



**in West Sussex**  
North South East

## **CITIZENS ADVICE IN WEST SUSSEX (North, South, East)**

(A company limited by guarantee)

### **Trustees' Report and Audited Financial Statements For the year ended 31 March 2021**

Company No. 05551406

Registered Charity No. 1116660

## **CITIZENS ADVICE IN WEST SUSSEX (North, South, East)**

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## **CITIZENS ADVICE IN WEST SUSSEX (North, South, East)**

### **Introduction to Trustees Report for the Year Ended 31 March 2021**

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of 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) (effective 2019).

|                                  |   |  |
|----------------------------------|---|--|
| <b>Trustees</b>                  | <b>I Campbell</b><br><b>A Brock</b><br><b>N Clay</b><br><b>M T Link</b><br><b>S Trowbridge</b>                                  | <b>Chair</b><br><b>Treasurer</b>   |
|                                  | <b>J Redfern</b><br><b>C Beckett</b><br><b>M Jones</b><br><b>A Ross</b><br><b>A Book</b>  | (Resigned 22 <sup>nd</sup> September 2020)<br><br><br>(Appointed 15 <sup>th</sup> February 2021)<br>(Appointed 28 <sup>th</sup> July 2020) |
| <b>Chief Executive Officer</b>   | E Cross   |  |
| <b>Senior Statutory Auditor</b>  | Darren Harding ACA FCCA DChA<br>Richard Place Dobson Services Limited<br>1-7 Station Road<br>Crawley<br>West Sussex<br>RH10 1HT |  |
| <b>Registered Office</b>         | Citizens Advice in West Sussex (North, South, East)<br>Lower Tanbridge Way<br>Horsham<br>West Sussex<br>RH12 1PJ                |  |
|                                  | The company also operates from offices in Haywards Heath, Crawley, Horsham, Worthing and Shoreham by Sea.                       |  |
| <b>Bankers</b>                   | CAF Bank<br>25 Kings Hill Avenue<br>Kings Hill, West Malling<br>Kent.   |  |
| <b>Registered company number</b> | 05551406  |  |
| <b>Registered charity number</b> | 1116660   |  |

**Citizens Advice in West Sussex (North, South, East)**  
**Report of the Trustees for the year ended 31 March 2021**

## **Chair's Report**



In unprecedented times, I am pleased to report a further successful year for Citizens Advice in West Sussex (North, South, East) (CAWS).

In a year where it became unsafe for many organisations to continue services, CAWS kept our virtual doors open every single working day of the pandemic, supporting over 28,000 residents with increasingly complex issues and advice and over 100,000 advice contacts. We also kept a number of our physical offices open for vulnerable clients and emergency issues.

We responded quickly and within 15 days of lockdown close to 100 volunteers gave up space in their homes to continue providing advice. Our staff teams were agile in responding to changes in legal advice, contacting hundreds of known clients to ensure they were ok and had access to food, medication and support. We immediately created access for deaf residents to contact us directly via BSL so they would not be excluded.

We've worked with new and existing partners such as the NHS and Trussell Trust, welcoming new paid staff and volunteers who have trained and delivered advice or provided vital service support during these times to help our clients. We thank them and recognise we could not deliver our services without their commitment and professionalism.

Increasingly we are working to use our insight and services to support our partners and infrastructures in West Sussex to do more work to support those who are vulnerable, focusing on health and wellbeing, prevention, reducing social isolation and financial inclusion through all the work we do. This includes giving training and employment opportunities to people seeking work as a result of furlough and the economic impacts of Covid-19.

In the last year we have pushed forward our access, response and ideas around delivery of advice, responding to 62% more e-mails and webchats during the year, introducing video advice and sharing information and guidance on more than 500,000 social media timelines.

We have also welcomed 2 new Trustees to our Board of Trustees, Tony Book and Alex Ross, bringing further experience and stability. With a full membership to our Trustee Board, we have been able to give wider support to our organisation, staff and volunteers.

During a demanding year for delivery we have also reflected and challenged ourselves ensuring we will remain fit for the future, updating our 5 year strategy with ambitious plans to build on the success of the last 12 months.

We will be taking the opportunity to build the service further financially so that we can invest to meet the increased demand that we are expecting.

**Dr. Irene Campbell, Chair**

**Citizens Advice in West Sussex (North, South, East)**  
**Report of the Trustees for the year ended 31 March 2021**

## **Chief Executive's Report**



In my first full year as Chief Executive at CAWS I am incredibly proud of how much the team achieved in our response to supporting residents during the pandemic. Our contribution demonstrated the importance of advice work in making a difference during a crisis but also the preventative role it plays in reducing health inequalities so our communities thrive.

Despite the challenges presented, the team continued to deliver our strategy, helping people with the problems they face, growing with new staff and volunteers, projects, technology and partners.

By speeding up our digital transformation we were able to work in a more agile way and meet the needs of our clients. We worked even closer with partners across the public and voluntary sectors and forged stronger links with local businesses. Our communications team increased our reach by launching new social media channels, webinars and promoted pro-active information so more people got information they needed early on.

We are committed to standing up for equality, with growing evidence of the disparity of Covid-19 amongst members of our community, we responded by developing community engagement. We ensured that the voices of Black, Asian and residents from other ethnic backgrounds were heard and services were put in place including launching Crawley Community money advice project, improving covid support and building network of Mid Sussex champions, using our resident networks to empower communities with the information they need.

We responded by supporting our partners and targeting resources so the most vulnerable were supported, increasing our work with people at risk of suicide and piloting support at Langley Green Mental Health Hospital. We delivered over £200,000 of winter hardship grants to families in partnership with Arun and Chichester Citizen Advice. Staff and volunteers ensured over 1000 vulnerable clients received welfare calls and were registered to the hub whilst keeping our face to face service available for the digitally excluded and at risk people such as domestic abuse. We reached 800 people who couldn't access us through digital channels.

We know that 2021/22 will continue to see the impact of covid-19, particularly socio-economic and health inequalities. Our role will be even more important in helping our communities to recover whilst supporting our team's own wellbeing as we all recover. We look forward to taking a strategic approach with our partners to support our residents with the challenges they will face, and I look forward to continuing the delivery of our forward strategy with our Trustee Board.

**Emma Cross, CEO**

**Citizens Advice in West Sussex (North, South, East)**  
**Report of the Trustees for the year ended 31 March 2021**

## **Who are we?**

We are an independent registered Charity and not for profit company limited by guarantee and member of the national Citizens Advice network.

### **Our Mission**

To reduce inequalities and empower residents to move forward with their problems through information, advice and advocacy so they thrive. For every voice to be heard and improve the policies and practices that affect people's lives.

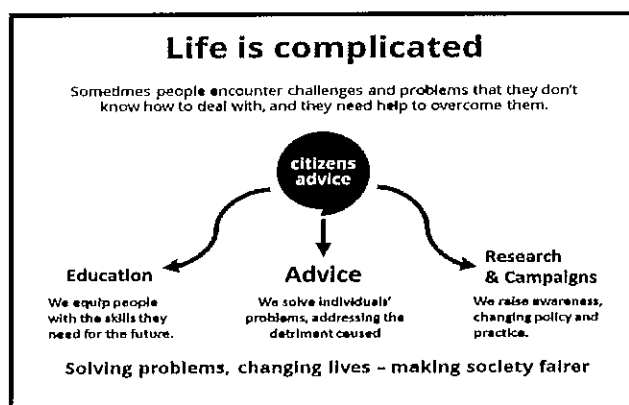
### **Our Vision:**

To be recognised above all, as an agent of social change, helping people take more control of their lives through accessible, responsive advice and enriching society through powerful influence of social policy.

