

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU

England & Wales · Charity number 1150796

Details

Status Registered

Legal form Charitable company

Company number [08261002](#)

Registered 2013-02-13

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

Contact

Address 1A St. Marys Place
Stafford
ST16 2AR

Phone 01785283472

Email general@citizensadvicessw.org.uk

Website www.staffswcab.org.uk

Activities

Objects: THE CHARITY'S OBJECTS ARE TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN SOUTH WEST STAFFORDSHIRE AND SURROUNDING AREAS.

Activities: To provide advice, assistance and support to individuals and social policy comment in the county of Staffordshire and wider area

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, The Prevention Or Relief Of Poverty
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, The General Public/mankind

Geography

- Cheshire West & Chester
- Staffordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,498,665	£1,348,106	£880,680	46
2024-03-31	£1,380,377	£1,336,755	£730,121	46
2023-03-31	£1,298,934	£1,235,487	£686,499	43
2022-03-31	£1,227,252	£1,177,927	£623,053	44
2021-03-31	£1,309,837	£1,178,862	£573,728	35

Trustees

Name	Role	Appointed
Wayne Currie	Chair	2022-10-27
DAVID JOHN MEE		2013-02-12
John Clifford Preston		2017-10-25
Judith Mary Doran		2024-10-24
MRS E ROBINSON		2013-02-12
Martin Cumberlidge		2017-10-25
Richard Stuart Halsall		2024-10-24
Steven Henry Bebbington		2024-10-24
Susan Ann Nicholls		2024-10-24

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Accounts

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

For the Year Ended 31 March 2025

Company No. 8261002

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU

Charity No. 1150796

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TRUSTEES' AND DIRECTORS' REPORT For the Year Ended 31 March 2025

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and audited financial statements for the year ended 31 March 2025.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number: 1150796
Company number: 8261002

Authorised & regulated by the Financial Conduct Authority FRN: 617752

Registered office: 1a & 1b St Mary's Place
Stafford
ST16 2AR

Trustees/Directors

The trustees who served during the period and up to the date of this report are set out below:

Mr W Currie (Chair)
Mrs E Robinson
Mr D Mee (Vice Chair)
Mr M Cumberlidge (Treasurer)
Mr P Wilkinson (resigned October 2024)
Mr J Preston
Mr J Davies
Mr P Weetman (resigned October 2024)
Mrs S Nicholls (appointed October 2024)
Mr R Halsall (appointed October 2024)
Mrs J Doran (appointed October 2024)
Mr S Bebbington (appointed October 2024)

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Management team

C. Davis (CEO)
L. Hitchcock (Head of Services)
T. Argent (Contracts & Partnerships Manager)
D. Stanton (Business Support Manager)
H Stabler (General Advice Manager)

Bankers

Unity Trust Bank plc
Nine Brindley Place
Birmingham
B1 2HB

Independent Auditors

Dains Audit Limited
Suite 2, Albion House
2 Etruria Office Village
Forge Lane
Stoke-on-Trent
Staffordshire
ST1 5RQ

TRUSTEES' AND DIRECTORS' REPORT For the Year Ended 31 March 2025

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was formed as a company limited by guarantee in October 2012 (Company Number: 8261002). The full name of the charity is Staffordshire South West Citizens Advice Bureau and was registered with the Charity Commission in October 2012 (charity Number:1150796). The Organisation has an operating name of Citizens Advice Staffordshire South West (otherwise referred to as CASSW in these accounts). It is governed by its Memorandum and Articles of Association.

Recruitment and appointment of trustees

The charity is governed through a trustee board. Trustees (Directors of the Charity) who have held office during the year are listed on page 2. The Articles of Association provide for a minimum of three and a maximum of twenty-five trustees. The trustees meet 4 times per year with additional quarterly meetings for the sub-committees listed below.

Trustees are elected to the Board for a three-year period and are appointed by a resolution of its members at an AGM. The board has powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

Citizens Advice appoints a representative who is invited to attend the Board as a non-voting member.

The board is supported by a network of sub-committees, covering Finance and Resources, Quality and Performance and a Board Executive group.

The trustees who have served during the year can be seen on page 2. 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.

The organisation is coordinated from its main office at 1a and 1b St Mary's Place, Stafford.

Trustee induction and training

New trustees undertake an induction on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. They also meet key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

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Organisation Structure

CASSW is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Board of Directors in order to fulfil its charitable objects and comply with the national membership requirements.

The Chief Executive of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is a Senior Management Team and Service managers to support the Chief Executive. The organisation has an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the trustee board in line with the Business Development Plan and are reviewed at least annually.

The Senior Management Team meets regularly to review progress against targets and the Charity's financial position and to discuss issues referred to them by the trustee board or the Executive group. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the chief executive and the staff team. There are regular staff, volunteer meetings and management team meetings which ensure that progress is being made against targets.

There is an Annual General Meeting, which involves the staff team, volunteers, trustee board, members, and other stakeholders.

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Pay and Remuneration of Key Management Personnel

The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. The charity's senior management team are all paid in line with associated pay scales as used in the sector and, as with all paid staff, salaries are reviewed annually. Any increases are approved by the trustee board. The chief executive's salary is reviewed and approved by the trustee board separately but in line with the policy set out above.

Key risks and Uncertainties

The trustees having had consideration to and are mindful of the risk factors for the charity identify the following:

- Securing funding remains a serious challenge not only to maintain but also to expand our service. We understand that the next few years are critical for us in terms of our sustainability and ultimately our long-term survival, the Trustees are taking this risk very seriously and are responding accordingly.
- The funding climate is not getting any easier, nor do we expect it to improve any time soon - coupled with this demand for our service is increasing meaning that we risk being unable to carry on meeting our client's needs and experience reputational risk as a result
- In order that we can continue to deliver it is essential that we maintain our volunteer base. We, along with many other Local Citizens Advice, are finding it harder to attract suitable volunteers.

Trustees plans and strategies for managing these risks.

- A fundraising strategy that helps the organisation to broaden our approach to income generation, we are working towards building our unrestricted income to allow us to create a cushion should we face further reductions in our funding levels.
- A set of SMART key performance indicators that help to monitor performance and identify areas of concern and potential risks.
- A clear Business Plan that identifies the service delivery and development for the next three years with financial forecasting to support the organisations progress.

Factors that are likely to affect the financial performance or position in 2025/26 and further years:

- As the service is reliant on core funding from Local authorities it is subject to volatile and uncertain economic conditions.
- Core funding is currently received from the Local Authorities in the form of grants. Local Government reorganisation for Staffordshire as a result of Government plans for devolution will likely have an impact on the organisation. The six district and borough local authorities in southern and mid Staffordshire have been exploring their options and it is likely this will lead to a single tier government across Staffordshire and this is likely to impact funding.
- In 2025 the level of Local Authorities funding remained the same despite current economic difficulties. Without contract funding to help subsidise our overhead costs, this will directly impact on the general service provision we can deliver to residents.

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- The political environment remains uncertain, the impact of key national developments is still very much an 'unknown quantity' but has the potential to impact on our position.
- Continued increased competition in an ever-changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access, as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'.
- We have seen a change to more regional funding for contracts and this makes it far more competitive when searching for long term funded contracts.
- The loss of the Pension Wise contract in March 2026 is likely to impact us going forward.

OBJECTIVES AND ACTIVITIES

Objects

The charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of Staffordshire (and beyond) ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The charity's objects are defined as above. Our aims are focused on:

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

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

The charity has developed its own Mission Statement to reflect more accurately its purpose and role:

"..... to establish CASSW as a centre to provide a free, confidential and impartial service of advice, support, training, information and counsel for the public and for the implementation thereof"

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. The annual review seeks to examine our achievements and outcome. Together with the success of individual key projects and the benefits that result from them. In carrying out the review we are ensuring that our aims, objectives and activities are in line with our stated purpose.

Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support. Key activities have included:

- Making sure our service delivery is cost effective and yet person centred.
- Continually reviewing, and improving where necessary, the quality of the advice we deliver to all our clients.

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- Diversifying our approach to funding to minimise the risks associated with holding reduced funding streams
- Continued partnership working with other organisations to help develop initiatives to improve access to quality advice, information and support services.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

Advice and Information Services

The main areas of charitable activity are:

- the provision of general advice and information services
- the provision of specialist advice and casework services in the debt, housing and welfare benefits categories of social welfare law, and
- Guidance on the new pension regulations.

In addition to the generalist advice service available CASSW also provided specialist advice as follows:

- A debt and welfare benefit casework service
- A specialist service for clients with enduring mental health issues
- A Housing options referral service across two districts
- Staffordshire and Cheshire wide Pension Wise service
- A Victims Gateway service
- A Help to Claim, Universal Credit service
- Energy Advice projects
- A specialist service for patients receiving support from NHS services
- A specialist services for NHS staff employed by MPFT

CASSW delivers its services from five offices across Staffordshire and outreaches and venues in neighbouring towns and counties in partnership with other LCA's

Service Delivery review

The organisation has continued to adopt a hybrid working model for all staff and volunteers. This is reviewed each year to ensure that we are still meeting client needs, ensure that all client groups can access the service, and to ensure all client groups are achieving good outcomes.

