

North Warwickshire Citizens Advice Bureau

(a company limited by guarantee)

Trustees' Report and Financial Statements for the year ended 31 March 2024

Registered Company number 05154555

Registered Charity number 1105712

Registered Office:

The Parish Rooms
Welcome Street
Atherstone
Warwickshire
CV9 1DU

Contents

Contents	1
Chair's Statement	2
Report of the Trustees	4
Administrative Information	21
Independent Examiner's Report	22
Statement of Financial Activities	23
Balance Sheet	24
Principle Accounting Policies	26
Notes to the Financial Statements	29

Chair's Statement

As this report demonstrates, North Warwickshire Citizens Advice (NWCA) continues to provide the citizens of North Warwickshire with invaluable support, when they most need it. Our advice is available on a range of areas such as benefit claims, debt advice, utilities management, housing, consumer, legal and relationship issues as well as giving direct support through charitable aid and grants.

In 2023/2024 NWCA has continued to provide core advice services across North Warwickshire and the number of issues we have advised upon has increased again by over 10% in this year. Full details of the impact or value to clients of NWCA can be found on pages 6-8. As you will see from the data, the benefits we bring to North Warwickshire citizens help many people including those with dependents, health problems, and people living in very deprived areas. Our work also reaches all age ranges with over 30% of clients being over the age of 65.

In 2023/2024 NWCA has flourished and expanded its sphere of business largely due to new energy projects coming on stream, the largest of these being with the national gas distribution company Cadent. Over 18% of our work now involves utilities, consumer and financial capability issues and pages 11-15 of this report highlight the main aims and outcomes of these projects.

We continue to offer advice services through face to face meetings, telephony and digital services, and outreach throughout North Warwickshire. Each channel comes with varying levels of demand, complexity and financial commitments but, as our clients tell us, North Warwickshire residents have very different needs such as access to transportation and digital communications. We intend to continue to offer this flexibility as far as resources allow in the foreseeable future.

Our partnership with other Warwickshire Local Citizens Advice offices (LCAs) continues to grow and develop, with a number of shared services and facilities including joint appointments of staff, research and campaigning, joint training and telephony services. In 2024 we will also be working on a combined conference.

During the past year we have continued to enhance our premises and resources by upgrading our disabled access and disabled toilet facilities, and completing general repairs and maintenance as well as updating digital and communications equipment.

As was the case last year the building improvements have been made possible by grants from the United Kingdom 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 allowing us to bid into the fund.

Core advice services are the bedrock of all LCAs, and we are able to provide these services by prudent financial management, through subsidising them from other project funds and because of the financial commitment and support from both North Warwickshire Borough Council (NWBC) and Warwickshire County Council (WCC). 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.

We continue to provide good governance and achieved top marks in our Leadership Assessment in December 2023 which was carried out by National Citizens Advice. I would like to express my gratitude to all trustees for their ongoing support.

NWCA has expanded its charitable functions this year and we have taken on several new staff to support this. Management and staff have worked tirelessly and flexibly to cope with the increasing demand and workload. 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 along with all other LCAs rely on volunteers to maintain its services. Volunteers are dedicated people who give their time freely and work hard, sometimes in very difficult circumstances. The Board of Trustees acknowledge the invaluable service given by volunteers and we would like to express our gratitude for their dedication to NWCA, thank them for their hard work and to commend them for their public service.

Next year we will continue to provide core services, and in addition specialist services such as energy and debt casework for the people of North Warwickshire along with meeting all our charitable objectives.



Dr Roger Minett - Chair, North Warwickshire Citizens Advice

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 2024 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.

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.

A new service started in April 2023, where we are now part of a countywide telephony service incorporating all three local offices – North Warwickshire Citizens Advice (NWCA), Bedworth, Rugby and Nuneaton Citizens Advice Bureau (BRANCAB) 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 or by using the contact request form on our website. We receive referrals from other local services, as well as users of our online self-help information, available 24 hours a day/365 days per year via our national website at www.citizensadvice.org.uk.

