

CITIZENS ADVICE SOUTH WARWICKSHIRE

England & Wales · Charity number 1106631

Details

Other names WARWICK DISTRICT CITIZENS ADVICE BUREAU

Status Registered

Legal form Charitable company

Company number [05252247](#)

Registered 2004-11-08

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

Contact

Address Citizens Advice South Warwickshire
10 Hamilton Terrace
Leamington Spa
Warwickshire
CV32 4LY

Phone 0808 250 5715

Email ceo@casouthwarwickshire.org.uk

Website www.casouthwarwickshire.org.uk

Activities

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

Activities: Advice, information and support (which is quality-assured) to individuals in South Warwickshire who seek help in all areas of social welfare law, including benefits, debt, housing, employment and discrimination. Influencing social policies and challenging unfair practice.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** Education/training, The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** WARWICKSHIRE
- Warwickshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,117,938	£1,061,571	£645,395	21
2024-03-31	£1,174,111	£1,122,051	£589,028	21
2023-03-31	£882,355	£1,057,658	£536,968	30
2022-03-31	£1,290,392	£994,402	£712,271	39
2021-03-31	£959,463	£917,588	£416,281	37

Trustees

Name	Role	Appointed
Irene Macdonald Stark	Chair	2019-12-13
Guy Fitzgerald		2019-12-13
Helen Joanne Serrano		2020-09-10
Jennifer Whitehill		2024-01-24
Julie Caygill		2026-04-28
Kirinjeet Kalsi		2024-01-24
Lee Pound		2023-01-26
Stephen Lightfoot		2024-01-24

CITIZENS ADVICE SOUTH WARWICKSHIRE

England & Wales - Charity number 1106631

Accounts

Charity Registration No. 1106631

Company Registration No. 05252247 (England and Wales)

CITIZENS ADVICE SOUTH WARWICKSHIRE
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

CITIZENS ADVICE SOUTH WARWICKSHIRE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Y Hunter G Fitzgerald I M Stark H J Serrano K A Payne L Pound S Lightfoot J Whitehill K Kalsi
Secretary & CEO	J A Robinson
Charity number	1106631
Company number	05252247
Registered office	10 Hamilton Terrace Leamington Spa Warwickshire CV32 4LY
Auditor	Burgis & Bullock 8 Elm Court Arden Street Stratford upon Avon CV37 6PA

CITIZENS ADVICE SOUTH WARWICKSHIRE

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CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The Trustees present their annual report and financial statements for the year ended 31 March 2025.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019).

Objectives and activities

The year ending 31st March 2025 has been a hugely successful one in terms of the number of clients we have been able to support, as well as the evolving financial commitment we have secured from local funders and stakeholders. We marked the year with an innovative County Conference with our local Citizens Advice partners in December, and rounded the year off with news of a successful bid to the National Lottery for our groundbreaking telephone Adviceline service, which is answering over 1000 calls per month. A change of Government partway through the year has meant changes for clients e.g. removal of the winter fuel payment, and our services remain in high demand across all client groups, most notably the younger age range of 'working poor'; people who are working but still having to seek additional financial support to meet the cost of daily living. Clients from our older age range continue to provide the greater part of our client group, and once again our services were in high demand over the winter months as a result of the withdrawal of the Winter Fuel Payment in autumn 2024.

Thanks to some specific targeted Cost of Living funding from Warwick District Council, we have invested more in frontline generalist advisors in Warwick District; continued our investment in recruiting and training skilled volunteers, and built on our partnerships with other local Citizens Advice offices to ensure that we are maximising our resources. As an organisation we monitor the needs of the client group and are constantly seeking new ways to offer our support across our wide urban and rural area, so that we can support as many people as possible.

Citizens Advice South Warwickshire seeks to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

The changes we made to our estate in 2023-2024 have helped create a degree of financial certainty for the organisation, by significantly reducing the amount of money we were spending on office costs. This change, which was secured through closing our Stratford Stratford Upon Avon office, and co-locating services at Stratford District Council HQ in Stratford Upon Avon, has also improved our offering: we are onsite five days a week, with a volunteer workforce seeing clients across the day, in a busy town centre location. This has strengthened our relationships with a key funding partner, and ensured that we now enjoy high visibility for our services offered Monday-Friday from 10am-2pm. This service is accessed by many more people, and the ease of access to the building ensures we can meet the needs of our most vulnerable clients. We are very grateful for the support of the Council and look forward to this relationship enduring into the future.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

We retain a team of Caseworkers in Stratford upon Avon and the surrounding areas, who operate in our Targeted Services. The team runs externally funded projects which offer advice to our more complex clients. Targeted Services in CASW include Reach Out and Help (ROAH) in Stratford Upon Avon and the Court Desk support (thanks to Stratford District Council); MAPs project (debt support), Advice Action Empower Warwick (thanks to Oken Trust, The King Henry VIII Endowed Trust and Warwick Town Council) and Warwick Foodbank.

All central services, including HR, Payroll and Finance, are delivered from our Leamington Spa office (on Hamilton Terrace), where we have been based for many years. The new financial year will see us seeking an alternative Head Office in the locality, as we hand this building back to Warwick District Council. Having outgrown the space available, and no longer accepting of its limitations and compromises with regard to accessibility, we are seeking an alternative location which will offer a space for our telephone advice services, and our volunteer training programme. We remain grateful to Warwick District Council, and Leamington Town Council, for the support they have given us over the many years we have been in the town and the partnership they are extending to us to find alternative space. We continue to offer Drop in Services on Tuesdays and Wednesdays, with appointments across the week, and in April 2025, we opened a further day by opening the doors on Mondays.

Leamington Spa is also the location of our Telephony service, which we launched in May 2023. This is a collaboration with Bedworth, Rugby & Nuneaton Citizens Advice (BRANCAB), who operate a hub in Bedworth, and North Warwickshire Citizens Advice. This service is supported by a mix of paid staff and volunteers, and since 2023 has been funded mainly by Warwickshire County Council. In February 2025, we heard that we had been successful in a bid to the National Lottery, which is providing over half the resources we need to keep the service in place for the next 2 years. The shortfall will be made up from additional funding sought by the Chief Officer, and from Reserves. There is no question that the service has been an absolute game changer in terms of the number of people we have been able to support, the ease of access they enjoy, and the quality of the advice which is given. This is full advice - not signposting - and clients who need an appointment receive one if required, and it has meant clients who cannot travel to the towns, or to the community hubs, or who are working or have caring responsibilities, do not miss out. We offer a single accessible telephone number across the County, with paid staff and volunteers delivering telephone advice every day from 9am - 4pm. This service has taken 23,227 calls up to the end of March 2025; 13,684 clients helped across Warwickshire, and in 90% of cases we are able to meet all advice needs on the telephone. Those clients for whom English is a second language, or who have other access issues, or very complex needs, are offered a face to face appointment to see an Advisor.

As well as the quantity of advice we give, of equal importance is maintaining the quality of advice. CASW has achieved a 'Green' score for quality across the Board from National Citizen Advice for the past 12 months, demonstrating that we have given high quality advice to clients across all channels; something we are very proud of as we have expanded our provision. We run regular reports on our services, as well as seeking client feedback for all of our channels and these are monitored at Board meetings.

Our collaboration with BRANCAB and North Warwickshire enables us to continue to explore options to share costs for key staff and/or activities, and enables us to respond to more funding opportunities, which builds our resilience for the future. The dedicated services of our shared Operations Manager since June 2022 have made an enormous contribution to our organisational development, and strengthens the partnership between the two CEOs, and the wider supervision and volunteer training team. Huge thanks must go to these staff for their continued flexibility and commitment.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

There are other ways for people to contact us: we offer advice sessions at an expanding range of external locations, where clients can avoid the need to travel into town centre locations to see us. These are funded by some of our Parish Councils and other local funders (Warwick District Council have made a significant investment in our services through Cost of Living support). In the past year we have launched services at The Pump Rooms in Leamington Spa, at the Gap and Sydni Centre, and at Brunswick Hub in Leamington (thanks to UK Shared Prosperity Fund funding from Warwick District Council). Our full service offer of locations:

Alcester Community Advice Hub
Bidford Community Advice Hub
Brunswick Community Hub
Kenilworth Library
Lillington Community Pantry
*The Gap in Warwick
*The Pump Rooms in Leamington Spa
Shire Hall Warwick
Southam Library
Studley Village Hall
The Sydni Centre in Sydenham
Wellesbourne Parish Council
*Packmores Community Centre, Warwick
*Shipston on Stour Town Council
**New for 2024/25*

The charity does not carry out any significant fundraising activities.

We could not deliver our services without the enduring support of many long standing funding bodies and local authorities. At a time when Councils are under considerable pressure, and other funders are receiving huge demand from the charitable sector, we remain grateful for their continued commitment.

Volunteers

This financial year 2024/2025 we continue to be a volunteer-led organisation continuing our investment in supporting development within our training offer which now sees us working in partnership across the County. We continue to recruit, induct and train volunteers from our communities, and we celebrate this commitment every year, most recently at our Conference in December 2024, where long service volunteers received certificates and pins. Working as a County team delivering training across all offices in Warwickshire, we strive to be at the forefront of recruitment, training and development ensuring we are compliant with all relevant legislation.

Developing the partnership as a County Training team has given us the insight and knowledge to plan, develop and deliver a 4 day training course over 2 weeks, sharing resources and responsibilities which have not only supported our collaborative working, but also enabled us to look at how we mentor volunteers within our service delivery channels, and this has been successful with the placement of 22 additional fully trained volunteers within the telephony operations and core delivery service at both Hamilton Terrace and Elizabeth House in the year.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Strategic Direction & Public Benefit

As part of our Leadership Self Assessment in 2024 we refreshed our existing Business Plan and this will once again happen as part of our planning for this year's process. We have, along with our partners BRANCAB, and North Warwickshire Citizens Advice, invested in comprehensive client and community analysis from across our client groups and geographic locations, which we will be assessing this year. A short form Strategic Plan will be produced with headline areas for focus in Summer 2025, with a longer more detailed strategic plan produced over the winter for 2026-2028, setting the priorities for growth under new objectives. The success of our most recent Transformation Programme, created in 2022 and executed over the three years to 2025, has been undeniably successful, resulting in a massive uplift (100% in the two years to 2024) in the number of clients supported. For context, prior to the launch of the Transformation Plan in 2021-2022 we supported 3,795 clients; in the financial year 2024-2025 we supported 8,682 unique clients.

New strategic priorities will include

Our Core Services - Continuing to meet the demand from clients where, how and when it is needed most, and reducing back office costs

Our People - Culture and Leadership

Creating a diverse, thriving environment by attracting, training, developing and retaining our staff and volunteers

Our Clients - Community & Client Needs Analysis

Ensuring services are accessible for all parts of our community

Our Quality - maintaining high quality services for our clients as well as a focus on Research and Campaigns.

Our Finances - Ensuring we can respond to changes in the local funding picture, notably around the Government's Devolution White Paper.

Coupled with our organisational Values (Compassionate; Accountable; Solution Focussed and One Team), as well as a focus on attracting and rewarding staff to the best of our ability, the organisation is in an excellent position to offer both career opportunities, and volunteering opportunities in this sector. Our commitment to staff has seen us invest 3% in salary increase for April 2025, (above inflation), coupled with improved benefits such as Insurance for Death in Service for paid staff and their families (introduced in Autumn 2024). CASW is dedicated to ensuring that salaries are competitive for the local area, reflecting the value of our staff, and the importance we place on their daily commitment to our clients. We have maintained this commitment, despite the uplift in costs to the organisation caused by the increase in employer NI contributions which comes into force from April 2025.

Our commitment to staff is also reflected in the work we do to celebrate staff and volunteers across the year; in August 2024 we held our annual Staff and Volunteer Summer Social and every month the Chief Executive Officer and management team produce a Staff and Volunteer *Start the Month* Newsletter, which promotes excellent communication across the organisation, and celebrates our achievements both individually and as a wider team.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance

Overall Service Delivery

As indicated we have improved and extended our service during 2024-2025, seeing more clients in person, on the telephone and at our drop in services in Stratford and Leamington Spa. In the financial year 1st April 2024 – 31st March 2025 9,936 clients were helped (compared with 8,460 in 2023-2024), CASW offices and outreaches opened 10,539 **cases** and undertook 30,748 **activities** to support these clients. The total **issues** dealt with were 39,361 and the top issues were:

- Benefits & tax credits
- Debt
- Universal Credit
- Housing

The total income gain for these clients was an incredible **£6,561,026**

Number of volunteers on average through the year - 58

Number of staff working through the year: 21 FTE on average

Charitable support available to clients

In the dynamic landscape of individual grant funding, CASW is in the very privileged position of both holding several grant funding pots internally on behalf of various funders, as well as having the ability to access additional funding from external agencies.

Having direct access to individual grant funding which improves the lives of our clients, together with the effective management and administration of these funds is an essential lynchpin for the organisation and provides an invaluable service to the wider community of South Warwickshire. At present the funds are administered primarily by a volunteer who dedicates one day a week to this invaluable provision and is managed by our Grants Oversight Officer.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Research & Campaigns

A twin aim for every Citizens Advice is to champion the Client's voice at a local and national level, and this is through our crucial Research & Campaigns function. The local offices in Warwickshire have collaborated on a shared role focused on Research, Campaigns and Social Policy, and drawing together this work across the County. Our officer started in June 2023, The overarching aims were to:

"Hear the voices of our clients, and our front line advisers, and make those voices heard by local and national decision-makers and influencers."

This role co-ordinates both internal and external activity, building our knowledge as an organisation, and as a County, ensuring that national campaigns from Citizens Advice are promoted and supported locally. Additionally, the role produces a huge amount of data and trends analysis which is critical for our local authority partners, as well as other stakeholders.

Examples of activity, alongside a quarterly newsletter for many local stakeholders:-

- Scams awareness (national 'scam awareness fortnight')
- Consumer rights (National Consumer Week - parts I & II)
- Fuel poverty (national 'Energy Savers Week')

Other national campaigns:-

- Stop Loan Sharks Week
- Get Safe Online Week
- Carers' Week

Local campaigns:-

- Homelessness prevention awareness week
- ID Theft-ID Fraud week, and
- Support for numerous 'benefit-take-up' efforts

Website: in August 2024 a new website for Citizens Advice South Warwickshire (<https://casouthwarwickshire.org.uk>)n was commissioned thanks to Awards for All funding from The National Lottery Community Fund, and has made the site far more accessible to clients, as well as being easier for us to maintain as an organisation.

Organisational Structure

The organisation is led by our dedicated volunteer Trustee Board, with Chair of Trustees Irene Stark. There are three sub-committees reporting into the Trustee Board:

- Human Resources Sub-Committee
- Finance Sub-Committee
- Property & Estates Sub Committee

The CEO, Julie Robinson, is in charge of the day-to-day leadership of the charity with the support of an Operations Manager; Key Advice Service Managers and Supervisors.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Financial review

The Directors are pleased to report a surplus of £56.4k for the financial year 2024-2025

CASW held some £754k of cash and investments (fixed term deposits) as at 31 March 2025 - a relatively high balance but not unexpected as the balance includes £193k remaining from a generous legacy donation received in 2020/21. Plans are in place to utilise this legacy over the coming years. The year end cash balance also includes £105k of deferred income (grant income received in 2024/25 but which relates to the 2025/26 financial year).

Total reserves at 31 March 2025 were £645k, comprising General reserves of £415k, a designated Buildings Reserve of £35k, a designated Client Emergency Fund Reserve of £1k and Restricted Reserves of £194k (including the above-mentioned legacy).

CASW is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The organisation maintains a projection of income and will ensure that income continues to be derived from as wide a variety of sources as possible. It will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed, so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees have determined that 'free' reserves should be maintained of between 3 and 6 months normal operating expenditure. Free reserves as at 31 March 2025 were £415k, representing around 5 months normal operating expenditure.

Principal funding sources & support

The Trustees extend their gratitude to all funders of the organisation without whom we could not continue our work, and who have been supportive and proactive with their contributions.

We also recognise the support and closer working relationships with Trustees at Bedworth, Rugby & Nuneaton Citizens Advice, (BRANCAB) and with North Warwickshire Citizens Advice.

CASW's governing documents give the Trustees the power to invest or deposit funds in any lawful manner whilst having regard to the suitability of investments and the need for diversification. In practice the majority of CASW's funds are spent in the relatively short term and there are currently only £78.2k of long term (greater than 12 months) investments. The Trustees seek to obtain the maximum interest possible on cash balances whilst mitigating risks and so investment decisions consider factors such as return, credit ratings, liquidity and Financial Services Compensation Scheme protections. Social, environmental and ethical factors are also considered. The Trustee Board reviews the investment policy on an annual basis.

Major risks

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to those major risks. The Risk Register forms part of the discussion at every Board meeting; closed risks remain visible so that progress is assessed, and mitigating actions are discussed with the CEO and Senior Management Team.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management

The charity is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. CASW is governed by its Memorandum and Articles of Association.

Warwick District Citizens Advice Bureau, now Citizens Advice South Warwickshire, was incorporated as a company limited by guarantee on 6th October 2004. The charity commenced its charitable activities on 1st April 2005 following the transfer of all assets and liabilities from Warwick District Citizens Advice Bureau (Charity Registration Number 218650).

The Trustees, who are also the directors for the purposes of company law, and who served during the year and up to the date of signature of the financial statements were:-

Y Hunter
G Fitzgerald
I M Stark
H J Serrano
K A Payne
L Pound
S Lightfoot
J Whitehill
K Kalsi

Recruitment and appointment of new trustees

Trustees, who are also Directors of the Company, are elected from the local community and are nominated by members, or co-opted by the Trustee Board. They are elected at the Annual General Meeting. A separate process agreed by the Trustee Board is followed for the election of the Chair.

New Trustees receive a full induction, meeting other Trustees and spending time with Supervisors, Volunteers and Staff to understand the service we offer. This is tailored to their individual experience and interests.

Arrangements for setting pay and remuneration of key management personnel

Key management personnel, excluding Trustees, are remunerated by way of annual salary and pension contributions. The company offers all eligible staff the option of joining a workplace pension provided by The People's Pension and makes an employer contribution to the scheme in line with applicable legislation. The CEO's salary is set by the Board. The principal aim is to offer a fair pay that will attract and retain appropriately skilled staff. The pay policy is reviewed annually. None of the Trustees, or any persons connected with them, receive any remuneration from CASW.

The charity has taken out Directors' insurance as permitted by the Companies Act 2006.

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Organisational Structure

CASW is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the charity and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet regularly and delegate the day-to-day operation of the organisation to the CEO. The key management of the organisation is represented by the CEO and a supporting team of currently four managers. The Trustee Board is independent from management.

A register of members and a register of Trustees' interests is maintained at the registered office, and is available to the public.

CASW is one of over 250 individual charities that are part of The National Association of Citizens Advice Bureaux (company registration no. 01436935). The national charity helps the local Citizens Advice charities deliver their services (for example by setting national quality and governance standards) and jointly deliver other services at a national level (eg debt advice funded by the Money and Pensions Service). The national charity also offers model operating policies which local offices can take into account in preparing their own policies.

Auditor

The company has a policy of putting its audit out to tender every 7 years and that process is currently underway. It is intended that a decision will be made in time to allow a resolution proposing the appointment of an auditor to be put at the Annual General Meeting.

Disclosure of information to auditor

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The Trustees' report was approved by the Board of Trustees.

Irene Stark

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I M Stark

Trustee

04 Sep 2025

Date:

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

The Trustees, who are also the directors of Citizens Advice South Warwickshire for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

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

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

CITIZENS ADVICE SOUTH WARWICKSHIRE

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS ADVICE SOUTH WARWICKSHIRE

Opinion

We have audited the financial statements of Citizens Advice South Warwickshire (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Emphasis of matter

We draw attention to note 28 to the financial statements which indicates that the charity has highlighted a potential tax exposure. If a liability is subsequently determined in respect of this it could result in a material unbudgeted expense for the charity. Our opinion is not modified in respect of this matter.

Conclusions relating to going concern

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

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

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

CITIZENS ADVICE SOUTH WARWICKSHIRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE SOUTH WARWICKSHIRE

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the Trustees' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a strategic report.