We continue to offer face to face services at all sites.

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The extension of digital services has continued to develop and are now an integral part of our service model.

All staff and volunteers are equipped to work both from the offices, outreaches and home, enabling flexibility for both staff/volunteers and clients. This flexibility means that clients can choose an access route to services that best suits them and also arrange appointments that fit better with work/home/caring commitments.

The Trustee Board and Senior Management Team were committed to retaining a local service presence across all three local authority areas, but were also very conscious of the increasing premises and overhead costs and impact on the budget. Large, costly offices would no longer be necessary under a hybrid working model and premises savings could be used to develop digital and front line services.

The Trustee Board and Senior Management Team therefore revised its Business plan in light of the new landscape and service model. The Business Plan sets out future service delivery plans that include the relocation of some of our offices into smaller shared spaces and the re-establishment of more outreach sites to create more flexible access for residents across the three local authority areas that CASSW cover. A move to smaller office premises in Stafford took place in early 2024. The plan is reviewed annually.

CASSW reserves are in a strong position but with the changing local government landscape, we are aware, that the move to more digital services and the recommissioning of some of our major contracts mean that we need to be proactive in our developments. We recognise the need to retain our position of remaining a strong competitor for future funding.

CASSW embraces the change in service access and is working closely with funders, partners, staff, volunteers and our clients to develop a service that meets the needs of and is supportive of the community in this very challenging and changing environment.

Contribution of Volunteers and Paid Staff

The charity success could not have been achieved without the hard work and dedication of volunteers and staff. The trustee board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2024/25 the service employed 46 paid staff and 40 volunteers delivering some 14 projects including the core service.

Volunteers represent the indispensable core of the service for without them, there would not be a Citizens Advice service. Over the last year volunteers have contributed, on average, 258 hours per week. This may be expressed as an annualised value of £291,110.

Citizens Advice volunteering makes a real difference to volunteers, local offices and other key stakeholders (such as the NHS and economy) in the following three arenas:

- volunteering time;
- skills development and employability; and
- the health and wellbeing of volunteers.

The value of this equates to £91,321.

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Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment. We have actively sought to recruit new volunteers and increase the volunteering opportunities that we can offer. This has been successful and we continue to recruit and train new groups of volunteers.

Who used and benefited from our services?

During the reporting year 17,497 clients benefited from the services of CASSW generating 60,606 issues. We support people on any issue that they may face however our most common enquiry areas are benefits, (including Universal Credit), debt and financial services and capability.

In total the service was presented with £5,685,255 worth of debt, rescheduling or reducing the debts to make peoples' lives more sustainable. The service generated a total of £15,352,945 in additional income for its clients, primarily through our income maximisation work. A total of £32,695,903 of financial outcomes was achieved.

Clients continue to present with multiple problems and on average clients are presenting with 4 issues each. On average clients are presenting 3 times each before their issues are resolved, 43,031 activities were recorded.

Factors Affecting the Achievement of Objectives

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we explore alternative fundraising and continue to diversify our approach to ensure we are delivering the most cost-effective service we possibly can. This isn't about simply cutting costs; it is about delivering a service that genuinely meets clients' needs to make us as cost effective as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we are asked to offer support that falls outside the remit of direct advice. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary this can be resource intensive.

FINANCIAL REVIEW

The availability of funding in the charity sector remains difficult in a rapidly changing and challenging environment. The charity is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of our clients.

In the reporting period, the charity had a surplus of £150,559 (2023/24: £43,622) from a total income of £1,498,665 (2023/24: £1,380,377) and expenditure of £1,348,106 (2023/24: £1,336,755).

Principal Funding Sources

Project specific funding was received from the Money and Pension service (MAPs) for the Money Advice and Pension Wise services, Staffordshire Police & Crime Commissioners office (OPCC) to support victims of crime, the Henry Smith Charity helping people with enduring mental health issues, and The Department for Work and Pensions (DWP) to deliver support for those claiming Universal Credit.

Although project income has remained stable during the year, we are aware that this is changing due to the current difficult economic environment and the government and thus our main funders will need to balance the costs arising from the cost of living crisis, inflation and rising interest rates alongside the changing needs across society.

Recommissioning of some of our main income streams is ongoing, Government funding of services for the MaPS Debt contract is currently under review and will be recommissioned over the next two years. The Pension Wise service will end in March 2026, MaPS having decided to take the service in-house with a view to making financial savings whilst still retaining national service delivery.

CASSW have been successful in retaining the MAPS debt contract, The DWP Help to Claim service is facing funding cuts and therefore uncertainty as the Government endeavours to find a comprehensive, but cost effective model.

CASSW believes that the need for services such as ours will be in even more demand going forward and we feel that although this has been recognised by funders, the development and success of the digital service platform will lead to a different service specification in the move to save costs.

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Investment Policy

As required in its Memorandum, paragraph 4.17, in furtherance of its objects, and for no other purposes, the Company has the power to invest or deposit funds in any lawful manner (but to invest only after obtaining professional advice and having regard to the suitability of investments and the need for diversification).

Reserves Policy

CASSW is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The trustees consider that it would be prudent to set aside an amount equivalent to three months' operating expenditure. The value of this will be calculated using an average of 3 months running costs based on the current annual budget. This is reviewed on an annual basis. The total available reserves at the end of this financial year stand at £880,680 and the net current assets of £846,818 give a sufficient safety net to ensure the continuation of the organisation into the future.

Going Concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

FUTURE PLANS

Developing a sustainable service that meets the needs of our clients remains a priority of the trustee board. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to client needs.

The revised Business plan continues to outline a plan that sees the reduction in its five offices and a move to relocate its front line delivery sites to shared premises with partners, outreach venues and an introduction of remote access points. This will help us to not only retain our local footprint but also to extend it and deliver more flexible services.

Outreach services and shared premises have also been identified and the successful relocation of our South Staffs office into the new South Staffordshire Council Hub, has provided us with a good model of how well this relocation can work.

The move to a Hybrid working model for staff and volunteers has also proved successful. We have worked closely with staff and volunteers, partners, stakeholders and funders to ensure that such a model would support their ideas and plans and protect loss of revenue streams.

We are currently piloting the development of a chatbot to improve access to services and with the addition of remote video conferencing for clients will add to the physical face to face service and we will retain and develop our digital service offer.

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The plan is an ambitious plan and will take time to achieve. However, in consultation with partners, clients, stakeholders and funders, this is a model that is being developed by many organisations and it is therefore important to be proactive in helping to develop and implement such a model collectively for the benefit of our clients across the communities. We are starting to see the benefits of the plan and more importantly can see that our clients are also adapting to a new model, with client numbers increasing and new client groups accessing the service.


We believe that our position, credibility and our commitment will help us to fully achieve this new service strategy and help us to retain a service that meets demand, supports our clients and continues to provide essential services.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high-quality service that our clients expect and deserve.

Having reviewed the risks the charity is facing, the trustees are satisfied that CASSW is in a relatively strong position, although acknowledging that competition for contracts is strong and the loss of contracts can have a widespread impact across the organisation. With this in mind, the board recognises the need to be in a strong viable position to pursue appropriate contracts and have adequate contingency measures in place, with risks carefully monitored.

During the year 2025/26 we will continue to improve our internal monitoring mechanisms ensuring that we have a clear understanding of each element of the service, the benefits of that are many - we can ensure that we are achieving as much as we can possibly achieve and delivering an excellent service to our clients and our funders, and we can also understand our business offer and can market our service accordingly.

The annual report was approved by the trustees of the charity on ...23/10/25..... and signed on its behalf by:


.....
Wayne Currie
Chair

STATEMENT OF TRUSTEES' AND DIRECTORS' RESPONSIBILITIES

The trustees and directors are responsible for preparing the Annual Report and the financial statements for the year ended 31 March 2025 in accordance with applicable law and regulations.

Company and charity law require the trustees and directors to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Company law requires that the trustees and directors must not approve the financial statements unless they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- a. select suitable accounting policies and then apply them consistently;
- b. make judgements and estimates that are reasonable and prudent;
- c. state whether applicable accounting standards have been followed subject to any material departures disclosed and explored in the financial statements;
- d. prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business;

The trustees and directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the charity and that enables them to ensure that the financial statements comply with the Companies Act;

The trustees and directors are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities; and that, where appropriate the trustees and directors are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website.

Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware, and
- The trustees, having made enquires of fellow directors and the charity's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

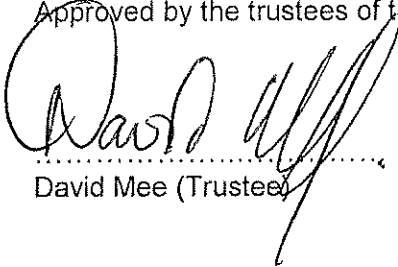
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Auditors

The auditors, Dains Audit Limited, have been appointed in accordance with section 485 of the Companies Act 2006.

In preparing this report, the Trustees have taken advantage of the small company's exemptions provided by section 415A of the Companies Act 2006.

Approved by the trustees of the charity on23/10/25.....and signed on its behalf by:



David Mee (Trustee)

Date 23-10-2025

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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU**
(A company limited by guarantee)

Opinion

We have audited the financial statements of Staffordshire South West Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2025 which comprise the Statement of Financial Activities, Balance Sheet, Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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 charitable company'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 trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU (CONTINUED)**
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Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees report.

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 14, the trustees (who are also the directors of the charitable company for the purposes 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' 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:

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU (CONTINUED)**
(A company limited by guarantee)

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the senior statutory auditor ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with directors and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charitable company, including the financial reporting legislation, Companies Act 2006, Charities Act 2022, taxation legislation, anti-bribery, employment, and environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in Note 2 were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the charitable company's legal advisors.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU (CONTINUED)**
(A company limited by guarantee)

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 members as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Hawkins (Senior Statutory Auditor)
For and behalf of
Dains Audit Limited

Statutory Auditor Chartered Accountants

Suite 2, Albion House
2 Etruria Office Village
Forge Lane
Stoke on Trent
Staffordshire
ST1 5RQ

Date... 23.10.2025

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
Including income and expenditure account
For the year ended 31 March 2025

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Income from:							
Donations and legacies	3	1,012	-	1,012	426	1,249	1,675
Charitable activities	4	497,306	987,036	1,484,342	464,787	912,902	1,377,689
Investments	5	13,311	-	13,311	1,013	-	1,013
Total income		511,629	987,036	1,498,665	466,226	914,151	1,380,377
Expenditure on:							
Charitable activities	6	351,546	996,560	1,348,106	414,159	922,596	1,336,755
Total expenditure		351,546	996,560	1,348,106	414,159	922,596	1,336,755
Net income/(expenditure) before transfers		160,083	(9,524)	150,559	52,067	(8,445)	43,622
Transfers between funds	13	45,187	(45,187)	-	(21,900)	21,900	-
Net movement in funds		205,270	(54,711)	150,559	30,167	13,455	43,622
Reconciliation of funds:							
Total funds b/f	13	636,931	93,190	730,121	606,764	79,735	686,499
Total funds c/f		842,201	38,479	880,680	636,931	93,190	730,121

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

The notes on pages 23 to 34 form part of these financial statements.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

BALANCE SHEET
As at 31 March 2025

Charity number: 1150796
Company number: 8261002

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	10		33,862		45,668
Current assets					
Debtors	11	51,391		94,039	
Cash at bank and in hand		871,655		675,656	
		-----		-----	
		923,046		769,695	
Liabilities					
Creditors: amounts falling due within one year	12	(76,228)		(85,242)	
		-----		-----	
Net current assets			846,818		684,453
			-----		-----
Creditors: amounts falling due after more than one year			-		-
			-----		-----
Total net assets			860,680		730,121
			-----		-----
Funds of the charity					
Unrestricted funds - general	13		748,778		543,508
Designated funds			93,423		93,423
Restricted funds	13		38,479		93,189
			-----		-----
Total charity funds			880,680		730,121
			-----		-----

These financial statements have been prepared in accordance with the provisions applicable to small companies within Part 15 of the Companies Act 2006.

For the financial year ended 31 March 2025, the charity was subject to a statutory audit in accordance with the Charities Act 2011 and Companies Act 2006 relating to small companies.

The financial statements on pages 20 to 34 were approved by the trustees on 23/10/25 and signed on their behalf by:

.....
Wayne Currie
Trustee

.....
David Mee
Trustee

The notes on pages 23 to 34 form part of these financial statements.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

CASH FLOW STATEMENT
For the year ended 31 March 2025

	Notes	2025 £	2024 £
Cash flows from operating activities:			
Net cash provided by operating activities		182,688	(44,784)
Cash flows from investing activities:			
Interest income	5	13,311	1,013
Purchase of tangible fixed assets		-	(50,089)
Net cash provided by investing activities		13,311	(49,076)
Increase / (decrease) in cash and cash equivalents in the reporting period		195,999	(93,860)
Cash and cash equivalents at the beginning of the reporting period		675,656	769,516
Cash and cash equivalents at the end of the reporting period		871,655	675,656
 Reconciliation of cash flows from operating activities			
		2025 £	2024 £
Net income for the reporting period		150,559	43,622
Add: Depreciation charge		11,806	4,421
Less: Interest income		(13,311)	(1,013)
Decrease/(increase) in debtors		42,648	(42,967)
Increase /(decrease) in creditors		(9,014)	(48,847)
Net cash provided by operating activities		182,688	(44,784)
 Analysis of net debt			
	At 1 April 2024	Cash flows	31 March 2025
	£	£	£
Cash at bank and in hand	675,656	195,999	871,655
	675,656	195,999	871,655

The notes on pages 23 to 34 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2025

1 Statutory Information

Staffordshire South West Citizens Advice Bureau is a company limited by guarantee incorporated and domiciled in England and Wales. The charity qualifies for section 60 exemption under the Companies Act 2006. The members of the Charity are the Trustees named on page 2. The registered office is 1a & 1b St Mary's Place, Stafford, Staffordshire, ST16 2AR.

2 Accounting Policies

2.1 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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 issued in October 2019, the Financial Reporting Standard applicable in United Kingdom and Republic of Ireland (FRS102), the Charities Act 2022, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The finance statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The finance statements are presented in sterling which is the functional currency of the charity and round to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated

2.2 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 the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise cash at bank and in hand and debtors excluding prepayments.

Financial liabilities held at amortised cost comprise creditors excluding deferred income and taxation payable. Financial liabilities that are provisions are held at fair value. No discounting has been applied on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

2.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

2.4 Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts in accordance with the Charities SORP (FRS102).

2.5 Grant Income

Income from grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

2.6 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

2.7 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Expenditure on raising funds; comprise the costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs includes all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

2.8 Operating leases and hire purchase agreements

The charity classifies the lease of property, printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are charged on a straight-line basis over the term of the lease.

2.9 Taxation

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK Corporation tax purposes.

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2025

2.10 Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised.

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Property	– Lease period
Office equipment	– 25% straight line basis
Computer Equipment	– 33% straight line basis
Furniture & Fittings	– 15% straight line basis

2.11 Debtors

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

2.12 Cash at bank and in hand

Cash at bank and 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.

2.13 Creditors and provisions

Creditors and provisions are recognised where 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.

2.14 Pensions and retirement benefits

The charity operates a defined contribution scheme. The amount charged to the statement of financial activities in respect of pension costs and other post-retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet.

2.15 Going Concern

The Trustees believe they have adequate resources which will enable the charity to meet its liabilities as they fall due for the foreseeable future (minimum 12 months). For this reason, they continue to adopt the going concern basis in preparing the financial statements.

2.16 Critical accounting estimates and areas of judgements

Estimates and judgements are continually valued and based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Deferred income

Included within other creditors is £34,155 (2024: £41,552) of deferred income. This income relates to contracts completed during the 31 March 2025 year. However, due to underspend management believe that the amount will be recouped.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

3 Donations and legacies	Unrestricted £	Restricted £	Total 2025 £	Unrestricted £	Restricted £	Total 2024 £
Donations and gifts	1,012	-	1,012	426	1,249	1,675
4 Income from charitable activities	Unrestricted	Restricted £	Total 2025	Unrestricted £	Restricted	Total 2024
Grant and contract income	£	£	£	£	£	£
Receivable for charitable activities	£	£	£	£	£	£
General Advice:						
Cannock Chase Council	176,246	-	176,246	124,916	-	124,916
Stafford Borough Council	60,000	30,053	90,053	60,000	40,070	100,070
South Staffordshire District Council	34,860	-	34,860	31,974	-	31,974
Hednesford Town Council	5,000	-	5,000	5,000	-	5,000
Citizens Advice - other	10,634	-	10,634	8,168	-	8,168
Henry Smith Charity	-	60,000	60,000	-	59,300	59,300
Citizens Advice Staffs North & Stoke (VG)	118,268	10,375	128,643	118,268	31,125	149,393
Midlands Partnership NHS Trust	46,125	61,276	107,401	45,000	60,000	105,000
Citizens Advice West Mercia	-	36,252	36,252	-	23,681	23,681
The National Lottery Community Fund	-	-	-	71,461	3,539	75,000
	-----	-----	-----	-----	-----	-----
	451,133	197,956	649,089	464,787	217,715	682,502
Debt Advice:						
Citizens Advice - Money Advice	-	111,734	111,734	-	119,459	119,459
Benefits Advice:						
Citizens Advice – Help to Claim	-	293,586	293,586	-	189,161	189,161
Pensions Guidance & Financial Capability:						
Citizens Advice – Pension Wise	-	359,326	359,326	-	354,992	354,992
Citizens Advice – Energy Best Deal	-	20,476	20,476	-	28,645	28,645
Citizens Advice - Cadent	46,173	-	46,173	-	-	-
	-----	-----	-----	-----	-----	-----
	46,173	379,802	425,975	-	383,637	383,637
Other	-	-	-	-	-	-
Trust Fund Payments	-	3,958	3,958	-	2,930	2,930
	-----	-----	-----	-----	-----	-----
Total income from charitable activities	497,306	987,036	1,484,342	464,787	912,902	1,377,689

