

Charity Registration No. 1146772

Company Registration No. 07881905 (England and Wales)

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021
PAGES FOR FILING WITH REGISTRAR



SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	J T Crowe J A Abrantes C J Bocock B D Herdman C M Murray Dr C A Rendell
Secretary	J T Crowe
Charity number	1146772
Chief Executive Officer	Marie Henry
Company number	07881905
Registered office	Community Centre 52 Prospect Close Malvern Worcestershire WR14 2FD
Auditor	Kendall Wadley LLP Granta Lodge 71 Graham Road Malvern Worcestershire WR14 2JS
Bankers	CAF Bank 25 Kings Hill West Malling Kent ME19 4JQ HSBC Malvern 1 Church Street Malvern WR14 2AB The Charity Bank Limited Fosse House 182 High Street Tonbridge TN9 1BE
Investment provider	United Trust Bank Limited One Ropemaker Street London EC2 9AW

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

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SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2021

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

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's Memorandum & 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) (effective 1 January 2019)".

Objectives and activities

South Worcestershire Citizens Advice Bureau continued operations as a limited company (No. 07881905), which is registered as a charity (No. 1146772).

The organisation is established for the promotion of any charitable purposes for the public benefit of the community, in the area of the Malvern Hills District and Wychavon District, by the advancement of education, the protection of health and the relief of poverty, sickness and distress. It achieves these purposes primarily by being a member of Citizens Advice and fulfilling its service standards and aims which are:

- That the services provided are free, independent, confidential and impartial advice to everyone on their rights and responsibilities.
- It values diversity, promotes equality and challenges discrimination
- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives.

The trustees have paid due regard to guidance issued by the Charity Commission, concerning public benefit, in deciding what activities the charity should undertake.

South Worcestershire Citizens Advice Bureau in 2020-21

As a small charity with big ambitions, this report demonstrates, more than ever, how we are able to adapt and flex to offer new services and forge new partnerships enabling us to continue improving our services to our communities.

We understand the financial challenges that face us. We are a well known and loved local charity, but without the ability to sell our services we are reliant on applying for grants such as local fundraising and funding from local Government that is already under financial pressure.

This year we have had some significant support from our partners, particularly our Local Authorities and have forged new partnerships with other organisations and groups who align with our values and ambitions and want to support the local communities within South Worcestershire.

This year has seen the way we offer our services impacted significantly by the Covid 19 pandemic. We had to quickly adapt our services to be able to offer them by telephone, via email and through IT based virtual face to face appointments. We managed to secure grants and funding to enable us to buy new IT equipment so that our dedicated staff and volunteers could continue to work for us. This meant a considerable learning challenge for all of us, working differently, in our own homes and without the support of the teams we rely on so much. Despite this, we have managed to support 5533 people across South Worcestershire with a total of 13,311 issues, many of these people had literally nowhere else to turn in a time when we were all afraid and our lives impacted negatively and many of the support and services we normally relied on were closed. We dealt with 511 food bank referrals and whilst many people were protected from immediate threats due to debt because of the hold on evictions and no Bailiff activity, we still helped 589 with their debt issues.

Without the passion and commitment from our staff and volunteers we would be in a poorer place and this is one opportunity to formally thank them for everything they do, from advising clients and campaigning, to office reception and admin, from accounts and social media, to fundraising and building maintenance - we salute you.

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

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

FOR THE YEAR ENDED 31 MARCH 2021

As always in our service, the changing landscape whether economic or political, impacts on our ability to offer our services; we are flexible and adaptable and have learnt to be creative and innovative in order to do more or do things differently, often with the same or less. This has never been more important than it is now; this document is being produced with the country in lockdown due to the Coronavirus pandemic. The community needs us more than ever and we have had to quickly adapt our service offer to ensure we are still there when people need us at the same time keeping our teams safe.

Staff and volunteers are working from home or social distancing at the office (no more than 2 people). They are keeping up to date with an alarming level of new guidelines and information, almost daily updates and changes to advice, but still they carry on. Our Social Prescribers have adapted their service to include wellbeing calls for those isolated or at risk and our Help to Claim team are busier than ever trying to help people who can no longer work and need help to claim Universal credit for the first time.