CITIZENS ADVICE SOUTH WARWICKSHIRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE SOUTH WARWICKSHIRE

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

We gained an understanding of the legal and regulatory framework applicable to the charity and the sector in which it operates and assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.

Based on our understanding of the charity we identified that the principal risk of non-compliance with laws and regulations related to breaches of the Charities Act 2011; Companies Act 2006; Safeguarding and GDPR regulations; and the charity's constitution. We also evaluated management incentive and opportunities for fraudulent manipulations of the financial statements.

CITIZENS ADVICE SOUTH WARWICKSHIRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE SOUTH WARWICKSHIRE

Audit procedures performed included:

- Identifying and assessing the design effectiveness of controls in management have in place to prevent and detect fraud.
- Challenging assumptions and judgments made by management in their significant accounting estimates and assessing if these indicate evidence of management bias;
- Reviewing the accounting records for large and unusual bank payments and testing any identified and in particular the rationale for any transactions which appear to be outside of the charity's objectives.
- Testing a sample of debit entries in the profit and loss account to check they are bona-fide costs in accordance with the charity's objectives.
- Testing for the existence of related party transactions and confirming identity of relevant parties with Trustees.
- Making enquiries of those charged with governance as to any instances of non-compliance with laws and regulations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation

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

Use of our report

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

W A Hubbard

Wende Hubbard FCCA (Senior Statutory Auditor)

For and on behalf of Burgis & Bullock, Statutory Auditor

Chartered Accountants

8 Elm Court

Arden Street

Stratford upon Avon

CV37 6PA 4th September 2025

Date:

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2025

Current financial year

	Notes	Unrestricted funds general 2025 £	Unrestricted funds designated 2025 £	Restricted funds 2025 £	Total 2025 £	Total 2024 £
<u>Income and endowments from:</u>						
Donations and legacies	3	1,501	-	-	1,501	3,657
<u>Charitable activities</u>						
Advice Services	4	471,320	-	585,712	1,057,032	1,144,339
Fundraising	5	598	-	-	598	759
Interest receivable	6	26,316	-	-	26,316	23,989
Other income	7	32,491	-	-	32,491	1,367
Total income		532,226	-	585,712	1,117,938	1,174,111
<u>Expenditure on:</u>						
<u>Charitable activities</u>						
Advice Services	8	377,680	1,200	682,691	1,061,571	1,112,154
Total charitable expenditure		377,680	1,200	682,691	1,061,571	1,112,154
Other	12	-	-	-	-	9,897
Total resources expended		377,680	1,200	682,691	1,061,571	1,122,051
Net incoming/(outgoing) resources before transfers		154,546	(1,200)	(96,979)	56,367	52,060
Gross transfers between funds	15	(83,817)	20,000	63,817	-	-
Net income/(expenditure) for the year/ Net movement in funds		70,729	18,800	(33,162)	56,367	52,060
Fund balances at 1 April 2024		344,486	17,038	227,504	589,028	536,968
Fund balances at 31 March 2025		415,215	35,838	194,342	645,395	589,028

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

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

Prior financial year

		Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £
	Notes				
<u>Income and endowments from:</u>					
Donations and legacies	3	3,657	-	-	3,657
<u>Charitable activities</u>					
Advice Services	4	530,946	-	613,393	1,144,339
Fundraising	5	759	-	-	759
Investments	6	23,989	-	-	23,989
Other income	7	1,367	-	-	1,367
Total income		560,718	-	613,393	1,174,111
<u>Expenditure on:</u>					
<u>Charitable activities</u>					
Advice Services	8	428,572	500	683,082	1,112,154
Other	12	9,897	-	-	9,897
Total resources expended		438,469	500	683,082	1,122,051
Net incoming/(outgoing) resources before transfers		122,249	(500)	(69,689)	52,060
Gross transfers between funds	15	(38,979)	-	38,979	-
Net income/(expenditure) for the year/ Net movement in funds		83,270	(500)	(30,710)	52,060
Fund balances at 1 April 2023		261,216	17,538	258,214	536,968
Fund balances at 31 March 2024		344,486	17,038	227,504	589,028

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

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE SOUTH WARWICKSHIRE

BALANCE SHEET

AS AT 31 MARCH 2025

		2025		2024 as restated	
	Notes	£	£	£	£
Fixed assets					
Investments	16		78,200		-
Current assets					
Debtors	18	71,065		79,827	
Investments	19	112,077		311,750	
Cash at bank and in hand		563,497		315,079	
			746,639		706,656
Creditors: amounts falling due within one year	20	(179,444)		(117,628)	
Net current assets			567,195		589,028
Total assets less current liabilities			645,395		589,028
The funds of the charity					
Restricted income funds	23		194,342		227,504
Unrestricted funds - general			415,215		344,486
Unrestricted funds - designated	24		35,838		17,038
			645,395		589,028

04 Sep 2025

The financial statements were approved by the Trustees on

Irene Stark
.....

I M Stark
Trustee

Helen Serrano
.....

H J Serrano
Trustee

Company registration number 05252247 (England and Wales)

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2025

		2025		as restated 2024	
	Notes	£	£	£	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	29		100,629		(7,467)
Investing activities					
Purchase of investments		(190,277)		(311,750)	
Proceeds from disposal of investments		311,750		-	
Investment income received		26,316		23,989	
		147,789		(287,761)	
Net cash generated from/(used in) investing activities			147,789		(287,761)
Net cash generated from financing activities			-		-
			-		-
Net increase/(decrease) in cash and cash equivalents			248,418		(295,228)
Cash and cash equivalents at beginning of year			315,079		610,307
			563,497		315,079
Cash and cash equivalents at end of year			563,497		315,079

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Citizens Advice South Warwickshire is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Hamilton Terrace, Leamington Spa, Warwickshire, CV32 4LY.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements the Trustees consider that they have adequate resources to continue in operational existence for the foreseeable future. Whilst the Trustees acknowledge that the cessation of certain income streams in the future could lead to the reporting of a deficit based on current levels of expenditure, they continue to review and explore new funding sources as well as closely monitoring expenditure commitments. Thus they continue to adopt the going concern basis of accounting in the preparation of the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Liabilities are recognized as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category.

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Charitable activities include expenditure associated with the provision of advice and information for the benefit of the local community. The expenditure includes both the direct costs and the support costs relating to these activities.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and have been allocated to activities on a basis consistent with the use of resources.

Governance costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource.

1.6 Fixed asset investments

Fixed asset investments contain the cash held in fixed term deposits where the term is more than 12 months. Cash held on deposit for 12 months or less but more than 3 months is included in current asset investments.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies (Continued)

1.8 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets include debtors, cash and bank balances. Debtors are measured at transaction price after any discounts offered. Prepayments are valued at the amount prepaid after taking into account of any discounts due.

Basic financial liabilities are recognised at transaction price. Financial liabilities classified as payable within one year are not amortised. Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operation from suppliers.

1.9 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.10 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

A key estimate is the allocation of overhead costs. Overheads are allocated on a basis on 20% of income to each restricted fund unless otherwise stated by the funder.

3 Donations and legacies

	Unrestricted funds general 2025 £	Unrestricted funds general 2024 £
Donations, legacies and gifts	1,501	3,657

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

4 Charitable activities

	2025	2024
	£	£
Advice services income	1,057,032	1,144,339
	<u> </u>	<u> </u>
Analysis by fund		
Unrestricted funds - general	471,320	530,946
Restricted funds	585,712	613,393
	<u> </u>	<u> </u>
	<u>1,057,032</u>	<u>1,144,339</u>

The Advice Services income included under restricted funds can be seen in greater detail in note 23.

During the year the charity received £627,455 (2024: £496,566) of government grants. This includes funds received from both national and local government, including town and parish councils.

5 Income from fundraising

	Unrestricted funds general 2025 £	Unrestricted funds general 2024 £
Income from fundraising	598	759
	<u> </u>	<u> </u>

6 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	26,316	23,989
	<u> </u>	<u> </u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

7 Other income

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Contributions to shared staff costs from other Citizens Advice offices	32,491	1,367
	32,491	1,367

8 Expenditure on charitable activities

	Advice and support 2025 £	Advice and support 2024 £
Direct costs		
Staff costs	805,168	732,113
Depreciation and impairment	-	4,449
Staff and volunteer expenses	27,939	25,608
Office and general	62,649	100,672
Premises costs	50,875	63,564
Grants paid to other Citizens Advice offices	88,407	167,114
	1,035,038	1,093,520
Share of support and governance costs (see note 9)		
Governance	26,533	18,634
	1,061,571	1,112,154
Analysis by fund		
Unrestricted funds - general	377,680	428,572
Unrestricted funds - designated	1,200	500
Restricted funds	682,691	683,082
	1,061,571	1,112,154

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

9 Support costs

	Support costs	Governance costs	2025	Support costs	Governance costs	2024
	£	£	£	£	£	£
Legal and professional	-	12,468	12,468	-	7,598	7,598
Bank charges	-	1,072	1,072	-	2,105	2,105
AGM and other meeting costs	-	3,213	3,213	-	2,571	2,571
Audit/ Independent examination fees	-	9,780	9,780	-	6,360	6,360
	-	26,533	26,533	-	18,634	18,634
	-	26,533	26,533	-	18,634	18,634
Analysed between Charitable activities	-	26,533	26,533	-	18,634	18,634

10 Trustees

None of the Trustees (or any persons connected with them) received any remuneration from CASW during the year. However, benefits by way of prize funds totalling £63 were paid out to four trustees during the year (2024 - £8 to one).

11 Employees

The average number of full time equivalent employees during the year was:

	2025 Number	2024 Number
Management	3	3
Administration and advisors	18	18
Total	21	21

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

11 Employees (Continued)

Employment costs	2025	2024
	£	£
Wages and salaries	735,596	669,427
Social security costs	50,289	42,516
Other pension costs	19,283	20,170
	805,168	732,113
	805,168	732,113

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025	2024
	£	£
Aggregate compensation	64,912	61,759
	64,912	61,759
	64,912	61,759

12 Other expenditure

	Unrestricted funds	Unrestricted funds
	2025	2024
	£	£
Net loss on disposal/impairment of tangible fixed assets	-	9,897
	-	9,897
	-	9,897

13 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

14 Prior year adjustment

It was identified that as at 31 March 2024 the company held £311,750 with a maturity of more than three months, which had been included within cash at bank and in hand in the balance sheet and cash and cash equivalent in the cashflow statement.

The comparative information has been restated to show these balances within current asset investments.

15 Transfers

At the year end transfers were made from the unrestricted funds to certain restricted funds to finance deficits where they have arisen.

16 Fixed asset investments

	Fixed term deposits
	£
Cost or valuation	
At 1 April 2024	-
Additions	78,200
	<hr/>
At 31 March 2025	78,200
	<hr/>
Carrying amount	
At 31 March 2025	78,200
	<hr/> <hr/>
At 31 March 2024	-
	<hr/> <hr/>

17 Financial instruments

	2025	2024
	£	£
Carrying amount of financial assets		
Instruments measured at fair value through profit or loss	112,077	311,750
	<hr/> <hr/>	<hr/> <hr/>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

18 Debtors

	2025	2024
Amounts falling due within one year:	£	£
Other debtors	25,542	5,000
Prepayments and accrued income	45,523	74,827
	71,065	79,827
	71,065	79,827

19 Current asset investments

	2025	2024
	£	£
Fixed term deposits	112,077	As restated 311,750
	112,077	311,750
	112,077	311,750

The allocation of certain bank accounts have been reclassified to current asset investments in the 2024 figures where they represent fixed term deposits with a term in excess of three months.

20 Creditors: amounts falling due within one year

		2025	2024
	Notes	£	£
Other taxation and social security		15,515	-
Deferred income	21	105,368	51,160
Other creditors		37,349	38,757
Accruals		21,212	27,711
		179,444	117,628
		179,444	117,628

Within other creditors is £27,260 held by the charity as agent. During the year £57,875 was received into these funds and £56,121 was distributed to beneficiaries.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

21 Deferred income

	2025	2024
	£	£
Other deferred income	105,368	51,160

Deferred income is included in the financial statements as follows:

Grants of £51,160 received in advance during the prior year were released in the SOFA as income in the current year. £105,368 of the above current year total represents grant income received in the current year but carried forward for future years.

22 Retirement benefit schemes

	2025	2024
	£	£
Defined contribution schemes		
Charge to profit or loss in respect of defined contribution schemes	19,283	20,170

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

23 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024	Incoming resources	Resources expended	Transfers	At 31 March 2025
	£	£	£	£	£
Reach Out and Help - Stratford	2,185	50,000	(53,990)	1,805	-
MAPSDAP	-	83,790	(97,600)	13,810	-
WCC Telephony	-	80,564	(81,195)	631	-
Stratford outreach	-	7,500	(7,705)	205	-
Warwick outreach	-	-	(1,997)	1,997	-
Kenilworth outreach	-	5,500	(4,158)	-	1,342
Orbit WBAS	-	145,362	(145,362)	-	-
Court Desk	-	50,500	(53,425)	2,925	-
Advice Action Empower Warwick	1,341	64,750	(72,931)	6,840	-
Stratford Foodbank Project	215	49,020	(51,946)	2,711	-
Ellis Legacy	223,763	-	(61,118)	30,355	193,000
Warwick Foodbank Project	-	23,376	(25,812)	2,436	-
Community pantry	-	25,350	(25,452)	102	-
	227,504	585,712	(682,691)	63,817	194,342
	227,504	585,712	(682,691)	63,817	194,342

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

23 Restricted funds	(Continued)				
Previous year:	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Reach Out and Help - Stratford	2,121	41,667	(41,603)	-	2,185
MAPSDAP	2,570	87,324	(99,217)	9,323	-
WCC Telephony	-	43,404	(45,270)	1,866	-
National Lottery - Back on Track	-	74,247	(74,328)	81	-
Stratford outreach	-	3,131	(4,312)	1,181	-
Warwick outreach	-	7,000	(17,352)	10,352	-
Kenilworth outreach	-	12,600	(18,354)	5,754	-
Orbit WBAS	-	145,362	(146,411)	1,049	-
Court Desk	-	38,600	(46,498)	7,898	-
Reach Out and Help Warwick	7,340	66,413	(72,412)	-	1,341
Stratford Foodbank Project	-	71,645	(71,430)	-	215
Ellis Legacy	246,183	-	(22,420)	-	223,763
Community pantry	-	22,000	(23,475)	1,475	-
	<u>258,214</u>	<u>613,393</u>	<u>(683,082)</u>	<u>38,979</u>	<u>227,504</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

23 Restricted funds

(Continued)

- Reach Out and Help - Stratford -the ROAH team visit people in crisis in their own homes to provide advice and support on a variety of issues, including benefits and debt management. The team also apply for hardship grant funding for people who urgently need items such as clothing, white goods and furniture
- MapSDAP and (MAPS) - a Money and Pensions Service (MAPS) funded debt advice project in partnership with national Citizens Advice under which specialist debt advisors help people to prioritise and manage debts, set up affordable payment plans and manage better on their income.
- WCC Telephony - a project funded by Warwickshire County Council and delivered in partnership with BRANCAB, a sister Citizens Advice office, to deliver advice services to clients over the telephone.
- National Lottery Back on Track - A project, funded by the National Lottery Community Fund, to support the organisation in recruiting, training and developing additional volunteer advisers.
- Stratford outreach - the provision of generalist advice at various locations around the Stratford district
- Warwick outreach - the provision of generalist advice at various locations around the Warwick district
- Kenilworth outreach - the provision of generalist advice at Kenilworth Library
- Court Desk - the provision of expert representation at County Court for clients experiencing the threat of eviction or home repossession
- Orbit Welfare Benefits Advice Service - a project delivered in partnership with BRANCAB, a sister Citizens Advice office, to deliver an easily accessible welfare benefits advice service to Orbit customers to help reduce financial exclusion and reduce the pressure of cost of living increases
- Advice Action Empower Warwick - the provision of home based advice and support to people in crisis in the Warwick district
- Stratford Foodbank Project - a project to provide dedicated caseworker support to clients of the Stratford Foodbank.
- Ellis Legacy - A legacy from the late Rosemary Le May Ellis for the provision of counselling services.
- Warwick Foodbank Project - a project to provide dedicated caseworker support to clients of the Warwick Foodbank.
- Community Pantry - a project, funded by Warwickshire County Council, aiming to help address issues of food poverty in the county by the establishment of a static Lillington Community Pantry.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

24 Unrestricted funds - designated

These are unrestricted funds which are material to the charity's activities.

	At 1 April 2024	Resources expended	Transfers	At 31 March 2025
	£	£	£	£
Building reserves	15,038	-	20,000	35,038
Client emergency fund	2,000	(1,200)	-	800
	<u>17,038</u>	<u>(1,200)</u>	<u>20,000</u>	<u>35,838</u>

Previous year:

	At 1 April 2023	Resources expended	Transfers	At 31 March 2024
	£	£	£	£
Building reserves	15,038	-	-	15,038
Client emergency fund	2,500	(500)	-	2,000
	<u>17,538</u>	<u>(500)</u>	<u>-</u>	<u>17,038</u>

25 Analysis of net assets between funds

	Unrestricted funds general	Unrestricted funds designated	Restricted funds	Total
	2025	2025	2025	2025
	£	£	£	£
At 31 March 2025:				
Investments	78,200	-	-	78,200
Current assets/(liabilities)	337,015	35,838	194,342	567,195
	<u>415,215</u>	<u>35,838</u>	<u>194,342</u>	<u>645,395</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

25 Analysis of net assets between funds **(Continued)**

	Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:				
Current assets/(liabilities)	344,486	17,038	227,504	589,028
	344,486	17,038	227,504	589,028
	344,486	17,038	227,504	589,028

26 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2025 £	2024 £
Within one year	1,188	1,665
Between two and five years	3,168	4,356
	4,356	6,021
	4,356	6,021

27 Related party transactions

There were no disclosable related party transactions during the year (2024 - none), apart from those noted in the Trustees note.

28 Contingent liability

The charity is currently undertaking a review to ensure that it is correctly assessing the tax treatment of certain income sources. An initial review has suggested that there could potentially be an exposure if certain income were to be assessed as arising from the provision of a service rather than the receipt of a grant. Should this be the case the charity has estimated a potential exposure to tax and penalties in the range of £0 - £150,000. The charity has undertaken to consult further on the initial findings to fully assess its tax reporting obligations and, if appropriate, to enter into dialogue with HMRC to agree the extent of any liabilities in relation to past transactions. The Directors consider that any such liability could be met from the charity's existing unrestricted reserves.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

29 Cash generated from/(absorbed by) operations	2025	2024
	£	£
Surplus for the year	56,367	52,060
Adjustments for:		
Investment income recognised in statement of financial activities	(26,316)	(23,989)
(Gain)/loss on disposal of tangible fixed assets	-	9,897
Depreciation and impairment of tangible fixed assets	-	4,449
Movements in working capital:		
Decrease/(increase) in debtors	8,762	(22,272)
Increase/(decrease) in creditors	7,608	(47,793)
Increase in deferred income	54,208	20,181
Cash generated from/(absorbed by) operations	<u>100,629</u>	<u>(7,467)</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

England & Wales - Charity number 1106631

Accounts

Charity Registration No. 1106631

Company Registration No. 05252247 (England and Wales)

CITIZENS ADVICE SOUTH WARWICKSHIRE
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

CITIZENS ADVICE SOUTH WARWICKSHIRE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Y Hunter G Fitzgerald I M Stark H J Serrano K A Payne L Pound S Lightfoot J Whitehill K Kalsi	(Appointed 24 January 2024) (Appointed 24 January 2024) (Appointed 24 January 2024)
Secretary & CEO	J A Robinson	
Charity number	1106631	
Company number	05252247	
Registered office	10 Hamilton Terrace Leamington Spa Warwickshire CV32 4LY	
Auditor	Burgis & Bullock 8 Elm Court Arden Street Stratford upon Avon CV37 6PA	

CITIZENS ADVICE SOUTH WARWICKSHIRE

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CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The Trustees present their annual report and financial statements for the year ended 31 March 2024.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019).