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

5 Investment income	Unrestricted £	Restricted £	Total 2025 £	Unrestricted £	Restricted £	Total 2024 £
Interest received	13,311	-	13,311	1,013	-	1,013

6 Expenditure on charitable activities	Unrestricted £	Restricted £	Total 2025 £	Unrestricted £	Restricted £	Total 2024 £
Salaries, Employer's National Insurance & Pension costs	305,917	732,525	1,038,442	336,168	653,575	989,743
Staff & volunteer costs	6,839	2,160	8,999	6,778	2,519	9,297
Office costs	12,971	45,369	58,340	23,309	44,762	68,071
Premises costs	21,302	49,375	70,677	27,661	47,643	75,304
Governance & Legal costs	2,636	6,206	8,842	13,120	11,100	24,220
Other costs	1,881	4,920	6,801	7,123	12,704	19,827
Subcontractor payments	-	156,005	156,005	-	150,293	150,293
Total Expenditure on charitable activities	351,546	996,560	1,348,106	414,159	922,596	1,336,755

6a Auditor's Remuneration

The following information relates to remuneration of auditors of the charity during the financial year.

	2025 £	2024 £
Auditor's fee	7,050	6,750

7 Trustees' and key management personnel remuneration and expenses

The total amount of employee benefits received by key management personnel is £213,996 (2024: £174,070). The charitable company considers its key management personnel comprise the management team as described on page 3.

During the year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charitable trust to any trustee or to any person known to be connected with them.

During the year ended 31 March 2025, trustee expenses of £332 (2024: £326) have been incurred by 1 trustee (2024: 1 trustee).

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

8 Employees

	2025	2024
The average number of employees:		
Permanent staff	46	46
Volunteers	40	38
	2025	2024
	£	£
Employment costs		
Wages and salaries	948,873	908,410
Social security costs	69,405	62,985
Other pension costs	20,164	18,349
	1,038,442	989,743

No employee received remuneration amounting to more than £60,000 in the period (2024: none).

9 Pensions

CASSW has contributed £20,164 (2024: £18,349) to the personal pension schemes of employees. Contributions totalling £4,220 (2024: £3,874) were payable to the fund at the balance sheet date.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

13 Net Movement in funds – current year

	Balance at 31 March 2024 £	Net Income £	Net Expenditure £	Transfers between funds £	Balance at 31 March 2025 £
Unrestricted funds					
General Funds	543,508	160,083	-	45,187	748,778
Designated Funds:					
Buildings maintenance	51,667	-	-	-	51,667
Staff protection	41,756	-	-	-	41,756
Total Designated Funds	93,423	-	-	-	93,423
Total Unrestricted Funds	636,931	160,083	-	45,187	842,201
Restricted funds					
Energy Advice	-	-	(178)	178	-
CitA – Help to Claim	-	-	-	-	-
Henry Smith	50,484	-	(9,660)	(34,999)	6,325
MASDAP	-	1,189	-	(1,189)	-
MPFT Financial Wellbeing	5,009	-	(5,617)	-	5,009
MPFT Financial Wellbeing (ADHD)	-	-	(130)	130	-
CitA – Pension Wise	-	2	-	(2)	-
SBC Debt Project	17,873	1,277	-	-	19,150
Trust Funds	4,298	416	-	-	4,715
Adviceline	10,155	1,523	-	(11,678)	-
Energy Redress	5,370	2,919	-	-	8,289
Total Restricted funds	93,189	7,326	(16,850)	(45,187)	38,479

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

13 Net Movement in funds – previous year

	Balance at 31 March 2023 £	Net Income £	Net Expenditure £	Transfers between funds £	Balance at 31 March 2024 £
Unrestricted funds					
General Funds	513,341	52,067	-	(21,900)	543,508
Designated Funds:					
Buildings maintenance	51,667	-	-	-	51,667
Staff protection	41,756	-	-	-	41,756
Total Designated Funds	93,423	-	-	-	93,423
Total Unrestricted Funds	606,764	52,067	-	(21,900)	636,931
Restricted funds					
Energy Advice	-	-	(879)	879	-
CitA – Help to Claim	-	-	(14,427)	14,427	-
Henry Smith	51,165	-	(681)	-	50,484
MASDAP	-	397	-	(397)	-
MPFT Financial Wellbeing	10,626	-	(5,617)	-	5,009
CitA – Pension Wise	-	-	(6,991)	6,991	-
SBC Debt Project	14,212	3,661	-	-	17,873
Trust Funds	3,732	566	-	-	4,298
Adviceline	-	10,155	-	-	10,155
The National Lottery Community Fund	-	-	-	-	-
Energy Redress	-	5,370	-	-	5,370
Total Restricted funds	79,735	20,150	(28,595)	21,900	93,189

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2025

Fund Descriptions

General Funds

These are the accumulated unrestricted funds of the charity.

Designated Funds

These funds have been set aside out of the unrestricted funds by the trustees for specific purposes.

Buildings Maintenance - This fund is to meet future premises repairs, refurbishment and maintenance costs.

Staff Protection - This fund is to ensure that adequate funds are available to pay staff any potential redundancy entitlement.

Restricted Funds

MASDAP

Citizens Advice Staffordshire South West has a grant for delivery of the Governments Money Advice Service (MAS). This service delivers specialist money advice and debt services.

Citizens Advice - Pension Wise

Citizens Advice Staffordshire South West (CASSW) is a designated access point and centre for delivery of the Governments Pension Wise Service. The grant contribution received covers staffing costs and provision of accommodation for the external provider. CASSW identifies potential clients in need of the service and provides the referral mechanism and accommodation for delivery of the project.

Energy Advice / Energy Redress

A short-term project fund to deliver energy saving advice to people on low incomes and having difficulty managing their utility bills.

Henry Smith

A specialist service for clients with enduring mental health illness, working in the community alongside health professionals.

Citizens Advice – Help to Claim

The Help to claim service places advisers working in local Job Centres with DWP staff and assisting clients making claims for Universal Credit.

Trust Funds

This fund is to facilitate the payment of grants from charitable organisations following applications made by CASSW on behalf of clients.

MPFT

The service is to provide advice and support directly to people with enduring mental health issues from the communities in Staffordshire via the Access Service within MPFT to support underpinning challenges that are related to financial instability and challenges.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

Adviceline

National phone service providing generalist advice, aiming to resolve the issue at the first point of contact, and only referring the client to their local office where the issue cannot be resolved on the first contact.

Stafford Borough Council Debt Project

A specialist casework service to assist individuals who are homeless or at risk of Homelessness.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2025

14 Analysis of net assets between funds	Unrestricted	Restricted	Designated	Total	Unrestricted	Restricted	Designated	Total
	£	£	£	2025 £	£	£	£	2024 £
Fund balances at 31 March 2024 are represented by:								
Fixed assets	33,862	-	-	33,862	45,668	-	-	45,668
Net current assets	714,916	38,479	93,423	846,818	497,840	93,189	93,423	684,453
Total	<u>748,778</u>	<u>38,479</u>	<u>93,423</u>	<u>880,680</u>	<u>543,508</u>	<u>93,189</u>	<u>93,423</u>	<u>730,121</u>

15 Commitments under operating leases

As at 31 March 2025, the company had commitments under non-cancellable operating leases as follows:

	2025 £	2024 £
Within one year	39,640	34,843
Between two and five years	50,911	79,449
After five years	-	-
	<u>90,551</u>	<u>114,292</u>

16 Related Parties & Trustees

There were no related party transactions during the year.

Details of trustees remuneration and expenses can be found in note 7 of these financial statements.