Only time will tell what long term impact this terrible pandemic will have on South Worcestershire, or indeed the whole country, but one thing we can be sure of, whatever it looks like after this has passed, whatever the challenges we all have to face, Citizens Advice South Worcestershire will be there to help build up our communities again.

Our Impact

In the last 12 months we have seen an increasing number of people needing our services and support. Our advisers have dealt with 13,311 issues via more than 5533 individual cases. Help with welfare benefits creates the highest demand for support with wide ranging issues from help with completing forms for applications and appeals to understanding what evidence is required and how to get it.

Demand for support connected with Universal Credit has seen the largest increase, with this set to continue due to the challenges presented by the Coronavirus pandemic and the resultant business closures. Our Help to Claim service helped 697 people to make their first claim for Universal Credit.

There is also an ongoing demand for support with issues relating to rent arrears for housing association tenants and this is likely to spike following the dramatic changes to income and support throughout the pandemic and it is likely that private tenants and those with mortgages will need additional help. The impact of the social restrictions and lockdown on employment is likely to mean this will be an increasing issue throughout the coming year

and many of those people will also have financial challenges for their other bills. The changes in law meaning evictions were temporarily suspended is likely to mean a sharp increase in applications and evictions once the suspension is removed. This is a real issue both for the tenants and for the landlords, so we will work to support the tenants to effectively communicate with their landlord, set up regular payments and keep to their agreements – ultimately aiming to prevent eviction or to support an organised move to alternative accommodation.

Around 25% of issues are connected to debt or financial issues and our specialist debt advice service saw 589 separate people in the last 12 months.

Our social prescribing service has been a great success and expanded this year to a team of 3 officers. They offer individual tailored support, an alternative or complementary non-medical treatment for many people visiting GP surgeries with wellbeing and lifestyle challenges. Our social prescribers supported 410 people to access support, services or activities which can improve their wellbeing and reduce visits to their GPs. During the pandemic our social prescribing team helped support the wellbeing of local people, making phone calls to those community members who were identified as vulnerable or isolated. This was a district wide effort and we are proud to have been able to play our part, making a difference to those who need it most.

Finally, thanks to the partnership with Russell & Co solicitors based in Malvern, we are able to offer specialist Family Law advice once per month at Malvern, Evesham and Droitwich free of charge. This has had to be suspended throughout the pandemic due to our inability to offer services face to face but will restart once it is safe to do so.

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

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

FOR THE YEAR ENDED 31 MARCH 2021

Financial review

The organisation's results for the year show a surplus of £53,362 (2020 - surplus £41,440) comprising of a surplus of £45,942 (2020- £45,073) on Unrestricted Funds and a surplus of £7,420 (2020 - deficit of £3,633) on Restricted Funds.

Unrestricted funds are used for our advice services at Droitwich, Evesham, Malvern, Pershore, Tenbury and Upton.

The organisation also managed £279,707 Restricted Funds in the year, which showed a combined surplus of £7,420 (2020 - deficit £3,633). On the Restricted Funds side two (2020 - four) areas have monies carried forward into 2021/22 totalling £13,477 (2020 - £6,057). Overheads are charged to restricted funds.

As can be seen in note 3 (Income from Charitable Activities) 89% (2020 - 82%) of the organisation's funding has been derived from government sources.

Of the net Unrestricted Assets of £248,647, £31,000 has been set aside as Designated Funds, leaving £217,647 (2020 £171,705) as free reserves. This is sufficient to allow us to continue provision of our core services.

As part of the annual strategic planning process, the Trustees regularly assess the major risks to which the organisation might be exposed. The principal medium-term risk continues to be that of funding shortfall in relationship to planned expenditure. The situation is monitored, and any changes or cutbacks would be planned for and implemented after appropriate consultation with all parties affected. The impact of the Coronavirus pandemic is yet to be known fully but the magnitude of the potential impact on operations, fundraising and future demand means it is currently high risk.