## **What do we do?**



**Anyone can have a problem, and problems can affect many aspects of people's lives and wellbeing. We believe that independent information, advice and advocacy can bring about real change for our residents and strengthen our communities.**



Citizens Advice in West Sussex (North, South, East) continues to affect positively the lives of people with questions and problems they face, supporting people to find a way forward on a range of topics from housing to debt, work to health, benefits and more. We use information and advice to prevent issues from spiralling, bring people back from crisis and make their lives better.

We make sure that essential help is available in times of need through our team of paid staff and volunteers, when they need it and how they need it. Our telephone and digital services can be accessed by West Sussex residents from anywhere and our face-to-face services across the county in outreaches and our centres in Crawley, Horsham, Haywards Heath, Worthing and Shoreham-by-Sea. We work in partnership with Arun and Chichester Citizens Advice to ensure West Sussex residents receive a countywide service.

In addition to our community advice service, we deliver a number of significant services and projects funded by partners, including Macmillan Cancer Support, the Department for Work and Pensions (DWP), The Money Advice and Pensions Service ("MAPS"), the NHS, Trussell Trust and the

## Citizens Advice in West Sussex (North, South, East)

### Report of the Trustees for the year ended 31 March 2021

National Lottery. These provide specialist advice, targeting people at increased risk of poverty, mental health deterioration or other vulnerable groups.

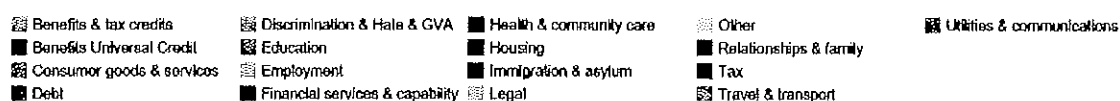
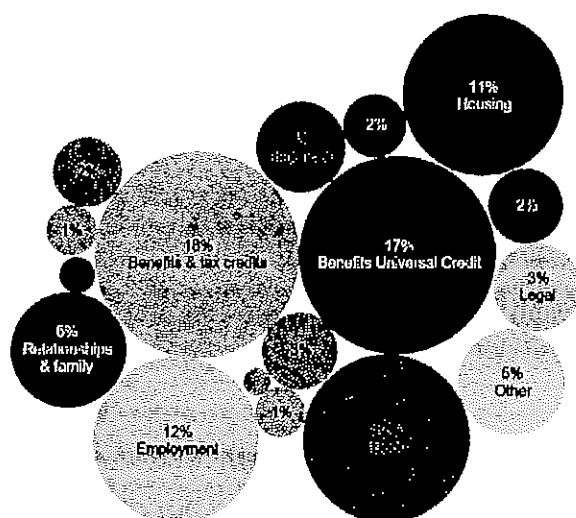
We believe it's important to address the root cause of problems so we have a greater impact and prevent problems in the future. Our research and campaigns team work to identify the issues, improve practice and work with partners. We also work with the national Citizens Advice to influence change in social policy, which will benefit people's lives.

## What have we achieved during the last year?

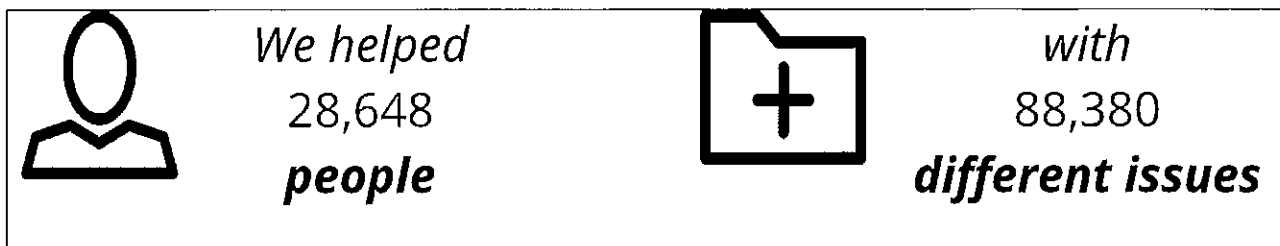
Every year, thousands of people come to us for help solving their problems. Our advisers deal with hundreds of advice issues every day.

In 2020/21 we helped 28,648 people with 87,380 different issues. This was slightly fewer people than in 2019/20 reflecting the social distancing rules and the positive impact of Government support measures such as furlough during the early stages of the Covid 19 pandemic. However, the number of issues we dealt with rose, reflecting an increasing complexity of problems we were supporting people with. In particular safeguarding concerns rose throughout the year and in particular in quarter 4. We expect this trend towards increasing complexity and greater vulnerability to accelerate as support measures introduced during the pandemic are withdrawn. As expected, demand began to increase and we are investing significantly in our staff, volunteers and technology to put us in the best position to be able to meet these challenges in the years ahead.

Part 1 issues %



**Citizens Advice in West Sussex (North, South, East)**  
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The headline statistics do not tell the full story of what has happened over the last year. The impact of the Covid 19 pandemic has accelerated our plans to modernise our service and improve the positive impact that we can make on those who need support in our local communities. We have increased capacity on our telephone advicelines and made them more accessible to some of the most vulnerable by making them free to call. We have introduced new ways of communicating with clients, including video calls, whilst also making sure that our offices have remained open every working day during the pandemic so the digitally excluded can get the advice they need. We have expanded our messaging on social media and increased our connections with partners to offer more integrated support service to clients. Through all of this we have been extremely proud of our staff and volunteers who have embraced change for the good of our clients with flexibility, determination and empathy.

We have also taken opportunities created during the pandemic to grow our funding and expand the services we offer. These have included projects targeted at reducing inequalities caused or exacerbated by Covid-19 including money advice to residents from diverse ethnic backgrounds in Crawley, fuel voucher scheme for vulnerable families, money advice for suicide risks, community champions in Mid Sussex and advice to those suffering the greatest hardship during the pandemic including the many who have had to resort to using Food Banks over the last year or so.

A conservative estimate of the financial benefits our advice provided during 2020/21 using an HM Treasury approved model shows:

***For every £1 invested in our service in 2020/21 we generated***



***£23.48 benefits to clients*** through income gained via benefits claimed, debts written off and consumer problems resolved.



***£7.43 direct savings to local and national government*** through a reduction in health service demand, homelessness support and out of work benefits



***£46.21 wider economic and social benefits*** from improvements in health, well-being, participation and productivity.

Our aim is to make an impact in individual lives through the advice we provide. More people than ever have been affected in greater ways than ever during this last extraordinary year. There








## Citizens Advice in West Sussex (North, South, East)

### Report of the Trustees for the year ended 31 March 2021


is sadly a trend emerging of mental health and suicide, which appears to be driven by debt and lack of access to food. We also have isolation impacting vulnerable adults and care assessments or family support often being inaccessible to them. We expect even more vulnerability will emerge as lockdown support measures are phased out in coming months and the effects of the postponement in dealing with issues materialise. Our communities' need for our services has never been greater.