Objectives and activities

The year ending 31st March 2024 has been a momentous one for Citizens Advice South Warwickshire (CASW) in terms of both our strategic development and our impact on clients. During a time of social upheaval and the pernicious impact of the cost of living crisis, our services across all access channels have been in high demand. We have overhauled our organisation, with committed support from our stakeholders, in order to provide highly responsive and accessible services for clients across the South Warwickshire area. The continued impact of high food and fuel prices, insecure housing, the considerable impact on mental health of world news, and many other economic drivers, have had an effect on our clients across every age demographic. As an organisation we have moved fast, changing both our operating model and the way in which we target resources, to ensure we are able to help as many people as possible.

Citizens Advice South Warwickshire seeks to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

Our organisation has changed in the past 12 months. We closed the Stratford-upon-Avon office, which was both expensive and not fit for our purposes, and instead co-located our services with Stratford District Council, in their office building, right in the centre of Stratford. With no charge for the use of the space, we have been able to offer a daily drop in service, led by volunteer Generalist Advisors, Monday-Friday from 10am-2pm. This service is accessed by many more people, and the ease of access to the building ensures we can meet the needs of our most vulnerable clients. We are very grateful for the support of the Council, who are one of our key funders.

We retain a team of Caseworkers in Stratford-upon-Avon and the surrounding areas, who operate in our Targeted Services. The team runs externally funded projects which offer advice to our more complex clients, often via home visiting, and we have been able to secure space at Venture House in Stratford, thanks to the support of Stratford Town Trust, so that our workers can 'hot desk' from the community building, and have meeting space to see clients. Targeted Services in CASW include Reach Out and Help (ROAH) in Stratford and the Court Desk support (thanks to Stratford District Council); the foodbank collaboration with Stratford Foodbank; MAPs project (debt support), Advice Action Empower Warwick (thanks to Oken Trust, The King Henry VIII Endowed Trust and Warwick Town Council).

All central services, including HR, Payroll and Finance, are delivered from our Leamington Spa office (on Hamilton Terrace), where we have been based for many years. The lease is in the process of being renewed, and we are grateful for the help from Warwick District Council. The building has had a small investment to upgrade and redecorate, and we deliver a drop-in service on Tuesdays and Wednesdays, with appointments on site across the week. These face to face services are delivered by our valued team of volunteer Generalist Advisors and we are seeing more clients every week.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Leamington is also the location of our Telephony service, which we launched in May 2023. This is a collaboration with Bedworth, Rugby & Nuneaton Citizens Advice (BRANCAB), who operate a hub in Bedworth and North Warwickshire, who support the service with volunteers. The service is funded by Warwickshire County Council, and offers a single accessible telephone number across the County, with paid staff and volunteers delivering telephone advice every day from 9am - 4pm. This service has taken 10,750 calls up to the end of March 2024, and in 90% of cases we are able to meet all advice needs on the telephone. Those clients for whom English is a second language, or who have other access issues, or very complex needs, are offered a face to face appointment to see an Advisor.

The service has been very successful, with almost 60% of demand being met, and we have funding in place until the end of the financial year in 2025. Work is underway for continuation funding to keep this very important and reliable service in place for our clients, and it demonstrates our commitment to partnership working. Our collaboration with BRANCAB and North Warwickshire enables us all to share costs for key staff, and to stretch our resources further. It also enables us to respond to more funding opportunities, which builds our resilience for the future. The dedicated services of our shared Operations Manager since June 2022 has made an enormous contribution to our organisational development, and strengthens the partnership between the two CEOs, and the wider supervision and volunteer training team. Huge thanks must go to these staff for their flexibility and commitment.

There are other ways for people to contact us: we offer advice sessions at a range of external locations, where clients can avoid the need to travel into town centre locations to see us. These are funded by some of our Town and Parish Councils and other local funders (Warwick Relief in Need for example). In the past year we have launched services at Fred Winter Centre in Stratford, and Brunswick Hub in Leamington (thanks to UK Shared Prosperity Fund funding from Warwick District Council), and we also offer services at the following locations:

Alcester
Bidford
Brunswick
Studley
Kenilworth
Shire Hall Warwick
Southam
The Sydni Centre
Wellesbourne

We also deliver services from the Community Pantry in Lillington two days per week. This very successful collaboration with Feed the Hungry, and funded by Warwickshire County Council, has encouraged 700 people to become members (Q3 2023-2024), and supported over 1500 clients. Funding is in place for a further two years for this really critical support.

We could not deliver our services without the enduring support of many long standing funding bodies and local authorities. At a time when Councils are under considerable pressure, and other funders are receiving huge demand from the charitable sector, we remain grateful for their continued commitment.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Volunteers

We remain a volunteer led organisation and we have spent time this financial year investing in the training and support of many new volunteers, thanks in no small part to funding received from the National Lottery 'Back on Track' fund, which enabled us to start 20 new volunteers on their journey, with the IT equipment and training they need to be successful. This funding, which supported core costs, has been a game changer for us in this financial year, and has allowed us to strategically deploy considerable capital resources to roll out our training to more volunteers. The volunteer training programme lasts for around 6 months, and the programme is designed to be replicated across the whole county, meaning we can maximise training resources with other local offices. Our Training Officer is leading this work across the County, and ensuring we have the volunteers we need to continue to support more people who need our advice.

Strategic Direction & Public Benefit

As part of our national Citizens Advice Leadership Self Assessment inspection held in 2023, a new Strategic Business Plan was created with the following objectives under our Transformation Programme:

Our Service Model - our operating model and projects

Meeting the demand from clients where, how and when it is needed most, and reducing back office costs

Our People - Culture and Leadership

Creating a diverse, thriving environment by attracting, training, developing and retaining our staff and volunteers

Our Infrastructure - Buildings and IT

Ensuring our IT, systems and venues are fit for purpose, well supported and maintained

Our Finances - our financial model and fundraising strategy

Maximising our income streams, making our service delivery more efficient and reducing our deficit

Our Quality - maintaining high quality services for our clients

Following a successful staff and volunteer awayday, we created a 'Plan on a Page' which was an accessible way for staff and volunteers to understand our direction of travel. The Strategic Business Plan for our very successful inspection in the summer of 2023 will be refreshed in 2024, and we will have a new Plan on a Page for this coming financial year. Coupled with our newly launched CASW Values, the organisation is now in an excellent position to offer both career opportunities, and volunteering opportunities in this sector. Our commitment to staff has seen us invest 5% in salary increases, coupled with a review of other Terms & Conditions, including the annual leave entitlement. There is more work for us to do to be an 'Employer of Choice' in Warwickshire, and that is our aim. However, CASW pays among the highest salaries across all roles in the sector (evidenced from National Citizens Advice Pay & Benefits Data 2023 and 2024), reflecting the value of our staff, and the importance we place on their daily commitment to our clients. This is also reflected in the work we do to celebrate staff and volunteers across the year; in June 2023 we held a Volunteer Tea Party during Volunteers Week, and staff social events both in August and December. Every month the Chief Executive Officer and management team produce a Staff and Volunteer Start the Month Newsletter, which has improved communication across the organisation, and which includes updates from across our services, and celebrates our achievements both individually and as a wider team.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Achievements and performance

Overall Service Delivery

As indicated we have improved and extended our service during 2023-2024, seeing more clients in person, on the telephone and at our drop in services in Stratford and Leamington Spa. In the financial year 1st April 2023 – 31st March 2024 8,460 clients were helped (compared with 4,506 in 2022-2023), CASW offices and outreaches opened 10,116 **cases** and undertook 31,620 **activities** to support these clients. The total **issues** dealt with were 39,398 and the top five issues were Benefits and tax credits; Universal Credit; Housing, Employment and Debt.

The total income gain for these clients was an incredible **£7,406,778**

Number of volunteers on average through the year - 54

Number of staff working through the year: 21 FTE on average

Charitable support available to clients

In the dynamic landscape of individual grant funding, CASW is in the very privileged position of both holding several grant funding pots internally on behalf of various funders, as well as having the ability to access additional funding from external agencies.

Having direct access to individual grant funding which improves the lives of our clients, together with the effective management and administration of these funds is an essential lynchpin for the organisation and provides an invaluable service to the wider community of South Warwickshire. CASW holds and administers a number of funds on behalf of various charities. At present the funds are administered primarily by a volunteer who dedicates two days a week to this invaluable provision and is overseen by our Grants Oversight Officer.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Research & Campaigns

A twin aim for every Citizens Advice is to champion the Client's voice at a local and national level, and this is through our crucial Research & Campaigns function. The local offices in Warwickshire have collaborated on a shared role focused on Research, Campaigns and Social Policy, and drawing together this work across the County. Our officer started in June 2023, The overarching aims were to:

"Hear the voices of our clients, and our front line advisers, and make those voices heard by local and national decision-makers and influencers.."

This role co-ordinates both internal and external activity, building our knowledge as an organisation, and as a County, and ensuring that national campaigns from Citizens Advice are promoted and supported locally. Additionally, the role produces a huge amount of data and trends analysis which is critical for our local authority partners, as well as other stakeholders.

Examples of activity, alongside a quarterly newsletter for many local stakeholders:

- Scams awareness (national 'scam awareness fortnight')
- Consumer rights (National Consumer Week - parts I & II)
- Fuel poverty (national 'Energy Savers Week').

(other national campaigns)

- Stop Loan Sharks Week
- Get Safe Online Week
- Carers' Week.

(local campaigns)

- Homelessness prevention awareness week
- ID Theft-ID Fraud week, and
- Support for numerous 'benefit-take-up' efforts.

This role will provide significant support to our new website, which will launch in the summer of 2024, and which will spotlight local news and campaigns, as well as providing critical information to our clients.

Organisational Structure

The organisation is led by our dedicated volunteer Trustee Board, with Chair of Trustees Irene Stark. There are three sub-committees reporting into the Trustee Board:

Human Resources Sub-Committee

Information Services Sub-Committee (IT and Service delivery)

Finance Sub-Committee

The CEO, Julie Robinson, is in charge of the day-to-day leadership of the charity with the support of an Operations Manager; Key Advice Service Managers and Supervisors. Successful recruitment this year has strengthened the management team, and will continue to embed their development during 2024-2025.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Financial review

The Directors are pleased to report a surplus of £52.1k for the financial year, arising in part as a result of the vacation of the leased Stratford offices in July 2023.

CASW held some £627k of cash as at 31 March 2024 - a relatively high balance but not unexpected as the balance includes £224k remaining from a generous legacy donation received in 2020/21. Plans are in place to utilise this legacy over the coming years

Total reserves at 31 March 2024 were £589k, comprising General reserves of £344k, a designated Buildings Reserve of £15k, a designated Client Emergency Fund Reserve of £2k and Restricted Reserves of £228k (including the above-mentioned legacy).

CASW is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The organisation maintains a projection of income and will ensure that income continues to be derived from as wide a variety of sources as possible. It will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed, so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees have determined that 'free' reserves should be maintained of between 3 and 6 months normal operating expenditure. Free reserves as at 31 March 2024 were £344k, representing around 4.5 months normal operating expenditure.

Principal funding sources & support

The Trustees extend their gratitude to all funders of the organisation without whom we could not continue our work, and who have been supportive and proactive with their support as we reconfigure our services after the impact of Covid 19.

We also recognise the support and closer working relationships with Trustees at Bedworth, Rugby & Nuneaton Citizens Advice, (BRANCAB) and with North Warwickshire Citizens Advice.

CASW's governing documents give the Trustees the power to invest or deposit funds in any lawful manner whilst having regard to the suitability of investments and the need for diversification. In practice the majority of CASW's funds are spent in the relatively short term so there are currently no long term (greater than 12 months) investments. The Trustees seek to obtain the maximum interest possible on cash balances whilst mitigating risks and so investment decisions consider factors such as return, credit ratings, liquidity and Financial Services Compensation Scheme protections. Social, environmental and ethical factors are also considered. The Trustee Board reviews the investment policy on an annual basis.

Major risks

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to those major risks. The Risk Register forms part of the discussion at every Board meeting; closed risks remain visible so that progress is assessed, and mitigating actions are discussed with the CEO and Senior Management Team.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management

The charity is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. CASW is governed by its Memorandum and Articles of Association.

Warwick District Citizens Advice Bureau, now Citizens Advice South Warwickshire, was incorporated as a company limited by guarantee on 6th October 2004. The charity commenced its charitable activities on 1st April 2005 following the transfer of all assets and liabilities from Warwick District Citizens Advice Bureau (Charity Registration Number 218650).

The Trustees, who are also the directors for the purposes of company law, and who served during the year and up to the date of signature of the financial statements were:-

S E Cole	(Resigned 16 November 2023)
Y Hunter	
N B Knapman	(Resigned 16 November 2023)
A J Townsend	(Resigned 16 November 2023)
G Fitzgerald	
I M Stark	
H J Serrano	
K A Payne	
N Anson	(Resigned 27 June 2023)
L Pound	
S Lightfoot	(Appointed 24 January 2024)
J Whitehill	(Appointed 24 January 2024)
K Kalsi	(Appointed 24 January 2024)

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Recruitment and appointment of new trustees

Trustees, who are also Directors of the Company, are elected from the local community and are nominated by members, or co-opted by the Trustee Board. They are elected at the Annual General Meeting. A separate process agreed by the Trustee Board is followed for the election of the Chair.

New Trustees receive a full induction, meeting other Trustees and spending time with Supervisors, Volunteers and Staff to understand the service we offer. This is tailored to their individual experience and interests.

Arrangements for setting pay and remuneration of key management personnel

Key management personnel, excluding Trustees, are remunerated by way of annual salary and pension contributions. The company offers all eligible staff the option of joining a workplace pension provided by The People's Pension and makes an employer contribution to the scheme in line with applicable legislation. The CEO's salary is set by the Board. The principal aim is to offer a fair pay that will attract and retain appropriately skilled staff. The pay policy is reviewed annually. None of the Trustees, or any persons connected with them, receive any remuneration from CASW.

The charity has taken out Directors' insurance as permitted by the Companies Act 2006.

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company.

Organisational Structure

CASW is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the charity and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet regularly and delegate the day-to-day operation of the organisation to the CEO. The key management of the organisation is represented by the CEO and a supporting team of currently four managers. The Trustee Board is independent from management.

A register of members and a register of Trustees' interests is maintained at the registered office, and is available to the public.

CASW is one of over 250 individual charities that are part of The National Association of Citizens Advice Bureaux (company registration no. 01436935). The national charity helps the local Citizens Advice charities deliver their services (for example by setting national quality and governance standards) and jointly deliver other services at a national level (eg debt advice funded by the Money and Pensions Service). The national charity also offers model operating policies which local offices can take into account in preparing their own policies.

Auditor

In accordance with the company's articles, a resolution proposing that Burgis & Bullock be reappointed as auditor of the company will be put at a General Meeting.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

Disclosure of information to auditor

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The Trustees' report was approved by the Board of Trustees.

Irene Stark

.....

I M Stark

Trustee

04 Sep 2024

Date:

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2024

The Trustees, who are also the directors of Citizens Advice South Warwickshire for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

CITIZENS ADVICE SOUTH WARWICKSHIRE

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS ADVICE SOUTH WARWICKSHIRE

Opinion

We have audited the financial statements of Citizens Advice South Warwickshire (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

CITIZENS ADVICE SOUTH WARWICKSHIRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE SOUTH WARWICKSHIRE

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the Trustees' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a strategic report.

CITIZENS ADVICE SOUTH WARWICKSHIRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE SOUTH WARWICKSHIRE

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

We gained an understanding of the legal and regulatory framework applicable to the charity and the sector in which it operates and assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.

Based on our understanding of the charity we identified that the principal risk of non-compliance with laws and regulations related to breaches of the Charities Act 2011; Companies Act 2006; Safeguarding and GDPR regulations; and the charity's constitution. We also evaluated management incentive and opportunities for fraudulent manipulations of the financial statements.

CITIZENS ADVICE SOUTH WARWICKSHIRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE SOUTH WARWICKSHIRE

Audit procedures performed included:

- Identifying and assessing the design effectiveness of controls in management have in place to prevent and detect fraud.
- Challenging assumptions and judgments made by management in their significant accounting estimates and assessing if these indicate evidence of management bias;
- Reviewing the accounting records for large and unusual bank payments and testing any identified and in particular the rationale for any transactions which appear to be outside of the charity's objectives.
- Testing a sample of debit entries in the profit and loss account to check they are bona-fide costs in accordance with the charity's objectives.
- Testing for the existence of related party transactions and confirming identity of relevant parties with Trustees.
- Making enquiries of those charged with governance as to any instances of non-compliance with laws and regulations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation

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

Other matters

The prior year figures were not subject to an audit, we have audited opening Balance Sheet positions as part of our audit.

Use of our report

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

CITIZENS ADVICE SOUTH WARWICKSHIRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE SOUTH WARWICKSHIRE

Wend Hubbard

Wende Hubbard FCCA (Senior Statutory Auditor)
for and on behalf of Burgis & Bullock

4th September 2024

Chartered Accountants
Statutory Auditor

8 Elm Court
Arden Street
Stratford upon Avon
CV37 6PA

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

Current financial year

	Notes	Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £	Total 2023 £
Income and endowments from:						
Donations and legacies	3	3,657	-	-	3,657	3,718
<u>Charitable activities</u>						
Advice Services	4	530,946	-	613,393	1,144,339	864,513
Fundraising	5	759	-	-	759	1,773
Interest receivable	6	23,989	-	-	23,989	11,266
Other income	7	1,367	-	-	1,367	1,085
Total income		560,718	-	613,393	1,174,111	882,355
<u>Expenditure on:</u>						
<u>Charitable activities</u>						
Advice Services	8	428,572	500	683,082	1,112,154	1,057,658
Total charitable expenditure		428,572	500	683,082	1,112,154	1,057,658
Other	13	9,897	-	-	9,897	-
Total resources expended		438,469	500	683,082	1,122,051	1,057,658
Net incoming/(outgoing) resources before transfers		122,249	(500)	(69,689)	52,060	(175,303)
Gross transfers between funds	15	(38,979)	-	38,979	-	-
Net income/(expenditure) for the year/ Net movement in funds		83,270	(500)	(30,710)	52,060	(175,303)
Fund balances at 1 April 2023		261,216	17,538	258,214	536,968	712,271
Fund balances at 31 March 2024		344,486	17,038	227,504	589,028	536,968

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

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

Prior financial year		Unrestricted funds general 2023 £	Unrestricted funds designated 2023 £	Restricted funds 2023 £	Total 2023 £
	Notes				
<u>Income and endowments from:</u>					
Donations and legacies	3	3,718	-	-	3,718
<u>Charitable activities</u>					
Advice Services	4	371,088	-	493,425	864,513
Fundraising	5	1,773	-	-	1,773
Investments	6	11,266	-	-	11,266
Other income	7	1,085	-	-	1,085
Total income		388,930	-	493,425	882,355
<u>Expenditure on:</u>					
<u>Charitable activities</u>					
Advice Services	8	450,422	50,000	557,236	1,057,658
Total resources expended		450,422	50,000	557,236	1,057,658
Net incoming/(outgoing) resources before transfers		(61,492)	(50,000)	(63,811)	(175,303)
Gross transfers between funds	15	(18,264)	(2,000)	20,264	-
Net income/(expenditure) for the year/ Net movement in funds		(79,756)	(52,000)	(43,547)	(175,303)
Fund balances at 1 April 2022		340,972	69,538	301,761	712,271
Fund balances at 31 March 2023		261,216	17,538	258,214	536,968

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

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE SOUTH WARWICKSHIRE

BALANCE SHEET

AS AT 31 MARCH 2024

		2024		2023	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	16		-		14,346
Current assets					
Debtors	17	79,827		57,555	
Cash at bank and in hand		626,829		610,307	
		706,656		667,862	
Creditors: amounts falling due within one year	18	(117,628)		(145,240)	
Net current assets			589,028		522,622
Total assets less current liabilities			589,028		536,968
The funds of the charity					
Restricted income funds	22	227,504		258,214	
Unrestricted funds - general		344,486		261,216	
Unrestricted funds - designated	21	17,038		17,538	
			589,028		536,968

04 Sep 2024

The financial statements were approved by the Trustees on

Irene Stark

Helen Serrano

.....

.....