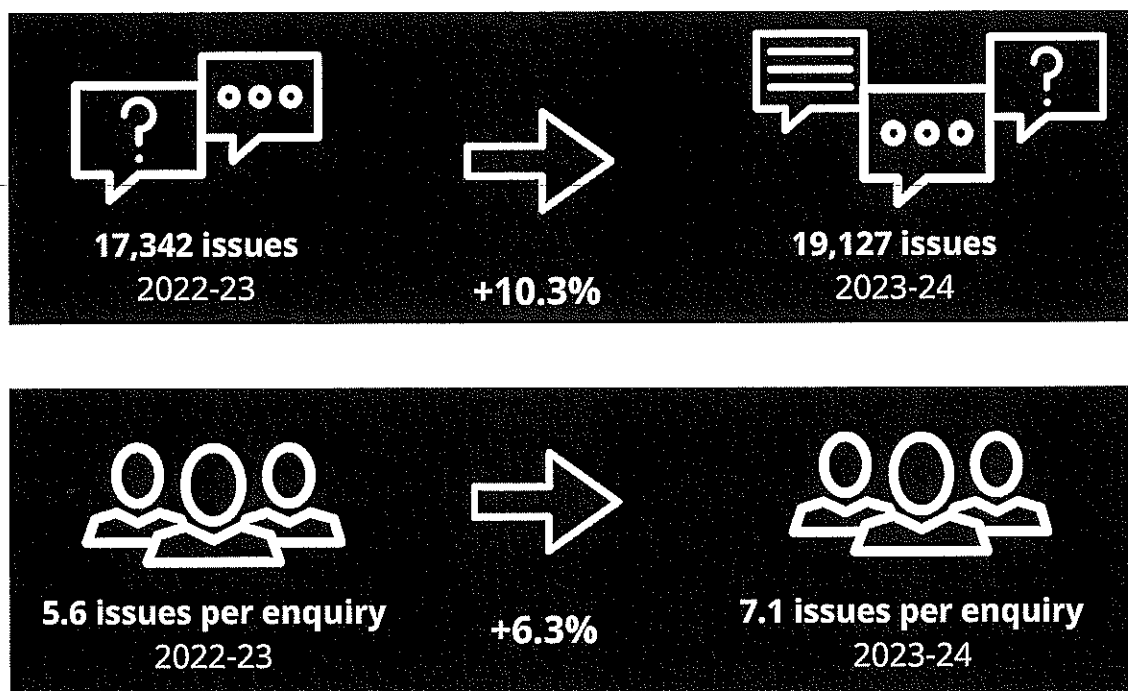
Clients can attend the office in Atherstone during opening hours where we operate a triage system. Face-to-face appointments are available in Atherstone, and by arrangement where possible at community venues across the borough.

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 of the issues presented by our clients to help bring about policy changes to benefit everyone.

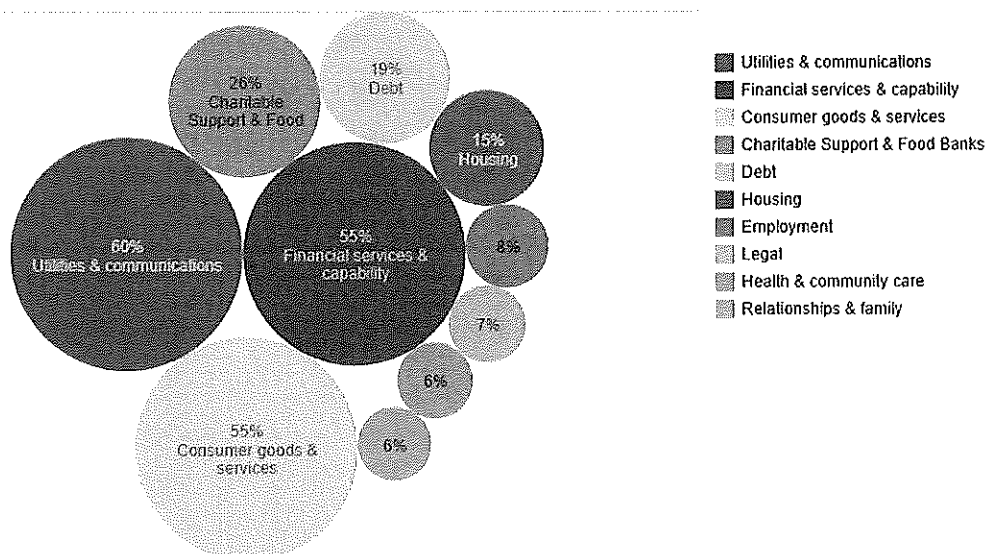
The unique frontline evidence we collate is subsequently shared anonymously with government, regulators and industry to highlight problems faced by our clients through National Citizens Advice submissions. We can work together so that solutions can be found to issues which people are regularly facing 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



The number of issues we advised on increased from 17,342 to 19,127 in 2023-24 compared to the previous year, a **10.3% increase**. The previous year had seen an 18.3% increase in the number of issues our clients brought to us, which reflects the ever-increasing complexity of our clients' situations.