Below are some of the quotes from clients who have given us feedback on the impact our service has had on their lives

|   |  |
|---|--|
|    | <i>"Thank you so much, I cannot thank you enough for what you have done for me. Your patient dedication and explanation for somebody to understand is remarkable. Nobody has done this for me in 21 years. Keep up the good work."</i>   |
|    | <i>"I received excellent and extremely useful advice that has helped me put forward a fair and reasonable solution. It's also helped to reduce my anxiety knowing where I stand in a time when I wasn't sure if or where I could get advice."</i>  |
|   | <i>A big thank you. Honest advice, further information and addresses of contacts I needed. Suggestions to help overcome barriers in my situation. Friendly and approachable. Thank you for giving me confidence to continue on my case reassuring me useful help is out there at no cost."</i> |
|  | <i>"I recently contacted Citizens Advice for help. I spoke to a lady who was extremely helpful and her advice was excellent. Two emails followed with links to further information. Thanks to the organisation for everything."</i>  |
|  | <i>"Fantastic advice – quick, accurate and friendly. Thank you very much."</i>   |

## What has happened with our financial position during 2020/21?

Net surplus for the year

|   |   |
|---|---|
|  | <b><i>As a result of Coronavirus, we adjusted our financial approach so we could meet the changing needs of our clients and prepare for the challenges of 2021/22</i></b> |
|   | <b><i>Income</i></b> £1,830,908 (£1,494,401 prior year)   |
|   | <b><i>Expenses</i></b> £1,614,369 (£1,354,806 prior year)   |
|   | <b><i>Overall surplus</i></b> £216,539 (£139,595 previous year)   |

## **Citizens Advice in West Sussex (North, South, East)**

### **Report of the Trustees for the year ended 31 March 2021**

2020/21 was a stable year financially with a surplus of £216,539. The majority of the surplus emerged during the first half of the year reflecting a significant and rapid growth in projects at the start of the pandemic and cost savings from the enforced reduction in staff and volunteers using our offices. The demand for some areas of work dipped in the first half of the year as Government emergency measures postponed the moment of crisis for many affected by the pandemic. This allowed us to undertake welfare checks for our vulnerable clients and provide additional paid resource to phone services as a result of losing 170 volunteers. We recruited additional staff using increased project funding but were able to make savings. The surplus that emerged in the Generalist service during 2020/21 as a result of securing additional one off grants, savings in volunteer expenses and additional project income will be reinvested into the service in 2021/22. This will enable us to respond to an expected surge in demand for our services as lockdown support measures are phased out and also to complete our service re-design initiatives which are aimed at increasing the impact of our services across West Sussex in a financially sustainable way.

#### Financial position at the end of the year

Our reserves, defined as general funds less the net book value of fixed assets and designated reserves, at the end of the year were £655,650 (£406,893 in March 2020), which is broadly in line with our reserves target of £640,000 (see reserves policy below). Designated funds have been set aside to cover the costs of the service re-design and increasing capacity, the actions for which are included in our operating budget for 2021/22.

The West Sussex county wide funding agreement for the Community Advice Service is due for renewal in April 2022. Our largest financial risk continues to be a future significant reduction in, or complete loss of, core local authority funding. Other large funding risks have also increased significantly during the last year with our 2 largest projects, worth £443k annually due to be recommissioned at a national or large regional level. Target reserves have been increased to reflect this increased financial risk and also to keep pace with the growth in the organisation over the last year.

**Citizens Advice in West Sussex (North, South, East)**  
**Report of the Trustees for the year ended 31 March 2021**

## **Some other information we provide as part of our Trustees Report**

### Structure, Governance and Management

The Charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

It is governed by a Memorandum and Articles of Association dated 1 September 2005 (which were subsequently updated at the AGM of 28 September 2010, the AGM of 25 September 2015 and the EGM of 13 September 2018). It succeeds an unincorporated charity with similar objects and assets set up by a Trust Deed in 1966.

In the event of the Charity being wound up, the liability of the guarantee is limited to £1 per member of the company.

The trustees that served during the year are identified on page 2.

Appointment of trustees is governed by the Articles of Association. The Board of Trustees is authorised to appoint new trustees to fill vacancies arising through the resignation or death of an existing trustee.

Trustee induction and training is provided through our HR support and training team delivered by Citizens Advice in West Sussex regionally and Citizens Advice nationally.

The Trustees confirm they have had regard to the Charity Commission's guidance on public benefit.

### Organisational structure

Day to day decision making is delegated to the Chief Executive Officer and the Senior Management Team with the Board of Trustees meeting at least four times per year to provide oversight. There are also Board sub committees which meet to deal with specialist areas such as Governance, Finance and Facilities and People with each sub committee containing the Chief Executive, one or more members of the Board and one or more members of the Senior Management Team.

### Risk Management

The Trustee Board regularly reviews the risk register. Risks are identified and evaluated in the following ways:

- Regular review and update by the Executive Team.
- Regular review by the Compliance and Governance Trustee subcommittee.
- Annual review by the Trustee Board.
- Periodic reviews are conducted in order to assess the likelihood and impact of risks, what strategies have been applied and the efficacy of those strategies in mitigating the risk.

**Citizens Advice in West Sussex (North, South, East)**  
**Report of the Trustees for the year ended 31 March 2021**

- The Executive Team is responsible for monitoring external developments that may impact on the organisation.
- The Finance team provides comprehensive budgeting systems and financial reporting, which indicate financial performance against the budget and forecast, which are reviewed and agreed by the Trustee Board.

The major risks have been reviewed and systems or procedures have been established to manage those risks.

The key risk is the funding environment and the potential impact of reductions on the level and quality of the service we deliver to our clients.

Reserves policy

In order for the Charity to be effective, the Charity needs adequate reserves to address:

- The risk of an unforeseen emergency or other unexpected need for funds, e.g. an unexpected large repair bill or finding 'seed-funding' for an urgent project.
- Covering unforeseen day-to-day operational costs, e.g. employing temporary staff to cover a long-term sick absence.
- A source of income, e.g. a contract, not being renewed. Funds might be needed to give the Trustees time to take action if income falls below expectations.
- Planned commitments, or designations, that cannot be met by future income alone, e.g. plans for a major asset purchase or to a significant project that requires the Charity to provide 'match funding'.
- The need to fund short-term deficits in a cash budget, e.g. money may need to be spent before funding is received.

In addition to these, restricted funds may also be held. The current restricted funds are detailed in note 13 of the accounts.

The key financial risk for the Charity is the risk that the community advice funding contract with the Local councils might not be extended over the medium to long term. The Trustees carried out a review of the reserves that would be required to cover this and other financial risks faced by the Charity. This review included a quantitative assessment of the impact of such risks materialising. The conclusion of the review was that a general reserve target (total reserves excluding designated reserves) should be set at £640,000, which represented 3.4 months of budgeted expenditure for 2021/22. The general reserves are invested prudently in a diversified portfolio of cash deposits and fixed term bonds of up to 1 year, with the precise maturity profile being informed by the quantitative assessment of the impact of financial risks materialising.

In addition to the target for general reserves, the Trustees have also designated £215,930 of reserves. These have been designated for specific initiatives to increase our capacity for the expected post lockdown surge in demand and to complete service re-design initiatives aimed at increasing our community impact in a financially sustainable way. The actions to support these initiatives are costed and included in the operational budget for 2021/22 approved by the Trustees.

## **Citizens Advice in West Sussex (North, South, East)**

### **Report of the Trustees for the year ended 31 March 2021**

The Trustees review the policy at least annually as part of the Charity's planning and budgeting processes. The amount held in reserves is also monitored during the course of the year as part of our financial control procedures.

#### Arrangements for setting pay and remuneration of the key management personnel

The pay of key management personnel is reviewed annually. The process is overseen and approved by the People Sub Committee and ratified by the Trustee Board. The review takes into account inflation and salaries are benchmarked against other charities of similar size and complexity.

#### Investment policy and performance

Under powers granted in our Articles of Association, the Trustees are allowed to invest monies not immediately required for its purposes, in or upon such investments, securities or property as may be thought fit. In exercising this duty, the Trustees ensure that:

- All surplus funds are held in an interest-bearing account.
- When considering where to place our accounts the Trustees consider the security, ethical stance of our counterparties and the best interest rates attainable.
- Funds are invested in short-term easily accessible accounts to ensure cash flow liquidity.
- The investment strategy is regularly reviewed against the current financial climate and our contractual obligations.