Organisational Priorities 2021-22

As an organisation we recognise the importance of clear goals and shared vision. We aspire to be an excellent organisation recognised for our professional brand and consistent quality services. We are also a small charity with an ongoing need for financial support to ensure our sustainability long into the future. The Coronavirus pandemic has limited our ability to fundraise and forced us to change how we offer our services; it will undoubtedly cause an increased need for our support and therefore our strategic priorities must remain strong and focussed. These are the overarching strategic priorities under which sit our actions and operational plans

1.Maintain Organisational Financial Stability

This objective drives our focus on performance of current contracts and services such as the Help to Claim service for applicants of Universal Credit and our specialist Debt Advice service – these services are important to our communities and the organisation. We have a comprehensive funding strategy which incorporates our ambitions, targets and highlight the importance of working in partnership to develop new services and open us up to opportunities for grant funding, corporate social responsibility and general income generation. This is a fluid and flexible document regularly reviewed by the CEO and Board to ensure it continues to meet our needs.

2.Deliver quality services to the community and campaign on the issues which affect our communities

We recognise the imperative to be recognised for the quality work that we do and demonstrate this via the Performance Quality Framework and external accreditation. We review service delivery methods to ensure we are as accessible as possible and explore new ways to deliver our support and services. Due to the pandemic, we have had to withdraw from face to face services and will keep abreast of the changing guidance to ensure we offer our services as widely as possible whilst ensuring that our clients, staff and volunteers are not put at risk. South Worcestershire is largely rural, and our aim is to work in partnership to improve the access and services available to rural communities in an effort to combat social isolation and financial exclusion.

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

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

FOR THE YEAR ENDED 31 MARCH 2021

3. Protect and develop our profile

In order to ensure that our services are available for years to come, we recognise that we need to publicise what we do and promote an understanding of our position. People recognise our brand and value what we do, but they rarely understand our funding challenges. Throughout 2020 it has been challenging to raise our profile or maintain the level of brand recognition that we achieved during our 80 for 80 campaign in 2019. We have managed to meet, virtually with a number of groups including our funders and have been successful in achieving recognition for our continued services. It is likely that 2021 will be a year of resetting ourselves, using our learning from the way we worked throughout the pandemic and moving forward with our promotional work to raise our profile.

Structure, governance and management

The charity is a company limited by guarantee, governed by its Memorandum and Articles of Association.

The management of the organisation is the responsibility of the Trustee Board, all of whom are also directors of the company limited by guarantee. The maximum number of directors is fifteen and the minimum is five. The Trustees/directors are:

- (a) elected at the AGM (no more than ten elected Trustees in total);
- (b) co-opted by the Trustee Board provided that the total number of co-opted Trustees does not exceed one third of the total number of Trustees.

The Trustees manage the business and exercise all powers of the organisation. The Trustees may delegate any of their functions and duties to a committee of at least two Trustees. The Trustees may delegate the implementation of their resolutions and the day to day management of the affairs of the organisation to any person or committee in accordance with the Articles.

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

Ms M Walters	(Resigned 8 November 2020)
J T Crowe	
J A Abrantes	
C J Bocock	
B D Herdman	
C M Murray	
Dr C A Rendell	
F A Hellowell	(Appointed 7 October 2020 and resigned 13 January 2021)
M C L Tolliday	(Resigned 3 July 2020)
S P Stratton	(Resigned 28 April 2020)

Trustees are appointed from candidates deemed to have sufficient knowledge and experience of the organisation and its activities, and/or because they bring skills and knowledge that will strengthen the Board in its governance role. However, where necessary, Trustees receive additional induction and training in the workings of the charity at committee meetings.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

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

FOR THE YEAR ENDED 31 MARCH 2021

The company's current policy concerning the payment of trade creditors is to follow the CBI's Prompt Payers Code (copies are available from the CBI, Centre Point, 103 New Oxford Street, London WC1A 1DU).

The company's current policy concerning the payment of trade creditors is to:

- settle the terms of payment with suppliers when agreeing the terms of each transaction;
- ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts; and
- pay in accordance with the company's contractual and other legal obligations.

Trade creditors of the company at the year end were equivalent to XX day's purchases, based on the average daily amount invoiced by suppliers during the year.

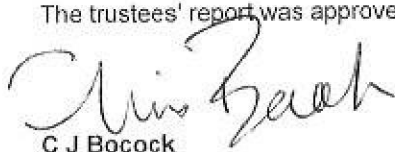
Day to day operational and management decisions are the responsibility of the Chief Executive Officer who is appointed by the Trustee Board and reports to the Chair. The organisation has 19 paid staff (31 March 2021) but is heavily dependent on volunteers who act as client advisors or who provide administrative support. The greatest contribution of our volunteers is their dedication, commitment and reliability. In addition to volunteer advisers and receptionists, we have people who provide all kinds of other support ranging from administrative to accounting to gardening. Thanks to our volunteers, our clients know that however they contact us, be it by phone, email or dropping-in, they will receive a professional and efficient service. They are confident that they will be listened to, that all aspects of their issue will be investigated and that they will be given sound and impartial advice. Without our volunteers South Worcestershire Citizens Advice Bureau could not exist.