The **6.3% increase in issues per enquiry** underlines this. Clients generally have multiple, related issues, or are offered advice on related issues which will progress them with the presenting or root issue for which they approached us. For example, over half of the clients who we advised on Benefits issues were also advised on bills and budgeting related matters such as saving money on energy bills:

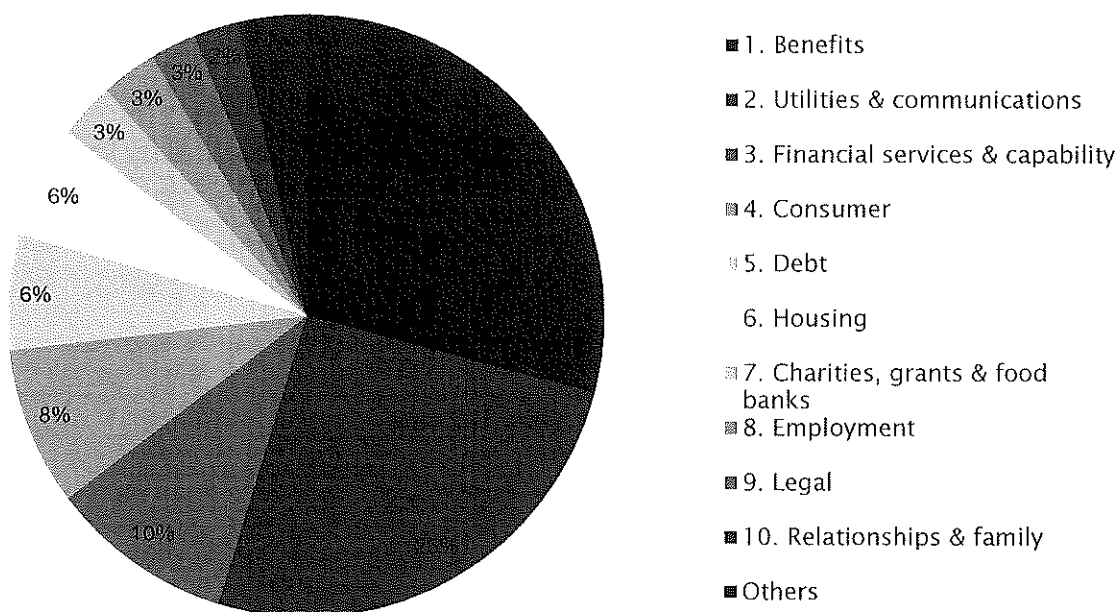


As is generally the case, the most common issues we helped clients with were **Benefits**, comprising 29.4% of all issues we helped with. Of these, **Personal Independence Payment** and **Universal Credit** were the main topics, each with over 1,000 issues advised on. Advice on benefits primarily comprises calculating entitlement and advising on new claims or challenging decisions, but also considers the household's financial situation holistically by discussing bills, budgeting and debts.

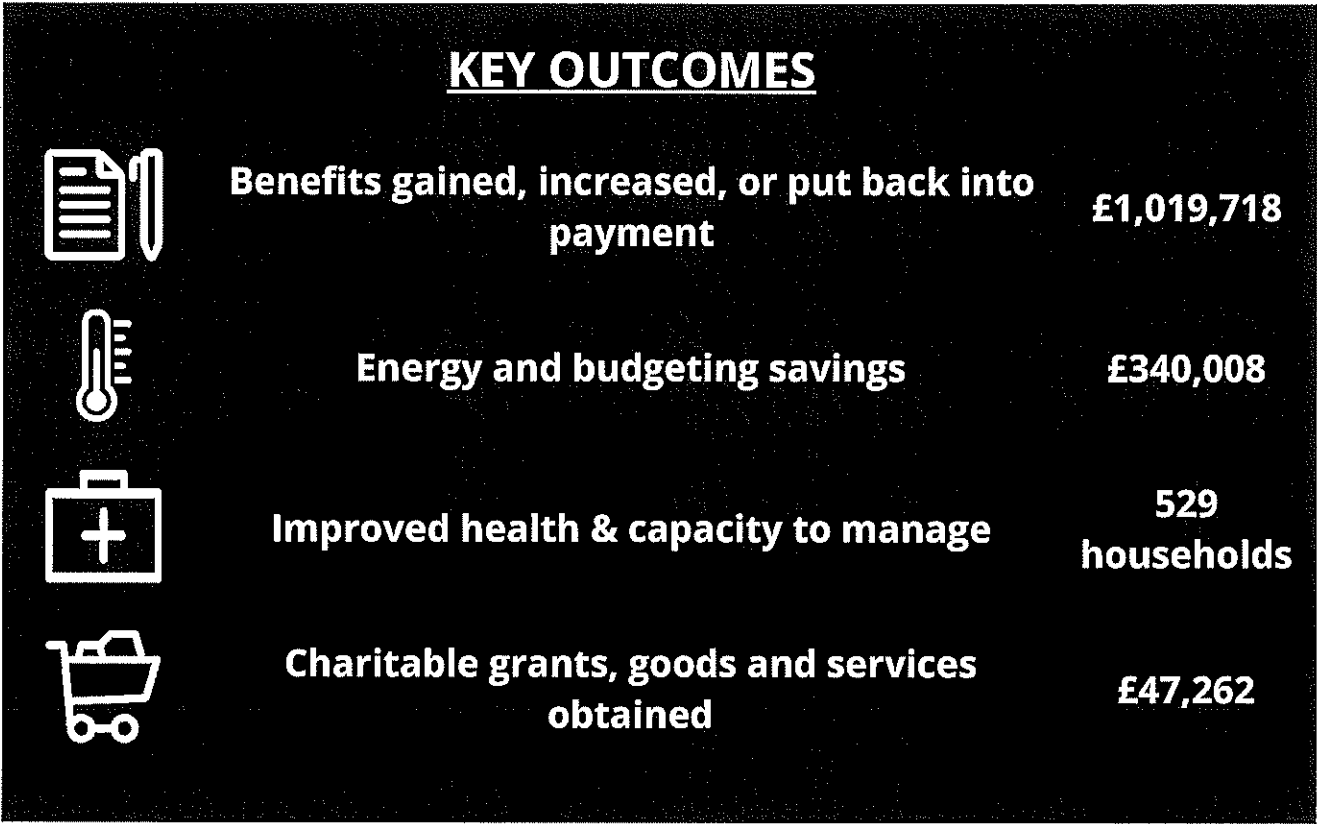
The second most common issues were **Utilities & Communications** at 18.6%; the proportional increase in Utilities, Consumer and Financial Capability related issues demonstrates the successful expansion of our energy advice projects. The most common issue in this category was practical energy efficiency advice, but issues relating to savings on water bills through social tariff and problems with meters or billing were also prevalent.