I M Stark

H J Serrano

Trustee

Trustee

Company registration number 05252247 (England and Wales)

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash absorbed by operations	26		(7,467)		(131,181)
Investing activities					
Investment income received		23,989		11,266	
Net cash generated from investing activities			23,989		11,266
Net cash used in financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			16,522		(119,915)
Cash and cash equivalents at beginning of year			610,307		730,222
Cash and cash equivalents at end of year			626,829		610,307

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

Citizens Advice South Warwickshire is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Hamilton Terrace, Leamington Spa, Warwickshire, CV32 4LY.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements the Trustees consider that they have adequate resources to continue in operational existence for the foreseeable future. Whilst the Trustees acknowledge that the cessation of certain income streams in the future could lead to the reporting of a deficit based on current levels of expenditure, they continue to review and explore new funding sources as well as closely monitoring expenditure commitments. Thus they continue to adopt the going concern basis of accounting in the preparation of the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors or grantors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Liabilities are recognized as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category.

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Charitable activities include expenditure associated with the provision of advice and information for the benefit of the local community. The expenditure includes both the direct costs and the support costs relating to these activities.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and have been allocated to activities on a basis consistent with the use of resources.

Governance costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses. To be capitalised the item purchased must have a price of more than £750 and an estimated life of more than 12 months

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Tenants' improvements	over the lease term
Fixtures, fittings and improvements	straight line over 10 years
Computer equipment	straight line over 3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies (Continued)

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets include debtors, cash and bank balances. Debtors are measured at transaction price after any discounts offered. Prepayments are valued at the amount prepaid after taking into account of any discounts due.

Basic financial liabilities are recognised at transaction price. Financial liabilities classified as payable within one year are not amortised. Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operation from suppliers.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

In the prior accounting year an estimated provision of £50,000 was included for dilapidation costs that were incurred following the vacation of one of the charity's offices in July 2023. The estimate was based on the initial quote received with some adjustment for works no longer required, as assessed by the charity's management. There are no such provisions this year.

3 Donations and legacies

	Unrestricted funds general 2024 £	Unrestricted funds general 2023 £
Donations, legacies and gifts	3,657	3,718

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

4 Charitable activities

	2024	2023
	£	£
Advice services income	1,144,339	864,513
	<u> </u>	<u> </u>
Analysis by fund		
Unrestricted funds - general	530,946	371,088
Restricted funds	613,393	493,425
	<u> </u>	<u> </u>
	<u>1,144,339</u>	<u>864,513</u>

The Advice Services income included under restricted funds can be seen in greater detail in note 22.

During the year the charity received £496,566 (2023: 478,865) of government grants.

5 Income from fundraising

	Unrestricted funds general 2024	Unrestricted funds general 2023
	£	£
Income from fundraising	759	1,773
	<u> </u>	<u> </u>

6 Income from investments

	Unrestricted funds 2024	Unrestricted funds 2023
	£	£
Interest receivable	23,989	11,266
	<u> </u>	<u> </u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

7 Other income

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Other income	1,367	1,085
	1,367	1,085

8 Expenditure on charitable activities

	Advice and support 2024 £	Advice and support 2023 £
Direct costs		
Staff costs	732,113	735,397
Depreciation and impairment	4,449	4,449
Staff and Volunteer expenses	25,608	30,788
Office and general	100,672	83,534
Premises costs	63,564	96,716
Grants paid to other Citizens Advice offices	167,114	29,573
Dilapidation costs	-	50,000
	1,093,520	1,030,457
Share of support and governance costs (see note 9)		
Governance	18,634	27,201
	1,112,154	1,057,658
Analysis by fund		
Unrestricted funds - general	428,572	450,422
Unrestricted funds - designated	500	50,000
Restricted funds	683,082	557,236
	1,112,154	1,057,658

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

9 Support costs

	Support costs	Governance costs	2024	Support costs	Governance costs	2023
	£	£	£	£	£	£
Legal and professional	-	7,598	7,598	-	12,468	12,468
Bank charges	-	2,105	2,105	-	2,287	2,287
AGM and other meeting costs	-	2,571	2,571	-	6,016	6,016
Audit/ Independent examination fees	-	6,360	6,360	-	6,430	6,430
	-----	-----	-----	-----	-----	-----
	-	18,634	18,634	-	27,201	27,201
	=====	=====	=====	=====	=====	=====
Analysed between Charitable activities	-	18,634	18,634	-	27,201	27,201
	=====	=====	=====	=====	=====	=====

10 Net movement in funds

	2024	2023
	£	£
The net movement in funds is stated after charging/(crediting):		
Depreciation of owned tangible fixed assets	4,449	4,449
Loss on disposal/impairment of tangible fixed assets	9,897	-
	=====	=====

11 Trustees

None of the Trustees (or any persons connected with them) received any remuneration from CASW during the year. However, benefits by way of prize funds totalling £8 were paid out to one trustee during the year (2023 - £nil).

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

12 Employees

The average number of full time equivalent employees during the year was:

	2024	2023
	Number	Number
Management	3	4
Administration and advisors	18	17
	21	21
	21	21

Employment costs	2024	2023
	£	£
Wages and salaries	669,427	669,998
Social security costs	42,516	45,143
Other pension costs	20,170	20,256
	732,113	735,397
	732,113	735,397

There were no employees whose annual remuneration was more than £60,000.

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2024	2023
	£	£
Aggregate compensation	61,759	53,316
	61,759	53,316

13 Other expenditure

	Unrestricted funds	Unrestricted funds
	2024	2023
	£	£
Net loss on disposal/impairment of tangible fixed assets	9,897	-
	9,897	-

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

14 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

15 Transfers

At the year end transfers were made from the unrestricted funds to certain restricted funds to finance deficits where they have arisen.

16 Tangible fixed assets

	Tenants' improvements	Fixtures, fittings and improvements	Computer equipment	Total
	£	£	£	£
Cost				
At 1 April 2023	152,078	54,598	62,165	268,841
Disposals	(152,078)	(54,598)	(62,165)	(268,841)
	-----	-----	-----	-----
At 31 March 2024	-	-	-	-
	-----	-----	-----	-----
Depreciation and impairment				
At 1 April 2023	137,732	54,598	62,165	254,495
Depreciation charged in the year	4,449	-	-	4,449
Eliminated in respect of disposals	(142,181)	(54,598)	(62,165)	(258,944)
	-----	-----	-----	-----
At 31 March 2024	-	-	-	-
	-----	-----	-----	-----
Carrying amount				
At 31 March 2024	-	-	-	-
	=====	=====	=====	=====
At 31 March 2023	14,346	-	-	14,346
	=====	=====	=====	=====

17 Debtors

	2024	2023
	£	£
Amounts falling due within one year:		
Trade debtors	5,000	12,114
Prepayments and accrued income	74,827	45,441
	-----	-----
	79,827	57,555
	=====	=====

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

18 Creditors: amounts falling due within one year

	Notes	2024 £	2023 £
Deferred income	19	51,160	30,979
Other creditors		38,757	77,232
Accruals		27,711	37,029
		117,628	145,240
		117,628	145,240

Within other creditors is £24,657 held by the charity as agent. During the year £72,761 was received into these funds and £66,296 was distributed to beneficiaries.

19 Deferred income

	2024 £	2023 £
Other deferred income	51,160	30,979
	51,160	30,979
	51,160	30,979

Deferred income is included in the financial statements as follows:

Grants of £30,979 received in advance during the prior year were released in the SOFA as income in the current year. £51,160 of the above current year total represents grant income received in the current year but carried forward for future years.

20 Retirement benefit schemes

	2024 £	2023 £
Defined contribution schemes		
Charge to profit or loss in respect of defined contribution schemes	20,170	20,256
	20,170	20,256
	20,170	20,256

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

21 Unrestricted funds - designated

These are unrestricted funds which are material to the charity's activities.

	At 1 April 2023	Resources expended	Transfers	At 31 March 2024
	£	£	£	£
Building reserves	15,038	-	-	15,038
Client emergency fund	2,500	(500)	-	2,000
	<u>17,538</u>	<u>(500)</u>	<u>-</u>	<u>17,038</u>
Previous year:	At 1 April 2022	Resources expended	Transfers	At 31 March 2023
	£	£	£	£
Building reserves	65,038	(50,000)	-	15,038
Client emergency fund	4,500	-	(2,000)	2,500
	<u>69,538</u>	<u>(50,000)</u>	<u>(2,000)</u>	<u>17,538</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

22 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
Reach Out and Help - Stratford	2,121	41,667	(41,603)	-	2,185
MAPSDAP	2,570	87,324	(99,217)	9,323	-
WCC Telephony	-	43,404	(45,270)	1,866	-
National Lottery - Back on Track	-	74,247	(74,328)	81	-
Stratford outreach	-	3,131	(4,312)	1,181	-
Warwick outreach	-	7,000	(17,352)	10,352	-
Kenilworth outreach	-	12,600	(18,354)	5,754	-
Orbit WBAS	-	145,362	(146,411)	1,049	-
Court Desk	-	38,600	(46,498)	7,898	-
Reach Out and Help Warwick	7,340	66,413	(72,412)	-	1,341
Foodbank Project	-	71,645	(71,430)	-	215
Ellis Legacy	246,183	-	(22,420)	-	223,763
Community pantry	-	22,000	(23,475)	1,475	-
	<u>258,214</u>	<u>613,393</u>	<u>(683,082)</u>	<u>38,979</u>	<u>227,504</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

22 Restricted funds	(Continued)				
Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
ROAH 3	2,868	25,301	(26,050)	2	2,121
MaPSDAP	6,365	81,713	(89,589)	4,081	2,570
Breakthrough	2,021	31,793	(31,793)	(2,021)	-
Stratford outreach	-	29,489	(37,901)	8,412	-
Warwick outreach	-	10,500	(19,461)	8,961	-
Kenilworth outreach	1,955	12,600	(18,832)	4,277	-
Orbit WBAS	-	84,793	(85,063)	270	-
Court Desk	-	38,600	(40,889)	2,289	-
Reach Out and Help Warwick	17,066	54,774	(64,501)	1	7,340
MaPSDAP Trainee	4,892	37,545	(38,356)	(4,081)	-
NHS Referrals	15,764	26,250	(26,250)	(15,764)	-
Foodbank Project	-	39,267	(51,846)	12,579	-
Ellis Legacy	250,717	-	(4,534)	-	246,183
Community pantry	113	20,800	(22,171)	1,258	-
	301,761	493,425	(557,236)	20,264	258,214
	301,761	493,425	(557,236)	20,264	258,214

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

22 Restricted funds

(Continued)

- ROAH 3 / ROAH Stratford -the ROAH team visit people in crisis in their own homes to provide advice and support on a variety of issues, including benefits and debt management. The team also apply for hardship grant funding for people who urgently need items such as clothing, white goods and furniture
- MapSDAP - a Money and Pensions Service (MaPS) funded debt advice project in partnership with national Citizens Advice under which specialist debt advisors based in both Leamington and Stratford help people to prioritise and manage debts, set up affordable payment plans and manage better on their income.
- MapSDAP Trainee - additional funding received to train up an additional specialist debt adviser.
- Breakthrough - a mentoring programme supporting financial capability and helping people overcome barriers to education or employment opportunities
- WCC Telephony - a project funded by Warwickshire County Council and delivered in partnership with BRANCAB, a sister Citizens Advice office, to deliver advice services to clients over the telephone.
- National Lottery Back on Track - A project, funded by the National Lottery Community Fund, to support the organisation in recruiting, training and developing additional volunteer advisers.
- Reach Out Older People - an outreach service focusing on providing home based advice and support for Stratford based clients aged over 65.
- Stratford outreach - the provision of generalist advice at various locations around the Stratford district
- Warwick outreach - the provision of generalist advice at various locations around the Warwick district
- Kenilworth outreach - the provision of generalist advice at Kenilworth Library
- Court Desk - the provision of expert representation at County Court for clients experiencing the threat of eviction or home repossession
- Orbit Welfare Benefits Advice Service - a project delivered in partnership with BRANCAB, a sister Citizens Advice office, to deliver an easily accessible welfare benefits advice service to Orbit customers to help reduce financial exclusion and reduce the pressure of cost of living increases
- Reach Out and Help Warwick - the provision of home based advice and support to people in crisis in the Warwick district
- NHS Referrals - a project to help train and support NHS staff in identifying patients who may benefit from support from Citizens Advice.
- Foodbank Project - a project to provide dedicated caseworker support to clients of the Stratford Foodbank.
- Ellis Legacy - A legacy from the late Rosemary Le May Ellis for the provision of counselling services.
- Community Pantry - a project, funded by Warwickshire County Council, aiming to help address issues of food poverty in the county by the establishment of a static Lillington Community Pantry.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

23 Analysis of net assets between funds

	Unrestricted funds general 2024 £	Unrestricted funds designated 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:				
Current assets/(liabilities)	344,486	17,038	227,504	589,028
	344,486	17,038	227,504	589,028
	344,486	17,038	227,504	589,028

	Unrestricted funds general 2023 £	Unrestricted funds designated 2023 £	Restricted funds 2023 £	Total 2023 £
At 31 March 2023:				
Tangible assets	14,346	-	-	14,346
Current assets/(liabilities)	246,870	17,538	258,214	522,622
	261,216	17,538	258,214	536,968
	261,216	17,538	258,214	536,968

24 Operating lease commitments

Lessee

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2024 £	2023 £
Within one year	1,665	29,465
Between two and five years	4,356	536
	6,021	30,001
	6,021	30,001

25 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

26 Cash generated from operations	2024	2023
	£	£
Surplus/(deficit) for the year	52,060	(175,303)
Adjustments for:		
Investment income recognised in statement of financial activities	(23,989)	(11,266)
Loss on disposal of tangible fixed assets	9,897	-
Depreciation and impairment of tangible fixed assets	4,449	4,449
Movements in working capital:		
(Increase)/decrease in debtors	(22,272)	17,868
(Decrease)/increase in creditors	(47,793)	60,142
Increase/(decrease) in deferred income	20,181	(27,071)
Cash absorbed by operations	<u>(7,467)</u>	<u>(131,181)</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

England & Wales - Charity number 1106631

Accounts

Charity Registration No. 1106631

Company Registration No. 05252247 (England and Wales)

CITIZENS ADVICE SOUTH WARWICKSHIRE
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

CITIZENS ADVICE SOUTH WARWICKSHIRE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	S E Cole Y Hunter N B Knapman A J Townsend G Fitzgerald I M Stark H J Serrano K A Payne L Pound	(Appointed 26 January 2023)
Secretary & CEO	J A Robinson	
Charity number	1106631	
Company number	05252247	
Registered office	10 Hamilton Terrace Leamington Spa Warwickshire CV32 4LY	
Independent examiner	Burgis & Bullock 8 Elm Court Arden Street Stratford upon Avon CV37 6PA	

CITIZENS ADVICE SOUTH WARWICKSHIRE

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CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The Trustees present their annual report and financial statements for the year ended 31 March 2023.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019).

Objectives and activities

The year ending 31st March 2023 brought a reinforcement of plans to support the most vulnerable people in our communities who were struggling with the impact of the cost of living crisis. In tandem with increased food prices, housing and energy costs as a result of the war in Ukraine, supply shortages and inflation - amongst other drivers - many people in South Warwickshire have been feeling the impact. Those who were already struggling, or with multiple vulnerabilities, have been feeling the pressure even more severely. This has had an impact on footfall through the services we provide, as more people come to us for support and therefore we needed to consider how we deliver the maximum benefit to the people we serve, within the resources we have. We also sought out additional funding and contract opportunities, and carefully considered the existing portfolio of targeted projects delivered across the area.

Citizens Advice South Warwickshire ("CASW") seeks to provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

Our offering, in a nutshell, comprises a weekly open door service at each site in Leamington Spa and Stratford Upon Avon, with community services at local hubs across the area. We also now offer an innovative dedicated county wide telephone service, which launched in partnership with other local offices in April 2023. A huge amount of planning for this launch took place in the 2022-2023 financial year, including recruitment of paid advisors who would be able to provide a service across the day, and throughout the week. This complements our evening service which runs on a Monday from 5pm-7pm.

Early indications are that the telephone line has enabled over 700 people to receive advice and resolve their issues on the telephone in April alone. This ability to resolve issues on the telephone will reduce pressure on the drop in services, and enable our skilled volunteers to see those clients who need an appointment far more efficiently.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

We remain a volunteer led organisation and we have spent time this financial year investing in the training and support of many new volunteers. The volunteer training programme lasts for around 6 months, and the programme is designed to be replicable across the whole county, meaning we can maximise training resources with other local offices. Indeed the main strategic thrust of the last 12 months has been the partnership working with Bedworth, Rugby and Nuneaton Citizens Advice (BRANCAB) and North Warwickshire Citizens Advice. This partnership has been cemented by investment from Warwickshire County Council in our telephony service, which will help us build and embed this critical resource. We have also celebrated successful partnership working in terms of a contract to deliver specialist welfare benefit advice for Orbit Housing, which we deliver with BRANCAB. Finally, we have also piloted key staff secondments and 'sharing' staff between the organisations, thus helping to reduce the financial burden and spread the risk for each office.

CASW operated from two office bases during the year: Meer Street in Stratford Upon Avon, and Hamilton Terrace in Leamington Spa. Our drive to improve efficiency and reduce costs in this financial year resulted in a consultation on the future of Meer Street in the autumn of 2022, and the decision was taken to close the Meer Street Premises in July 2023. An exciting new partnership with Stratford District Council has resulted in an offer for us to deliver our client facing services from their premises in the town centre at no cost from May 2023. This means we can be accessible to the community across the week, enabling more appointments to take place. The Leamington office will provide an admin base and continue to deliver services to clients in Warwick District whilst we secure a longer term 'HQ' in 2023-2024.

Strategic Direction & Public benefit

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

As part of our Leadership Self Assessment in 2023, a new Strategic Business Plan was created with the following objectives under our Transformation Programme:

- **Our Service Model - our operating model and projects** - Meeting the demand from clients where, how and when it is needed most, and reducing back office costs
- **Our People - Culture and Leadership** - Creating a diverse, thriving environment by attracting, training, developing and retaining our staff and volunteers
- **Our Infrastructure - Buildings and IT** - Ensuring our IT, systems and venues are fit for purpose, well supported and maintained
- **Our Finances - our financial model and fundraising strategy** - Maximising our income streams, making our service delivery more efficient and reducing our deficit
- **Our Quality** - maintaining high quality services for our clients

This Transformation Programme was devised on Trustee Planning Days, and shared with staff and volunteers during a staff and volunteer away day in January 2023. The plan includes detailed key targets and measures of success for the financial year 2023-2024, which builds on the successes of the last financial year.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Achievements and performance

Overall Service Delivery

We have improved and extended our service during 2022-2023, seeing more clients in person, both at our main sites and in our community provisions. This is good news for us as we reconfigure our services post pandemic, and manage the higher levels of demand on our services. The numbers are pleasing and demonstrate that the direction of travel is successful and positive, giving a far improved offering to our clients.

In the financial year 1st April 2022 – 31st March 2023, **4,547** clients were helped. CASW offices and outreaches opened **5,159** cases and undertook **28,515** activities to support these clients. The total issues dealt with were **22,897** and the top five issues were Benefits and tax credits, Debt, Universal Credit, Housing and Charitable Support & Food Banks.

The total income gain for these clients was an incredible **£6,481,350**.

The chart below compares year on year and demonstrates the % increase in our service delivery.

Summary	2021-2022	2022-2023	Difference	% Increase
Clients	3,599	4,223	624	17.30%
Quick client contacts	195	324	129	66.20%
Issues	21,037	22,897	1,860	8.84%
Activities	28,156	28,515	359	1.28%
Cases	4,017	5,159	1,142	28.40%
Outcomes	£3,000,833	£6,481,350	£3,480,517	116%

Average number of volunteers on average through the year : 35-40

Average full time equivalent staff working through the year: 21

The organisation is led by our dedicated volunteer Trustee Board, with Chair of Trustees Irene Stark. There are three sub committees reporting into the Trustee Board:

- Human Resources Sub Committee
- Information Services Sub Committee (IT and Service delivery)
- Finance Sub Committee

The CEO Julie Robinson is in charge of the day-to-day leadership of the charity with the support of an Operations Manager, Key Advice Service Managers and Supervisors. Successful recruitment this year has strengthened the management team, and will continue to embed their development during 2023-2024.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Financial review

CASW incurred a deficit of £175k during the 2022/23 financial year. The Trustees are actively taking steps to increase grant income and reduce the organisation's cost base so that the company can achieve a sustainable financial position in the future.