#### Fund raising

The majority of our funding comes from grants for the core community advice service and to deliver specific projects within local communities. Staff and supporters undertake various small fundraising activities such as the Legal Walk and carol singing. We did not employ anyone whose primary role was to raise funds from the general public during the year to March 2021 nor did we engage any external agents to raise such funds.

#### Staff pension funds

For staff within the organisation we offer standardised pension funding arrangements into a defined contribution scheme with a 3% employer contribution in line with Government requirements.

#### Responsibility towards the environment

The Charitable Company aims to minimise its impact on the environment. It encourages electronic communication where possible and strives to promote a more sustainable working environment.

**Citizens Advice in West Sussex (North, South, East)**  
**Report of the Trustees for the year ended 31 March 2021**

## **Statement of Trustee Responsibilities**

The Trustees, (who are also the directors of Citizens Advice In West Sussex (North, South, East) for the purposes of company law), are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charity SORP.
- Make judgements and estimates that are reasonable and prudent.
- Prepare the financial statements on the going concern basis, unless it is inappropriate to presume that the charitable company will continue in business.
- State whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.

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

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditors are unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditors are aware of that information.

This report has been prepared in accordance with the prevailing laws and regulation and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Report approved by order of the board of trustees on 26th July 2021 and signed on its behalf by:



Irene Campbell, Chair of Trustees on behalf of the Trustees

## **CITIZENS ADVICE IN WEST SUSSEX (North, South, East)**

### **Report of the Independent Auditors to the Trustees For the Year Ended 31 March 2021**

#### **Opinion**

We have audited the financial statements of CITIZENS ADVICE IN WEST SUSSEX (North, South, East) (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice)*.

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### **Basis for opinion**

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company 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.

**Report of the Independent Auditors to the Trustees  
For the Year Ended 31 March 2021**

## **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 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.

## **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

## **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.



**Report of the Independent Auditors to the Trustees  
For the Year Ended 31 March 2021**

**Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. The objectives of our audit are to obtain sufficient appropriate audit evidence regarding compliance with laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements, to perform audit procedures to help identify instances of non-compliance with other laws and regulations that may have a material effect on the financial statements, and to respond appropriately to identified or suspected non-compliance with laws and regulations identified during the audit.

In relation to fraud, the objectives of our audit are to identify and assess the risk of material misstatement of the financial statements due to fraud, to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatements due to fraud through designing and implementing appropriate responses and to respond appropriately to fraud or suspected fraud identified during the audit.

However it is the primary responsibility of management, with the oversight of those charged with governance, to ensure that the entity's operations are conducted in accordance with the provisions of laws and regulations and for the prevention and detection of fraud.

In identifying and assessing the risks of material misstatement in respect of irregularities, including fraud, the audit engagement team made enquiries of management, and those charged with governance, regarding the procedures relating to identifying, evaluating and complying with;

## **CITIZENS ADVICE IN WEST SUSSEX (North, South, East)**

### **Report of the Independent Auditors to the Trustees For the Year Ended 31 March 2021**

1. laws and regulations and whether they were aware of any instances of non-compliance;
2. detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
3. the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;

As a result of these procedures we consider the most significant laws and regulations that have a direct impact on the financial statements are FRS 102, General Data Protection Regulations, Companies Act, Charities Act 2011, Charities Statement of Recommended Practice and employment law and regulations. We performed audit procedures to detect non-compliance, which may have a material impact on the financial statements. These included reviewing financial statement disclosures and evaluating advice received from external advisors. There were no significant laws and regulations we deemed as having an indirect impact on the financial statements.

The audit engagement team identified the risk of management override of controls as the area where the financial statements were most susceptible to material misstatement due to fraud. Audit procedures performed included but were not limited to testing manual journal entries and other adjustments and evaluating the rationale in relation to any significant, unusual transactions and transactions entered into outside of the normal course of business.

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

### **Use of our report**

This report is made solely to the charitable company's Trustees, as a body, in accordance with Section 144 of the Charities Act 2011 and regulations made under Section 154 of that Act. Our audit work has been undertaken so that we might state to the charitable Trustees those matters we are required to state to them in an auditor's 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.



#### **Richard Place Dobson Services Limited**

Chartered Accountants

Eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

1-7 Station Road

Crawley

West Sussex

RH10 1HT

01/11/2021

# CITIZENS ADVICE IN WEST SUSSEX (NORTH, SOUTH, EAST)

## Statement of Financial Activities (Incorporating an Income and Expenditure Account) For the Year Ended - 31 March 2021

|  |      | Unrestricted<br>Funds General | Unrestricted<br>Funds Designated | Restricted<br>Funds | Total<br>2021    | Total<br>2020    |
|--|------|-------------------------------|----------------------------------|---------------------|------------------|------------------|
|  | Note | £                             | £                                | £                   | £                | £                |
| <b>Income:</b>                               |      |                               |                                  |                     |                  |                  |
| Donations and legacies                       | 2    | 6,437                         | -                                | -                   | 6,437            | 5,977            |
| <i>Income from charitable activities:</i>    |      |                               |                                  |                     |                  |                  |
| Advisory Services                            | 4    | 1,003,029                     | -                                | 809,505             | 1,812,534        | 1,474,846        |
| Investment income                            | 3    | 5,192                         | -                                | -                   | 5,192            | 6,489            |
| Other income                                 |      | 6,745                         | -                                | -                   | 6,745            | 7,089            |
| <b>Total Income</b>                          |      | <b>1,021,403</b>              | <b>-</b>                         | <b>809,505</b>      | <b>1,830,908</b> | <b>1,494,401</b> |
| <b>Expenditure:</b>                          |      |                               |                                  |                     |                  |                  |
| <i>Costs of raising funds:</i>               |      |                               |                                  |                     |                  |                  |
| Professional Support Costs                   |      | -                             | -                                | -                   | -                | -                |
| <i>Expenditure on charitable activities:</i> |      |                               |                                  |                     |                  |                  |
| Advisory Services                            | 5    | 819,528                       | -                                | 794,841             | 1,614,369        | 1,354,806        |
| <b>Total Expenditure</b>                     |      | <b>819,528</b>                | <b>-</b>                         | <b>794,841</b>      | <b>1,614,369</b> | <b>1,354,806</b> |
| Movement in funds for the year               |      | 201,875                       | -                                | 14,664              | 216,539          | 139,595          |
| Transfers between funds                      |      | 46,882                        | (54,070)                         | 7,188               | -                | -                |
| <b>Net movement in funds for the year</b>    |      | <b>248,757</b>                | <b>(54,070)</b>                  | <b>21,852</b>       | <b>216,539</b>   | <b>139,595</b>   |
| <b>Reconciliation of funds</b>               |      |                               |                                  |                     |                  |                  |
| Total Funds brought forward                  |      | 406,893                       | 270,000                          | 2,541               | 679,434          | 539,839          |
| <b>Total Funds carried forward</b>           |      | <b>655,650</b>                | <b>215,930</b>                   | <b>24,393</b>       | <b>895,973</b>   | <b>679,434</b>   |

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure has arisen from continuing activities.

The notes at pages 21 to 31 form part of these accounts.

