

North Warwickshire Citizens Advice Bureau

(a company limited by guarantee)

Trustees' Report and Financial Statements for the year ended 31 March 2023

Registered Company number 05154555

Registered Charity number 1105712

Registered Office:

The Parish Rooms

Welcome Street

Atherstone

Warwickshire

CV9 1DU

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Chair's Statement

NWCA has moved forward in 2022/2023 with several new developments including: - working with partners on new projects, contract changes, refurbishment and improvements to our premises at Welcome Street, and changes to both the board of trustees and the management of the organisation.

The past year has also seen the culmination of several projects which have come to an end, and this has reduced our funding considerably for this financial year. However other initiatives have come on stream including a new telephony service planned for April 2023, in partnership with other Warwickshire Local Citizens Advice Services (LCA's), enhanced energy work and we have been successful in acquiring a new contract for debt advice. Demand for our services have increased, for energy and debt advice as well as generalist advice services. We are now increasingly finding that clients often come with complex or multiple issues. This often results in more time being taken with individual clients, some of which needs to be carried out face to face rather than by just telephone or email. To meet that demand, we have restructured our staffing complement and are continuously seeking to engage more volunteers.

This year we have forged even closer relationships with other Warwickshire LCA's so that we can provide both more generalist services and more efficient or cost-effective services. We are jointly working on a bespoke Warwickshire telephony advice service which enables us to reach more clients and we are engaged in joint training of volunteers and joint research and development activities.

During the past year we have renovated or repaired windows, made repairs to the roof, removed, and made safe several areas affected by asbestos, reconfigured the internal space and refitted a new meeting and training room.

The building improvements have been made possible by grants from the United Kingdom Shared Prosperity Fund matched by our own savings which we have built up for this purpose. We are very grateful to North Warwickshire Borough Council for their support and advice regarding repairs to and reconfiguring the building and for encouraging us to bid into the fund.

We can continue to provide our core advice services because of the financial commitment and support from both North Warwickshire Borough Council (NWBC) and Warwickshire County Council (WCC). Without their support we would not be able to continue to offer advice services at a time when they are most needed. On behalf of the trustees, staff, volunteers, and clients I would like to take this opportunity to thank officers and councillors for their continued endorsement and assistance.

As ever the Board of Trustees has undergone some changes this year with members retiring and new trustees being appointed, and we are delighted that we continue to be able to attract people with a variety of skills to volunteer to become trustees. We continue to provide good governance and achieve top marks in our Leadership Assessment carried out by National Citizens Advice. I would like to express my gratitude to all trustees for their ongoing support.

Management and staff have undergone a major internal restructuring this year which has proven to be very successful as they develop new ways of working and engage in new projects. The Board of Trustees would like to take this opportunity to record our sincere thanks and appreciation for their dedication to NWCA and to the needs of the clients whom we serve.

NWCA maintains its services by a dedicated team of volunteers who give their time freely and work hard, sometimes in very difficult circumstances.

I am sure, along with the Board of Trustees, 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 public service.

I look forward to the next year confident that our primary objective of continuing to provide core services, and in addition specialist services such as energy and debt casework for the people of North Warwickshire, will be met along with meeting all our charitable objectives.

Dr Roger Minett - Chair, North Warwickshire Citizens Advice

October 2023



Report of the Trustees

The trustees are pleased to present their annual report together with the financial statements of the Charity for the year ended 31 March 2023 which are 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, particularly for the benefit of the community in North Warwickshire and surrounding areas and those contacting the charity by telephone or electronically, by the advancement of education, the protection and preservation of health and relief of poverty, sickness and distress.

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 its future activities.

Overall Aims of NWCA

1. To deliver the highest quality services in our core business and be the first point of call in North Warwickshire for advice and guidance. This will be achieved by striving to achieve the Strategic Objectives, and the associated Action Plan in congruence with the National Citizens Advice's Business Plan.
2. To ensure continuity and viability of the service NWCA will maintain, and enhance where possible, our core contracts; diversify our income streams; and engage in non-core business through projects which comply with the principles of National Citizens Advice. This will be achieved by implementing projects and in tendering for new and repeated business, in partnership with others where appropriate.
3. To strive to provide high quality services at all times and excellent client volunteer and staff satisfaction including from those hard to reach and more diverse groups.
4. To enhance our partnerships with other local Citizens Advice charities and other organisations and to formalise those partnerships, as and when appropriate, by memoranda of understanding and contractual agreements.