CASW held some £610k of cash as at 31 March 2023 - a relatively high balance but not unexpected as the balance includes some £246k from a single legacy donation received in 2021/22. Plans are in place to utilise this legacy over the coming years.

Total reserves at 31 March 2023 were £537k, comprising General reserves of £261k, a designated Buildings Reserve of £15k, a designated Client Emergency Fund Reserve of £2.5k and Restricted Reserves of £258k (including £246k from the above-mentioned legacy).

CASW is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The organisation maintains a projection of income and will ensure that income continues to be derived from as wide a variety of sources as possible. It will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, the Trustees have determined that 'free' reserves should be maintained of between 3 and 6 months normal operating expenditure. Free reserves as at 31 March 2023 were £247k, representing around 3.5 months normal operating expenditure.

Principal funding sources & support

The Trustees extend their gratitude to all funders of the organisation without whom we could not continue our work, and who have been supportive and proactive with their support as we reconfigure our services after the impact of Covid 19.

We also recognise the support and closer working relationships with Trustees at Bedworth, Rugby & Nuneaton Citizens Advice, and with North Warwickshire Citizens Advice.

CASW's governing documents give the Trustees the power to invest or deposit funds in any lawful manner whilst having regard to the suitability of investments and the need for diversification. In practice the majority of CASW's funds are spent in the relatively short term so there are currently no long term (greater than 12 months) investments. The Trustees seek to obtain the maximum interest possible on cash balances whilst mitigating risks and so investment decisions consider factors such as return, credit ratings, liquidity and Financial Services Compensation Scheme protections. Social, environmental and ethical factors are also considered. The Trustee Board reviews the investment policy on an annual basis.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Major risks

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to those major risks. The Risk Register forms part of the discussion at every Board meeting; closed risks remain visible so that progress is assessed, and mitigating actions are discussed with the CEO and Senior Management Team.

Structure, governance and management

The charity is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. CASW is governed by its Memorandum and Articles of Association.

Warwick District Citizens Advice Bureau, now Citizens Advice South Warwickshire, was incorporated as a company limited by guarantee on 6th October 2004. The charity commenced its charitable activities on 1st April 2005 following the transfer of all assets and liabilities from Warwick District Citizens Advice Bureau (Charity Registration Number 218650).

The Trustees, who are also the directors for the purposes of company law, and who served during the year and up to the date of signature of the financial statements were:-

R F Brooks	(Retired 23 March 2023)
S E Cole	
Y Hunter	
N B Knapman	
A J Townsend	
G Fitzgerald	
I M Stark	
P K Rodgers	(Resigned 25 January 2023)
H J Serrano	
K A Payne	
J Daly	(Resigned 23 September 2022)
N Anson	(Appointed 26 January 2023 and resigned 27 June 2023)
L Pound	(Appointed 26 January 2023)

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Sadly, John Daly, who for many years was a stalwart of Warwick District Citizens Advice and following the merger, Citizens Advice South Warwickshire, passed away in September. John was both Chair of Trustees, Vice Chair and Chair of the HR Sub committee during his long tenure, and we would like to recognise the significant contribution that John made to the organisation across a number of years.

Richard Brooks resigned for personal reasons this year and we would also like to recognise his huge contribution to the organisation, initially at Warwick CA and later to the amalgamated CASW.

Pamela Rodgers also stepped down due to work commitments and we would like to thank her for her contribution to CASW. We hope that Pamela may be able to re-join us at some point in the future.

Recruitment and appointment of new trustees

Trustees, who are also Directors of the Company, are elected from the local community at the annual General Meeting, nominated by member organisations, or co-opted by the Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair.

Policies and Procedures for Induction and Training of Trustees

New Trustees receive a full induction, meeting other Trustees and spending time with Supervisors, Volunteers and Staff to understand the service we offer. This is tailored to their individual experience and interests. This year we welcomed two new trustees Lee Pound and Nicola Anson to the Board of Trustees. Further recruitment this financial year to strengthen the Board and replace trustees whose tenure is coming to an end, is underway.

Arrangements for setting pay and remuneration of key management personnel

Key management personnel, excluding Trustees, are remunerated by way of annual salary and pension contributions. The company offers all eligible staff the option of joining a workplace pension provided by The People's Pension and makes an employer contribution to the scheme in line with applicable legislation. The CEO's salary is set by the Board. The principal aim is to offer a fair pay that will attract and retain appropriately skilled staff. The pay policy is reviewed annually. None of the Trustees, or any persons connected with them, receive any remuneration from CASW.

The charity has taken out Directors' insurance as permitted by the Companies Act 2006.

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Organisational Structure

CASW is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the charity and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet regularly and delegate the day-to-day operation of the organisation to the CEO. The key management of the organisation is represented by the CEO and a supporting team of currently four managers. The Trustee Board is independent from management.

A register of members and a register of Trustees' interests is maintained at the registered office, and is available to the public.

CASW is one of over 250 individual charities that are part of The National Association of Citizens Advice Bureaux (company registration no. 01436935). The national charity helps the local Citizens Advice charities deliver their services (for example by setting national quality and governance standards) and jointly deliver other services at a national level (eg debt advice funded by the Money and Pensions Service). The national charity also offers model operating policies which local offices can take into account in preparing their own policies.

The Trustees' report was approved by the Board of Trustees.



I M Stark
Trustee

Date: 29 August 2023

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2023

The Trustees, who are also the directors of Citizens Advice South Warwickshire for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

CITIZENS ADVICE SOUTH WARWICKSHIRE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE SOUTH WARWICKSHIRE

I report to the Trustees on my examination of the financial statements of Citizens Advice South Warwickshire (the charity) for the year ended 31 March 2023.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

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

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

W A Hubbard

Wende Hubbard FCCA

Burgis & Bullock

8 Elm Court
Arden Street
Stratford upon Avon

CV37 6PA

Dated: 29 August 2023

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Current financial year		Unrestricted funds general 2023 £	Unrestricted funds designated 2023 £	Restricted funds 2023 £	Total 2023 £	Total 2022 £
	Notes					
<u>Income and endowments from:</u>						
Donations and legacies	3	3,718	-	-	3,718	256,359
<u>Charitable activities</u>						
Advice Services	4	371,088	-	493,425	864,513	1,031,234
Fundraising	5	1,773	-	-	1,773	904
Investments	6	11,266	-	-	11,266	1,895
Other income	7	1,085	-	-	1,085	-
Total income		388,930	-	493,425	882,355	1,290,392
<u>Expenditure on:</u>						
<u>Charitable activities</u>						
Advice Services	8	450,422	50,000	557,236	1,057,658	994,402
Total charitable expenditure		450,422	50,000	557,236	1,057,658	994,402
Net (outgoing)/incoming resources before transfers		(61,492)	(50,000)	(63,811)	(175,303)	295,990
Gross transfers between funds	13	(18,264)	(2,000)	20,264	-	-
Net (expenditure)/income for the year/ Net movement in funds		(79,756)	(52,000)	(43,547)	(175,303)	295,990
Fund balances at 1 April 2022		340,972	69,538	301,761	712,271	416,281
Fund balances at 31 March 2023		261,216	17,538	258,214	536,968	712,271

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

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

Prior financial year

	Notes	Unrestricted funds general 2022 £	Unrestricted funds designated 2022 £	Restricted funds 2022 £	Total 2022 £
<u>Income and endowments from:</u>					
Donations and legacies	3	5,642	-	250,717	256,359
<u>Charitable activities</u>					
Advice Services	4	415,794	-	615,440	1,031,234
Fundraising	5	904	-	-	904
Investments	6	1,895	-	-	1,895
Total income		424,235	-	866,157	1,290,392
<u>Expenditure on:</u>					
<u>Charitable activities</u>					
Advice Services	8	382,277	-	612,125	994,402
Total charitable expenditure		382,277	-	612,125	994,402
Net (outgoing)/incoming resources before transfers		41,958	-	254,032	295,990
Gross transfers between funds	13	(17,514)	4,500	13,014	-
Net (expenditure)/income for the year/ Net movement in funds		24,444	4,500	267,046	295,990
Fund balances at 1 April 2021		316,528	65,038	34,715	416,281
Fund balances at 31 March 2022		340,972	69,538	301,761	712,271

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

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE SOUTH WARWICKSHIRE

BALANCE SHEET

AS AT 31 MARCH 2023

		2023		2022	
Notes	£	£	£	£	£
Fixed assets					
Tangible assets	14		14,346		18,795
Current assets					
Debtors	15	57,555		75,423	
Cash at bank and in hand		610,307		730,222	
		667,862		805,645	
Creditors: amounts falling due within one year	16	(145,240)		(112,169)	
Net current assets			522,622		693,476
Total assets less current liabilities			536,968	712,271	
Income funds					
Restricted funds	18		258,214		301,761
<u>Unrestricted funds</u>					
Designated funds:					
Building reserves		15,038		65,038	
Client Emergency Fund		2,500		4,500	
		17,538		69,538	
General unrestricted funds	19	261,216		340,972	
			278,754		410,510
			536,968	712,271	

CITIZENS ADVICE SOUTH WARWICKSHIRE

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2023

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023.

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

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on*29 August 2023*.....



I M Stark
Trustee



H J Serrano
Trustee

Company registration number 05252247

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	23		(131,181)		163,129
Investing activities					
Interest received		11,266		1,895	
Net cash generated from investing activities			11,266		1,895
Net (decrease)/increase in cash and cash equivalents			(119,915)		165,024
Cash and cash equivalents at beginning of year			730,222		565,198
Cash and cash equivalents at end of year			<u>610,307</u>		<u>730,222</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

Citizens Advice South Warwickshire is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Hamilton Terrace, Leamington Spa, Warwickshire, CV32 4LY.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements the Trustees consider that they have adequate resources to continue in operational existence for the foreseeable future. Whilst the Trustees acknowledge that the cessation of certain income streams in the future could lead to the reporting of a deficit based on current levels of expenditure, they continue to review and explore new funding sources as well as closely monitoring expenditure commitments. Thus they continue to adopt the going concern basis of accounting in the preparation of the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is to recognise the income in the financial year of the gift.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Liabilities are recognized as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category.

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Charitable activities include expenditure associated with the provision of advice and information for the benefit of the local community. The expenditure includes both the direct costs and the support costs relating to these activities.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and have been allocated to activities on a basis consistent with the use of resources.

Governance costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses. To be capitalised the item purchased must have a price of more than £750 and an estimated life of more than 12 months

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Tenants' improvements	over the lease term
Fixtures, fittings and improvements	straight line over 10 years
Computer equipment	straight line over 3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets include debtors, cash and bank balances. Debtors are measured at transaction price after any discounts offered. Prepayments are valued at the amount prepaid after taking into account of any discounts due.

Basic financial liabilities are recognised at transaction price. Financial liabilities classified as payable within one year are not amortised. Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operation from suppliers.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

In the 2022/23 accounting year an estimated provision of £50,000 has been included for dilapidation costs that will be incurred following the vacation of one of the charity's offices in July 2023. The estimate is based on the initial quote received with some adjustment for works no longer required, as assessed by the charity's management.

3 Donations and legacies

	Unrestricted funds general 2023 £	Unrestricted funds general 2022 £	Restricted funds 2022 £	Total 2022 £
Donations, legacies and gifts	<u>3,718</u>	<u>5,642</u>	<u>250,717</u>	<u>256,359</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

4 Charitable activities

	2023	2022
	£	£
Advice services income	864,513	1,031,234
	<u> </u>	<u> </u>
Analysis by fund		
Unrestricted funds - general	371,088	415,794
Restricted funds	493,425	615,440
	<u> </u>	<u> </u>
	<u>864,513</u>	<u>1,031,234</u>

The Advice Services income included under restricted funds can be seen in greater detail in note 18.

5 Income from fundraising

	Unrestricted funds general 2023	Unrestricted funds general 2022
	£	£
Income from fundraising	1,773	904
	<u> </u>	<u> </u>

6 Investments

	Unrestricted funds general 2023	Unrestricted funds general 2022
	£	£
Interest receivable	11,266	1,895
	<u> </u>	<u> </u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

7 Other income

	Unrestricted funds general 2023 £	Total 2022 £
Other income	1,085	-
	1,085	-

8 Charitable activities

	2023 £	2022 £
Staff costs	735,397	801,078
Depreciation and impairment	4,449	4,449
Staff and Volunteer expenses	30,788	16,606
Office and general	83,534	55,153
Premises costs	96,716	89,612
Grants paid to other Citizens Advice offices	29,573	-
Dilapidation costs	50,000	-
	1,030,457	966,898
Governance costs (see note 9)	27,201	27,504
	1,057,658	994,402
Analysis by fund		
Unrestricted funds - general	450,422	382,277
Unrestricted funds - designated	50,000	-
Restricted funds	557,236	612,125
	1,057,658	994,402

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

9 Support costs	Support Governance costs		2023		Support Governance costs		2022		Basis of allocation
	£	£	£	£	£	£	£		
Legal and professional	-	12,468	12,468	-	20,213	20,213	20,213	Governance	
Bank charges	-	2,287	2,287	-	776	776	776	Governance	
AGM and other meeting costs	-	6,016	6,016	-	565	565	565	Governance	
Independent examination (2022 - Auditor's) fees	-	6,430	6,430	-	5,950	5,950	5,950	Governance	
	-	27,201	27,201	-	27,504	27,504	27,504		
Analysed between									
Charitable activities	-	27,201	27,201	-	27,504	27,504	27,504		

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

10 Trustees

None of the Trustees (or any persons connected with them) received any remuneration from CASW during the year. However in the prior year, benefits by way of prize funds totalling £34 were paid out to two Trustees. There were no such payments in the year ending 31 March 2023.

11 Employees

The average monthly headcount of employees during the year was:

	2023 Number	2022 Number
Management	4	6
Administration and advisors	26	33
Total	30	39

Employment costs	2023 £	2022 £
Wages and salaries	669,998	727,962
Social security costs	45,143	50,008
Other pension costs	20,256	23,108
	735,397	801,078

There were no employees whose annual remuneration was more than £60,000.

12 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

13 Transfers

At the year end transfers were made from the unrestricted funds to certain restricted funds to finance deficits where they have arisen.

In addition transfers from certain restricted funds have been made to the general unrestricted funds where the original funder has given permission to do so.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

14 Tangible fixed assets

	Tenants' improvements	Fixtures, fittings and improvements	Computer equipment	Total
	£	£	£	£
Cost				
At 1 April 2022	152,078	54,598	62,165	268,841
At 31 March 2023	152,078	54,598	62,165	268,841
Depreciation and impairment				
At 1 April 2022	133,283	54,598	62,165	250,046
Depreciation charged in the year	4,449	-	-	4,449
At 31 March 2023	137,732	54,598	62,165	254,495
Carrying amount				
At 31 March 2023	14,346	-	-	14,346
At 31 March 2022	18,795	-	-	18,795

15 Debtors

	2023	2022
	£	£
Amounts falling due within one year:		
Trade debtors	12,114	25,828
Prepayments and accrued income	45,441	49,595
	57,555	75,423
	57,555	75,423

16 Creditors: amounts falling due within one year

	Notes	2023	2022
		£	£
Deferred income	17	30,979	58,050
Other creditors		77,232	17,772
Accruals		37,029	36,347
		145,240	112,169
		145,240	112,169

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

17 Deferred income

	2023	2022
	£	£
Other deferred income	30,979	58,050
	<u>30,979</u>	<u>58,050</u>

Deferred income is included in the financial statements as follows:

Grants of £58,050 received in advance during the prior year were released in the SOFA as income in the current year. £30,979 of the above current year total represents grant income received in the current year but carried forward for future years.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

18 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			Transfers	Balance at 31 March 2023
	Balance at 1 April 2021	Incoming resources	Resources expended	Balance at 1 April 2022	Incoming resources	Resources expended		
	£	£	£	£	£	£	£	£
ROAH 3	1,584	38,388	(37,103)	-	25,301	(26,050)	2	2,121
MaPSDAP	16,568	86,282	(96,485)	-	81,713	(89,589)	4,081	2,570
Breakthrough	3,133	51,045	(52,157)	-	31,793	(31,793)	(2,021)	-
Reach out Older People	-	50,000	(53,051)	3,051	-	-	-	-
Help to claim	-	102,848	(103,753)	905	-	-	-	-
Stratford outreach	-	6,887	(10,330)	3,443	29,489	(37,901)	8,412	-
Warwick outreach	-	14,000	(17,112)	3,112	10,500	(19,461)	8,961	-
Kenilworth outreach	1,514	12,560	(12,119)	-	12,600	(18,832)	4,277	-
Orbit WBAS	-	-	-	-	84,793	(85,063)	270	-
Court Desk	594	38,600	(40,714)	1,520	38,600	(40,889)	2,289	-
Reach Out and Help Warwick	1,675	71,382	(55,991)	-	54,774	(64,501)	1	7,340
MaPSDAP Trainee	5,379	44,169	(44,656)	-	37,545	(38,356)	(4,081)	-
NHS Referrals	3,714	55,000	(42,951)	-	26,250	(26,250)	(15,764)	-
Foodbank Project	555	38,500	(39,128)	73	39,267	(51,846)	12,579	-
Ellis Legacy	-	250,717	-	-	-	(4,534)	-	246,183

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

18 Restricted funds						(Continued)
Co-production	-	4,578	(5,488)	910	-	-
Community pantry	-	1,200	(1,087)	-	113	20,800
	34,715	866,156	(612,125)	13,014	301,761	493,425
	34,715	866,156	(612,125)	13,014	301,761	493,425
					(557,236)	20,264
						258,214

- ROAH 3 / ROAH Stratford -the ROAH team visit people in crisis in their own homes to provide advice and support on a variety of issues, including benefits and debt management. The team also apply for hardship grant funding for people who urgently need items such as clothing, white goods and furniture
- MapSDAP - a Money and Pensions Service (MaPS) funded debt advice project in partnership with national Citizens Advice under which specialist debt advisors based in both Leamington and Stratford help people to prioritise and manage debts, set up affordable payment plans and manage better on their income.
- MapSDAP Trainee - additional funding received to train up an additional specialist debt adviser.
- Breakthrough - a mentoring programme supporting financial capability and helping people overcome barriers to education or employment opportunities
- Reach Out Older People - an outreach service focusing on providing home based advice and support for Stratford based clients aged over 65
- Help to Claim - a national project established under a Primary Agreement between The National Association of Citizens Advice Bureau ("Citizens Advice") and The Department for Work and Pensions to provide expert guidance and support to eligible clients making their first claim for Universal Credit ("the Services"). The Services in South Warwickshire are provided under a separate grant agreement between Citizens Advice and Citizens Advice South Warwickshire

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

18 Restricted funds

(Continued)

- Stratford outreach - the provision of generalist advice at various locations around the Stratford district
- Warwick outreach - the provision of generalist advice at various locations around the Warwick district
- Kenilworth outreach - the provision of generalist advice at Kenilworth Library
- Court Desk - the provision of expert representation at County Court for clients experiencing the threat of eviction or home repossession
- Orbit Welfare Benefits Advice Service - a project delivered in partnership with BRANCAB, a sister Citizens Advice office, to deliver an easily accessible welfare benefits advice service to Orbit customers to help reduce financial exclusion and reduce the pressure of cost of living increases
- Reach Out and Help Warwick - the provision of home based advice and support to people in crisis in the Warwick district
- NHS Referrals - a project to help train and support NHS staff in identifying patients who may benefit from support from Citizens Advice.
- Foodbank Project - a project to provide dedicated caseworker support to clients of the Stratford Foodbank.
- Ellis Legacy - A legacy from the late Rosemary Le May Ellis for the provision of counselling services.
- Co-production - a project funded by London & Quadrant Housing Trust to enable CASW to co-develop opportunities to increase physical activity and fitness.
- Community pantry - a pilot project, funded by Warwickshire County Council, aiming to help address issues of food poverty in the county by the establishment of a static Lillington Community Pantry.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

19 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2021	Transfers	Balance at 1 April 2022	Resources expended	Transfers	Balance at 31 March 2023
	£	£	£	£	£	£
Building reserves	65,038	-	65,038	(50,000)	-	15,038
Client Emergency Fund	-	4,500	4,500	-	(2,000)	2,500
	<u>65,038</u>	<u>4,500</u>	<u>69,538</u>	<u>(50,000)</u>	<u>(2,000)</u>	<u>17,538</u>