# CITIZENS ADVICE IN WEST SUSSEX (NORTH, SOUTH, EAST)

## Balance Sheet At 31 March 2021

|  | Note | Unrestricted<br>Funds<br>£ | Restricted Funds<br>£ | Total<br>2021<br>£ | Total<br>2020<br>£ |
|--|------|----------------------------|-----------------------|--------------------|--------------------|
| <b>Fixed Assets</b>                          |      |                            |                       |                    |                    |
| Tangible assets                              | 9    | 13,534                     | -                     | 13,534             | 27,405             |
| <b>Current assets</b>                        |      |                            |                       |                    |                    |
| Investments                                  |      | 416,705                    | -                     | 416,705            | 161,910            |
| Debtors                                      | 10   | 183,680                    | -                     | 183,680            | 190,042            |
| Cash at bank and in hand                     |      | 612,975                    | 24,393                | 637,368            | 571,503            |
| <b>Total Current assets</b>                  |      | <b>1,213,360</b>           | <b>24,393</b>         | <b>1,237,753</b>   | <b>923,455</b>     |
| <b>Current liabilities</b>                   |      |                            |                       |                    |                    |
| Creditors falling due within one year        | 11   | (355,314)                  | -                     | (355,314)          | (271,426)          |
| <b>Net current assets</b>                    |      | <b>858,046</b>             | <b>24,393</b>         | <b>882,439</b>     | <b>652,029</b>     |
| <b>Total assets less current liabilities</b> |      | <b>871,580</b>             | <b>24,393</b>         | <b>895,973</b>     | <b>679,434</b>     |
| <b>NET ASSETS</b>                            |      | <b>871,580</b>             | <b>24,393</b>         | <b>895,973</b>     | <b>679,434</b>     |
| <b>The funds of the charity:</b>             | 13   |                            |                       |                    |                    |
| General funds                                |      | 655,650                    |                       | 655,650            | 406,893            |
| Designated funds                             |      | 215,930                    |                       | 215,930            | 270,000            |
| <b>Unrestricted funds</b>                    |      | <b>871,580</b>             | <b>-</b>              | <b>871,580</b>     | <b>676,893</b>     |
| Restricted funds                             |      | -                          | 24,393                | 24,393             | 2,541              |
| <b>TOTAL CHARITY FUNDS</b>                   |      | <b>871,580</b>             | <b>24,393</b>         | <b>895,973</b>     | <b>679,434</b>     |

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 relating to charitable companies for the year ended 31 March 2021. The members have not deposited notice, pursuant to Section 476 of the Companies Act 2006 requiring an audit of these financial statements.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

These financial statements have been audited under the requirements of Section 145 of the Charities Act 2011 and prepared in accordance with the provisions applicable to companies subject to the small companies regime. The notes at pages 21 to 31 form part of these accounts.

The Accounts are approved by order of the board of trustees on 21st July 2021 and signed on its behalf by:

**COMPANY NUMBER: 05551406**

DR IRENE CAMPBELL, Chair of Trustees on behalf of the trustees

# CITIZENS ADVICE IN WEST SUSSEX (NORTH, SOUTH, EAST)

## Cash Flow Statement For the Year Ended - 31 March 2021

|   | 2021<br>£        | 2020<br>£        |
|---|------------------|------------------|
| <b>Cash flows from operating activities</b>                         | <b>315,468</b>   | <b>97,214</b>    |
| <b>Cash flows from investing activities</b>                         |                  |                  |
| Interest Income   | 5,192            | 6,489            |
| Purchase of tangible fixed assets                                   | -                | -                |
| Purchase of current asset investments                               | (254,795)        | (161,910)        |
| <b>Cash provided by/(used in) investing activities</b>              | <b>(249,603)</b> | <b>(155,421)</b> |
| <b>Increase/(decrease) in cash and cash equivalents in the year</b> | <b>65,865</b>    | <b>(58,207)</b>  |
| Cash and cash equivalents at the beginning of the year              | 571,503          | 629,710          |
| <b>Cash and cash equivalents at the end of the year</b>             | <b>637,368</b>   | <b>571,503</b>   |

### Notes to the Cash Flow Statement

#### Reconciliation of net movement in funds to net cash flows from operating activities

|  | 2021<br>£      | 2020<br>£     |
|--|----------------|---------------|
| Net movement in funds                                | 216,539        | 139,595       |
| Add back depreciation charge                         | 13,871         | 16,170        |
| Deduct interest income shown in investing activities | (5,192)        | (6,489)       |
| Decrease/(increase) in debtors                       | 6,362          | (72,492)      |
| Increase/(decrease) in creditors                     | 83,888         | 20,430        |
| <b>Net cash flows from operating activities</b>      | <b>315,468</b> | <b>97,214</b> |

|                          | At 1 April<br>2019 £ | Cashflow<br>£ | At 31 March<br>2020 £ |
|--------------------------|----------------------|---------------|-----------------------|
| <b>Net Debt:</b>         |                      |               |                       |
| Cash at bank and in hand | 571,503              | 65,865        | 637,368               |

The notes at pages 21 to 31 form part of these accounts.

# **CITIZENS ADVICE IN WEST SUSSEX (NORTH, SOUTH, EAST)**

## **Notes to the Financial Statements For the Year Ended - 31 March 2021**

### **1 ACCOUNTING POLICIES**

#### **Registered Office**

The address of the registered office is Lower Tanbridge Way, Horsham, West Sussex, RH12 1HT.

#### **Basis of preparing the financial statements**

The financial statements of the charitable company, which is a public benefit entity under FRS 102 and is a limited by guarantee company incorporated in England, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland', the Charities Act 2011 and the Companies Act 2006. The financial statements have been prepared under the historical cost convention and are prepared in sterling and rounded to the nearest £.

#### **Going Concern Basis**

The Directors have assessed whether the use of the going concern basis is appropriate and have considered possible events or conditions that might cast significant doubt on the ability of the charity to continue as a going concern. The Directors have made this assessment for a period of at least one year from the date of approval of the financial statements. In particular the Directors have considered the charity's forecasts and projections and the possible implications should projected income and/or expenditure vary unexpectedly. The Directors have concluded there is a reasonable expectation that the charity has adequate resources to continue to operate for the foreseeable future. The charity therefore continues to adopt the going concern basis in the preparation of its financial statements.

#### **Income**

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Investment income is also treated on a receivable basis.

Legacy income is accounted for on a receivable basis to the extent that the trustees are entitled to the income, it is probable the income will be received and the amount can be measured reliably.

Incoming resources from charitable activities, which mainly consists of grants, if related to performance and specific deliverable, are accounted for in line with the progression of the gaining the right to consideration.

Donations are recognised when they are received.

#### **Expenditure**

Liabilities are recognised 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 amount of 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.

#### **Allocation and apportionment of costs**

Facility and support costs are allocated to the various charitable activities in proportion to the hours worked by staff that directly undertake the charitable activities. This includes the hours of paid and volunteer staff. Facility costs include the costs of providing office space for the staff, including rent, utilities, technology and other equipment. Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. These include finance, personnel, payroll and governance.

## **CITIZENS ADVICE IN WEST SUSSEX (NORTH, SOUTH, EAST)**

### **Notes to the Financial Statements (continued) For the Year Ended - 31 March 2021**

#### **Tangible fixed assets**

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Assets below £2,500 are not capitalised unless the purchases are part of a programme that exceeds £2,500 in aggregate. The trustees review the assets of the charity each year for impairment and any write downs are taken to the Statement of Financial Activities.

Depreciation on other assets is made at 20% straight line over 5 years, although a few assets are depreciated at 33% as they were purchased before the depreciation policy was updated in 2017/18.

#### **Taxation**

As a charitable company providing free, independent, confidential and impartial advice to everyone on their rights and responsibilities, Citizens Advice in West Sussex (N,S,E) is not subject to corporation tax on the surpluses it makes. It is also partially exempt from charging VAT and all income and expenditure is recorded in the SOFA net of VAT with irrecoverable VAT being shown in the SOFA within other costs as a separate line item.