Delivery of Advice

At North Warwickshire Citizens Advice, we deliver advice through a variety of channels. This provision optimises a client's access to our range of services in the most cost-efficient way, whilst making sure that resources are available to the most vulnerable clients.

Advice is available via our National Adviceline and our local telephone line. A new service will start in April 2023, where we will be part of a countywide telephony service incorporating all three local offices - NWCA, Bedworth, Rugby and Nuneaton Citizens Advice Bureau (BRAN/CAB) and Citizens Advice South Warwickshire (CASW), offering a streamlined service to the people across the whole of Warwickshire.

Clients can also contact NWCA via email and webchat as well as online 24 hours a day/365 days per year via our National website at www.citizensadvice.org.uk. Clients can attend the office in Atherstone during opening hours where we offer a triage system. Face-to-face appointments are available in Atherstone and by arrangement, where possible, at community venues across the borough.

We aim to provide our clients with the knowledge and confidence they need to find their way forward whoever they are and whatever their problem.

Our service is available for everyone. We are relied upon by people from all backgrounds to assist them with their problems. We support people to develop the skills and confidence to help themselves. We then utilise that evidence and knowledge of the issues presented by our clients, to help bring about policy changes to benefit everyone.

The unique frontline evidence we collate is subsequently shared anonymously with government, regulators and industry to highlight problems faced by our clients through National Citizens Advice submissions. Together, we can work together, so that solutions can be found to issues which people are regularly facing across a range of policy areas. These include access to justice; access to money and debt advice, enabling the benefit system to work for people and protecting people from all forms of abuse.

The Impact of Advice



2,900 enquiries
2021-22



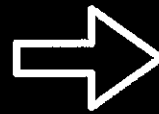
+6.3%



3,082 enquiries
2022-23



14,654 issues
2021-22



+18.3%

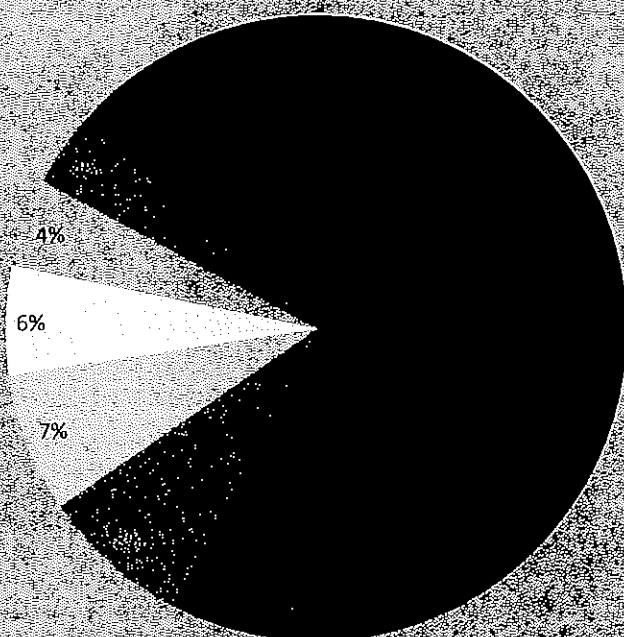


17,342 issues
2022-23

2022-23 saw a **6.3% increase in enquiries** compared to the previous financial year. This was accompanied by an **18.3% increase in the number of issues** our clients had, which reflects the ever-increasing complexity of our clients' situations.

Consistent with previous years, the most common issues we helped clients with were **Benefits**, comprising 29.4% of all issues we helped with. The second most common issues were **Utilities & Communications** at 18.6%, demonstrating the successful expansion of our energy advice projects.

Our Top 10 Issues 2022-23



- 1. Benefits
- 2. Utilities & communications
- 3. Financial services & capability
- 4. Debt
- 5. Housing
- 6. Consumer
- 7. Employment
- 8. Relationships & family
- 9. Legal
- 10. Charities & food banks
- Others

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.

KEY OUTCOMES



Benefits gained, increased, or put back into payment

£467,499



Debts written off

£250,541



Energy and budgeting savings

£58,248



Improved health & capacity to manage

1433 people



Charitable grants, goods and services obtained

£44,477

Our advice reaches some of the most vulnerable populations in North Warwickshire. People with disabilities, children or low incomes and isolated older people are significantly more likely to need advice following critical life events or arising from the cost of living crisis.



63.5%
of our clients had a
disability or long-
term health
condition



34.2%
of our clients had
dependent children



26.5%
of our clients were
of age 65 or above



23.7%
of our clients live in
the top 30% most
deprived areas of
country¹

¹ ONS Indices of Multiple Deprivation 2019

Research and Campaigning

In recent years we have undertaken local research relating to financial issues affecting our clients such as the 'cost of living' crisis and food poverty. Our research is then disseminated and used to try and influence the provision of local services and highlight issues which can have a lasting effect on the local economy.