In debt advice this year, **Fuel Debt** was the most common issue, surpassing **Council Tax Arrears** for the first time in many years. The top debt issues were Fuel Debt (20%), Council Tax Arrears (14%) and credit cards (9%). Rent arrears across all tenures amounted to 9% of debt issues, with rent arrears to local authorities being the most prevalent of these.

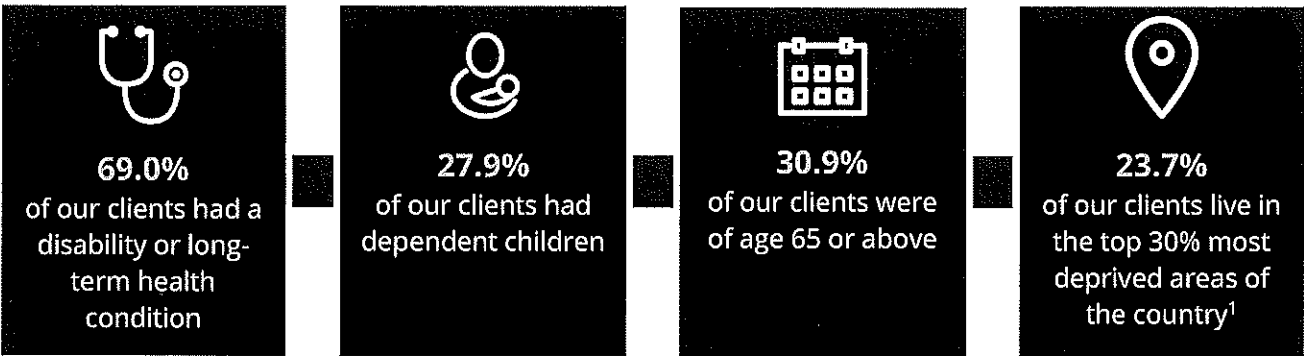
Our Top 10 Issues 2023-24



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.



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.



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 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 LCAs agreed to jointly fund a part-time Social Policy Research and Campaigns Officer who started in this financial year.