17 Status

Staffordshire South West Citizens Advice Bureau is a charitable company limited by guarantee, therefore having no share capital, incorporated in England and Wales. As at 31st March 2025 there were 10 trustees (2024 – 8). Each trustee is obliged to contribute to the company a sum of £1 in the event of the company being wound up whilst he or she is a trustee, or within 1 year after they cease to be a trustee.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU

England & Wales - Charity number 1150796

Accounts

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

For the Year Ended 31 March 2024

Company No. 8261002

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU

Charity No. 1150796

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TRUSTEES' AND DIRECTORS' REPORT For the Year Ended 31 March 2024

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and audited financial statements for the year ended 31 March 2024.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number: 1150796
Company number: 8261002

Authorised & regulated by the Financial Conduct Authority FRN: 617752

Registered office: 1a & 1b St Mary's Place
Stafford
ST16 2AR

Trustees/Directors

The trustees who served during the period and up to the date of this report are set out below:

Mrs E Robinson (Chair)
Mr D Mee (Vice Chair)
Mr M Cumberlidge (Treasurer)
Mr M Wallbank (resigned October 2023)
Mr A Scales (resigned October 2023)
Mr P Weetman (resigned as Vice Chair October 2023)
Mr P Wilkinson
Mr J Preston
Mr J Davies
Mr W Currie (Vice Chair)
Mr I Crawford (resigned October 2023)

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

Management team

J. Marker (CEO) (resigned June 2023)
C. Davis (CEO) (from June 2023)
L. Hitchcock (Head of Services)
T. Argent (Contracts & Partnerships Manager)
N. Hessar (Business Support Manager)
(resigned June 2023)
D. Stanton (Business Support Manager)
(from July 2023)

Bankers

Unity Trust Bank plc
Nine Brindley Place
Birmingham
B1 2HB

Independent Auditors

Dains Audit Limited
Suite 2, Albion House
2 Etruria Office Village
Forge Lane
Stoke-on-Trent
Staffordshire
ST1 5RQ

TRUSTEES' AND DIRECTORS' REPORT For the Year Ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was formed as a company limited by guarantee in October 2012 (Company Number: 8261002). The full name of the charity is Staffordshire South West Citizens Advice Bureau and was registered with the Charity Commission in October 2012 (charity Number:110796). The Organisation has an operating name of Citizens Advice Staffordshire South West (otherwise referred to as CASSW in these accounts). It is governed by its Memorandum and Articles of Association.

Recruitment and appointment of trustees

The charity is governed through a trustee board. Trustees (Directors of the Charity) who have held office during the year are listed on page 2. The Articles of Association provide for a minimum of three and a maximum of twenty-five trustees. The trustees meet 4 times per year with additional quarterly meetings for the sub-committees listed below.

Trustees are elected to the Board for a three-year period and are appointed by a resolution of its members at an AGM. The board has powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

Citizens Advice appoints a representative who is invited to attend the Board as a non-voting member.

The board is supported by a network of sub-committees, covering Finance and Resources, Quality and Performance and a Board Executive group.

The trustees who have served during the year can be seen on page 2. 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.

The organisation is coordinated from its main office at 1a and 1b St Mary's Place, Stafford, having relocated from Eastgate Street, Stafford in January 2024.

Trustee induction and training

New trustees undertake an induction on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. They also meet key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Organisation Structure

CASSW is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Board of Directors in order to fulfil its charitable objects and comply with the national membership requirements.

The Chief Executive of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is a Senior Management Team and Service managers to support the Chief Executive. The organisation has an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the trustee board in line with the Business Development Plan and are reviewed at least annually.

The Senior Management Team meets regularly to review progress against targets and the Charity's financial position and to discuss issues referred to them by the trustee board or the Executive group. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the chief executive and the staff team. There are regular staff, volunteer meetings and management team meetings which ensure that progress is being made against targets.

There is an Annual General Meeting, which involves the staff team, volunteers, trustee board, members, and other stakeholders.

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Pay and Remuneration of Key Management Personnel

The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. The charity's senior management team are all paid in line with associated pay scales as used in the sector and, as with all paid staff, salaries are reviewed annually. Any increases are approved by the trustee board. The chief executive's salary is reviewed and approved by the trustee board separately but in line with the policy set out above.

Key risks and Uncertainties

The trustees having had consideration to and are mindful of the risk factors for the charity identify the following:

- Securing funding remains a serious challenge not only to maintain but also to expand our service. We understand that the next few years are critical for us in terms of our sustainability and ultimately our long-term survival, the Trustees are taking this risk very seriously and are responding accordingly.
- The funding climate is not getting any easier, nor do we expect it to improve any time soon - coupled with this demand for our service is increasing meaning that we risk being unable to carry on meeting our client's needs and experience reputational risk as a result
- In order that we can continue to deliver it is essential that we maintain our volunteer base. We, along with many other Local Citizens Advice, are finding it harder to attract suitable volunteers.

Trustees plans and strategies for managing these risks.

- A fundraising strategy that helps the organisation to broaden our approach to income generation, we are working towards building our unrestricted income to allow us to create a cushion should we face further reductions in our funding levels.
- A set of SMART key performance indicators that help to monitor performance and identify areas of concern and potential risks.
- A clear Business Plan that identifies the service delivery and development for the next three years with financial forecasting to support the organisations progress.

Factors that are likely to affect the financial performance or position in 2024/25 and further years:

- As the service is reliant on core funding from Local authorities it is subject to volatile and uncertain economic conditions.
- Core funding is currently received from the Local Authority in the form of a grant, we are anticipating a possible move towards a commissioning model in the form of a contract in the future. Contracts generally provide a longer-term offer than grants (generally 3-5 years), and contracts will go out to open tender and there is therefore a risk.
- In 2024 there was a further reduction by one of our Local Authorities who have reduced our core grant, which without contract funding to help subsidise our overhead costs, will directly impact on the general service provision we can deliver to residents.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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- The political environment remains uncertain, the impact of key national developments is still very much an 'unknown quantity' but has the potential to impact on our position.
- Continued increased competition in an ever-changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access, as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'.

OBJECTIVES AND ACTIVITIES

Objects

The charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of Staffordshire (and beyond) ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The charity's objects are defined as above. Our aims are focused on:

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

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

The charity has developed its own Mission Statement to reflect more accurately its purpose and role:

"..... to establish CASSW as a centre to provide a free, confidential and impartial service of advice, support, training, information and counsel for the public and for the implementation thereof"

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. The annual review seeks to examine our achievements and outcome. Together with the success of individual key projects and the benefits that result from them. In carrying out the review we are ensuring that our aims, objectives and activities are in line with our stated purpose.

Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support. Key activities have included:

- Making sure our service delivery is cost effective and yet person centred.
- Continually reviewing, and improving where necessary, the quality of the advice we deliver to all our clients.
- Diversifying our approach to funding to minimise the risks associated with holding reduced funding streams
- Continued partnership working with other organisations to help develop initiatives to improve access to quality advice, information and support services.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

Advice and Information Services

The main areas of charitable activity are:

- the provision of general advice and information services
- the provision of specialist advice and casework services in the debt, housing and welfare benefits categories of social welfare law, and
- Guidance on the new pension regulations.

In addition to the generalist advice service available CASSW also provided specialist advice as follows:

- A debt and welfare benefit casework service
- A specialist service for clients with enduring mental health issues
- A Housing options referral service across two districts
- Staffordshire and Cheshire wide Pension wise service
- A Victims Gateway service
- A Help to Claim, Universal Credit service
- Energy Advice projects
- A specialist service for patients receiving support from NHS services
- A specialist services for NHS staff employed by MPFT

CASSW delivers its services from five offices across Staffordshire and outreaches and venues in neighbouring towns and counties in partnership with other LCA's

Service Delivery review

Following the Covid Outbreak in 2019, the organisation conducted a full service review and adopted a Hybrid working model for all staff and volunteers. This is reviewed each year to ensure that we are still meeting client needs, ensure that all client groups can access the service, and to ensure that all groups are achieving good outcomes.

We continue to offer face to face services where needed.

The extension of digital services has continued to develop and are now an integral part of our service model.

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All staff and volunteers are equipped to work both from the offices, outreaches and home, enabling flexibility for both staff/volunteers and clients. This flexibility means that clients can choose an access route to services that best suits them and also arrange appointments that fit better with work/home/caring commitments.

The Trustee Board and Senior Management Team were committed to retaining a local service presence across all three local authority areas, but were also very conscious of the increasing premises and overhead costs and impact on the budget. Large, costly offices would no longer be necessary under a hybrid working model and premises savings could be used to develop digital and front line services.

The Trustee Board and Senior Management Team therefore revised its Business plan in light of the new landscape and service model. An updated three year plan was launched in 2021 setting out a new future service delivery plan that included the relocation of some of our offices into smaller shared spaces and the re-establishment of more outreach sites to create more flexible access for residents across the three local authority areas that CASSW cover. A move to smaller office premises in Stafford took place in early 2024. The plan has been reviewed annually.

CASSW reserves are in a strong position with no indication of any threats to our income or business model so far, but are aware that the changed landscape, the move to more digital services and the recommissioning of some of our major contracts mean that we need to be proactive in our developments to retain our position of remaining a strong competitor for future funding.