It is the Board who determine the levels of remuneration for key management personnel taking into account similar organisations and market conditions.

Auditor

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

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



C J Bocock

Trustee

Dated: 28 July 2021

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2021

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

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

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

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

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

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of South Worcestershire Citizens Advice Bureau (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

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.

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

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.

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.

Extent to which the audit was considered capable of detecting irregularities including fraud

- an understanding of the risk assessment process (including the risk of fraud) adopted by the Board is obtained and their attitude to risk is ascertained;
- an assessment of the susceptibility to material mis-statement of the financial statements as a result of management over-ride or fraud is made;
- it is ensured that the engagement team have, collectively, the appropriate competence, capabilities and skills to be involved in the assignment, are fully briefed and understand the risks specific to the charitable company.

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

Audit response to risks identified

- processes to test the outcomes of our assessment include, a review of Board minutes, analytical review, the relevance and accuracy of significant accounting estimates, substantive testing of significant transactions, work to identify unusual or unexpected accounting entries including the testing of journal entries, information disclosed in the financial statements is traced to supporting documentation. In all instances it is acknowledged that material mis-statements that arise from fraud may involve deliberate concealment or collusion and are, therefore, by their very nature harder to detect than those arising from error.
- an understanding of the legal and regulatory framework as applicable to the charitable company is obtained together with knowledge of the procedures put in place by the Board in order to comply with the same
- it is established if there have been any instances of non-compliance with applicable laws and regulations, where there are such breaches, a full understanding, including gathering of relevant documentation appertaining to the event is obtained and assessed.

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 charity's trustees, as a body, in accordance with part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Elizabeth Needham ACA CTA (VAT) (Senior Statutory Auditor)
for and on behalf of Kendall Wadley LLP

28 July 2021

Chartered Accountants
Statutory Auditor

Granta Lodge
71 Graham Road
Malvern
Worcestershire
WR14 2JS

Kendall Wadley LLP is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under of section 1212 of the Companies Act 2006.

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

Current financial year

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
Income from:					
Donations, grants and other charitable income	3	176,904	279,707	456,611	416,909
Fundraising	4	-	-	-	10,612
Investments	5	2,120	-	2,120	1,808
Total income		179,024	279,707	458,731	429,329
Expenditure on:					
Raising funds	6	216	-	216	3,932
Charitable activities	7	132,510	272,643	405,153	383,957
Total resources expended		132,726	272,643	405,369	387,889
Net incoming resources before transfers		46,298	7,064	53,362	41,440
Gross transfers between funds	10	(356)	356	-	-
Net income for the year/ Net movement in funds		45,942	7,420	53,362	41,440
Fund balances at 1 April 2020		202,705	6,057	208,762	167,322
Fund balances at 31 March 2021		248,647	13,477	262,124	208,762

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.

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

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

FOR THE YEAR ENDED 31 MARCH 2021

Prior financial year				
		Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
	Notes			
<u>Income from:</u>				
Donations, grants and other charitable income	3	153,707	263,202	416,909
Fundraising	4	10,612	-	10,612
Investments	5	1,808	-	1,808
Total income		<u>166,127</u>	<u>263,202</u>	<u>429,329</u>
<u>Expenditure on:</u>				
Raising funds	6	<u>3,932</u>	<u>-</u>	<u>3,932</u>
Charitable activities	7	<u>117,122</u>	<u>266,835</u>	<u>383,957</u>
Total resources expended		<u>121,054</u>	<u>266,835</u>	<u>387,889</u>
Net incoming resources before transfers		<u>45,073</u>	<u>(3,633)</u>	<u>41,440</u>
Net income for the year/ Net movement in funds		<u>45,073</u>	<u>(3,633)</u>	<u>41,440</u>
Fund balances at 1 April 2019		<u>157,632</u>	<u>9,690</u>	<u>167,322</u>
Fund balances at 31 March 2020		<u><u>202,705</u></u>	<u><u>6,057</u></u>	<u><u>208,762</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.