#### **Fund accounting**

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees. The trustees have chosen to designate part of the unrestricted funds to be used for specific future projects.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of restricted and designated funds are described note 13 to the financial statements.

#### **Pensions**

The charity operates an auto-enrolment pension scheme provided by Evolve Pensions. All eligible employees are automatically enrolled into the company pension scheme after their first 3 months employment. Employees retain the right to opt-out of the scheme following the initial enrolment. In 2020/21 employee contributions were 5% of qualifying earnings and employer contributions were 3%.

#### **Employee benefits**

The costs of short term employee benefits are recognised as a liability and an expense.

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 company is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### **Volunteers**

The service provided by the charity is dependent upon the ability and commitment of unpaid volunteers. It has not been possible to place an accurate monetary value for accounting purposes.

#### **Leasing commitments**

Rentals paid under operating leases are charged to the statement of financial activities on a straight line basis over the period of the lease.

#### **Cash at bank and in hand**

Cash at bank and cash in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

# CITIZENS ADVICE IN WEST SUSSEX (NORTH, SOUTH, EAST)

## Notes to the Financial Statements (continued) For the Year Ended - 31 March 2021

### Current asset investments

Current asset investments are liquid investments with a maturity of more than three months from the balance sheet date.

### Debtors

Trade and other debtors are recognised at the settlement amount due after any discount offered. Prepayments are valued at the amount prepaid net of any discounts due.

### Creditors and provisions

Creditors and provisions are recognised when the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

### Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Financial liabilities and assets are measured at fair value through profit or loss

### Key Judgements and Accounting Estimates

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported for assets and liabilities as at the balance sheet date and the amounts reported for revenues and expenses during the year. However, the nature of estimation means that actual outcomes could differ from those estimates.

The main judgement and accounting estimates included in the accounts are:

- Deferral of grant income – Income is recognised when Citizens Advice in West Sussex (N,S,E) is entitled to the income and this will be based on the work being completed and there is no requirement to repay the grant.
- Provisions – Management has made estimates and established provisions in respect of potential liabilities as at the balance sheet date. The key area where provisions have been created is property dilapidation costs.

## 2 DONATIONS AND LEGACIES

|                              | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2021 | Total<br>2020 |
|------------------------------|-----------------------|---------------------|---------------|---------------|
|                              | £                     | £                   | £             | £             |
| Individual donations <£1,000 | 6,437                 | -                   | 6,437         | 5,977         |

For 2020, £5,467 of donations under £1,000 were unrestricted

## 3 INVESTMENT INCOME

|   | Unrestricted<br>Funds | Restricted<br>Funds | Total<br>2021 | Total<br>2020 |
|---|-----------------------|---------------------|---------------|---------------|
|   | £                     | £                   | £             | £             |
| Interest from bank and savings accounts | 5,192                 | -                   | 5,192         | 6,489         |

For 2020, £6,489 of interest from bank and savings accounts was unrestricted



# CITIZENS ADVICE IN WEST SUSSEX (NORTH, SOUTH, EAST)

## Notes to the Financial Statements (continued)

For the Year Ended - 31 March 2021

### 4 INCOME FROM CHARITABLE ACTIVITIES - ADVISORY SERVICES

|  | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2021<br>£ | Total<br>2020<br>£ |
|--|----------------------------|--------------------------|--------------------|--------------------|
| General Advisory Services                  | 772,260                    | -                        | 772,260            | 763,821            |
| MacMillan                                  | -                          | 147,251                  | 147,251            | 138,626            |
| Local Area Network (LAN)                   | -                          | -                        | -                  | 23,333             |
| Crawley Homelessness Prevention            | 25,392                     | -                        | 25,392             | 31,740             |
| Horsham Homelessness Prevention            | 29,175                     | -                        | 29,175             | 28,325             |
| Mid Sussex Homelessness Prevention         | 42,000                     | -                        | 42,000             | 36,870             |
| Worthing Homelessness Prevention           | 30,000                     | -                        | 30,000             | 29,377             |
| Crawley Universal Credit Support           | -                          | -                        | -                  | 2,500              |
| Horsham Universal Credit Support           | -                          | -                        | -                  | -                  |
| Mid Sussex EU settlement                   | 33,937                     | -                        | 33,937             | -                  |
| Covid 19 funding                           | -                          | 29,497                   | 29,497             | -                  |
| Capacity Funding                           | -                          | 36,000                   | 36,000             | -                  |
| Other Clinical Commissioning Group funding | 38,913                     | -                        | 38,913             | -                  |
| WSCC Crawley Money Advice                  | -                          | 45,000                   | 45,000             | -                  |
| Trussell Trust                             | -                          | 62,525                   | 62,525             | -                  |
| Mid Sussex Universal Credit Support        | -                          | -                        | -                  | (4,356)            |
| Universal Credit Best Practice Lead        | -                          | 39,648                   | 39,648             | 39,000             |
| Universal Credit - Help to Claim           | -                          | 168,915                  | 168,915            | 159,167            |
| Money Advice Debt Advice Program           | -                          | 169,849                  | 169,849            | 78,300             |
| Clarion Housing Group                      | 20,000                     | -                        | 20,000             | 21,667             |
| MIND                                       | -                          | -                        | -                  | 2,500              |
| Sussex Community Foundation                | -                          | 7,500                    | 7,500              | 10,122             |
| BESN Big Energy Champions                  | -                          | -                        | -                  | 2,000              |
| Client Trust accounts                      | -                          | 3,000                    | 3,000              | -                  |
| National Lottery Community Fund            | -                          | 96,927                   | 96,927             | 94,188             |
| Other energy advice projects               | 6,000                      | -                        | 6,000              | 10,802             |
| Sussex University                          | 3,000                      | -                        | 3,000              | 5,900              |
| Other funders                              | 2,352                      | 3,393                    | 5,745              | 964                |
| Hastoe Grant                               | -                          | -                        | -                  | -                  |
|  | <b>1,003,029</b>           | <b>809,505</b>           | <b>1,812,534</b>   | <b>1,474,846</b>   |
| 2020 Comparative                           | <b>1,036,365</b>           | <b>438,481</b>           | <b>1,474,846</b>   |                    |

# CITIZENS ADVICE IN WEST SUSSEX (NORTH, SOUTH, EAST)

## Notes to the Financial Statements (continued)

For the Year Ended - 31 March 2021

### 5 EXPENDITURE ON CHARITABLE ACTIVITIES - ADVISORY SERVICES

|                           | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2021<br>£ | Total<br>2020<br>£ |
|---------------------------|----------------------------|--------------------------|--------------------|--------------------|
| Staff Payroll             | 496,372                    | 623,818                  | 1,120,190          | 854,338            |
| Staff and Volunteer Other | 27,019                     | 11,239                   | 38,258             | 72,312             |
| Premises                  | 47,555                     | 14,047                   | 61,602             | 68,238             |
| Office                    | 77,734                     | 43,157                   | 120,891            | 140,372            |
| Services                  | 13,420                     | 4,541                    | 17,961             | 11,527             |
| Supplies                  | 2,844                      | 1,381                    | 4,225              | 8,455              |
| Other                     | 38,530                     | 49,897                   | 88,427             | 60,109             |
| Support and Governance    | 116,054                    | 46,761                   | 162,815            | 139,455            |
|                           | <b>819,528</b>             | <b>794,841</b>           | <b>1,614,369</b>   | <b>1,354,806</b>   |
| 2020 comparative          | <b>914,666</b>             | <b>440,140</b>           | <b>1,354,806</b>   |                    |

