

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

		Unrestricted funds general 2022 £	Unrestricted funds designated 2022 £	Restricted funds 2022 £	Total 2022 £	Total 2021 £
	Notes					
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		<u>424,235</u>	<u>-</u>	<u>866,157</u>	<u>1,290,392</u>	<u>959,463</u>
Expenditure on:						
<u>Charitable activities</u>						
Advice Services	6	382,277	-	612,125	994,402	917,588
Total charitable expenditure		<u>382,277</u>	<u>-</u>	<u>612,125</u>	<u>994,402</u>	<u>917,588</u>
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		<u>24,444</u>	<u>4,500</u>	<u>267,046</u>	<u>295,990</u>	<u>41,875</u>
Fund balances at 1 April 2021		316,528	65,038	34,715	416,281	374,406
Fund balances at 31 March 2022		<u>340,972</u>	<u>69,538</u>	<u>301,761</u>	<u>712,271</u>	<u>416,281</u>

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

		Unrestricted funds general	Unrestricted funds designated	Restricted funds	Total
	Notes	2021 £	2021 £	2021 £	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		<u>4,500</u>		<u>-</u>	
	15	69,538		65,038	
General unrestricted funds		<u>340,972</u>		<u>316,528</u>	
			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

	Notes	2022 £	£	2021 £	£
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			730,222		565,198

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

3 Charitable activities

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

4 Income from fundraising

	Unrestricted funds general 2022 £	Unrestricted funds general 2021 £
Income from fundraising	904	3,917

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
<u>1,895</u>	<u>2,971</u>

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
	<u>966,898</u>	<u>911,867</u>
Governance costs (see note 7)	27,504	5,721
	<u>994,402</u>	<u>917,588</u>
Analysis by fund		
Unrestricted funds - general	382,277	414,541
Restricted funds	612,125	503,047
	<u>994,402</u>	<u>917,588</u>

CITIZENS ADVICE SOUTH WARWICKSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

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

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	39	37

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
	801,078	751,127

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
	<u>58,050</u>	<u>171,917</u>

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:

	Balance at 1 April 2020 £	Movement in funds			Transfers £	Balance at 1 April 2021 £	Movement in funds			Transfers £	Balance at 31 March 2022 £
		Incoming resources £	Resources expended £				Incoming resources £	Resources expended £			
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	13,014
				866,156	(612,125)	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>

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	£	2022	£	2022	£	2021	£	2021	£
Fund balances at 31 March 2022 are represented by:										
Tangible assets	18,795		-		18,795		-		-	23,244
Current assets/(liabilities)	322,177		301,761		693,476		34,715		34,715	393,037
	340,972		301,761		712,271		34,715		34,715	416,281

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
	<u>236,919</u>	<u>291,791</u>

18 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2022 £	2021 £
Aggregate compensation	<u>42,814</u>	<u>39,469</u>

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
Cash generated from operations	<u>163,129</u>	<u>75,698</u>