By campaigning for change, we contribute to improving the quality of life for our clients and for those who have not used our services.

As part of this commitment, the three Warwickshire CA's have agreed to jointly fund a part-time Social Policy Research and Campaigns Officer who will start in the new financial year 2023/24.

Public Benefit and Volunteering

The problems our clients face are stressful and pose barriers to their ability to go about everyday tasks like working; keeping control of their finances, or forming and maintaining 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

Our advice also provides wider financial savings to statutory services and society by:

- tackling financial exclusion,
- reducing homelessness,
- alleviating problems which lead to, or exacerbate, health issues,
- keeping people in work

Citizens Advice calculates the value of these savings using the Treasury-approved methodology developed by New Economy. This evidence-led financial model demonstrated that NWCA's work with clients in 2022-2023 resulted in:



**£133,026 saved by
the NHS**



**£61,687 saved by the
Local Authority**



**£186,235 saved by
local housing
providers**



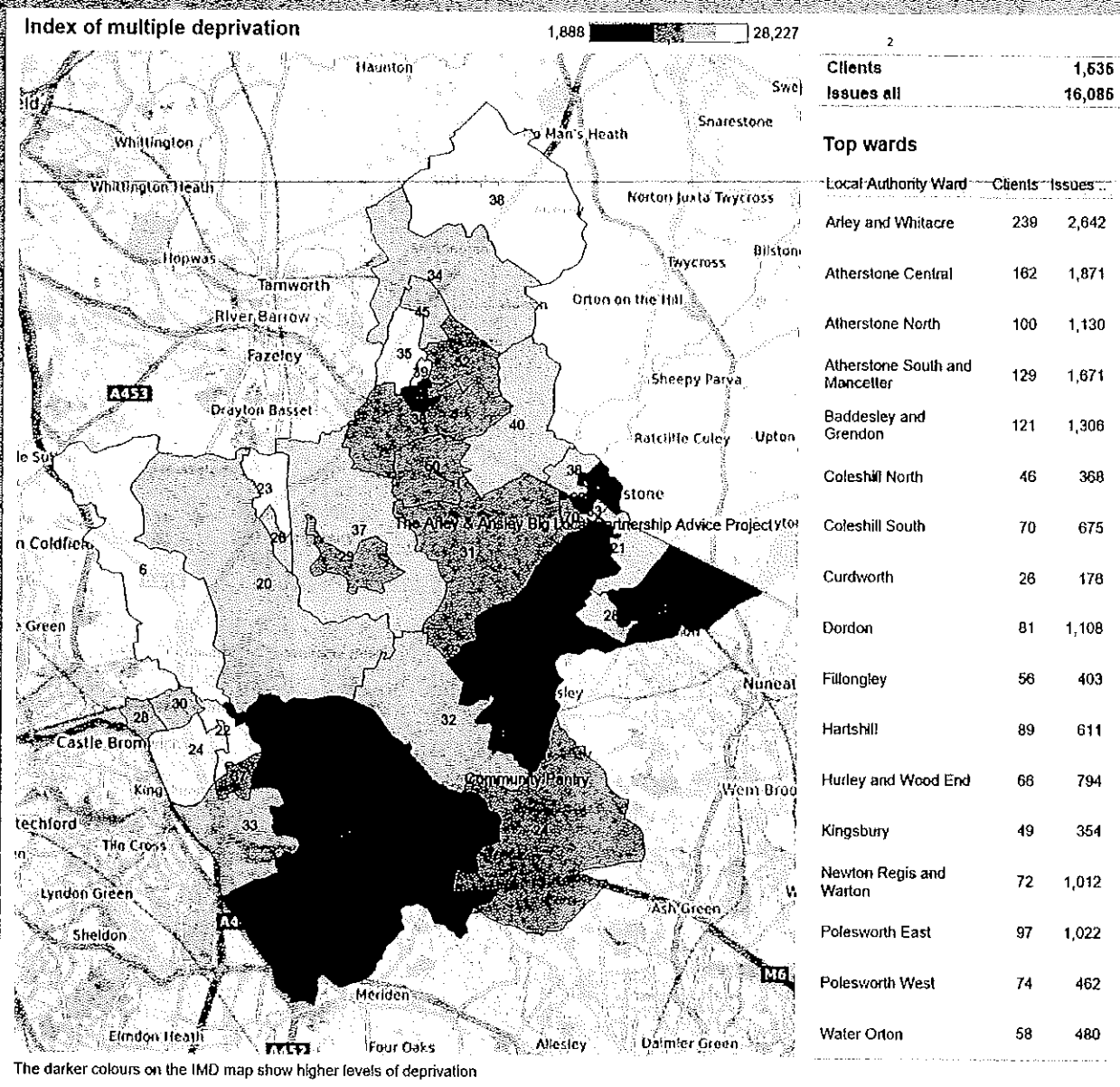
**£575,048 saved by
the DWP**

Citizens Advice volunteering has a positive impact on each volunteer's sense of self-worth, their employability and their contribution to society, and research shows that our volunteers benefit from a variety of personal improvements.

Our volunteers who give advice, and thereby support local communities and our national network, gain new skills and improve their own personal development, wellbeing and sense of community.

This comes with associated financial benefits to society by reducing unemployment and demand for health services.

The financial benefit to society of volunteering at North Warwickshire Citizens Advice during 2021-22, was £102,970



Our Projects

In addition to offering a range of Citizens Advice services, NWCA also undertakes a number of funded advice projects.

Breakthrough Programme



The Breakthrough programme is a targeted project with the aim of assisting 'out of work' and 'economically inactive' people across Coventry and Warwickshire. Participants are helped and encouraged to tackle the financial barriers they face, to gain and sustain employment, access education and training and to take a full and active role in the community.

The financial year of 2022/23 was the final year of the programme and NWCA's team of two part-time money mentors continued to provide intensive support. They assisted participants to tackle issues such as poverty and debt, helped to maximise their household income by identifying unclaimed benefits and other grants, and reduced/eliminated any other barriers they faced in their quest to become nearer to their employment goals.

The team worked with many partners locally to North Warwickshire in order to support out-of-work residents, many of them experiencing the cost of living crisis and other serious disadvantages such as potential homelessness. These partners include (but the list is not exhaustive), Coventry & Warwickshire Chamber of Commerce, ACL, White Hart (Atherstone) and DWP (local Job Centre).