#### Analysis of Support and Governance

|                           | Unrestricted<br>Funds<br>£ | Restricted<br>Funds<br>£ | Total<br>2021<br>£ | Total<br>2020<br>£ |
|---------------------------|----------------------------|--------------------------|--------------------|--------------------|
| Staff Payroll             | 95,182                     | 41,393                   | 136,575            | 114,553            |
| Staff and Volunteer Other | 512                        | 261                      | 773                | 378                |
| Premises                  | 1,798                      | 772                      | 2,570              | 3,102              |
| Office                    | 11,532                     | 1,702                    | 13,234             | 10,433             |
| Services                  | 563                        | 249                      | 812                | 518                |
| Supplies                  | 111                        | 53                       | 164                | 356                |
| Other                     | 1,156                      | 516                      | 1,672              | 1,668              |
| Governance                | 5,200                      | 1,815                    | 7,015              | 8,447              |
|                           | <b>116,054</b>             | <b>46,761</b>            | <b>162,815</b>     | <b>139,455</b>     |
| 2020 comparative          | <b>103,939</b>             | <b>35,516</b>            | <b>139,455</b>     |                    |

The support and governance category includes costs of administering the charitable organisation including the costs of the fundraising, accounting, governance and HR.

# CITIZENS ADVICE IN WEST SUSSEX (NORTH, SOUTH, EAST)

## Notes to the Financial Statements (continued)

For the Year Ended - 31 March 2021

### 5 EXPENDITURE ON CHARITABLE ACTIVITIES (continued)

Expenditure on charitable activities includes Depreciation and Auditor Remuneration

|                              | <b>Total<br/>2021<br/>£</b> | <b>Total<br/>2020<br/>£</b> |
|------------------------------|-----------------------------|-----------------------------|
| Depreciation (within Office) | 13,871                      | 16,170                      |
| Auditor Remuneration         | 6,006                       | 5,880                       |
| Operating lease payments     | 16,168                      | 16,057                      |

### 6 ANALYSIS OF STAFF PAYROLL COSTS, TRUSTEE REMUNERATION AND EXPENSES AND THE COSTS OF KEY MANAGEMENT PERSONNEL

|                                  | <b>Total<br/>2021<br/>£</b> | <b>Total<br/>2020<br/>£</b> |
|----------------------------------|-----------------------------|-----------------------------|
| Salaries and wages               | 1,144,694                   | 884,393                     |
| Social Security costs            | 91,061                      | 67,786                      |
| Pension costs                    | 21,014                      | 16,711                      |
| <b>Total Staff Payroll Costs</b> | <b>1,256,769</b>            | <b>968,890</b>              |

No employees had employee benefits in excess of £60,000 (2020: none).

The key management personnel of the charity now comprise the trustees, the Chief Executive Officer, the Head of Finance, the Head of Business Support and the Head of Client Services. The total employee benefits of the key management personnel of the charity were £149,199 (2020: £142,075).

No charity trustees were paid and no trustee received any other benefits from employment in the year (2020: nil).

No charity trustee received payments for professional or other services supplied to the charity (2020: nil).

A number of trustees were reimbursed for expenses during the year.

|                               | <b>Total<br/>2021<br/>£</b> | <b>Total<br/>2020<br/>£</b> |
|-------------------------------|-----------------------------|-----------------------------|
| Irene Campbell                | 218                         | 1088                        |
| Mike Link                     | 0                           | 421                         |
| Andrew Brock                  | 227                         | 412                         |
| <b>Total Trustee Expenses</b> | <b>445</b>                  | <b>1,921</b>                |

# CITIZENS ADVICE IN WEST SUSSEX (NORTH, SOUTH, EAST)

## Notes to the Financial Statements (continued) For the Year Ended - 31 March 2021

### 7 STAFF NUMBERS

The average monthly paid employee numbers during the year were as follows

|                               | <b>Total<br/>2021</b> | <b>Total<br/>2020</b> |
|-------------------------------|-----------------------|-----------------------|
|                               | <b>£</b>              | <b>£</b>              |
| Employee numbers - on payroll | 52                    | 44                    |

### 8 RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2020.

### 9 TANGIBLE FIXED ASSETS

|                                      | <b>Computer<br/>Equipment</b> | <b>Fixtures and<br/>Fittings</b> | <b>Total</b>   |
|--------------------------------------|-------------------------------|----------------------------------|----------------|
|                                      | <b>£</b>                      | <b>£</b>                         | <b>£</b>       |
| Cost at 1 April 2020                 | 81,612                        | 54,622                           | 136,234        |
| Additions                            | -                             | -                                | -              |
| Disposals                            | -                             | -                                | -              |
| <b>Cost at 31 March 2021</b>         | <b>81,612</b>                 | <b>54,622</b>                    | <b>136,234</b> |
| Depreciation at 1 April 2020         | 54,250                        | 54,579                           | 108,829        |
| Additions                            | 13,828                        | 43                               | 13,871         |
| Disposals                            | -                             | -                                | -              |
| <b>Depreciation at 31 March 2021</b> | <b>68,078</b>                 | <b>54,622</b>                    | <b>122,700</b> |
| Net book value 1 April 2020          | 27,362                        | 43                               | 27,405         |
| <b>Net book value 31 March 2021</b>  | <b>13,534</b>                 | <b>-</b>                         | <b>13,534</b>  |

### 10 DEBTORS

|                | <b>Total<br/>2021</b> | <b>Total<br/>2020</b> |
|----------------|-----------------------|-----------------------|
|                | <b>£</b>              | <b>£</b>              |
| Trade Debtors  | 110,259               | 108,620               |
| Prepayments    | 38,969                | 35,947                |
| Accrued Income | 34,452                | 45,475                |
|                | <b>183,680</b>        | <b>190,042</b>        |

## CITIZENS ADVICE IN WEST SUSSEX (NORTH, SOUTH, EAST)

### Notes to the Financial Statements (continued) For the Year Ended - 31 March 2021

#### 11 CREDITORS

|                           | <b>Total<br/>2021<br/>£</b> | <b>Total<br/>2020<br/>£</b> |
|---------------------------|-----------------------------|-----------------------------|
| Trade Creditors           | 61,582                      | 49,164                      |
| Deferred Income           | 61,874                      | 67,765                      |
| Taxes and social security | 29,723                      | 19,154                      |
| Provisions                | 80,000                      | 80,000                      |
| Accruals                  | 122,135                     | 55,343                      |
|                           | <b>355,314</b>              | <b>271,426</b>              |

Deferred income represents grants received in advance.

Provisions at 31 March 2021 consist principally of estimated costs of specific liabilities relating to leases on premises.

#### 12 PENSION COMMITMENTS

An Auto Enrolment Workplace Pension with Evolve was introduced in July 2014. In addition we still have one employee on a different defined contribution scheme as a result of protected benefits in respect of a TUPE transfer. The assets of the scheme are held separately from those of the Charitable Company in independently administered funds. The fund administrators are Evolve (BlueSky) and Aviva. The pension cost shown in note 6 to the accounts for the period represents contributions payable by the Company and amounted to £21,014 (2020: £16,711). At 31 March 2021 there was £nil (2020: £nil) pension contributions included within other creditors that was due to the pension company.