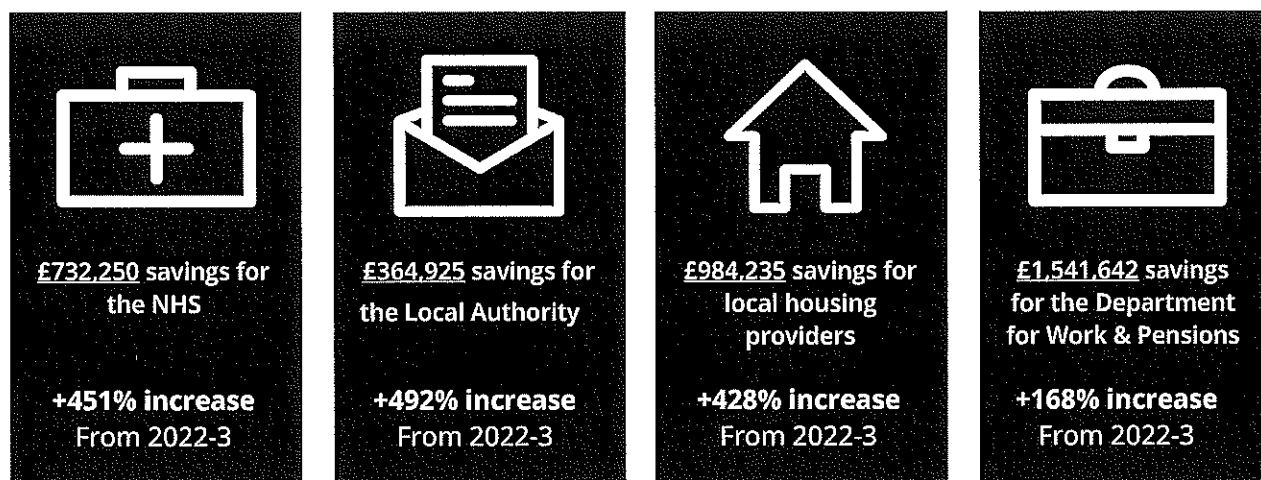
Public Benefit and Volunteering

The problems our clients face can be 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. The calculations from evidence-led financial model demonstrated that NWCA's work with clients in 2023-2024 resulted in:



These substantial increases compared to the previous year are primarily the result of our successful energy advice projects, including budgeting, benefits and debt advice helping clients to sustain their homes.

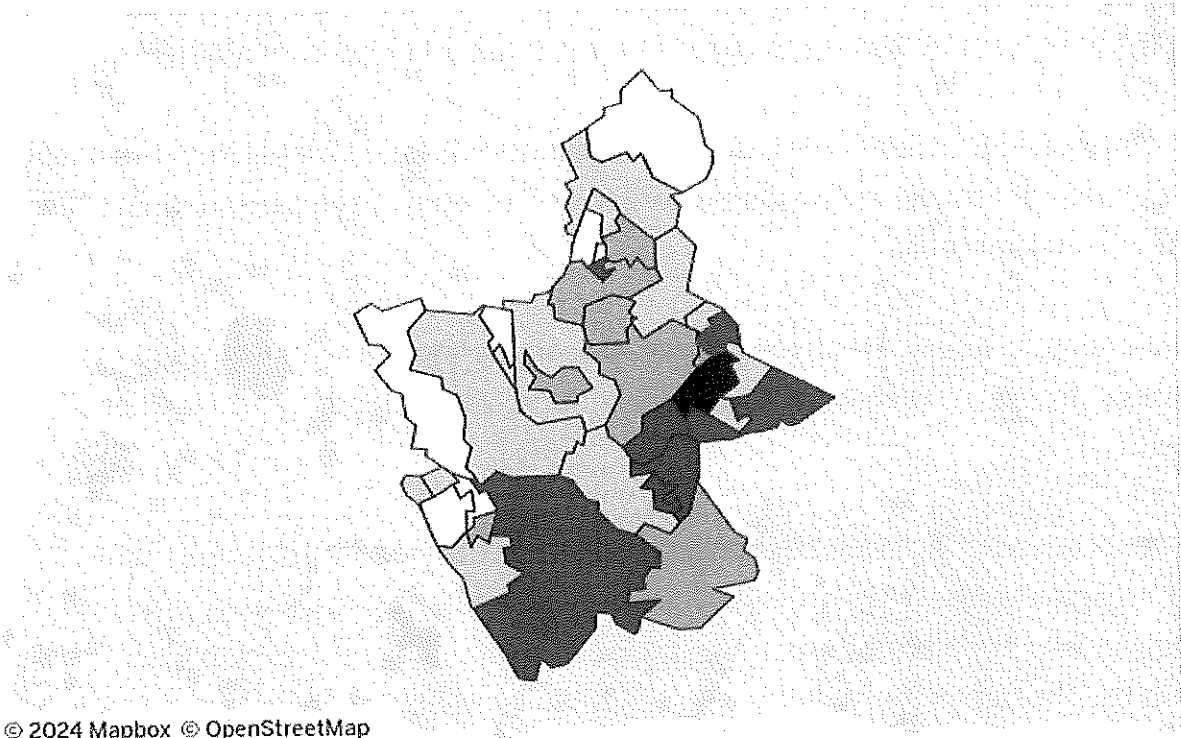
Citizens Advice volunteering has a positive impact on each volunteer’s sense of self-worth, their employability and their contribution to society, and research shows that our volunteers benefit from a variety of personal improvements.