Through very difficult times, the team supported people in developing their skills and confidence through community-based activities and training, which in turn enabled them to move closer to their goal of job searching and employment.

Participants on the programme were provided with a variety of communication channels including one-to-one, face to face support by the money mentors who often met them in community settings. The programme received extremely positive feedback by the participants who often moved into paid employment.

Energy Advice Programme (EAP)



**North
Warwickshire**

This project delivers a tailored energy session/s to individuals who are in/likely to be at risk of fuel poverty.

Clients who are struggling to pay their fuel bills, those who have pre-payment meters and those clients who have less energy efficient homes are most likely to benefit from our service.

Each appointment (which can cover multiple sessions) will look at the following advice areas:

- Identify any eligible benefits not claimed
- Dealing with fuel debt and working with the energy provider
- Energy efficiency and energy grants including EPC's
- Eligibility for the Priority Service Register
- Relief from fuel poverty

Our target audience has traditionally been found in the most vulnerable sectors of our local community. These include the elderly, those that are disabled and families struggling to make ends meet.

During the project period, we were able to provide comprehensive advice to **117 clients**.

Big Energy Saving Network (BESN)

NWCA advisers attended a number of community venues and delivered energy advice sessions to groups of consumers. A number of these attendees then continued to receive advice under one of our energy projects for individuals, either EAP or CMAP. The target audiences for these generic energy advice sessions were vulnerable groups such as those with disabilities, those who struggle to communicate with their energy provider and people on a very low income.

Community Matters Project

NWCA obtained a small amount of funding to deliver energy advice out into the community of North Warwickshire. The project lasted approximately three months.

nationalgrid

An energy adviser attended community hubs to deliver information and advice to clients relating to all energy related issues. This included dealing with individual energy companies for the client, particularly regarding energy debt and working out how best to help the household. Income maximisation was a key driver to this project.

Carbon Monoxide Project (CMAP)

Originally this programme was a three month pilot project from January to March 2022. The purpose of the project was to target households who had any type of gas appliance and provide them with information regarding carbon monoxide poisoning and a free carbon monoxide monitor.



Due to the successful delivery of the pilot, we received funding to continue the project for another 12 months. For this period there were two parts to the project. Delivering of the carbon monoxide advice only and delivery of the carbon monoxide advice plus energy advice covering areas such as energy debt, energy efficiency and grants, the Priority Service Register and EPC ratings on their home. We delivered advice to **238 individuals**.