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Current assets					
Debtors	11	23,596		10,801	
Investments	12	78,750		76,012	
Cash at bank and in hand		180,800		133,260	
		<u>283,146</u>		<u>220,073</u>	
Creditors: amounts falling due within one year	13	(21,022)		(11,311)	
Net current assets			<u>262,124</u>		<u>208,762</u>
Income funds					
Restricted funds	14		13,477		6,057
<u>Unrestricted funds</u>					
Designated funds	15	31,000		31,000	
General unrestricted funds		<u>217,647</u>		<u>171,705</u>	
			<u>248,647</u>		<u>202,705</u>
			<u>262,124</u>		<u>208,762</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021, although an audit has been carried out under section 144 of the Charities Act 2011.


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

The members have not required the company to obtain an audit of its financial statements under the requirements of the Companies Act 2006, 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 28 July 2021


J A Abrantes
Trustee


C J Bocoock
Trustee

Company Registration No. 07881905

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charity information

South Worcestershire Citizens Advice Bureau is a private company limited by guarantee incorporated in England and Wales. The registered office is Community Centre, 52 Prospect Close, Malvern, Worcestershire, WR14 2FD.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], 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) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

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

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

1.2 Going concern

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

1.3 Charitable funds

Accounts are maintained for each fund.

Unrestricted funds comprise a "general" reserve which may be used for any of the bureau's activities.

A number of restricted funds are also maintained (where the activities are restricted by the provider of the fund), details are provided in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

Incoming resources are included in the Statement of Financial Activities in the year in which the bureau becomes entitled to the income (not always the same year that it is received) and when its amount can be quantified with reasonable accuracy. Where income has been received to meet specific expenditure in future years, then this is treated as "income received in advance".

There is one "grant in kind" included in these financial statements relating to the rentfree provision for the bureau's Evesham office by Rooftop Housing Group Limited. An equal amount is included in "cost of charitable activities —property".

No value is attributed to the time given to the Bureau by volunteers. This time cannot be resold and any fair value attributed thereto would result in an overstatement of resources.

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

1.5 Expenditure

All expenditure is included on an accruals basis (being recognised when the liability has been legally or constructively incurred). No amounts are included for the resources provided by volunteers. "Cost of charitable activities" includes the costs of all employment, operating and property resources directly deployed to achieve the bureau's objectives, it also includes governance costs.

Staff costs are allocated to the relevant project or bureau activity on the basis of estimated time spent.

Other costs are allocated to the relevant project or bureau activity on the basis of estimated use of resources.

All costs are shown inclusive of VAT which is not recoverable.

1.6 Tangible fixed assets

The bureau does not own any office accommodation, other property or vehicles. Fixtures and fittings are not capitalised due to the shortness of the property leases. Office furniture and equipment is not capitalised due to the negligible resale value.

1.7 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

1.8 Financial instruments

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

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

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost.

Basic financial liabilities

Basic financial liabilities, including creditors are initially recognised at transaction. 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 operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

1.9 Employee benefits

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

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

1.10 Retirement benefits

The pension cost shown in note 9 represents the employer's contributions to the personal pension funds of paid staff. For auto-enrolment, the CAB's staging date was 1 May 2017 and the NEST provider was selected. Some staff opted out and the CAB agreed to contribute to an existing scheme with Aviva Life Services UK Ltd. The funds are independent of the bureau's finances.

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.