This year a significant portion of the buildings reserves fund has been expended to provide for the cost of dilapidations on the vacation of one of the charity's offices. It is expected the rest of the fund will be expended in the following year to cover other moving costs.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

20 Analysis of net assets between funds

Fund balances at 31 March 2023 are represented by:

	Unrestricted 2023	Designated 2023	Restricted 2023	Total Unrestricted 2023	Unrestricted 2022	Designated 2022	Restricted 2022	Total 2022
	£	£	£	£	£	£	£	£
Tangible assets	14,346	-	-	14,346	18,795	-	-	18,795
Current assets/(liabilities)	246,870	17,538	258,214	522,622	322,177	69,538	301,761	693,476
	<u>261,216</u>	<u>17,538</u>	<u>258,214</u>	<u>536,968</u>	<u>340,972</u>	<u>69,538</u>	<u>301,761</u>	<u>712,271</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

21 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023	2022
	£	£
Within one year	29,465	52,651
Between two and five years	536	144,585
In over five years	-	39,683
	30,001	236,919
	30,001	236,919

22 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2023	2022
	£	£
Aggregate compensation	53,316	42,814
	53,316	42,814

23 Cash generated from operations

	2023	2022
	£	£
(Deficit)/surplus for the year	(175,303)	295,990
Adjustments for:		
Investment income recognised in statement of financial activities	(11,266)	(1,895)
Depreciation and impairment of tangible fixed assets	4,449	4,449
Movements in working capital:		
Decrease in debtors	17,868	3,417
Increase/(decrease) in creditors	60,142	(24,965)
(Decrease) in deferred income	(27,071)	(113,867)
	(131,181)	163,129
Cash (absorbed by)/generated from operations	(131,181)	163,129

CITIZENS ADVICE SOUTH WARWICKSHIRE

England & Wales - Charity number 1106631

Accounts

Charity Registration No. 1106631

Company Registration No. 05252247 (England and Wales)

CITIZENS ADVICE SOUTH WARWICKSHIRE
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

CITIZENS ADVICE SOUTH WARWICKSHIRE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	R F Brooks S E Cole Y Hunter N B Knapman A J Townsend G Fitzgerald I M Stark P K Rodgers H J Serrano K A Payne	(Appointed 10 December 2021)
Secretary	J A Robinson	
Charity number	1106631	
Company number	05252247	
Registered office	10 Hamilton Terrace Leamington Spa Warwickshire CV32 4LY	
Auditor	Burgis & Bullock 8 Elm Court Arden Street Stratford upon Avon CV37 6PA	

CITIZENS ADVICE SOUTH WARWICKSHIRE

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CITIZENS ADVICE SOUTH WARWICKSHIRE
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2022

The Trustees present their annual report and financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019)

Objectives and activities

The year ending 31st March 2022 marked the end of two years of Pandemic working, dominated by the need to deliver services to clients in a way which was effective, accessible and safe, both for clients and for our staff and volunteers, during a time of ever increasing demand. We remain focused on our vision throughout this time in that we:

Provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

This vision is being reviewed by our national body in the light of seismic changes to the way in which services are delivered, and indeed the squeeze on finances which will see families across the country having to make serious and challenging decisions about how they can heat their homes, keep themselves and their families safe and fed and manage their day to day finances. One of the ways in which we are responding to these challenges is to assess what we do well as an 'anchor' charity in South Warwickshire, and how we can continue to meet more of the huge amount of demand that is coming to our services each day, in a way and at a location which offers the most benefit for our clients.

Our services are provided free of charge, and are confidential and impartial. The generalist advice service is operated by volunteer, fully trained, generalist advice workers who have access to an advice session supervisor during each advice session. In addition we have a paid, targeted specialist caseworker team, offering supervised casework to clients, frequently via home visits.

Citizens Advice South Warwickshire (CASW) operates from two office bases: Meer Street in Stratford Upon Avon, and Hamilton Terrace in Leamington Spa. Both sites offer meeting rooms that in Covid were assessed as not being safe nor easily ventilated, and therefore we have been reviewing the efficacy of these sites for our operations; work which will continue in the next financial year.

Public benefit

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Achievements and performance

Our current strategic objectives are:

- To serve South Warwickshire,
- Running our services from two key buildings;
- Delivering upper quartile advice quality,
- Provided by highly engaged volunteers, employees and trustees; and to
- Responsibly use data and to promote equality and inclusion.
- Additionally in 2020 we added a new objective to respond to the Covid 19 Pandemic situation; that of Staying Safe.

This last objective recognises the scale of risk wrought by Covid19 and will be revisited as we move through this 2022/23 financial year as part of our revised Strategic Business Plan 2022-2025. We need to ensure that we are continuing to respond to whatever may be thrown up by new Covid variants as we move into the autumn/winter period. A key aspect of this work is the focus on Information Services and IT so that we can provide agile and resilient hardware and software options for staff and volunteers.

Running a local advice service across South Warwickshire

Like many organisations, we have explored capacity in delivering services via telephone and email whilst the offices were closed, but a key aim for us is meeting the needs of our very vulnerable clients, for whom a telephone appointment, perhaps with ongoing email support, is not enough. For those people, we need to provide a face to face service based on their assessed individual needs, offering a seamless journey from initial contact to time in front of a volunteer advisor, or one of our caseworkers. Opening our offices in Stratford and Leamington in a way in which clients can be seen safely, dominated the last quarter of 2021, and we are delighted to once again be able to welcome clients into our premises at the start of financial year 2022/23.

This practical work has been aligned with a strong focus on our people; recognising their concerns and anxieties after two years of largely home working, and ensuring that we continued to support working from home, and a transition back to the office based on the needs of clients. Our work on wellbeing and stress ensures we are able to retain the flexibility and agility that a mix of home and office working provides, both in attracting and retaining volunteers and paid staff, and providing support for new ways of working with our teams in times of great demand. Clients are often in distress or presenting with complex and challenging issues; how we support our staff and volunteers to deliver advice safely and effectively is key to their retention and development.

During the third quarter of 2021/22, we provided limited face to face appointments at an alternative venue in Stratford Upon Avon (Friends Meeting House) where the venue was more suitable for working during Covid. In addition we run a community advice service (launched March 2022) from Pound Lane Learning Centre in Lillington, where a new community supermarket has opened and from which we deliver generalist advice and financial capacity support for clients attending with food and fuel poverty. These innovations, coupled with our home visiting services, have enabled us to continue to offer face to face support to the most vulnerable clients in a space both safe and convenient for them. Our broader community advice provision delivered at venues around the county was paused during Pandemic working, but clients in those geographical areas continued to receive telephone support from case workers throughout the past year.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Overall Service Delivery

We maintained our service delivery during 2021/22, delivering telephone and email advice service through all access channels including LAW Referrals, partner referrals, email requests and telephone calls direct to our advisors. During 2021/22 CASW delivered discrete advice on over 18,969 issues to 3025 individual clients. In total 24,131 (including voice and email) telephone appointments and activities were delivered. The service's top number of issues for advice in descending order were:

- Debt
- Benefits and Tax Credits
- Housing issues
- Universal Credit (UC)

Management and admin support continued at both sites, with Managers working from home and from the office sites. Staff and volunteers continued with remote working, supported by a volunteer IT lead, ensuring that laptops and other equipment met the needs of the business and the new ways of working.

Number of volunteers on average through the year - 35-40

Number of staff working through the year: 26 FTE on average

Governance was also continued by remote means, with all Trustee Board and sub committee meetings taking place on Zoom platforms. This has enabled a high degree of oversight to be maintained by the Trustees at a key time in the organisation's development, including the interview and selection process for the new CEO, who joined in July 2021. Subsequent planning with the Trustee Board has led to the creation of a new Information Services Sub Committee to oversee the shift from volunteer IT support to a more resilient longer term solution provided by an external supplier, and a Trustee led working party, focussed on the need to review and refine our training strategy so that we can begin to replace the volunteers who moved away from CASW during the period of Pandemic.

We recruited a new CEO, Julie Robinson, joining us from a local Citizens Advice, and would like to thank our outgoing CEO Jeremy Vanes for his hard work and commitment over the past 3 years

Delivering upper quartile advice quality

During a second year of Pandemic working, with staff and volunteers working from home and being supported by remote supervision, our Quality of Advice outcome (the quality of advice given) over the year 2021/22 has stayed at a Yellow or Green rating almost every month except January 2022 when it dipped to an Amber rating. For quality of case administration (the client journey, confidentiality, other admin) CASW has had a Green rating throughout. In March we received our rolling 12 month quality rating which was Yellow for advice outcome, Green for case administration, and Green for consistency. As per Citizens Advice requirements, Local Citizens Advice should achieve a minimum of a Yellow rating.

During the year over 70 volunteers contributed over 23,500 hours of their time across all services and locations. Alongside their staff colleagues their expertise and talents bring enormous benefits to the organisation and its clients.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Responsibly using data to promote equality and inclusion

During 2021 CASW revisited its community profile to forensically analyse the advice needs of our population and to ensure that we are adapting services to meet those needs. Across Stratford and Warwick districts, there is a unique mix of urban (mainly in Warwick district) and very rural areas (mainly in Stratford district). In Stratford district, rural isolation combined with an older and ageing population and poor public transport links creates problems for accessing services. Over 65s and 15-24 year olds are under-represented in our client profile.

Around half of our clients are disabled, reflecting the complex intersection of challenges disabled people face, and our reputation as a provider of health and disability benefits advice. Many of our clients have mental health issues and/or non-sensory physical impairments. Clients with sensory impairments (deaf, hard of hearing, visual impairment) are severely under-represented. The proportion of our clients who are carers is increasing, and is expected to continue as the population ages.

Most households in the area own their homes, but over 50% of our clients are social tenants. Housing affordability is a significant problem for our area. The proportion of our clients in paid employment has increased, however so has the proportion of clients who are not working. There has been a significant increase in the proportion of out-of-work benefits claims during the pandemic, with many of our clients getting advice on UC.

Food bank usage has increased during the pandemic, though we have distributed fewer vouchers.

- 12% of children under 16 live in relatively low income households.
- 10% of local households are fuel poor. As many of our clients are on low incomes, many will be significantly impacted by increasing energy prices.

Single person households (especially over 65s) and lone parents are overrepresented in our client profile. Digital literacy is improving, however many of our clients have limited internet or device access.

Certain groups of people experience deprivation more acutely than others, or experience discrimination and harassment because of their personal circumstances or characteristics. Because of this, they may be over-represented in our client profile, and their needs require careful consideration. We can expect to see increased demand for advice from many of these groups following the end of COVID-19 support schemes, rising house prices, rising fuel prices, ageing populations and the impact of the pandemic on employment, health services and communities.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Research and Campaigns

A steady catalogue of research and campaigns initiatives were highlighted and monitored throughout 2021/22, including a focus on carpeting for social housing and encouraging a local housing provider to think differently about how they support tenants coming into properties who need carpeting and other furnishings.

CASW joined in various public sector fora, at district and county levels, focusing on financial inclusion, the pandemic, homelessness prevention, social inclusion, voluntary sector collaboration and advice service coordination.

We organised and hosted the first few West Midlands regional R&C cluster meetings, in collaboration with colleagues across the region. These meetings provide a forum for R&C workers and volunteers to share ideas and seek solutions to shared issues. This year our R&C team were instrumental in supporting a successful Sports England funded project, which brought together people with lived experience of CASW. Through this work the R&C team gained a deeper understanding of our clients and communities, which is vital for our work going forward.

Future Plans and the Impact of Covid 19 - Staying Safe

The next financial year is the first post Covid working, and as part of our planning we held an awayday for Trustees to come together in person to agree the focus for the next 2-3 years.

Our key Priorities:

1. Our Service Model - focus on our clients needs and doing different things to be effective, as well as efficient. This means looking at offices and the ways we deliver our services, assessing the relative pros and cons of a 'purer' advice model vs project-based provision
2. Infrastructure (incl. IT and premises) – opportunity to refresh and reset our approach on how we use technology to deliver an advice service to give more equitable access
3. Our financial position – establish a medium to long term financially stable model
4. Develop a stable management culture - with strong people-focused and agile leadership to move our organisation forward in the right way as a team

The end of restrictions means that we can now seek to see more clients face to face out in the community, targeting our services in a way which supports our clients through local provision, and keeps staff and volunteers safe.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Financial review

The 2021/22 financial results report a surplus of c.£296k (of which £250k relates to a single legacy donation).

Total reserves at 31 March 2022 were £712.3k, comprising General reserves of £341.1k, a designated Buildings reserve of £65.0k, a designated Client Emergency Fund reserve of £4.5k and Restricted Reserves of £301.7k (of which £250.7k relate to the Ellis legacy).

CASW is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The company will maintain a projection of income and will ensure that income continues to be derived from as wide a variety of sources as possible. It will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that 'free' reserves should be maintained between 3 and 6 months normal operating expenditure. General unrestricted reserves as at 31 March 2022 of £341.1k represented around 4 months normal operating expenditure.

Principal funding sources

The Trustees extend their gratitude to all funders of the organisation without whom we could not continue our work.

Major risks

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance and management

The charity is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. CASW is governed by its Memorandum and Articles of Association.

Warwick District Citizens Advice Bureau, now Citizens Advice South Warwickshire, was incorporated as a company limited by guarantee on 6th October 2004. The charity commenced its charitable activities on 1st April 2005 following the transfer of all assets and liabilities from Warwick District Citizens Advice Bureau (Charity Registration Number 218650).

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

The Trustees, who are also the directors for the purposes of company law, and who served during the year and up to the date of signature of the financial statements were:-

S W Bell	(Resigned 9 July 2021)
R F Brooks	
S E Cole	
J Daly	(Deceased 23 September 2022)
Y Hunter	
N B Knapman	
J R Plumb	(Resigned 10 December 2021)
A J Townsend	
G Fitzgerald	
I M Stark	
P K Rodgers	
H J Serrano	
K A Payne	(Appointed 10 December 2021)

Recruitment and appointment of new trustees

Trustees, who are also Directors of the Company, are elected from the local community at the annual General Meeting, nominated by member organisations, or co-opted by the Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair.

In November 2021 at our AGM we appointed our new Chair Irene Stark to replace Yvonne Hunter, who has remained as a Trustee. We would like to thank Yvonne for her years of service as our Chair.

Policies and Procedures for Induction and Training of Trustees

New Trustees receive a full induction, meeting other Trustees and spending time with Supervisors, Volunteers and Staff to understand the service we offer. This is tailored to their individual experience and interests.

Arrangements for setting pay and remuneration of key management personnel

Key management personnel, excluding Trustees, are remunerated by way of annual salary and pension contributions. The company offers all eligible staff the option of joining a workplace pension provided by The People's Pension and makes an employer contribution to the scheme in line with applicable legislation. The CEO's salary is set by the Board. The principal aim is to offer a fair pay that will attract and retain appropriately skilled staff. The pay policy is reviewed annually. None of the Trustees, or any persons connected with them, receive any remuneration from CASW.

The charity has taken out Directors' insurance as permitted by the Companies Act 2006.

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Organisational structure

CASW is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of the charity and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet regularly and delegate the day-to-day operation of the organisation to the CEO. The key management of the organisation is represented by the CEO and a supporting team of currently three senior managers. The Trustee Board is independent from management.

A register of members and a register of Trustees' interests is maintained at the registered office, and is available to the public.

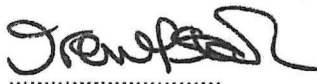
Auditor

In accordance with the company's articles, a resolution proposing that Burgis & Bullock be reappointed as auditor of the company will be put at a General Meeting.

Disclosure of information to auditor

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The Trustees' report was approved by the Board of Trustees.



I M Stark
Trustee

Date: 5/10/22

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2022

The Trustees, who are also the directors of Citizens Advice South Warwickshire for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

CITIZENS ADVICE SOUTH WARWICKSHIRE
INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF CITIZENS ADVICE SOUTH WARWICKSHIRE

Opinion

We have audited the financial statements of Citizens Advice South Warwickshire (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

CITIZENS ADVICE SOUTH WARWICKSHIRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CITIZENS ADVICE SOUTH WARWICKSHIRE

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the Trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the Trustees' report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the Trustees' report and from the requirement to prepare a strategic report.

CITIZENS ADVICE SOUTH WARWICKSHIRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CITIZENS ADVICE SOUTH WARWICKSHIRE

Responsibilities of Trustees

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

We gained an understanding of the legal and regulatory framework applicable to the charity and the sector in which it operates and assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.

Based on our understanding of the charity we identified that the principal risk of non-compliance with laws and regulations related to breaches of the Charities Act 2011; Companies Act 2006; Safeguarding and GDPR regulations; and the charity's constitution. We also evaluated management incentive and opportunities for fraudulent manipulations of the financial statements.

CITIZENS ADVICE SOUTH WARWICKSHIRE
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF CITIZENS ADVICE SOUTH WARWICKSHIRE

Audit procedures performed included:

- Identifying and assessing the design effectiveness of controls in management have in place to prevent and detect fraud.
- Challenging assumptions and judgments made by management in their significant accounting estimates and assessing if these indicate evidence of management bias;
- Reviewing the accounting records for large and unusual bank payments and testing any identified and in particular the rationale for any transactions which appear to be outside of the charity's objectives.
- Testing a sample of debit entries in the profit and loss account to check they are bona-fide costs in accordance with the charity's objectives.
- Testing for the existence of related party transactions and confirming identity of relevant parties with Trustees.
- Making enquiries of those charged with governance as to any instances of non-compliance with laws and regulations.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation

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

Other matters

The prior year figures were not subject to an audit, we have audited opening Balance Sheet positions as part of our audit.

CITIZENS ADVICE SOUTH WARWICKSHIRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CITIZENS ADVICE SOUTH WARWICKSHIRE

Use of our report

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

W A Hubbard

Wende Hubbard (Senior Statutory Auditor)
for and on behalf of Burgis & Bullock

5th October 2022

Chartered Accountants
Statutory Auditor

8 Elm Court
Arden Street
Stratford upon Avon
CV37 6PA

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

Current financial year

	Notes	Unrestricted funds general 2022 £	Unrestricted funds designated 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
Income from:						
Donations and legacies	2	5,642	-	250,717	256,359	31,038
<u>Charitable activities</u>						
Advice Services	3	415,794	-	615,440	1,031,234	921,537
Fundraising	4	904	-	-	904	3,917
Investments	5	1,895	-	-	1,895	2,971
Total income		424,235	-	866,157	1,290,392	959,463
<u>Expenditure on:</u>						
<u>Charitable activities</u>						
Advice Services	6	382,277	-	612,125	994,402	917,588
Total charitable expenditure		382,277	-	612,125	994,402	917,588
Net incoming resources before transfers		41,958	-	254,032	295,990	41,875
Gross transfers between funds		(17,514)	4,500	13,014	-	-
Net income for the year/ Net movement in funds		24,444	4,500	267,046	295,990	41,875
Fund balances at 1 April 2021		316,528	65,038	34,715	416,281	374,406
Fund balances at 31 March 2022		340,972	69,538	301,761	712,271	416,281

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

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

Prior financial year

	Notes	Unrestricted funds general 2021 £	Unrestricted funds designated 2021 £	Restricted funds 2021 £	Total 2021 £
<u>Income from:</u>					
Donations and legacies	2	31,038	-	-	31,038
<u>Charitable activities</u>					
Advice Services	3	400,446	-	521,091	921,537
Fundraising	4	3,917	-	-	3,917
Investments	5	2,971	-	-	2,971
Total income		438,372	-	521,091	959,463
<u>Expenditure on:</u>					
<u>Charitable activities</u>					
Advice Services	6	414,541	-	503,047	917,588
Total charitable expenditure		414,541	-	503,047	917,588
Net incoming resources before transfers		23,831	-	18,044	41,875
Gross transfers between funds		(9,092)	-	9,092	-
Net income for the year/ Net movement in funds		14,739	-	27,136	41,875
Fund balances at 1 April 2020		301,789	65,038	7,579	374,406
Fund balances at 31 March 2021		316,528	65,038	34,715	416,281

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

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE SOUTH WARWICKSHIRE

**BALANCE SHEET
AS AT 31 MARCH 2022**

	Notes	2022 £	£	2021 £	£
Fixed assets					
Tangible assets	10		18,795		23,244
Current assets					
Debtors	11	75,423		78,840	
Cash at bank and in hand		730,222		565,198	
		<u>805,645</u>		<u>644,038</u>	
Creditors: amounts falling due within one year	12	<u>(112,169)</u>		<u>(251,001)</u>	
Net current assets			693,476		393,037
Total assets less current liabilities			<u>712,271</u>		<u>416,281</u>
Income funds					
Restricted funds	14		301,761		34,715
<u>Unrestricted funds - general</u>					
Designated funds:					
Building reserves		65,038		65,038	
Client Emergency Fund		4,500		-	
		<u>69,538</u>		<u>65,038</u>	
General unrestricted funds	15	340,972		316,528	
			410,510		381,566
			<u>712,271</u>		<u>416,281</u>

The financial statements were approved by the Trustees on 5 OCTOBER 2022



I M Stark
Trustee



H J Serrano
Trustee

Company Registration No. 05252247

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 MARCH 2022

		2022		2021	
	Notes	£	£	£	£
Cash flows from operating activities					
Cash generated from operations	19		163,129		75,698
Investing activities					
Interest received		1,895		2,971	
Net cash generated from investing activities			1,895		2,971
Net increase in cash and cash equivalents			165,024		78,669
Cash and cash equivalents at beginning of year			565,198		486,529
Cash and cash equivalents at end of year			<u>730,222</u>		<u>565,198</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Charity information

Citizens Advice South Warwickshire is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Hamilton Terrace, Leamington Spa, Warwickshire, CV32 4LY.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements the Trustees consider that they have adequate resources to continue in operational existence for the foreseeable future. Whilst the Trustees acknowledge that the cessation of certain income streams in the future could lead to the reporting of a deficit based on current levels of expenditure, they continue to review and explore new funding sources as well as closely monitoring expenditure commitments. Thus they continue to adopt the going concern basis of accounting in the preparation of the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is to recognise the income in the financial year of the gift.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Liabilities are recognized as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category.