Making Every Contact Count (MECC)

NWCA has continued to deliver MECC courses across Warwickshire to healthcare professionals, local authority housing and social care teams, family centres, charities and volunteer groups and, increasingly, schools. The course was well received with attendees keen to implement what they had learned at MECC training into their everyday contact with clients.

MECC training is used nationally to assist with the public health message to ease the burden on the NHS by considering early prevention. The course has been designed to enable workers to spot signs and triggers in their dealings with clients, which might be having a negative impact on the clients' physical health or mental health. Although the training is designed to be delivered face-to-face it was adapted for delivery via Zoom to manage Covid-19 restrictions. Organisations requesting the training preferred remote delivery so therefore this method has been adopted.

Funded by Warwickshire County Council (WCC), MECC was developed and delivered by NWCA, CASW and WCC working with Public Health England and Health Education England, to produce the training and a range of resources.



Arley and Ansley Big Local Partnership Advice Project



We are funded to deploy a fully trained generalist adviser to provide advice in the Arley and Ansley area. During the financial year clients were provided with advice on a wide range of subjects including:

- **726 issues**, of which Benefits, help with disability forms, food bank applications and help with budgeting were the main enquiry areas
- Dedicated support with Attendance Allowance/ESA/PIP/DLA forms
- 51% of clients seen felt they were better able to manage their finances after help from our Advisor

As part of this project we manage a Hardship Fund on behalf of the funder to monitor and approve applications from households for items to improve their quality of life such as a new cooker or washing machine.

Money and Pension Service Project (MaPS)



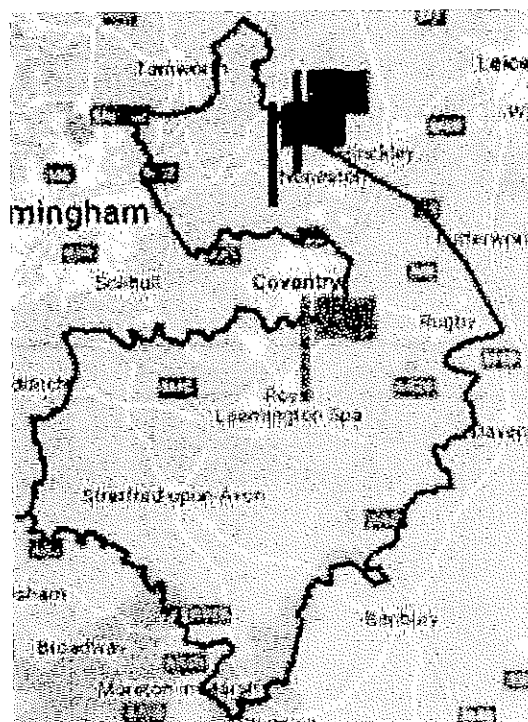
**Money &
Pensions
Service**

We are funded to provide a regulated debt advice service through the appointment of a full time debt adviser. The adviser offers an information and full debt advice service to individual clients, looking at their income and expenditure and possible debt solutions. The adviser has access to the 'breathing space' scheme, can liaise with creditors, and will advise on eligibility and suitability for a debt relief order if appropriate. All of this is a free service to the client providing them with as many options to deal with their debt as possible.

Community Pantries Project

A project led by Feed the Hungry and funded by Warwickshire County Council, which NWCA delivers in partnership with BRANCAB and CASW.

The project established three community pantries in New Arley, Camp Hill and Lillington. The pantries provide access to food for a membership fee of £5 per visit. This provides a dignified shopping experience of quality food for people in crisis, and access to wrap-around family support by Citizens Advice and the WCC Family Information Service.



NWCA attends the New Arley pantry, where a generalist adviser assists members between 11am-3pm every Thursday. Members who need ongoing assistance such as benefits advice and appeals or budgeting and energy advice receive follow up appointments and ongoing support. Most pantry customers who engage with Citizens Advice have multiple issues, often with complex cases involving multiple agencies, reflecting the deep impact of the Cost of Living Crisis on their living situations.

965 food parcels have been purchased at the New Arley Pantry since it was opened. Members were offered advice and support from NWCA; engagement rates have increased steadily over the first year. An average of 28.3 members visited the New Arley pantry each week, almost 50% more than the projected target of 20 per week.

Engagement at the pantries is promoted by referrals from children's centres, schools and community centres, and several Ukrainian families have accessed our support through this channel.



Future Plans

With the support of all partners including NWBC, WCC, other local Citizens Advice charities and others, we will continue to deliver a comprehensive, good quality, local and efficient service and to meet our national obligations.