CASSW embraces the change in service access and is working closely with funders, partners, staff, volunteers and our clients to develop a continued service meeting need and supporting the community in this very challenging and changing environment.

Contribution of Volunteers and Paid Staff

The charity success could not have been achieved without the hard work and dedication of volunteers and staff. The trustee board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2023/24 the service employed 46 paid staff and 38 volunteers delivering some 14 projects including the core service.

Volunteers represent the indispensable core of the service for without them, there would not be a Citizens Advice service. Over the last year volunteers have contributed, on average, 242 hours per week. This may be expressed as an annualised value of £363,309. However, their value is inadequately expressed in monetary terms.

The difference that Citizens Advice volunteering makes to volunteers, local offices and other key stakeholders (such as the NHS and economy) in the following three arenas:

- volunteering time
- skills development and employability; and
- the health and wellbeing of volunteers.

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Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment. We have actively sought to recruit new volunteers and increase the volunteering opportunities that we can offer. This has been successful and we are currently training new groups of volunteers.

Who used and benefited from our services?

During the reporting year 10,056 clients benefited from the services of CASSW generating 47,680 issues. We support people on any issue that they may face however our most common enquiry areas are benefits, (including Universal Credit), debt and financial services and capability.

In total the service was presented with £10,238,137 worth of debt, rescheduling or reducing the debts to make peoples' lives more sustainable. The service generated a total of £9,968,358 in additional income for its clients, primarily through our income maximisation work.

Clients continue to present with multiple problems and on average clients are presenting with 4 issues each. On average clients are presenting 3 times each before their issues are resolved, 39,101 activities were recorded.

Factors Affecting the Achievement of Objectives

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we explore alternative fundraising and continue to diversify our approach to ensure we are delivering the most cost-effective service we possibly can. This isn't about simply cutting costs; it is about delivering a service that genuinely meets clients' needs to make us as cost effective as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we are asked to offer support that falls outside the remit of direct advice. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary this can be resource intensive.

FINANCIAL REVIEW

The availability of funding in the charity sector remains difficult in a rapidly changing and challenging environment. The charity is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of our clients.

In the reporting period, the charity had a surplus of £43,622 (2022/23: £63,446) from a total income of £1,380,377 (2022/23: £1,298,934) and expenditure of £1,336,755 (2022/23: £1,235,487).

Principal Funding Sources

Project specific funding was received from the Money and Pension service (MAPs) for the Money Advice and Pension wise services, Staffordshire Police & Crime Commissioners office (OPCC) to support victims of crime, the Henry Smith Charity helping people with enduring mental health issues, and The Department for Work and Pensions (DWP) to deliver support for those claiming Universal Credit.

Although project income has remained stable during the year, we are aware that this is changing following the Covid pandemic and the current difficult economic environment and the government and thus our main funders will need to balance the costs arising from the cost of living crisis, inflation and rising interest rates alongside the changing needs across society.

Recommissioning of some of our main income streams is ongoing, primarily Government funding of services such as Debt, Universal Credit and Pension wise are being reviewed with a view to making financial savings whilst still retaining national service delivery.

Digital services are deemed to be cheaper and more cost effective, thus increasing competition across the open market.

CASSW were successful in retaining both the MAPS debt and DWP Help to Claim service, but both will be recommissioned again over the next two years as the Government endeavours to find a comprehensive, but cost effective model.

Our Pension wise service, currently extended, will also be recommissioned, so the organisation must stay alert and work proactively to ensure our service model can be competitive in future recommissioning rounds

CASSW believes that the need for services such as ours will be in even more demand going forward and we feel that although this has been recognised by funders, the development and success of the digital service platform will lead to a different service specification in the move to save costs.

Investment Policy

As required in its Memorandum, paragraph 4.17, in furtherance of its objects, and for no other purposes, the Company has the power to invest or deposit funds in any lawful manner (but to invest only after obtaining professional advice and having regard to the suitability of investments and the need for diversification).

Reserves Policy

CASSW is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The trustees consider that it would be prudent to set aside an amount equivalent to three months' operating expenditure. The value of this will be calculated using an average of 3 months running costs based on the current annual budget. This is reviewed on an annual basis. The total available reserves at the end of this financial year stand at £730,120 and the net current assets of £684,453 give a sufficient safety net to ensure the continuation of the organisation into the future.

Going Concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

FUTURE PLANS

Developing a sustainable service that meets the needs of our clients remains a priority of the trustee board. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to client needs.

The revised Business plan outlines a plan that sees the reduction in its five offices and a move to relocate its front line delivery sites to shared premises with partners, outreach venues and an introduction of remote access points. This will help us to not only retain our local footprint but also to extend it and deliver more flexible services.

Outreach services and shared premises have also been identified and the successful relocation of our South Staffs office into the new South Staffordshire Council Hub, has provided us with a good model of how well this relocation can work.

The move to a Hybrid working model for staff and volunteers has also proved successful. We have worked closely with staff and volunteers, partners, stakeholders and funders to ensure that such a model would support their ideas and plans and protect loss of revenue streams.

We are also piloting the addition of remote video conferencing for clients which will add to the physical face to face service and we will retain and develop our digital service offer.

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(a company limited by guarantee)

The plan is an ambitious plan and will take time to achieve. However, in consultation with partners, clients, stakeholders and funders, this is a model that is being developed by many organisations and it is therefore important to be proactive in helping to develop and implement such a model collectively for the benefit of our clients across the communities. Now in its third year we are starting to identify the benefits of the new plan and more importantly can see that our clients are also adapting to a new model, with client numbers increasing and new client groups accessing the service.

We believe that our position, credibility and our commitment will help us to fully achieve this new service strategy and help us to retain a service that meets demand, supports our clients and continues to provide essential services.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high-quality service that our clients expect and deserve.

Having reviewed the risks the charity is facing, the trustees are satisfied that CASSW is in a relatively strong position, although acknowledging that competition for contracts is strong and the loss of contracts can have a widespread impact across the organisation. With this in mind, the board recognises the need to be in a strong viable position to pursue appropriate contracts and have adequate contingency measures in place, with risks carefully monitored.

During the year 2024/25 we will continue to improve our internal monitoring mechanisms ensuring that we have a clear understanding of each element of the service, the benefits of that are many - we can ensure that we are achieving as much as we can possibly achieve and delivering an excellent service to our clients and our funders, and we can also understand our business offer and can market our service accordingly.

The annual report was approved by the trustees of the charity on^{24/10/24}..... and signed on its behalf by:

.....*Elaine Robinson*.....

Elaine Robinson
Chair

STATEMENT OF TRUSTEES' AND DIRECTORS' RESPONSIBILITIES

The trustees and directors are responsible for preparing the Annual Report and the financial statements for the year ended 31 March 2024 in accordance with applicable law and regulations.

Company and charity law require the trustees and directors to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Company law requires that the trustees and directors must not approve the financial statements unless they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- a. select suitable accounting policies and then apply them consistently;
- b. make judgements and estimates that are reasonable and prudent;
- c. state whether applicable accounting standards have been followed subject to any material departures disclosed and explored in the financial statements;
- d. prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business;
- e. that the trustees and directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the charity and that enables them to ensure that the financial statements comply with the Companies Act;
- f. that the trustees and directors are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities; and that, where appropriate the trustees and directors are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website.

Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware, and
- The trustees, having made enquires of fellow directors and the charity's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

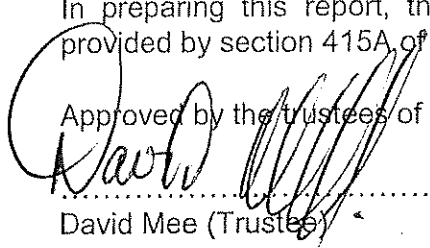
STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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Auditors

The auditors, Dains Audit Limited, have been appointed in accordance with section 445 of the Companies Act 2006.

In preparing this report, the Trustees have taken advantage of the small company's exemptions provided by section 415A of the Companies Act 2006.

Approved by the trustees of the charity on24/10/24.....and signed on its behalf by:



.....
David Mee (Trustee)

Date.....24/10/24.....

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU**
(A company limited by guarantee)

Opinion

We have audited the financial statements of Staffordshire South West Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, Balance Sheet, Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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 charitable company'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 trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU (CONTINUED)**
(A company limited by guarantee)

Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees report.

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 14, the trustees (who are also the directors of the charitable company for the purposes 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' 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:

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU (CONTINUED)**
(A company limited by guarantee)

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the senior statutory auditor ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with directors and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charitable company, including the financial reporting legislation, Companies Act 2006, Charities Act 2022, taxation legislation, anti-bribery, employment, and environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in Note 2 were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the charitable company's legal advisors.

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU (CONTINUED)**
(A company limited by guarantee)

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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 members as a body, for our audit work, for this report, or for the opinions we have formed.