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; research by National Citizens Advice shows the value of volunteering at North Warwickshire Citizens Advice in 2023-24 was **£159,354**, a 50% increase compared to the previous financial year.

Value of time donated	Value (£)	Stakeholder
Volunteering time	105,340	Citizens Advice office
Skill development and employability		
Gaining employment more quickly	24,294	Economy
Receiving a higher wage due to being more skilled	1,767	Economy
Health and wellbeing		
Increased life satisfaction	20,690	Volunteers
Improved mental health	7,264	NHS
TOTAL	159,354	

Below: Map of North Warwickshire showing Lower Super Output Areas (LSOAs) by level of deprivation. Our office is the red dot, located by one of the 10% most deprived LSOAs in the country based on Office for National Statistics figures:



© 2024 Mapbox © OpenStreetMap

Our Projects

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

Cadent Energy Project (CEP)



The Cadent Energy Project (CEP) provides one-to-one advice and support to clients with energy related issues, particularly clients who are struggling to pay their bills.

The project offers a holistic approach to the delivery of energy advice. It is intended to provide tailored energy advice and support to clients who are struggling to pay their bills and/or need advice about energy related matters. They do not have to be in/or at risk of fuel poverty to access the programme but many of the clients will be.

As part of this project, clients who are gas customers will be provided with information on the dangers of carbon monoxide poisoning and offered a free carbon monoxide monitor where applicable.

We offer a seamless service with the same adviser guiding the client through their issues, apart from specialist debt advice which is provided by our in-house debt specialist.

Advice areas covered include benefit checks, liaising with energy providers, fuel vouchers, eligibility for the Priority Services Registers, EPC ratings, energy efficiency, charitable grants, food bank assistance, disability benefit advice and help with applications. The aim is to assist the client fully while integrating help to reduce their energy expenditure.

The project aims are to provide advice resulting in:

- Increase in clients' income and an understanding of how income maximisation helps through benefits checks.
- A reduction in energy expenditure as a result of energy saving measures
- Increasing the clients' awareness of sources of support to help them with their issues
- Improvements in the clients' knowledge and confidence to deal with issues in the future.
- Improved awareness of the dangers of Carbon Monoxide poisoning and provision of free Carbon Monoxide monitors where applicable

Energy Advice Programme (EAP)

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 covers 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.



**North
Warwickshire**

Energy Outreach Project (EOP)

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 the Cadent Energy Project. Some clients also went on to receive support from our general advice service or debt specialist.

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. This year we expanded our network of local agencies we worked with and delivered sessions at community venues such as sports clubs and churches.

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 welfare benefits, food bank applications and help with budgeting. The project provided dedicated support with Attendance Allowance/ESA/PIP/DLA forms



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.

Making Every Contact Count (MECC)

NWCA will continue to deliver MECC courses across Warwickshire to healthcare professionals, local authority housing and social care teams, family centres, charities, volunteer groups and schools.

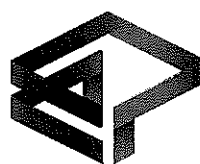
MECC training is used nationally to assist with the public health message to ease the burden on the NHS by considering early prevention. The course has been designed to enable workers to spot signs and triggers in their dealings with clients, which might be having a negative impact on the clients' physical 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 and developed by Warwickshire County Council (WCC), MECC delivered by NWCA and WCC working with Public Health England and Health Education England, to produce the training and a range of resources.



Money and Pension Service Project (MaPS)

We are funded to provide a regulated debt advice service through the appointment of a full-time debt adviser.



**Money &
Pensions
Service**

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. Our generalist advisers are also trained to assess debt emergencies and facilitate referrals to the MaPS service for any clients approaching us from drop-in or met at outreach events to ensure that anyone who needs it has access to debt advice.

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 10.30am to 2.30pm 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.

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



Future Plans

With the support of all partners including NWBC, WCC, other LCAs and local services, 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 £448,707 (2022-23: £299,949). As shown in notes 1 and 2 to the Accounts.

Total expenditure for the year rose to £352,034 (2022-23: £300,510), due to the expansion of several energy projects including our successful new project funded by Cadent.

We have continued to adapt our technology and working practices in response to the cost-of-living crisis, and over the course of the year have now fully staffed our office and have returned to pre-COVID face to face service hours.

We are pleased to report that this year successful funding bids resulted in a net income of £96,673, an increase compared to 2021-22's deficit of £561. Based on expected income and expenditure and reserves for the financial year 2024-25 and beyond, 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 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 Reserves 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 £324,190 General funds and £100,000 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 measures to prevent a pandemic, pivotal members of the board will:

- 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.