**Notes to the Financial Statements (continued)**  
**For the Year Ended - 31 March 2021**

**13 SUMMARY OF FUNDS**

|                                     | Brought<br>Forward<br>1 April 2020<br>£ | Incoming<br>resources<br>£ | Resources<br>Expended<br>£ | Transfers<br>£ | Carried<br>Forward<br>31 March 2021<br>£ |
|-------------------------------------|---|----------------------------|----------------------------|----------------|--|
| <b>Unrestricted funds:</b>          |   |                            |                            |                |  |
| General Fund                        | 406,893                                 | 1,021,403                  | (819,528)                  | 46,882         | 655,650                                  |
| <b>Designated funds:</b>            |   |                            |                            |                |  |
| Specific initiatives fund           | 80,000                                  |                            |                            | 135,930        | 215,930                                  |
| Covid 19 costs fund                 | 50,000                                  |                            |                            | (50,000)       | -  |
| IT replacement reserve              | 140,000                                 |                            |                            | (140,000)      | -  |
|                                     | <b>676,893</b>                          | <b>1,021,403</b>           | <b>(819,528)</b>           | <b>(7,188)</b> | <b>871,580</b>                           |
| <b>Restricted funds:</b>            |   |                            |                            |                |  |
| MacMillan                           | -                                       | 147,251                    | (150,169)                  | 2,918          | -  |
| Universal Credit Best Practice Lead | -                                       | 39,648                     | (42,622)                   | 2,974          | -  |
| Universal Credit - Help to Claim    | -                                       | 168,915                    | (168,914)                  | (1)            | -  |
| Sussex Community Foundation         | -                                       | 7,500                      | (8,838)                    | 1,338          | -  |
| National Lottery Community Fund     | 2,503                                   | 96,927                     | (85,491)                   |                | 13,939                                   |
| Covid 19 funding                    |   | 29,497                     | (29,496)                   | (1)            | -  |
| Capacity Funding                    |   | 36,000                     | (35,999)                   | (1)            | -  |
| WSCC Crawley Money Advice           |   | 45,000                     | (43,465)                   |                | 1,535                                    |
| Trussell Trust                      |   | 62,525                     | (62,523)                   | (2)            | -  |
| Money Advice Debt Advice Program    |   | 169,849                    | (163,930)                  |                | 5,919                                    |
| Other funders                       |   | 3,393                      | (3,394)                    | 1              | -  |
| Client Trust accounts               | 38                                      | 3,000                      | -                          | (38)           | 3,000                                    |
|                                     | <b>2,541</b>                            | <b>809,505</b>             | <b>(794,841)</b>           | <b>7,188</b>   | <b>24,393</b>                            |
|                                     | <b>679,434</b>                          | <b>1,830,908</b>           | <b>(1,614,369)</b>         | <b>-</b>       | <b>895,973</b>                           |

Designated funds for Covid 19 costs were transferred to general reserves in 2020/21. The Covid 19 pandemic delayed our planned spending on service re-design and unused designated service re-design costs plus the utilisation of a surplus generated in 2020/21 will be invested during 2021/22 to both implement the re-design and also to provide temporary additional capacity to meet increased client demand while service re-design is taking place. The purposes of the designated funds are/were

- **Specific initiatives fund** - amount included in operational budgets to complete service re-design and to increase capacity in our Generalist service in a sustainable way.
- **Covid 19 costs fund** - a fund set aside to fund adjustments to working practices arising from Covid 19. Most of these costs were covered by additional funding that we were awarded during 2020/21.
- **IT replacement reserve** - a fund set aside for replacement of aging IT assets which is now included within the General reserve.

# CITIZENS ADVICE IN WEST SUSSEX (NORTH, SOUTH, EAST)

## Notes to the Financial Statements (continued)

For the Year Ended - 31 March 2021

The purposes of the Restricted funds are as follows;

- **MacMillan** – Funding for staff to provide an outreach advice service for MacMillan clients.
- **UC Best Practice** – Funding research to guide best practice for Citizens advice support for UC applicants.
- **UC Help to Claim** – Funding to mobilise a project to provide front line support to UC claimants in West Sussex.
- **Sussex Community Foundation** – Funding for a project to support homeless and vulnerably housed people in West Sussex.
- **National Lottery Community Fund** – Funding for a project to provide specialist immigration and other support in Crawley.
- **Client Trust accounts** - grants received to be applied specifically for the benefit of named individual clients.
- **Covid 19 funding** - grants obtained to meet additional Covid 19 related costs including technology to permit remote working
- **Capacity funding** - grants obtained to help meet increasing client demand during the second half of 20/21
- **WSCC Crawley Money Advice** - funding for a project to provide money advice to ethnic minorities in the Crawley area
- **Trussell Trust** - funding to provide free advice to people needing Trussell Trust Food Bank support in West Sussex.
- **Money Advice Debt Advice** - funding to provide free debt advice via face to face, phone and web based services.
- **Other funders** - principally amounts donated for application to specific named clients.

### Comparatives for 2019/20

|                                     | Brought<br>Forward<br>1 April 2019<br>£ | Incoming<br>resources<br>£ | Resources<br>Expended<br>£ | Transfers<br>£ | Carried<br>Forward<br>31 March 2020<br>£ |
|-------------------------------------|---|----------------------------|----------------------------|----------------|--|
| <b>Unrestricted funds:</b>          |   |                            |                            |                |  |
| General Fund                        | 382,350                                 | 1,055,410                  | (914,666)                  | (116,201)      | 406,893                                  |
| <b>Designated funds:</b>            |   |                            |                            |                |  |
| Universal credit fund               | -                                       | -                          | -                          | -              | -  |
| Specific initiatives fund           | 50,000                                  | -                          | -                          | 30,000         | 80,000                                   |
| Covid costs fund                    | -                                       | -                          | -                          | 50,000         | 50,000                                   |
| IT replacement reserve              | 105,000                                 | -                          | -                          | 35,000         | 140,000                                  |
|                                     | <b>537,350</b>                          | <b>1,055,410</b>           | <b>(914,666)</b>           | <b>(1,201)</b> | <b>676,893</b>                           |
| <b>Restricted funds:</b>            |   |                            |                            |                |  |
| MacMillan                           | -                                       | 138,626                    | (138,635)                  | 9              | -  |
| Universal Credit Best Practice Lead | 456                                     | 39,000                     | (39,456)                   | -              | -  |
| Universal Credit Help to Claim      | -                                       | 159,167                    | (160,359)                  | 1,192          | -  |
| Sussex Community Foundation         | 2,033                                   | 7,500                      | (9,532)                    | (1)            | -  |
| National Lottery Community Fund     | -                                       | 94,188                     | (91,686)                   | 1              | 2,503                                    |
| Client Trust accounts               | -                                       | 510                        | (472)                      | -              | 38                                       |
|                                     | <b>2,489</b>                            | <b>438,991</b>             | <b>(440,140)</b>           | <b>1,201</b>   | <b>2,541</b>                             |
|                                     | <b>539,839</b>                          | <b>1,494,401</b>           | <b>(1,354,806)</b>         | <b>-</b>       | <b>679,434</b>                           |

# CITIZENS ADVICE IN WEST SUSSEX (NORTH, SOUTH, EAST)

## Notes to the Financial Statements (continued)

For the Year Ended - 31 March 2021

### 14 COMMITMENT UNDER OPERATING LEASES

|                  | Total<br>2021<br>£ | Total<br>2020<br>£ |
|------------------|--------------------|--------------------|
| Less than 1 year | 11,238             | 14,130             |
| 2 to 5 years     | -                  | 275                |
|                  | <u>11,238</u>      | <u>14,405</u>      |

### 15 COVID 19

In March 2020, COVID 19 was designated as a global pandemic and following Government guidance the Charity reduced activities including face to face meetings. We did however manage to keep our offices open for emergency cases and for access to vulnerable digitally excluded clients.

The organisation is currently part way through a return to work programme including the reinstatement of more face to face services as the relaxing of lockdown rules and guidance permits. We continue to assess the risks of re-opening ensuring that we protect staff, volunteers and clients.

### 16 POST BALANCE SHEET EVENTS

None