Simon Hawkins (Senior Statutory Auditor)
For and behalf of
Dains Audit Limited



Statutory Auditor Chartered Accountants

Suite 2, Albion House
2 Etruria Office Village
Forge Lane
Stoke on Trent
Staffordshire
ST1 5RQ

Date... 26.10.24

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
Including income and expenditure account
For the year ended 31 March 2024

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Income from:							
Donations and legacies	3	426	1,249	1,675	32	-	32
Charitable activities	4	464,787	912,902	1,377,689	461,461	836,654	1,298,115
Generated funds		-	-	-	-	-	-
Investments	5	1,013	-	1,013	53	-	53
Other		-	-	-	733	-	733
Total income		466,226	914,151	1,380,377	462,279	836,654	1,298,934
Expenditure on:							
Raising funds		-	-	-	-	-	-
Charitable activities	6	414,159	922,596	1,336,755	464,382	771,105	1,235,487
Total expenditure		414,159	922,596	1,336,755	464,382	771,105	1,235,487
Net income/(expenditure) before transfers		52,067	(8,445)	43,622	(2,104)	65,550	63,446
Transfers between funds	13	(21,900)	21,900	-	24,649	(24,649)	-
Net movement in funds		30,167	13,455	43,622	22,545	40,901	63,446
Reconciliation of funds:							
Total funds b/f	13	606,764	79,735	686,499	584,219	38,834	623,053
Total funds c/f		636,931	93,190	730,121	606,764	79,735	686,499

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

The notes on pages 23 to 34 form part of these financial statements.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

BALANCE SHEET
As at 31 March 2024

Charity number: 1150796
Company number: 8261002

	Notes	2024	£	2023	£
Fixed assets					
Tangible assets	10		45,668		-
Current assets					
Work in progress			-		-
Debtors	11		94,039		51,072
Cash at bank and in hand			675,656		769,516
			769,695		820,588
Liabilities					
Creditors: amounts falling due within one year	12		(85,242)		(134,089)
Net current assets			684,453		686,499
Creditors: amounts falling due after more than one year			-		-
Provision for liabilities			-		-
Total net assets			730,121		686,499
Funds of the charity					
Unrestricted funds - general	13		543,508		513,341
Designated funds			93,423		93,423
Restricted funds	13		93,189		79,735
			730,121		686,499
Total charity funds			730,121		686,499

These financial statements have been prepared in accordance with the provisions applicable to small companies within Part 15 of the Companies Act 2006.

For the financial year ended 31 March 2024, the charity was subject to a statutory audit in accordance with the Charities Act 2011 and Companies Act 2006 relating to small companies.

The financial statements on pages 20 to 34 were approved by the trustees on 24.10.24, and signed on their behalf by:

EE Robinson

Elaine Robinson
Trustee

David Mee
David Mee
Trustee

The notes on pages 23 to 34 form part of these financial statements.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

CASH FLOW STATEMENT
For the year ended 31 March 2024

	Notes	2024 £	2023 £
Cash flows from operating activities:			
Net cash provided by operating activities		(44,784)	90,842
Cash flows from investing activities:			
Interest income	5	1,013	53
Purchase of tangible fixed assets		(50,089)	-
Net cash provided by investing activities		(49,076)	53
Increase / (decrease) in cash and cash equivalents in the reporting period		(93,860)	90,894
Cash and cash equivalents at the beginning of the reporting period		769,516	678,622
Cash and cash equivalents at the end of the reporting period		675,656	769,516

Reconciliation of cash flows from operating activities

	2024 £	2023 £
Net (expenditure)/ income for the reporting period	43,622	63,446
Add: Depreciation charge	4,421	0
Less: Interest income	(1,013)	(53)
Decrease/(increase) in debtors	(42,967)	(40,448)
Increase /(decrease) in creditors	(48,847)	67,896
Net cash provided by operating activities	(44,784)	90,842

Analysis of net debt

	At 1 April 2023 £	Cash flows £	31 March 2024 £
Cash at bank and in hand	769,516	(93,860)	675,656
	769,516	(93,860)	675,656

The notes on pages 23 to 34 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

1 Statutory Information

Staffordshire South West Citizens Advice Bureau is a company limited by guarantee incorporated and domiciled in England and Wales. The charity qualifies for section 60 exemption under the Companies Act 2006. The members of the Charity are the Trustees named on page 2. The registered office is 1a & 1b St Mary's Place, Stafford, Staffordshire, ST16 2AR.

2 Accounting Policies

2.1 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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 issued in October 2019, the Financial Reporting Standard applicable in United Kingdom and Republic of Ireland (FRS102), the Charities Act 2022, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The finance statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The finance statements are presented in sterling which is the functional currency of the charity and round to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated

2.2 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 the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise cash at bank and in hand and debtors excluding prepayments.

Financial liabilities held at amortised cost comprise creditors excluding deferred income and taxation payable. Financial liabilities that are provisions are held at fair value. No discounting has been applied on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

2.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

2.4 Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts in accordance with the Charities SORP (FRS102).

2.5 Grant Income

Income from grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

2.6 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

2.7 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Expenditure on raising funds; comprise the costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs includes all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

2.8 Operating leases and hire purchase agreements

The charity classifies the lease of property, printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are charged on a straight-line basis over the term of the lease.

2.9 Taxation

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK Corporation tax purposes.

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

2.10 Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised.

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Property	– Lease period
Office equipment	– 25% straight line basis
Computer Equipment	– 33% straight line basis
Furniture & Fittings	– 15% straight line basis

2.11 Debtors

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

2.12 Cash at bank and in hand

Cash at bank and 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.

2.13 Creditors and provisions

Creditors and provisions are recognised where 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.

2.14 Pensions and retirement benefits

The charity operates a defined contribution scheme. The amount charged to the statement of financial activities in respect of pension costs and other post-retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet.

2.15 Going Concern

The Trustees believe they have adequate resources which will enable the charity to meet its liabilities as they fall due for the foreseeable future (minimum 12 months). For this reason, they continue to adopt the going concern basis in preparing the financial statements.

2.16 Critical accounting estimates and areas of judgements

Estimates and judgements are continually valued and based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Deferred income

Included within other creditors is £41,552 (2023: £103,318) of deferred income. This income relates to contracts completed during the 31 March 2024 year. However, due to underspend management believe that the amount will be recouped.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

3 Donations and legacies	Unrestricted £	Restricted £	Total 2024 £	Unrestricted £	Restricted £	Total 2023 £
Donations and gifts	426	1,249	1,675	32	-	32
4 Income from charitable activities	Unrestricted	Restricted £	Total 2024	Unrestricted £	Restricted	Total 2023
Grant and contract income	£	£	£	£	£	£
Receivable for charitable activities						
General Advice:						
Cannock Chase Council	124,916	-	124,916	153,666	-	153,666
Stafford Borough Council	60,000	40,070	100,070	60,000	30,053	90,053
South Staffordshire District Council	31,974	-	31,974	43,000	-	43,000
Hednesford Town Council	5,000	-	5,000	1,000	-	1,000
Citizens Advice - other	8,168	-	8,168	12,959	-	12,959
Henry Smith Charity	-	59,300	59,300	-	58,700	58,700
Citizens Advice Staffs North & Stoke (VG)	118,268	31,125	149,393	112,636	-	112,636
Fuel Bank	-	-	-	40,617	-	40,617
Midlands Partnership NHS Trust	45,000	60,000	105,000	22,500	60,000	82,500
Charityworks Kickstart	-	-	-	15,083	-	15,083
Citizens Advice West Mercla	-	23,681	23,681	-	-	-
The National Lottery Community Fund	71,461	3,539	75,000	-	-	-
	<u>464,787</u>	<u>217,715</u>	<u>682,502</u>	<u>461,461</u>	<u>148,753</u>	<u>610,213</u>
Debt Advice:						
Citizens Advice - Money Advice	-	119,459	119,459	-	146,671	146,671
Benefits Advice:						
Citizens Advice – Help to Claim	-	189,161	189,161	-	191,355	191,355
Pensions Guidance & Financial Capability:						
Citizens Advice – Pension Wise	-	354,992	354,992	-	316,969	316,969
Citizens Advice – Energy Best Deal	-	28,645	28,645	-	27,571	27,571
	<u>-</u>	<u>383,637</u>	<u>383,637</u>	<u>-</u>	<u>344,540</u>	<u>344,540</u>
Other	-	-	-	-	-	-
Trust Fund Payments	-	2,930	2,930	-	5,336	5,336
Total income from charitable activities	<u>464,787</u>	<u>912,902</u>	<u>1,377,689</u>	<u>461,461</u>	<u>836,654</u>	<u>1,298,115</u>

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

5 Investment income	Unrestricted	Restricted £	Total 2024	Unrestricted	Restricted	Total 2023
	£		£	£	£	£
Interest received	1,013	-	1,013	53	-	53

6 Expenditure on charitable activities	Unrestricted £	Restricted £	Total 2024 £	Unrestricted £	Restricted £	Total 2023
Charitable Activity						£
Salaries, Employer's National Insurance & Pension costs	336,168	653,575	989,743	350,454	512,965	863,419
Staff & volunteer costs	6,778	2,519	9,297	6,159	3,303	9,462
Office costs	23,309	44,762	68,071	25,238	37,199	62,438
Premises costs	27,661	47,643	75,304	25,517	42,060	67,577
Governance & Legal costs	13,120	11,100	24,220	11,252	12,590	23,843
Other costs	7,123	12,704	19,827	5,145	7,243	12,388
Subcontractor payments	-	150,293	150,293	40,617	155,744	196,361
Total Expenditure on charitable activities	414,159	922,596	1,336,755	464,382	771,105	1,235,487

6a Auditor's Remuneration

The following information relates to remuneration of auditors of the charity during the financial year.