A Chief Executive 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 Chair and/or trustees.

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 CASW, to provide core services and in relation to specific projects.

Administrative Information

Trustees during the year:

- Roger Minett (Chair)
- Lorraine Teague (Vice Chair)
- David Stone
- Marian Humphreys
- Ian Gordon
- Tim Grimes – Resigned, 3rd April 2023
- Christopher Watson
- Emma Willis – Resigned, 6th July 2023
- Anne Bufton-McCoy – Resigned, 6th July 2023
- Graham Scott

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:

27th November
2024

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 23 to 37.

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:

M Montague.
[Signature]

6th November 2024.
27th November 2024

Statement of Financial Activities (including income & expenditure account)

	Note	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	Total funds 2023 £
Income from:					
Donations and Legacies	1	100	-	100	552
Charitable Activities	2	129,962	312,879	442,841	297,977
Investments		5,766	-	5,766	1,420
Total income		135,828	312,879	448,707	299,949
Expenditure on:					
Raising funds		15,070	-	15,070	15,070
Charitable Activities		155,636	181,328	336,964	285,440
Total expenditure	3	170,706	181,328	352,034	300,510
Net income/(expenditure)		(34,878)	131,551	96,673	(561)
Transfers		54,513	(54,513)	-	-
Net movement in funds		19,635	77,038	96,673	(561)
Reconciliation of funds:					
Total funds brought forward		404,555	31,000	435,555	436,116
Total funds carried forward		424,190	108,038	532,228	435,555

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	2024 £	2023 £
Fixed Assets			
Tangible assets	5	172,366	106,052
Current Assets			
Debtors	6	36,577	33,131
Cash at bank and in hand		344,184	330,571
		<u>380,761</u>	<u>363,702</u>
Current Liabilities			
Creditors: amounts falling due within one year	7	(20,899)	(34,199)
Net current assets		<u>359,862</u>	<u>329,503</u>
Net assets		<u>532,228</u>	<u>435,555</u>
Funds of the charity:			
Restricted Funds	8	108,040	31,000
Unrestricted Reserves			
- general reserves		324,188	349,555
- designated reserves	9	100,000	55,000
		<u>424,188</u>	<u>404,521</u>
Total Charity funds		<u>532,228</u>	<u>435,555</u>

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

Balance sheet continued

For the year ended 31 March 2024, 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:

27th March
2024

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
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.

Notes to the financial statements

1. Income from Donations and Legacies

	2024	2023
	£	£
Unrestricted:		
- Postcode Lottery	-	-
- Other small donations and grants	100	552
	<u>100</u>	<u>552</u>

2. Income from Charitable Activities

	2024	2023
Unrestricted:		
- Warwickshire County Council	57,096	57,096
- North Warwickshire Borough Council	31,600	31,000
- North Warwickshire Borough Council – COVID responder post	-	40,000
- Citizens Advice Bureau – Energy projects	-	26,454
- Other project funding	40,966	32,276
- Other income	300	837
	<u>129,962</u>	<u>187,763</u>
Restricted:		
- Citizens Advice – EAP	70,532	11,800
- Bedworth, Rugby & Nuneaton CAB – Breakthrough project	-	37,441
- Money & Pension Service – Debt advice	50,314	47,623
- Leys – Hardship fund	-	2,750
- Nuneaton & Bedworth – Green Deal	-	10,600
- Cadent	101,833	-
- North Warwickshire Borough Council – property grant	60,000	-
- Citizens Advice Bureau – Telephony grant	15,000	-
- Octopus	14,700	-
- Pricilla Gent	500	-
	<u>312,379</u>	<u>110,214</u>
Total	<u>442,841</u>	<u>297,977</u>

3. Expenditure

	2024	2023
	Total	Total
	£	£
Wages and salaries	234,784	245,297
Premises running costs	32,520	20,961
Office costs	18,487	18,510
Sundries	992	2,565
Training	6,239	4,012
Motor and travel expenses	3,125	909

Depreciation	5,922	6,146
Independent examiners fee	1,000	1,000
Other governance costs	2,695	1,110
Partnership costs	31,200	-
Total	336,964	266,023

	2024	2023
Costs of raising funds comprise:	£	£
Allocation of salary costs	15,070	15,070

Expenditure on charitable activities includes £181,328 (2023: £128,440) in relation to projects funded by restricted income.

4. Analysis of Staff Costs, Trustee Remuneration and Expenses

	2024	2023
	£	£
Salaries and wages	228,295	227,132
National Insurance	12,852	14,190
Pension costs	3,997	3,975
Total	245,144	245,297

The Company employed on average 8.9 (2023: 7.9) staff during the year.