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Charitable activities include expenditure associated with the provision of advice and information for the benefit of the local community. The expenditure includes both the direct costs and the support costs relating to these activities.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and have been allocated to activities on a basis consistent with the use of resources.

Governance costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Tenants' improvements	over the lease term
Fixtures, fittings and improvements	straight line over 10 years
Computer equipment	straight line over 3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies (Continued)

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets include debtors, cash and bank balances. Debtors are measured at transaction price after any discounts offered. Prepayments are valued at the amount prepared after taking into account of any discounts due.

Basic financial liabilities are recognised at transaction price. Financial liabilities classified as payable within one year are not amortised. Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operation from suppliers.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

2 Donations and legacies

	Unrestricted funds general 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds general 2021 £
Donations, legacies and gifts	5,642	250,717	256,359	31,038
	<u>5,642</u>	<u>250,717</u>	<u>256,359</u>	<u>31,038</u>

3 Charitable activities

	2022 £	2021 £
Advice services income	1,031,234	921,537
	<u>1,031,234</u>	<u>921,537</u>
Analysis by fund		
Unrestricted funds - general	415,794	400,446
Restricted funds	615,440	521,091
	<u>1,031,234</u>	<u>921,537</u>

4 Income from fundraising

	Unrestricted funds general 2022 £	Unrestricted funds general 2021 £
Income from fundraising	904	3,917
	<u>904</u>	<u>3,917</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

5 Investments

	Unrestricted funds general 2022 £	Unrestricted funds general 2021 £
Interest receivable	1,895	2,971
	1,895	2,971

6 Charitable activities

	2022 £	2021 £
Staff costs	801,078	751,127
Depreciation and impairment	4,449	4,448
Staff and Volunteer expenses	16,606	15,089
Office and general	55,153	59,149
Premises costs	89,612	82,054
	966,898	911,867
Governance costs (see note 7)	27,504	5,721
	994,402	917,588
Analysis by fund		
Unrestricted funds - general	382,277	414,541
Restricted funds	612,125	503,047
	994,402	917,588

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

7 Support costs	Support Governance costs		2022		Support Governance costs		2021		Basis of allocation
	£	£	£	£	£	£	£		
Auditor's fees	-	5,950	5,950	-	4,480	4,480	4,480	Governance	
Legal and professional	-	20,213	20,213	-	(160)	(160)	(160)	Governance	
Bank charges	-	776	776	-	637	637	637	Governance	
AGM and other meeting costs	-	565	565	-	442	442	442	Governance	
Other	-	-	-	-	322	322	322	Governance	
		<u>27,504</u>	<u>27,504</u>	<u>-</u>	<u>5,721</u>	<u>5,721</u>	<u>5,721</u>		
Analysed between									
Charitable activities	-	<u>27,504</u>	<u>27,504</u>	-	<u>5,721</u>	<u>5,721</u>	<u>5,721</u>		

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

8 Trustees

None of the Trustees (or any persons connected with them) received any remuneration from CASW during the year. However, benefits by way of prize funds totalling £34 were paid out to two Trustees.

9 Employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
Management	6	7
Administration and advisors	33	30
Total	<u>39</u>	<u>37</u>

Employment costs	2022 £	2021 £
Wages and salaries	727,962	682,144
Social security costs	50,008	47,563
Other pension costs	23,108	21,420
	<u>801,078</u>	<u>751,127</u>

There were no employees whose annual remuneration was more than £60,000.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

10 Tangible fixed assets

	Tenants' improvements	Fixtures, fittings and improvements	Computer equipment	Total
	£	£	£	£
Cost				
At 1 April 2021	152,078	54,598	62,165	268,841
At 31 March 2022	152,078	54,598	62,165	268,841
Depreciation and impairment				
At 1 April 2021	128,834	54,598	62,165	245,597
Depreciation charged in the year	4,449	-	-	4,449
At 31 March 2022	133,283	54,598	62,165	250,046
Carrying amount				
At 31 March 2022	18,795	-	-	18,795
At 31 March 2021	23,244	-	-	23,244

11 Debtors

	2022	2021
	£	£
Amounts falling due within one year:		
Trade debtors	25,828	17,134
Prepayments and accrued income	49,595	61,706
	75,423	78,840

12 Creditors: amounts falling due within one year

	Notes	2022	2021
		£	£
Deferred income	13	58,050	171,917
Other creditors		17,772	34,396
Accruals		36,347	44,688
		112,169	251,001

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

13 Deferred income

	2022	2021
	£	£
Other deferred income	58,050	171,917

Deferred income is included in the financial statements as follows:

Grants of £171,917 received in advance during the prior were released in the SOFA as income in the current year. £58,050 of the above current year total represents grant income received in the current year but carried forward for future years.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

14 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			Movement in funds		
	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2022 £
ROAH 3	1,612	14,000	(14,028)	-	1,584	38,388	(37,103)	-	2,868
MaPSDAP	3,263	79,645	(66,340)	-	16,568	86,282	(96,485)	-	6,365
Breakthrough	1,946	43,112	(41,925)	-	3,133	51,045	(52,157)	-	2,021
Reach out Older People	-	48,136	(48,677)	541	-	50,000	(53,051)	3,051	-
Help to claim	-	105,321	(105,989)	668	-	102,848	(103,753)	905	-
Stratford outreach	-	1,900	(6,241)	4,341	-	6,887	(10,330)	3,443	-
Warwick outreach	-	14,000	(16,711)	2,711	-	14,000	(17,112)	3,112	-
Kenilworth outreach	758	12,560	(11,804)	-	1,514	12,560	(12,119)	-	1,955
Court Desk	-	38,600	(38,006)	-	594	38,600	(40,714)	1,520	-
Reach Out and Help Warwick	-	50,350	(48,675)	-	1,675	71,382	(55,991)	-	17,066
ROAH 4	-	9,982	(10,565)	583	-	-	-	-	-
MaPSDAP Trainee	-	21,454	(16,075)	-	5,379	44,169	(44,656)	-	4,892
NHS Referrals	-	41,249	(37,536)	-	3,714	55,000	(42,951)	-	15,764
Foodbank Project	-	18,500	(17,945)	-	555	38,500	(39,128)	73	-
National Lottery Community Fund	-	22,282	(22,530)	247	-	-	-	-	-
Ellis Legacy	-	-	-	-	-	250,717	-	-	250,717

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

14 Restricted funds	(Continued)						
Co-production	-	-	-	4,578	(5,488)	910	-
Community pantry	-	-	-	1,200	(1,087)	-	113
7,579	521,091	(503,047)	9,092	34,715	(612,125)	13,014	301,761

- ROAH 3 / ROAH Stratford -the ROAH team visit people in crisis in their own homes to provide advice and support on a variety of issues, including benefits and debt management. The team also apply for hardship grant funding for people who urgently need items such as clothing, white goods and furniture
- Reach Out and Help 4 - this is a continuation of the activities described above.
- Money Advice Service Debt Advice Projects (MASDAP) - specialist debt advisers based in both Leamington and Stratford helping people to prioritise and manage debts, set up affordable payment plans and manage better on their income
- MapSDAP - a Money and Pensions Service (MaPS) funded debt advice project in partnership with national Citizens Advice under which specialist debt advisors based in both Leamington and Stratford help people to prioritise and manage debts, set up affordable payment plans and manage better on their income.
- MapSDAP Trainee - additional funding received to train up an additional specialist debt adviser.
- Breakthrough - a mentoring programme supporting financial capability and helping people overcome barriers to education or employment opportunities
- Reach Out Older People - an outreach service focusing on providing home based advice and support for Stratford based clients aged over 65
- Help to Claim - a national project established under a Primary Agreement between The National Association of Citizens Advice Bureau ("Citizens Advice") and The Department for Work and Pensions to provide expert guidance and support to eligible clients making their first claim for Universal Credit ("the Services"). The Services in South Warwickshire are provided under a separate grant agreement between Citizens Advice and Citizens Advice South Warwickshire

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

14 Restricted funds

(Continued)

- Stratford outreach - the provision of generalist advice at various locations around the Stratford district
- Warwick outreach - the provision of generalist advice at various locations around the Warwick district
- Kenilworth outreach - the provision of generalist advice at Kenilworth Library
- Court Desk - the provision of expert representation at County Court for clients experiencing the threat of eviction or home repossession
- Reach Out and Help Warwick - the provision of home based advice and support to people in crisis in the Warwick district
- Carers Support - the provision of benefits advice to carers and their families referred from Coventry & Warwickshire Carers Trust
- NHS Referrals - a project to help train and support NHS staff in identifying patients who may benefit from support from Citizens Advice.
- Foodbank Project - a project to provide dedicated caseworker support to clients of the Stratford Foodbank.
- National Lottery Community Fund - funding to help provide support to local communities through the Covid-19 crisis.
- Ellis Legacy - A legacy from the late Rosemary Le May Ellis for the provision of counselling services.
- Co-production - a project funded by London & Quadrant Housing Trust to enable CASW to co-develop opportunities to increase physical activity and fitness.
- Community pantry - a pilot project, funded by Warwickshire County Council, aiming to help address issues of food poverty in the county by the establishment of a static Lillington Community Pantry.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

15 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds				
	Balance at 1 April 2020	Incoming resources	Balance at 1 April 2021	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Building reserves	65,038	-	65,038	-	65,038
Client Emergency Fund	-	-	-	4,500	4,500
	<u>65,038</u>	<u>-</u>	<u>65,038</u>	<u>4,500</u>	<u>69,538</u>
	<u><u>65,038</u></u>	<u><u>-</u></u>	<u><u>65,038</u></u>	<u><u>4,500</u></u>	<u><u>69,538</u></u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

16 Analysis of net assets between funds

	Unrestricted		Restricted		Total Unrestricted		Restricted		Total	
	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021
	£	£	£	£	£	£	£	£	£	£
Fund balances at 31 March 2022 are represented by:										
Tangible assets	18,795	-	-	23,244	18,795	23,244	-	-	23,244	23,244
Current assets/(liabilities)	322,177	69,538	301,761	293,284	693,476	293,284	65,038	34,715	393,037	393,037
	<u>340,972</u>	<u>69,538</u>	<u>301,761</u>	<u>316,528</u>	<u>712,271</u>	<u>316,528</u>	<u>65,038</u>	<u>34,715</u>	<u>416,281</u>	<u>416,281</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

17 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022	2021
	£	£
Within one year	52,651	54,872
Between two and five years	144,585	165,986
In over five years	39,683	70,933
	236,919	291,791
	236,919	291,791

18 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2022	2021
	£	£
Aggregate compensation	42,814	39,469
	42,814	39,469

19 Cash generated from operations

	2022	2021
	£	£
Surplus for the year	295,990	41,875
Adjustments for:		
Investment income recognised in statement of financial activities	(1,895)	(2,971)
Depreciation and impairment of tangible fixed assets	4,449	4,448
Movements in working capital:		
Decrease/(increase) in debtors	3,417	(18,111)
(Decrease)/increase in creditors	(24,965)	14,988
(Decrease)/increase in deferred income	(113,867)	35,469
	163,129	75,698
Cash generated from operations	163,129	75,698

CITIZENS ADVICE SOUTH WARWICKSHIRE

England & Wales - Charity number 1106631

Accounts

Charity Registration No. 1106631

Company Registration No. 05252247 (England and Wales)

CITIZENS ADVICE SOUTH WARWICKSHIRE
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

CITIZENS ADVICE SOUTH WARWICKSHIRE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	R F Brooks S E Cole J Daly Y Hunter N B Knapman J R Plumb A J Townsend G Fitzgerald I M Stark P K Rodgers H J Serrano	(Appointed 10 September 2020) (Appointed 10 September 2020)
Secretary	J A Robinson	
Charity number	1106631	
Company number	05252247	
Registered office	10 Hamilton Terrace Leamington Spa Warwickshire CV32 4LY	
Independent examiner	Burgis & Bullock 8 Elm Court Arden Street Stratford upon Avon CV37 6PA	

CITIZENS ADVICE SOUTH WARWICKSHIRE

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CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

The Trustees present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019)

Objectives and activities

Citizens Advice South Warwickshire (CASW) provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

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

The service aims:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives

Advice services are normally provided through face-to-face consultations, participation in the national Citizens Advice telephone Advice Line, home visits and at outreach sessions across South Warwickshire, but throughout the extraordinary conditions of the Covid19 pandemic all charity services were provided via email and telephone services, with only a handful of occasions when staff equipped with personal protective equipment assisted clients at court or in public places. Generalist advice is offered in all enquiry areas, with advocacy casework extended to people requiring additional support; CASW also has specialist advisers in Housing and Money Advice.

Public benefit

We have referred to the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. This is demonstrated in the list of key achievements in the year (see below) and additionally a seventh strategic objective was adopted by trustees in 2020-21, this being the need to safely deliver charity services through the pandemic around six strategic objectives. Our business planning is further informed by an analysis of our community and client profiles, engagement with a range of stakeholders, and regular surveys of our clients and staff. The services we currently offer particularly aim to satisfy new or unmet needs.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Achievements and performance

Like all British public services, the environment in which this charity operates, changed rapidly and irrevocably in March 2020 as the pandemic struck. Therefore, the entirety of the 2020/21 year was unlike anything previously known or planned for. This annual report is accordingly describing and reporting achievements and performance against the existing six CASW strategic objectives which were formally adopted by trustees in May 2019 and the seventh one adopted in May 2020.

The vision of CASW mirrors the national Citizens Advice mission: We give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem. Our values are grouped into three: firstly, to run a Local Citizens Advice; secondly with great people, giving good advice; and thirdly to responsibly use data to promote equality and inclusion.

In order to deliver these values, we have identified six strategic objectives:

To serve South Warwickshire, running our services from two key buildings;
Delivering upper quartile advice quality, provided by highly engaged volunteers, employees and trustees;
and
To responsibly use data and to promote equality and inclusion.

Ultimately, having risk assessed and mitigated the massive impact of Covid19, the trustees adopted an extra temporary strategic objective, which is: Stay Safe through the Covid19 pandemic. This seventh objective recognises the scale of risk wrought by Covid19, and will be retained in addition to the core six objectives whilst the pandemic continues. This shows how willing the trustees are to maintain a truly active business plan.

Achievements and performance against the strategic objectives during 2020-21 were therefore as follows:

Running a local Citizens Advice service in South Warwickshire, from two key offices

- Following emergency business planning exercises and national guidance we evacuated our staff and closed the offices to public use in March 2020 and established remote advice giving to clients by each volunteer or employee working from their own home location and using either email or telephone channels. Although some of our volunteers could not assist in this way, approximately 55 could actively continue, and all of the 44 employees did too. The practical, technical, learning and emotional guidance and support needed to enact such a complete transformation of the operating environment for over 100 people cannot be overestimated. This was the largest risk, recovery and mitigation ever handled by the charity, and as it was enacted there was no expectation that the situation would last beyond a year.
- Governance was also converted to remote means. Trustees held more frequent Trustee Boards than hitherto by means of Zoom platforms. One Trustee stood down after many years of service, and trustee skills were again strengthened with the appointment of 2 new trustees experienced in financial accounting, one of whom was elected to the position of treasurer. An independent review of the Constitution recommended no changes, the Advice Quality Standard was re-awarded until 2023 (as part of an excellent Leadership Assessment by the national Citizens Advice body) and a strengthened approach to information governance was adopted.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

- In pursuance of the Fundraising Strategy first adopted in 2019, applications to a wider pool of income sources were successful, especially from public services and the expansion of existing contracts. Notable were a doubling of income from the Money Advice Service (to deliver more cases and an extra trainee position) and entirely new funding from mainstream NHS services to support patients leave or avoid stays in hospital. As a result of new income associated with the pandemic and unexpected lower costs due to less staff travel, the year eventually saw the largest financial income total to date for CASW, which fully eliminated the revenue deficit that had arisen in recent years. However, trustees remain mindful that many aspects of this year were atypical.
- The Year 3 national inspection assessment from Citizens Advice agreed a Green judgement across all 9 domains for the leadership quality in South Warwickshire and awarded the extra Quality Mark in Housing Law alongside renewal of the Debt Advice Quality Mark.

Providing upper quartile advice quality, provided by highly engaged volunteers, employees and trustees

- As described above, the extraordinary changes to work processes, locations and conditions were the main feature of the year, but they enabled the charity to continue to provide advice to clients via telephone and email channels. The volume of clients assisted in the new delivery offer was about a quarter lower on average, largely due to the drop in capacity of trained volunteer advisers, but the number of issues that clients were assisted with was not dissimilar. This suggests that the clients of the pandemic era had on average more complex enquiries. We also noted a marginally greater proportion of women seeking help and a slightly younger average age for clients than hitherto.
- Considerable focus was placed on fulfilling the national quality standards of writing case records (the Quality of Advice regime), and as a result Green awards were achieved in both spring 2020 and 2021, albeit with lesser scores for some periods in late 2020. Staff pursued a comprehensive action plan to strengthen the processes involved in sustaining quality scores; the isolated conditions of staff working at home were a material factor in disrupting training and guidance in mid 2020.
- Although face to face outreach services could not be sustained at the normal geographic locations the staff involved advised by both email and telephone, and therefore clients from outlying towns were able to continue to receive a service. Additional advice services were also introduced to the Stratford Foodbank service offer and for NHS practitioners to make referrals.
- One of the most pleasing events in 2020 was the shortlisting of established multi-role volunteer Chris Smith for the prestigious national Citizens Advice Volunteer of the Year award. This illustrated that the range of volunteering roles performed at CASW ranks is notable practice (very few volunteers represent clients in housing possessions courts in 2020) as well as the generous commitment offered by Chris, and his many colleagues in South Warwickshire.

Responsibly using data to promote equality and inclusion

- Support for and adoption of a number of inclusion, wellbeing and equality schemes was undertaken, including continuing the telephone language interpreting service. Sadly, the ASK system (to identify domestic violence issues submerged in client enquiries) could not be delivered via telephone advice, but the Thrive initiative to improve the wellbeing of workforces was completed and CASW received a publicly presented award from the West Midlands Mayor, Mr Andy Street.
 - CASW delivered bespoke support to clients applying for the Windrush Scandal compensation scheme and clients affected by criminal scams or indebtedness due to personal gambling.
-

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

- A steady catalogue of research and campaigns initiatives were highlighted and pursued as the year unfolded, and a social care case forwarded to the relevant Ombudsman was upheld. Several client cases won substantial financial awards, passport benefits and wider entitlements. CASW joined in various public sector fora, at district and county levels, focusing on financial inclusion, the pandemic, homelessness prevention, social inclusion, hard Brexit planning, voluntary sector collaboration and advice service coordination.