We will continue to work with partners to develop new ways to support the needs of the local community in cost-effective and sustainable ways that are accessible to all.

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

WCC and NWBC provide funding for our core services by means of commissioned services or service level agreements.

All our other funding is obtained by projects to fund particular charitable objectives, in line with our Strategic Business Plan.

NWCA does not have any agreements with professional fundraisers. We do not ask clients for donations or charge for any client services.

Financial Review

During the year, the Charity's total income amounted to £299,949 (2021-22: £312,598). As shown in note 1 and 2 to the Accounts.

The year saw a significant increase in demand for our services: the number of clients seen, increased by 6.3% and the number of issues rose by 18.3%. Accordingly, and as foreseen in last year's report, total expenditure for the year rose to £300,510 (2021-22: £266,023). Increased demand led to higher costs for staffing as well as office and training costs. Premises expenditure increased due in part to a programme of on-going building renovations.

Following the impact of COVID-19 we have strengthened our ability to respond to future crises. We have continued to adapt our technology and working practices in response to the cost of living crisis, and combined remote working with an increased office presence.

The Charity's net income fell resulting a deficit of £561 (2021-22: £46,575) due to the culmination of several projects. 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.

We continue to build partnerships and develop joint bids for future funding but it should be noted that, overall, there are a large number of organisations competing for a smaller amount of funding.

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 Charity. 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 NWCA's financial year and the funding year of the project concerned. Restricted funds amounted to £31,000 and are set out at note 8 to the Accounts.

Unrestricted Reserves

Unrestricted Reserves are available for any of the Charity's purposes and are safely above the minimum set out in the current reserves policy.

Unrestricted Reserves at the year end consisted of £349,555 General funds and £55,000 Designated funds.

General Reserves

The Charity's policy is that its General Reserves should exceed the aggregate of six months' forecast operating costs, and a realistic estimate of exceptional expenditure which could occur in the following 12 months.

As a matter of routine, the optimum level of Unrestricted Reserves is reviewed annually, in the light of increasing property, and other, costs; operating demands, including changing patterns of demand arising from the 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 other identified risks.

The Trustees have a risk management strategy, which comprises:

- Regular reviews 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. Where risks require emergency measures, such as closure of premises for Covid-19, there is a Business Continuity Team made up of pivotal members, to:

- make swift, informed decisions;
- provide direction to managers;
- provide direction to staff;
- allocate or re-allocate resources;
- issue internal and external communications
- be easily accessible and contactable.

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

Structure, Governance and Management

Governing Document

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

Organisational structure

The Board of Trustees administers the Charity and meets at least four times per year. Committees of the Board include Strategy and Business Development, Leadership Self-Assessment, and Nominations. A Chief Executive, or Chief Officer, is appointed by the Board and delegated to manage the day-to-day operations of the Charity.

Recruitment and Appointment of 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. Trustees 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.

Related parties

The Charity has a close working relationship with NWBC and with WCC, both of which provide essential funding in return for services provided by the Charity.

We also work in partnership with other LCAs, notably BRANCAB and Citizens Advice South Warwickshire, to provide core services and in relation to specific projects.

Administrative Information

Trustees during the year:

- Roger Minett (Chair)
- Lorraine Teague (Vice Chair)
- Brian Schofield (Treasurer) (resigned 1 October 2022)
- David Stone
- Marian Humphreys
- Anthony Brookes (resigned 1 June 2022)
- Ian Gordon
- Tim Grimes
- Claire Thomas (resigned 8 September 2022)
- Michelle Halcrow (appointed 8 September 2022)

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

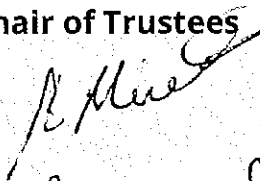
Bankers:

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

Approved by the Trustees and signed on their behalf by:

Chair of Trustees

Date: 12th October 2023



Roger Minett

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 2023 which are set out on pages 22 to 36.

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.