No employees had benefits in excess of £60,000 (2023: 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. Trustee expenses of £0 were reimbursed to Trustees during the year (2023: £205).

The key management personnel of the Charity comprised the Trustees, the Chief Executive, the Deputy, and Advice Services Manager. The remuneration of key management personnel (including pension contributions) for the year £117,768 (2023: £106,067).

5. Tangible fixed assets

	Fixture, Fittings & Equipment £	Land & buildings £	Total £
Cost			
At beginning of year	91,912	116,444	208,356
Additions	3,386	68,850	72,236
At end of year	95,298	185,294	280,592
Depreciation			
At beginning of year	89,491	12,812	102,303
Charge for the year	3,550	2,373	5,923
At end of year	93,041	15,185	108,226
Net Book Value			
At 31 March 2024	2,257	170,109	172,366
At 31 March 2023	2,420	103,632	106,052

6. Debtors

	2024 £	2023 £
Grants and donations receivable	29,977	28,725
Prepayments	-	-
Other debtors	6,600	4,406
	36,577	33,131

7. Creditors: amounts falling due within one year

	2024	2023
	£	£
Taxation and social security	863	3,562
Accruals	10,648	8,580
Deferred income	-	15,000
Other creditors	9,388	7,057
	<u>20,899</u>	<u>35,199</u>

Movements in deferred income are as follows:

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

2024 Movement in Funds

	Balance at beginning of year £	Income £	Expenditure £	Transfers £	Balance at end of year £
Citizens Advice – EAP	4,033	70,532	(58,744)	-	15,821
CA South Warks - MECC	14,927	-	-	-	14,927
Priscilla Gent	212	500	(50)	-	662
Coventry CAB – Quality of Life Fund	594	-	(85)	-	509
Money & Pension Service – Debt Advice	6,826	50,314	(40,377)	-	16,763
Leys Hardship Fund	3,354	-	(350)	-	3,004
Green Deal – Windows Upgrade	1,054	-	(1,054)	-	-
Cadent		101,833	(65,668)	-	36,165
BRANCAB Telephony		15,000	(15,000)	-	-
Octopus Energy Grant		14,700	-	-	14,700
NWBC Access Grant		60,000	-	(54,513)	5,487
Total	30,100	312,879	(181,328)	(54,513)	108,038

2023 Movement in Funds

	Balance at beginning of year £	Income £	Expenditure £	Transfer s £	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	30,100

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

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.

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.

Cadent

A project which offers an holistic approach to energy advice.

BRANCAB Telephony

A telephony project covering the whole of Warwickshire delivered by the three Citizens Advice offices – BRANCAB, Citizens Advice South Warwickshire and North Warwickshire Citizens Advice.

Octopus

An additional funded project covering the Energy Advice Project (EAP) from October 2023 for six months.

North Warwickshire Borough Council – access grant

Via two successful bids through the UK Shared Prosperity Fund (SPF), two grants of £15,000 and £45,000 were awarded to the office. The £15k was provided for renovation of the building including rear windows. The £45k was provided to install disabled toilet facilities, improve level access at the rear including pathing in the car park, and specific appointment space and parking provision for disabled clients with mobility impairments.

9. Designated funds

Funds totalling £54,000 have been designated by Trustees. These funds comprise:

- Core Service Fund (£20,000) to support core services and to look into ways of maintaining the efficiency of core services;
- Internal Development and Investment Fund (£25,000), to maintain the operating capacity of the office including infrastructure and IT;
- Building Maintenance (£9,000).

10. Analysis of net assets between funds

2024	Restricted funds £	Unrestricted funds £	Total £
Fixed assets	-	172,366	172,366
Current assets	108,038	230,925	338,963
Current liabilities	-	(20,899)	(20,899)
Total funds	108,038	424,190	532,228

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

11. Controlling Interests

The Charity is controlled by the Trustees.

12. Related Party Transactions

There were no transactions with related parties during 2023-24.

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 £3,997 (2023: £3,975). Contributions outstanding at the year-end were (£14) (2023: £599)

14. Comparative statement of financial activities

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Income			
Donations and legacies	552	-	552
Charitable Activities	187,763	110,214	297,277
Investments	1,420	-	1,420
Total income	189,735	110,214	299,949
Expenditure			
Costs of raising funds	15,070	-	15,070
Charitable Activities	157,236	128,204	285,204
Total expenditure	172,306	128,204	300,510
Net income for year	17,429	(17,990)	(561)
Transfers between funds	(19,410)	19,410	-
Net movement in funds	(1,981)	1,420	(561)
Reconciliation of funds:			
Total funds brought forward	406,536	29,580	436,116
Total funds carried forward	404,555	31,000	435,555