Staying Safe through the Covid19 pandemic

- This additional objective was developed from early 2020 as CASW reacted to the emerging pandemic with a stage 1 phase (office based services with precautions and enhanced cleaning) followed by a stage 2 phase of entirely remote staff working. In the event the vast majority of the year was run in a Stage 2 (remote) format.
- There was a very limited start of the anticipated Stage 3 phase (whereby staff might work in an expanded range of roles, some being face to face and using PPE), however this was restricted to the Nuneaton housing possession court and a selected number of other settings, although the winter lockdowns stopped this development again. Outline plans for an expanded Stage 3 (some face to face activity) and the eventual Stage 4 (of a return to a more conventional office based range of services) remained in draft form throughout the reporting year.

In summary the 81st year of the Citizens Advice service has ended up being the most complex and challenging ever, and CASW proudly and effectively played its local role in this great effort. We finished the year with a financially improved position, better quality marks and an optimal leadership self assessment grading, confirmed by our assessor.

There is a long journey ahead, probably through bleak economic times and a still complicated operating environment, which will continue to affect both our clients and the charity itself. But trustees submit that in 2020/21 the charity made good progress on all the objectives it set and the unforeseen challenges it met in addition.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Service Delivery

During 2020/21 CASW delivered discrete advice on over 23,280 issues to 4,061 individual clients. In total 27,749 (including voice and email) in person appointments, drop-ins and home visits were delivered.

The service delivered the following outcomes to clients:-

- identified £2.758 million in unclaimed benefit entitlement
- £306,867 of debts written off for clients
- around £78,778 of debts rescheduled into affordable repayments

The service's top number of issues for advice in descending order were:-

- Benefits & Tax Credits & Universal Credit - 4,969
- Debts - 4,333
- Benefits Universal Credit - 2,925
- Employment - 2,131
- Housing - 2,075

Our primary channels for advice in this period were radically transformed away from the previous face to face office based activity of the pre-pandemic period: office based face to face 2%, telephone 49% and all other channels including Email, Web-chat and mail 49%. Our client gender split was 61% female and 39% male and 46% of our clients reported a long-term health problem or disability.

Contribution of volunteers

During the year over 90 volunteers contributed over 24,800 hours of their time across all services and locations. Alongside their staff colleagues their expertise and talents bring enormous benefits to the organisation and its clients.

Financial review

Incoming resources in the year were £959,463 (2019/20 - £934,705).

A surplus of £41,874 was made in the year (2019/20 - deficit of £38,977).

At 31st March 2021 total reserves were £416,280 (2019/20 - £374,406) of which £380,301(2019/20 - £366,827) represented unrestricted funds.

Citizens Advice South Warwickshire is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The company will maintain a projection of income and will ensure that income continues to be derived from as wide a variety of sources as possible. It will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organization that it could not be managed so as to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined that 'free' reserves should be maintained between 3 and 6 months normal operating expenditure. Unrestricted reserves as at 31 March 2021 of £380,801 represented around 4.8 months normal operating expenditure.

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Principal funding sources

The Trustees extend their gratitude to all funders of the Bureau without whom the Bureau could not continue its work.

Major risks

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

Structure, governance and management

The charity is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. Citizens Advice South Warwickshire is governed by its Memorandum and Articles of Association.

Warwick District Citizens Advice Bureau, now Citizens Advice South Warwickshire, was incorporated as a company limited by guarantee on 6th October 2004. The charity commenced its charitable activities on 1st April 2005 following the transfer of all assets and liabilities from Warwick District Citizens Advice Bureau (Charity Registration Number 218650).

The Trustees, who are also the directors for the purposes of company law, and who served during the year and up to the date of signature of the financial statements were:-

S W Bell	(Resigned 9 July 2021)
R F Brooks	
S E Cole	
J Daly	
Y Hunter	
N B Knapman	
J R Plumb	
A J Townsend	
G Fitzgerald	
I M Stark	
P A Parker	(Resigned 10 November 2020)
P K Rodgers	(Appointed 10 September 2020)
H J Serrano	(Appointed 10 September 2020)

CITIZENS ADVICE SOUTH WARWICKSHIRE

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

Recruitment and appointment of new trustees

Trustees, who are also Directors of the Company, are elected from the local community at the annual General Meeting, nominated by member organisations, or co-opted by the Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair.

Arrangements for setting pay and remuneration of key management personnel

Key management personnel, excluding Trustees, are remunerated by way of annual salary and pension contributions. The company offers all eligible staff the option of joining a workplace pension provided by The People's Pension and makes an employer contribution to the scheme in line with applicable legislation. The CEO's salary is set by the Board. The principal aim is to offer a fair pay that will attract and retain appropriately skilled staff. The pay policy is reviewed annually. None of the Trustees, or any persons connected with them, receive any remuneration from CASW.

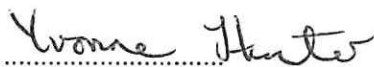
The charity has taken out Directors' insurance as permitted by the Companies Act 2006.

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company.

Organisational structure

Citizens Advice South Warwickshire is governed by its Trustee Board which is responsible for setting the strategic direction of the organization and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice South Warwickshire and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet regularly and delegate the day-to-day operation of the organization to the CEO. The key management of the organization is represented by the CEO and a supporting team of five senior managers. The Trustee Board is independent from management. A register of members and a register of Trustees' interests is maintained at the registered office, and is available to the public.

The Trustees' report was approved by the Board of Trustees.



Y Hunter

Trustee

Dated: 09/09/2021

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2021

The Trustees, who are also the directors of Citizens Advice South Warwickshire for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

CITIZENS ADVICE SOUTH WARWICKSHIRE

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE SOUTH WARWICKSHIRE

I report to the Trustees on my examination of the financial statements of Citizens Advice South Warwickshire (the charity) for the year ended 31 March 2021.

Responsibilities and basis of report

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

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

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

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

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

W A Hubbard

Wende Hubbard FCCA

Burgis & Bullock

8 Elm Court

Arden Street

Stratford upon Avon

CV37 6PA

Dated:1.....September 2021

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

Current financial year		Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
	Notes				
<u>Income from:</u>					
Donations and legacies	2	31,038	-	31,038	16,254
<u>Charitable activities</u>					
Advice Services	3	400,446	521,091	921,537	912,345
Fundraising	4	3,917	-	3,917	2,008
Investments	5	2,971	-	2,971	4,098
Total income		438,372	521,091	959,463	934,705
<u>Expenditure on:</u>					
<u>Charitable activities</u>					
Advice Services	6	414,541	503,047	917,588	973,682
Total charitable expenditure		414,541	503,047	917,588	973,682
Net incoming/(outgoing) resources before transfers		23,831	18,044	41,875	(38,977)
Gross transfers between funds		(9,092)	9,092	-	-
Net income/(expenditure) for the year/ Net movement in funds		14,739	27,136	41,875	(38,977)
Fund balances at 1 April 2020		366,827	7,579	374,406	413,383
Fund balances at 31 March 2021		381,566	34,715	416,281	374,406

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

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED) INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

Prior financial year

	Notes	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Income from:				
Donations and legacies	2	16,254	-	16,254
<u>Charitable activities</u>				
Advice Services	3	382,988	529,357	912,345
Fundraising	4	2,008	-	2,008
Investments	5	4,098	-	4,098
Total income		405,348	529,357	934,705
Expenditure on:				
<u>Charitable activities</u>				
Advice Services	6	435,333	538,349	973,682
Total charitable expenditure		435,333	538,349	973,682
Net incoming/(outgoing) resources before transfers		(29,985)	(8,992)	(38,977)
Gross transfers between funds		(7,752)	7,752	-
Net income/(expenditure) for the year/ Net movement in funds		(37,737)	(1,240)	(38,977)
Fund balances at 1 April 2019		404,564	8,819	413,383
Fund balances at 31 March 2020		366,827	7,579	374,406

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

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

CITIZENS ADVICE SOUTH WARWICKSHIRE

BALANCE SHEET

AS AT 31 MARCH 2021

		2021		2020	
Notes	£	£	£	£	£
Fixed assets					
Tangible assets	10		23,244		27,692
Current assets					
Debtors	11	78,840		60,729	
Cash at bank and in hand		565,198		486,529	
		644,038		547,258	
Creditors: amounts falling due within one year	12	(251,001)		(200,544)	
Net current assets			393,037		346,714
Total assets less current liabilities			416,281		374,406
 Income funds					
Restricted funds	14		34,715		7,579
<u>Unrestricted funds</u>					
Designated funds:					
Building reserves		65,038		65,038	
		65,038		65,038	
General unrestricted funds	15	316,528		301,789	
			381,566		366,827
			416,281		374,406

CITIZENS ADVICE SOUTH WARWICKSHIRE

BALANCE SHEET (CONTINUED)

AS AT 31 MARCH 2021

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

The directors acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 09/09/2021

Yvonne Hunter

Y Hunter
Trustee

Helen Serrano

H J Serrano
Trustee

Company Registration No. 05252247

CITIZENS ADVICE SOUTH WARWICKSHIRE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Cash flows from operating activities					
Cash generated from operations	19		75,698		55,931
Investing activities					
Interest received		2,971		4,098	
Net cash generated from investing activities			2,971		4,098
Net increase in cash and cash equivalents			78,669		60,029
Cash and cash equivalents at beginning of year			486,529		426,500
Cash and cash equivalents at end of year			565,198		486,529

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charity information

Citizens Advice South Warwickshire is a private company limited by guarantee incorporated in England and Wales. The registered office is 10 Hamilton Terrace, Leamington Spa, Warwickshire, CV32 4LY.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain financial instruments at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is to recognise the income in the financial year of the gift.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

1.5 Expenditure

Liabilities are recognized as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category.

Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Charitable activities include expenditure associated with the provision of advice and information for the benefit of the local community. The expenditure includes both the direct costs and the support costs relating to these activities.

Support costs are those costs incurred directly in support of expenditure on the objects of the charity and have been allocated to activities on a basis consistent with the use of resources.

Governance costs are those incurred in connection with administration of the charity and compliance with constitutional and statutory requirements.

All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource.

1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Tenants' improvements	over the lease term
Fixtures, fittings and improvements	straight line over 10 years
Computer equipment	straight line over 3 years

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets include debtors, cash and bank balances. Debtors are measured at transaction price after any discounts offered. Prepayments are valued at the amount prepared after taking into account of any discounts due.

Basic financial liabilities are recognised at transaction price. Financial liabilities classified as payable within one year are not amortised. Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operation from suppliers.

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

2 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Donations, legacies and gifts	31,038	16,254
	<u> </u>	<u> </u>

3 Charitable activities

	2021	2020
	£	£
Advice services income	921,537	912,345
	<u> </u>	<u> </u>
Analysis by fund		
Unrestricted funds	400,446	382,988
Restricted funds	521,091	529,357
	<u> </u>	<u> </u>
	<u>921,537</u>	<u>912,345</u>

4 Income from fundraising

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Income from fundraising	3,917	2,008
	<u> </u>	<u> </u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

5 Investments

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Interest receivable	2,971	4,098
	<u>2,971</u>	<u>4,098</u>

6 Charitable activities

	2021	2020
	£	£
Staff costs	751,127	762,376
Depreciation and impairment	4,448	7,553
Staff and Volunteer expenses	15,089	51,273
Office and general	59,149	55,300
Premises costs	82,054	90,644
	<u>911,867</u>	<u>967,146</u>
Governance costs (see note 7)	5,721	6,536
	<u>917,588</u>	<u>973,682</u>
	<u>917,588</u>	<u>973,682</u>
Analysis by fund		
Unrestricted funds	414,541	435,333
Restricted funds	503,047	538,349
	<u>917,588</u>	<u>973,682</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

7 Support costs

	Support costs £	Governance costs £	2021 £	Support costs £	Governance costs £	2020 £	Basis of allocation
Independent examiner's fees	-	4,480	4,480	-	4,000	4,000	Governance
Legal and professional	-	(160)	(160)	-	1,000	1,000	Governance
Bank charges	-	637	637	-	690	690	Governance
AGM and other meeting costs	-	442	442	-	778	778	Governance
Other	-	322	322	-	68	68	Governance
	—	—	—	—	—	—	
	-	5,721	5,721	-	6,536	6,536	
	==	==	==	==	==	==	
Analysed between							
Charitable activities	-	5,721	5,721	-	6,536	6,536	
	==	==	==	==	==	==	

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

8 Trustees

None of the Trustees (or any persons connected with them) received any remuneration from CASW during the year. However, benefits by way of prize funds totalling £101 were paid out to three Trustees and expenses totalling £238 were reimbursed to one Trustee.

9 Employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Management	7	7
Administration and advisors	30	31
Total	<u>37</u>	<u>38</u>

Employment costs	2021 £	2020 £
Wages and salaries	682,144	688,260
Social security costs	47,563	53,419
Other pension costs	21,420	20,697
	<u>751,127</u>	<u>762,376</u>

There were no employees whose annual remuneration was £60,000 or more.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

10 Tangible fixed assets

	Tenants' improvements £	Fixtures, fittings and improvements £	Computer equipment £	Total £
Cost				
At 1 April 2020	152,078	54,598	62,165	268,841
At 31 March 2021	152,078	54,598	62,165	268,841
Depreciation and impairment				
At 1 April 2020	124,386	54,598	62,165	241,149
Depreciation charged in the year	4,448	-	-	4,448
At 31 March 2021	128,834	54,598	62,165	245,597
Carrying amount				
At 31 March 2021	23,244	-	-	23,244
At 31 March 2020	27,692	-	-	27,692

11 Debtors

	2021 £	2020 £
Amounts falling due within one year:		
Trade debtors	17,134	-
Other debtors	-	250
Prepayments and accrued income	61,706	60,479
	78,840	60,729

12 Creditors: amounts falling due within one year

	Notes	2021 £	2020 £
Deferred income	13	171,917	136,448
Other creditors		34,396	28,555
Accruals		44,688	35,541
		251,001	200,544

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

13 Deferred income

	2021	2020
	£	£
Other deferred income	171,917	136,448
	<u>171,917</u>	<u>136,448</u>

Deferred income is included in the financial statements as follows:

Grants of £116,948 received in advance during the prior were released in the SOFA as income in the current year. £171,917 of the above current year total represents grant income received in the current year but carried forward for future years.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

14 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				Movement in funds				
	Balance at 1 April 2019	Incoming resources	Resources expended	Transfers	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£	£	£	£	£
ROAH 3	-	29,918	(28,305)	-	1,612	14,000	(14,028)	-	1,584
MASDAP	-	57,190	(53,927)	-	3,263	79,645	(66,340)	-	16,568
Breakthrough	-	75,471	(73,525)	-	1,946	43,112	(41,925)	-	3,133
Reach out Older People	1,714	47,136	(48,850)	-	-	48,136	(48,677)	541	-
Help to claim	-	99,165	(104,995)	5,830	-	105,321	(105,989)	668	-
Stratford outreach	684	10,317	(11,029)	28	-	1,900	(6,241)	4,341	-
Warwick outreach	-	14,000	(17,065)	3,065	-	14,000	(16,711)	2,711	-
Kenilworth outreach	344	12,560	(12,147)	-	758	12,560	(11,804)	-	1,514
FISO	903	74,233	(71,039)	(4,097)	-	-	-	-	-
Court Desk	947	38,600	(39,547)	-	-	38,600	(38,006)	-	594
Reach Out and Help Warwick	1,827	37,224	(43,000)	3,949	-	50,350	(48,675)	-	1,675
Carers Support	2,400	3,600	(3,612)	(2,388)	-	-	-	-	-
ROAH 4	-	29,943	(31,308)	1,365	-	9,982	(10,565)	583	-
MASDAP Trainee	-	-	-	-	-	21,454	(16,075)	-	5,379
NHS Referrals	-	-	-	-	-	41,249	(37,536)	-	3,714
Foodbank Project	-	-	-	-	-	18,500	(17,945)	-	555
National Lottery Community Fund	-	-	-	-	-	22,282	(22,530)	248	-
	<u>8,819</u>	<u>529,357</u>	<u>(538,349)</u>	<u>7,752</u>	<u>7,579</u>	<u>521,091</u>	<u>(503,047)</u>	<u>9,092</u>	<u>34,715</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

14 Restricted funds

(Continued)

- Reach Out and Help 3 -the ROAH3 team visit people in crisis in their own homes to provide advice and support on a variety of issues, including benefits and debt management. The team also apply for hardship grant funding for people who urgently need items such as clothing, white goods and furniture
- Reach Out and Help 4 - this is a continuation of the activities described above.
- Money Advice Service Debt Advice Projects (MASDAP) - specialist debt advisers based in both Leamington and Stratford helping people to prioritise and manage debts, set up affordable payment plans and manage better on their income
- MASDAP Trainee - additional funding received to train up an additional specialist debt adviser.
- Breakthrough - a mentoring programme supporting financial capability and helping people overcome barriers to education or employment opportunities
- Reach Out Older People - an outreach service focusing on providing home based advice and support for Stratford based clients aged over 65
- Help to Claim - a national project established under a Primary Agreement between The National Association of Citizens Advice Bureau ("Citizens Advice") and The Department for Work and Pensions to provide expert guidance and support to eligible clients making their first claim for Universal Credit ("the Services"). The Services in South Warwickshire are provided under a separate grant agreement between Citizens Advice and Citizens Advice South Warwickshire
- Stratford outreach - the provision of generalist advice at various locations around the Stratford district
- Warwick outreach - the provision of generalist advice at various locations around the Warwick district
- Kenilworth outreach - the provision of generalist advice at Kenilworth Library
- FISO - the provision of two Financial inclusion Support Officers offering community and home based financial capability advice and support
- Court Desk - the provision of expert representation at County Court for clients experiencing the threat of eviction or home repossession
- Reach Out and Help Warwick - the provision of home based advice and support to people in crisis in the Warwick district
- Carers Support - the provision of benefits advice to carers and their families referred from Coventry & Warwickshire Carers Trust
- NHS Referrals - a project to help train and support NHS staff in identifying patients who may benefit from support from Citizens Advice.
- Foodbank Project - a project to provide dedicated caseworker support to clients of the Stratford Foodbank.
- National Lottery Community Fund - funding to help provide support to local communities through the Covid-19 crisis.

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

15 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds		Movement in funds		Balance at 31 March 2021 £
	Balance at 1 April 2019 £	Incoming resources £	Balance at 1 April 2020 £	Incoming resources £	
Building reserves	65,038	-	65,038	-	65,038
	<u>65,038</u>	<u>-</u>	<u>65,038</u>	<u>-</u>	<u>65,038</u>

16 Analysis of net assets between funds

	Unrestricted 2021 £	Restricted 2021 £	Total 2021 £	Unrestricted 2020 £	Restricted 2020 £	Total 2020 £
Fund balances at 31 March 2021 are represented by:						
Tangible assets	23,244	-	23,244	27,692	-	27,692
Current assets/ (liabilities)	358,320	34,717	393,037	339,135	7,579	346,714
	<u>381,564</u>	<u>34,717</u>	<u>416,281</u>	<u>366,827</u>	<u>7,579</u>	<u>374,406</u>

17 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021 £	2020 £
Within one year	54,872	55,035
Between two and five years	165,986	189,608
In over five years	70,933	102,183
	<u>291,791</u>	<u>346,826</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

18 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2021	2020
	£	£
Aggregate compensation	39,469	44,509

19 Cash generated from operations

	2021	2020
	£	£
Surplus/(deficit) for the year	41,875	(38,977)
Adjustments for:		
Investment income recognised in statement of financial activities	(2,971)	(4,098)
Depreciation and impairment of tangible fixed assets	4,448	7,553
Movements in working capital:		
(Increase)/decrease in debtors	(18,111)	39,004
Increase in creditors	14,988	32,909
Increase in deferred income	35,469	19,540
Cash generated from operations	75,698	55,931