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

Date: 12th October 2023

MA Montague

Statement of Financial Activities (including an income & expenditure account)

	Note	Unrestricted funds 2023	Restricted funds 2023	Total funds 2023	Total funds 2022
		£	£	£	£
Income from:					
Donations and Legacies	1	552	-	552	16,967
Charitable Activities	2	187,763	110,214	297,977	295,591
Investments		1,420	-	1,420	40
Total income		189,735	110,214	299,949	312,598
Expenditure on:					
Raising funds		15,070	-	15,070	15,070
Charitable Activities		157,236	128,204	285,440	250,953
Total expenditure	3	172,306	128,204	300,510	266,023
Net income/(expenditure)		17,429	(17,990)	(561)	46,575
Transfers		(19,410)	19,410	-	-
Net movement in funds		(1,981)	1,420	(561)	46,575
Reconciliation of funds:					
Total funds brought forward		406,536	29,580	436,116	389,541
Total funds carried forward		404,555	31,000	435,555	436,116

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

Balance sheet

	Notes	2023 £	2022 £
Fixed Assets			
Tangible assets	5	<u>106,052</u>	<u>96,916</u>
Current Assets			
Debtors	6	<u>33,131</u>	<u>45,537</u>
Cash at bank and in hand		<u>330,571</u>	<u>357,165</u>
		<u>363,702</u>	<u>402,702</u>
Current Liabilities			
Creditors, amounts falling due within one year	7	<u>(34,199)</u>	<u>(63,502)</u>
Net current assets		<u>329,503</u>	<u>339,200</u>
Net assets		<u>435,555</u>	<u>436,116</u>
Funds of the charity			
Restricted Funds	8	<u>31,000</u>	<u>29,580</u>
Unrestricted Reserves			
general reserves		<u>349,555</u>	<u>351,536</u>
designated reserves	9	<u>55,000</u>	<u>55,000</u>
		<u>404,521</u>	<u>406,536</u>
Total Charity funds		<u>435,555</u>	<u>436,116</u>

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

Balance sheet continued

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

(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: 12th October 2023

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 by providing advocacy, advice and information to the residents of Warwickshire. 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.

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.

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
Furniture, 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.

Notes to the financial statements

1. Income from Donations and Legacies

	2023	2022
	£	£
Unrestricted:		
- Postcode Lottery	-	16,667
- Other small donations and grants	552	300
	<u>552</u>	<u>16,967</u>

2. Income from Charitable Activities

	2023	2022
Unrestricted:		
- Warwickshire County Council	57,096	57,096
- North Warwickshire Borough Council	31,100	34,000
- North Warwickshire Borough Council – COVID responder post	40,000	40,000
- Citizens Advice Bureau – Energy projects	26,454	3,500
- Other project funding	32,276	11,760
- Other income	837	1,120
	<u>187,763</u>	<u>147,476</u>
Restricted:		
- Citizens Advice – EAP	11,800	13,050
- Citizens Advice South Warwickshire – MECC	-	25,559
- Bedworth, Rugby & Nuneaton CAB – Breakthrough project	37,441	34,705
- Money & Pension Service – Debt advice	47,623	45,995
- Help to Claim	-	23,853
- Coalfield Investment Program	-	2,453
- Leys – Hardship fund	2,750	-
- Nuneaton & Bedworth – Green Deal	10,600	-
	<u>110,214</u>	<u>148,115</u>
Total	<u>297,977</u>	<u>295,591</u>

3. Expenditure

	2023	2022
	Total	Total
	£	£
Wages and salaries	245,297	228,400
Premises running costs	20,961	6,861
Office costs	18,510	19,438
Sundries	2,565	344
Training	4,012	3,204
Motor and travel expenses	909	49
Depreciation	6,146	6,146
Independent examiners fee	1,000	1,000
Other governance costs	1,110	581

Total	300,510	266,023
	2023	2022
Costs of raising funds comprise:	£	£
Allocation of salary costs	15,070	15,070

Expenditure on charitable activities includes £128,440 (2022: £133,775) in relation to projects funded by restricted income.

4. Analysis of Staff Costs, Trustee Remuneration and Expenses

	2023	2022
	£	£
Salaries and wages	227,132	208,965
National Insurance	14,190	14,300
Pension costs	3,975	3,799
Total	245,297	227,064

The Company employed on average 7.9 (2022: 10.3) staff during the year.

No employees had benefits in excess of £60,000 (2022: nil). Pension costs are allocated to activities in proportion to the related staffing costs incurred.

The charitable company's trustees were not paid nor received any other benefits from employment with the Charity in the year. Trustees of £205 were reimbursed to Trustees during the year (2022: £nil).

The key management personnel of the Charity comprised the Trustees, the Chief Executive, the Deputy and the Advice Services Supervisor. The remuneration of key management personnel (including pension contributions) for the year £111,169 (2022: £106,067).