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

3 Donations, grants and other charitable income

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021 £	2021 £	2021 £	2020 £	2020 £	2020 £
Voluntary income						
Public donations	11,477	-	11,477	11,749	-	11,749
Trusts	1,000	12,000	13,000	2,500	25,750	28,250
Pershore Food Bank	-	1,402	1,402	-	6,808	6,808
Sundry income	40	-	40	115	-	115
	<u>12,517</u>	<u>13,402</u>	<u>25,919</u>	<u>14,364</u>	<u>32,558</u>	<u>46,922</u>
Rental income	<u>200</u>	<u>-</u>	<u>200</u>	<u>480</u>	<u>-</u>	<u>480</u>
Local Authorities						
Droitwich Town Council	4,000	-	4,000	4,000	-	4,000
Evesham Town Council	2,000	-	2,000	4,000	-	4,000
Ledbury Town Council	-	5,000	5,000	-	5,000	5,000
Malvern Hills District Council	66,670	-	66,670	66,670	-	66,670
Malvern Hills District Council - volunteering	-	-	-	-	5,000	5,000
Malvern Town Council	15,500	-	15,500	15,500	-	15,500
Parish Councils	2,600	-	2,600	3,230	-	3,230
Pershore Town Council	2,000	-	2,000	2,000	-	2,000
Tenbury Town Council	1,000	-	1,000	1,000	-	1,000
Worcs. County Council Contract	-	30,432	30,432	-	35,800	35,800
Wychavon District Council	47,500	-	47,500	25,000	-	25,000
	<u>141,270</u>	<u>35,432</u>	<u>176,702</u>	<u>121,400</u>	<u>45,800</u>	<u>167,200</u>
Organisations Funded from Government Sources						
Money Advice Service	-	47,393	47,393	-	52,032	52,032
Universal Credit	-	88,193	88,193	-	82,986	82,986
Citizens Advice	667	20,230	20,897	1,411	250	1,661
NHS	-	67,957	67,957	-	49,576	49,576
Covid-19 response	-	7,100	7,100	-	-	-
	<u>667</u>	<u>230,873</u>	<u>231,540</u>	<u>1,411</u>	<u>184,844</u>	<u>186,255</u>

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

3 Donations, grants and other charitable income (Continued)

Trusts Housing Associations and Corporate Bodies

Rooftop Housing Group Limited
Others

12,500	-	12,500	12,500	-	12,500
9,750	-	9,750	3,552	-	3,552
22,250	-	22,250	16,052	-	16,052
176,904	279,707	456,611	153,707	263,202	416,909

4 Fundraising

Total Unrestricted funds

2021 2020
£ £

Fundraising events

- 10,612

5 Investments

Unrestricted funds Unrestricted funds

2021 2020
£ £

Interest receivable

2,120 1,808

6 Raising funds

Unrestricted funds Unrestricted funds

2021 2020
£ £

Fundraising and publicity

Other fundraising costs

216 3,932
216 3,932

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

7 Charitable activities

	2021 £	2020 £
Staff costs	315,354	295,790
Volunteer costs	77	3,156
Operating costs	41,547	30,583
Property costs	44,997	51,482
	<u>401,975</u>	<u>381,011</u>
Governance costs	3,178	2,946
	<u>405,153</u>	<u>383,957</u>
Analysis by fund		
Unrestricted funds	132,510	117,122
Restricted funds	272,643	266,835
	<u>405,153</u>	<u>383,957</u>

8 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

9 Employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
	<u>19</u>	<u>20</u>
Employment costs		
	2021 £	2020 £
Wages and salaries	285,906	267,338
Social security costs	14,924	14,390
Other pension costs	13,985	12,989
	<u>314,815</u>	<u>294,717</u>

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

9 Employees

(Continued)

In addition to the paid staff, approximately 84 part time volunteers were employed to support bureau activities (2020- 97). The only associated costs included in these financial statements are for training, travel and insurance.

No (2020 - no) member of staff receives emoluments in excess of £60,000.

The remuneration of key management personnel (including employers National Insurance and pension costs) was £48,402 (2020 - £45,624).

The number of full time equivalent staff is 11.2 (2020 - 10.52)

10 Transfers

A transfer has been made from unrestricted funds to restricted funds to clear the deficit arising on the Malvern Hills Volunteering project.

11 Debtors

	2021	2020
	£	£
Amounts falling due within one year:		
Other debtors	22,405	9,550
Prepayments and accrued income	1,191	1,251
	<u>23,596</u>	<u>10,801</u>

12 Current asset investments

	2021	2020
	£	£
Term cash deposit	<u>78,750</u>	<u>76,012</u>

13 Creditors: amounts falling due within one year

	2021	2020
	£	£
Other taxation and social security	280	-
Other creditors	5,566	-
Accruals and deferred income	15,176	11,311
	<u>21,022</u>	<u>11,311</u>

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

14 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes, all other restricted monies received in the period were fully expended:

