield Regeneration Trust

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A remote volunteering project to expand and increase the range of support services offered equipping a team of existing and new volunteers to deliver the organisation's Covid-19 support and advice offer.

WCC Councillors Grant Fund

Funding to provide IT equipment to equip remote volunteering during the Covid-19 pandemic and beyond.

BEIS CA Covid IT Funding

Funding to provide IT equipment to increase remote capability.

9. Designated funds

Funds totalling £55,000 have been designated by Trustees. These funds comprise of a Core Service Fund (£20,000), to subsidise core services which are operating at a loss & to look into ways of improving the efficiency of core services; Internal Development & Investment Fund (£25,000), to maintain the operating capacity of the office including infrastructure & IT and an External Development & Investment Fund (£10,000), to develop new partnerships & opportunities.

10. Analysis of net assets between funds

2021	Restrict ed funds	Unrestricted funds	Total
	£	£	£
Fixed assets	-	103,062	103,062
Current assets	3,815	322,188	326,003
Current liabilities	-	(39,524)	(39,524)
Total funds	3,815	385,726	389,541

2020

Restrict ed funds	Unrestricted funds	Total
		35

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	d funds £	funds £	£
Fixed assets	-	95,492	95,492
Current assets	8,883	230,810	239,810
Current liabilities	-	(31,823)	(31,823)
Total funds	8,883	294,479	303,362

11. Controlling Interests

The charity is controlled by the trustees.

12. Related Party Transactions

There were no transactions with related parties during 2020/21.

13. Pension commitments

The charity has a pension scheme for employees with the People's Pension. The scheme is a money purchase scheme for individual employees, assets are held separately by the scheme, and pension costs are charged as incurred. The pension costs incurred by the charity in respect of this scheme for the year were £3,093 (2020: £2,969). Contributions outstanding at the year-end were: £1,359 (2020: £530).

14. Comparative statement of financial activities

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Income			
Donations & legacies	8,369	-	8,369
Charitable Activities	133,866	79,759	213,625
Investments	361	-	361
Total income			222,355

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142,596	79,759
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Expenditure

Costs of raising funds	18,000	-	18,000
Charitable Activities	110,840	73,893	184,733

Total expenditure	128,840	73,893	202,733
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Net income for year	13,756	5,866	19,622
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Transfers between funds	-	-	-
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Net movement in funds	13,756	5,866	19,622
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Reconciliation of funds:

Total funds brought forward	280,723	3,017	283,740
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Total funds carried forward	294,475	8,883	303,362
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