

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

CONTENTS

	Page
Trustees' report	1 - 7
Statement of Trustees' responsibilities	8
Independent examiner's report	9
Statement of financial activities	10 - 11
Balance sheet	12 - 13
Statement of cash flows	14
Notes to the financial statements	15 - 30

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					
		Unrestricted funds general 2022 £	Unrestricted funds designated 2022 £	Restricted funds 2022 £	Total 2022 £
	Notes				
Income and endowments from:					
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		<u>424,235</u>	<u>-</u>	<u>866,157</u>	<u>1,290,392</u>
Expenditure on:					
<u>Charitable activities</u>					
Advice Services	8	382,277	-	612,125	994,402
Total charitable expenditure		<u>382,277</u>	<u>-</u>	<u>612,125</u>	<u>994,402</u>
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		<u>24,444</u>	<u>4,500</u>	<u>267,046</u>	<u>295,990</u>
Fund balances at 1 April 2021		<u>316,528</u>	<u>65,038</u>	<u>34,715</u>	<u>416,281</u>
Fund balances at 31 March 2022		<u><u>340,972</u></u>	<u><u>69,538</u></u>	<u><u>301,761</u></u>	<u><u>712,271</u></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

BALANCE SHEET AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
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	
		<u>667,862</u>		<u>805,645</u>	
Creditors: amounts falling due within one year	16	(145,240)		(112,169)	
Net current assets			522,622		693,476
Total assets less current liabilities			<u>536,968</u>		<u>712,271</u>
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	
		<u>17,538</u>		<u>69,538</u>	
General unrestricted funds	19	261,216		340,972	
			278,754		410,510
			<u>536,968</u>		<u>712,271</u>

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			610,307		730,222

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	3,718	5,642	250,717	256,359

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
Analysis by fund		
Unrestricted funds - general	371,088	415,794
Restricted funds	493,425	615,440
	864,513	1,031,234

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

6 Investments

	Unrestricted funds general 2023 £	Unrestricted funds general 2022 £
Interest receivable	11,266	1,895

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	-

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
	<hr/>	<hr/>
Total	30	39
	<hr/>	<hr/>

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
	<hr/>	<hr/>
	735,397	801,078
	<hr/>	<hr/>

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

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

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:

	Balance at 1 April 2021 £	Movement in funds			Transfers £	Balance at 1 April 2022 £	Movement in funds			Transfers £	Balance at 31 March 2023 £
		Incoming resources £	Resources expended £				Incoming resources £	Resources expended £			
ROAH 3	1,584	38,388	(37,103)	-	-	2,868	25,301	(26,050)	2	2,121	
MaPSDAP	16,568	86,282	(96,485)	-	-	6,365	81,713	(89,589)	4,081	2,570	
Breakthrough	3,133	51,045	(52,157)	-	-	2,021	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)	-	1,955	-	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)	-	17,066	-	54,774	(64,501)	1	7,340	
MaPSDAP Trainee	5,379	44,169	(44,656)	-	4,892	-	37,545	(38,356)	(4,081)	-	
NHS Referrals	3,714	55,000	(42,951)	-	15,764	-	26,250	(26,250)	(15,764)	-	
Foodbank Project	555	38,500	(39,128)	73	-	-	39,267	(51,846)	12,579	-	
Ellis Legacy	-	250,717	-	-	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
						(22,171)
						1,258
						-
	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

	Unrestricted		Designated		Restricted		Total Unrestricted		Designated		Restricted		Total	
	2023	£	2023	£	2023	£	2023	£	2022	£	2022	£	2022	£
Fund balances at 31 March 2023 are represented by:														
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		693,476	
	261,216		17,538		258,214		536,968		340,972		69,538		712,271	

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
	<u>30,001</u>	<u>236,919</u>

22 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2023 £	2022 £
Aggregate compensation	<u>53,316</u>	<u>42,814</u>

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)
Cash (absorbed by)/generated from operations	<u>(131,181)</u>	<u>163,129</u>