	Balance at 1 April 2019	Net movement	Balance at 1 April 2020	Net movement	Transfers	Balance at 31 March 2021
	£	£	£	£	£	£
Advice Services Transition Fund	2,117	-	2,117	(2,117)	-	-
Broadband Grant	1,089	(1,089)	-	-	-	-
Malvern Hardship Fund	930	(44)	886	-	-	886
Malvern Hills Volunteering	1,379	-	1,379	(1,735)	356	-
Social Prescribing	1,675	-	1,675	(1,675)	-	-
Universal Credit	2,500	(2,500)	-	-	-	-
Covid - 19	-	-	-	12,591	-	12,591
	<u>9,690</u>	<u>(3,633)</u>	<u>6,057</u>	<u>7,064</u>	<u>356</u>	<u>13,477</u>

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

14 Restricted funds

(Continued)

Restricted Funds are subject to restrictions on the expenditure imposed by the source of the funds.

Advice Services Transition Fund - this was a grant distributed by the Big Lottery Fund to enable not-for-profit providers of advice services in England to continue to give vital help to people and communities.

CitA Broadband Grant - migration from the case management system Petra to Casebook required installation of broadband and additional lines which local Citizens Advice will manage instead of the centrally managed routers etc. This funding redirects resources towards these now localised costs.

John Martin Grant - supporting operating costs in Evesham and the Pershore Foodbank.

Malvern Hardship Fund - this fund is provided for the purpose of supporting those in hardship with small expenditures that may be a barrier to self-help, for example the costs of transport to attend a CAB advice session, or a job interview.

Malvern District Council (Malvern Hills Volunteering) - to support volunteering in the community in the Malvern area.

Money Advice Service - the Money Advice Service has provided a grant in partnership with Citizens Advice in order that a service can be provided to assist members of the public with the management of debt.

Outreach Ledbury - provision of outreach services in Ledbury funded by Ledbury Town Council.

Pershore Food Bank - following funding from Pershore Foodbank we have been able to provide a service on Friday afternoons at Pershore Foodbank to help clients in debt, fuel poverty, or on a low income which can help to start addressing some of the underlying issues which have contributed to them using these and other local Welfare Support Schemes.

Social Prescribing - a pilot project which aims to link patients with non-medical support to address people's needs in an holistic way particularly with a view to improving their mental wellbeing and therefore help save GP time in the long term.

Universal Credit - we are now participating in a national project with funding from Citizens Advice to provide assistance to individuals who need extra support in order to submit and substantiate a claim for Universal Credit. This will provide assistance from the point of making a claim to first payment and may also involve helping clients to set up email or bank accounts and deal with issues arising from the verification process as well as budgeting support. Clients using this service will, in addition, have access to the full range of other services Citizens Advice provides.

Worcestershire County Council Contract - for the delivery of the Supported Access to Information Service run with our Worcestershire Advice Network partners.

Covid - 19 - Funding received to enable the charity to improve the IT function to facilitate remote and on-line services.

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

16 Analysis of net assets between funds

Fund balances at 31 March 2021 are represented by:
Current assets/(liabilities)

	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Designated funds 2020 £	Restricted funds 2020 £	Total 2020 £
	218,003	31,000	13,121	262,124	171,705	31,000	6,057	208,762
	<u>218,003</u>	<u>31,000</u>	<u>13,121</u>	<u>262,124</u>	<u>171,705</u>	<u>31,000</u>	<u>6,057</u>	<u>208,762</u>

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

15 Designated funds

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

	Balance at 1 April 2019 £	Movement in funds Incoming resources £	Balance at 1 April 2020 £	Movement in funds Incoming resources £	Balance at 31 March 2021 £
Base costs	31,000	-	31,000	-	31,000
	<u>31,000</u>	<u>-</u>	<u>31,000</u>	<u>-</u>	<u>31,000</u>

The trustees have identified a level of minimum reserves in order for the charity to be able to operate, such sums have been designated from general reserves.

SOUTH WORCESTERSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

17 Audit report information

The auditor's report was unqualified.

Elizabeth Needham ACA CTA (VAT) (Senior Statutory Auditor)
Kendall Wadley LLP

Chartered Accountants
Statutory Auditor

18 Operating lease commitments

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

	2021 £	2020 £
Within one year	17,500	17,500
Between two and five years	49,808	67,308
	<u>67,308</u>	<u>84,808</u>

19 Related party transactions

There were no disclosable related party transactions during the year (2020 - none).