5. Tangible fixed assets

	Fixture, Fittings & Equipment £	Land & buildings £	Total £
Cost			
At beginning of year	91,912	101,161	193,073
Additions	-	15,283	15,283
At end of year	91,912	116,444	208,356
Depreciation			
At beginning of year	85,368	10,789	96,157
Charge for the year	4,124	2,023	6,147
At end of year	89,492	12,812	102,304
Net Book Value			
At 31 March 2023	2,420	103,632	106,052
At 31 March 2022	6,544	90,372	96,916

6. Debtors

	2023 £	2022 £
Grants and donations receivable	28,725	45,243
Prepayments	-	294
Other debtors	4,406	-
	33,131	45,537

7 Creditors: amounts falling due within one year

	2023	2022
	£	£
Taxation and social security	3,562	4,290
Accruals	8,580	7,405
Deferred income	15,000	50,600
Other creditors	7,057	1,207
	<u>34,199</u>	<u>63,502</u>

Movements in deferred income are as follows:

	£
At beginning of year	50,600
Released to income in year	(50,600)
Deferred in year	15,000
At end of year	<u>15,000</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

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

2023 Movement in Funds

	Balance at beginning of year £	Income £	Expenditure £	Transfers £	Balance at end of year £
Citizens Advice – EAP	4,025	11,800	(11,792)	-	4,033
CA South Warks - MECC	22,210	-	(7,283)	-	14,927
Breakthrough Project	-	37,441	(56,851)	19,410	-
Priscilla Gent	212	-	-	-	212
Coventry CAB – Quality of Life Fund	883	-	(289)	-	594
Money & Pension Service – Debt Advice	-	47,623	(40,797)	-	6,826
Leys Hardship Fund	2,250	2,750	(1,646)	-	3,354
Green Deal – windows upgrade	-	10,600	(9,546)	-	1,054
Total	29,580	110,214	(128,204)	19,410	31,000

2022 Movement In Funds

	Balance at beginning of year	Income	Expenditure	Transfers	Balance at end of year
	£	£	£	£	£
Citizen's Advice - EAP	-	13,050	(9,025)	-	4,025
CA South Works - MECC	-	25,559	(3,349)	-	22,210
Breakthrough Project	2,737	34,705	(46,803)	9,361	-
Western Power	88	-	-	(88)	-
Help To Claim	-	23,853	(23,853)	-	-
Priscilla Grant	212	-	-	-	212
Coventry CAB - Quality of Life Fund	883	-	-	-	883
Money & Pension Service - Debt Advice	-	45,995	(46,736)	741	-
Coalfield Investment Program	(105)	2,453	(3,759)	1,411	-
Leys Hardship Fund	-	2,500	(250)	-	2,250
Total	3,815	148,115	(133,775)	11,425	29,580

Energy Advice Programme

The fund is targeted at individuals who would be classed as being in fuel poverty or most likely to be at risk of fuel poverty

Making Every Contact Count (MECC)

MECC funds training which is used nationally to assist with the public health message to ease the burden on the NHS by considering early prevention

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.

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.

Baron Davenport/Priscilla Gent/Quality of Life Funds/Leys Hardship Fund

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

Money and Pensions Service 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

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.

Green Deal – Nuneaton & Bedworth Borough Council

Funding to improve the Parish Rooms and make the building more energy efficient with the renovation of existing windows.

9. Designated funds

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

10. Analysis of net assets between funds

2023	Restricted funds	Unrestricted funds	Total
	£	£	£
Fixed assets	-	106,052	106,052
Current assets	31,000	332,702	363,702
Current liabilities	-	(34,199)	(34,199)
Total funds	31,000	404,555	435,555

2022	Restricted funds	Unrestricted funds	Total
	£	£	£
Fixed assets	-	96,916	96,916
Current assets	29,580	373,122	402,702
Current liabilities	-	(63,502)	(63,502)
Total funds	29,580	406,536	436,116

11. Controlling Interests

The Charity is controlled by the Trustees.

12. Related Party Transactions

There were no transactions with related parties during 2022-23.

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 £3,975 (2022: £3,799). Contributions outstanding at the year end were £599 (2022: £760)

14. Comparative statement of financial activities

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £
Income			
Donations and legacies	16,967	-	19,967
Charitable Activities	147,476	148,115	295,591
Investments	40	-	40
Total income	164,483	148,115	312,598
Expenditure			
Costs of raising funds	15,070	-	15,070
Charitable Activities	117,178	133,775	250,953
Total expenditure	132,248	133,775	266,023
Net income for year	32,235	14,340	46,575
Transfers between funds	(11,425)	11,425	-
Net movement in funds	20,810	(25,765)	46,575
Reconciliation of funds:			
Total funds brought forward	385,726	3,815	389,541
Total funds carried forward	406,536	29,580	436,116