	2024	2023
	£	£
Auditor's fee	6,750	4,600

7 Trustees' and key management personnel remuneration and expenses

The total amount of employee benefits received by key management personnel is £154,730 (2023: £167,570). The charitable company considers its key management personnel comprise the management team as described on page 3.

During the year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charitable trust to any trustee or to any person known to be connected with them.

During the year ended 31 March 2024, trustee expenses of £326 (2023: £110) have been incurred by 1 trustee (2023: 2 trustees).

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

8 Employees

	2024	2023
	Full Time Equivalent	
The average number of employees:		
Permanent staff	46	43
Volunteers	38	39
	2024	2023
	£	£
Employment costs		
Wages and salaries	908,410	787,245
Social security costs	62,985	60,414
Other pension costs	18,349	15,760
	-----	-----
	989,743	863,419
	-----	-----

No employee received remuneration amounting to more than £60,000 in the period (2023: none).

9 Pensions

CASSW has contributed £18,349 (2023: £15,760) to the personal pension schemes of employees. Contributions totalling £3,874 (2023: £3,707) were payable to the fund at the balance sheet date.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

13 Net Movement in funds – current year

	Balance at 31 March 2023 £	Net Income £	Net Expenditure £	Transfers between funds £	Balance at 31 March 2024 £
Unrestricted funds					
General Funds	513,341	52,067	-	(21,900)	543,508
Designated Funds:					
Buildings maintenance	51,667	-	-	-	51,667
Staff protection	41,756	-	-	-	41,756
Total Designated Funds	93,423	-	-	-	93,423
Total Unrestricted Funds	606,764	52,067	-	(21,900)	636,931
Restricted funds					
Energy Advice	-	-	(879)	879	-
CitA – Help to Claim	-	-	(14,427)	14,427	-
Henry Smith	51,165	-	(681)	-	50,484
MASDAP	-	397	-	(397)	-
MPFT Financial Wellbeing	10,626	-	(5,617)	-	5,009
CitA – Pensionwise	-	-	(6,991)	6,991	-
SBC Debt Project	14,212	3,661	-	-	17,873
Trust Funds	3,732	566	-	-	4,298
Adviceline	-	10,155	-	-	10,155
The National Lottery Community Fund	-	-	-	-	-
Energy Redress	-	5,370	-	-	5,370
Total Restricted funds	79,735	20,150	(28,595)	21,900	93,189

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

13 Net Movement in funds – previous year

	Balance at 31 March 2022 £	Net Income £	Net Expenditure £	Transfers between funds £	Balance at 31 March 2023 £
Unrestricted funds					
General Funds	490,796	-	(2,104)	24,649	513,341
Designated Funds:					
Buildings maintenance	51,667	-	-	-	51,667
Staff protection	41,756	-	-	-	41,756
Total Designated Funds	93,423	-	-	-	93,423
Total Unrestricted Funds	584,219	-	(2,104)	24,649	606,764
Restricted funds					
Energy Advice	-	-	(2,540)	2,540	-
CitA – Help to Claim	-	-	-	-	-
Henry Smith	37,205	13,960	-	-	51,165
MASDAP	-	27,189	-	(27,189)	-
MPFT Financial Wellbeing	-	10,626	-	-	10,626
CitA – Pensionwise	-	-	-	-	-
SBC Debt Project	-	14,212	-	-	14,212
Trust Funds	1,629	2,103	-	-	3,732
Total Restricted funds	38,834	68,090	(2,540)	(24,649)	79,735

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2024

Fund Descriptions

General Funds

These are the accumulated unrestricted funds of the charity.

Designated Funds

These funds have been set aside out of the unrestricted funds by the trustees for specific purposes.

Buildings Maintenance - This fund is to meet future premises repairs, refurbishment and maintenance costs.

Staff Protection - This fund is to ensure that adequate funds are available to pay staff any potential redundancy entitlement.

Restricted Funds

MAS

Citizens Advice Staffordshire South West has a grant for delivery of the Government's Money Advice Service (MAS). This service delivers specialist money advice and debt services.

Citizens Advice - Pension Wise

Citizens Advice Staffordshire South West (CASSW) is a designated access point and centre for delivery of the Government's Pension Wise Service. The grant contribution received covers staffing costs and provision of accommodation for the external provider. CASSW identifies potential clients in need of the service and provides the referral mechanism and accommodation for delivery of the project.

Energy Advice / Energy Redress

A short-term project fund to deliver energy saving advice to people on low incomes and having difficulty managing their utility bills.

Henry Smith

A specialist service for clients with enduring mental health illness, working in the community alongside health professionals.

Citizens Advice – Help to Claim

The Help to claim service places advisers working in local Job Centres with DWP staff and assisting clients making claims for Universal Credit.

Trust Funds

This fund is to facilitate the payment of grants from charitable organisations following applications made by CASSW on behalf of clients.

MPFT

The service is to provide advice and support directly to people with enduring mental health issues from the communities in Staffordshire via the Access Service within MPFT to support underpinning challenges that are related to financial instability and challenges.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

Adviceline

National phone service providing generalist advice, aiming to resolve the issue at the first point of contact, and only referring the client to their local office where the issue cannot be resolved on the first contact.

National Lottery Community Fund

A grant towards the expansion of community services, to support people with the cost of living and protect low-income households from rising costs.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

14 Analysis of net assets between funds	Unrestricted	Restricted	Designated	Total	Unrestricted	Restricted	Designated	Total
	£	£	£	2024 £	£	£	£	2023 £
Fund balances at 31 March 2024 are represented by:								
Fixed assets	45,668	-	-	45,668	-	-	-	-
Net current assets	497,840	93,189	93,423	684,453	513,341	79,735	93,423	686,499
Total	543,508	93,189	93,423	730,121	513,341	79,735	93,423	686,499

15 Commitments under operating leases

As at 31 March 2024, the company had commitments under non-cancellable operating leases as follows:

	2024	2023
	£	£
Within one year	34,843	27,972
Between two and five years	79,449	51,132
After five years	-	11,000
	114,292	90,104

16 Related Parties & Trustees

There were no related party transactions during the year.

Details of trustees remuneration and expenses can be found in note 7 of these financial statements.

17 Status

Staffordshire South West Citizens Advice Bureau is a charitable company limited by guarantee, therefore having no share capital, incorporated in England and Wales. As at 31st March 2024 there were 8 trustees (2023 – 11). Each trustee is obliged to contribute to the company a sum of £1 in the event of the company being wound up whilst he or she is a trustee, or within 1 year after they cease to be a trustee.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU

England & Wales - Charity number 1150796

Accounts

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

For the Year Ended 31 March 2023

Company No. 8261002

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU

Charity No. 1150796

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STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

TRUSTEES' AND DIRECTORS' REPORT
For the Year Ended 31 March 2023

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and audited financial statements for the year ended 31 March 2023.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number: 1150796
Company number: 8261002

Authorised & regulated by the Financial Conduct Authority FRN: 617752

Registered office: 17 Eastgate Street
Stafford
ST16 2LZ

Trustees/Directors

The trustees who served during the period and up to the date of this report are set out below:

Mrs E Robinson (Chair)
Mr D Mee (Vice Chair)
Mr M Cumberlidge (Treasurer)
Mr M Wallbank
Mr A Scales
Mr I James (resigned Jan 2023)
Mr P Weetman (Vice Chair)
Mr P Wilkinson
Mr J Preston
Mr J Davies
Mr W Currie (elected Oct 2022)
Mrs P Rowlands (resigned Oct 2022)

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Management team

S. Nicholls (CEO) (retired March 2023)
J. Marker (CEO) (March 2023)
C. Davis (Head of Operations)
T. Argent (Contracts & Partnerships Manager)
N. Hessar (Business Support Manager)
L. Hitchcock (Caseworker Manager)

Bankers

Unity Trust Bank plc
Nine Brindley Place
Birmingham
B1 2HB

Independent Auditors

Dains Audit Limited
Suite 2, Albion House
2 Etruria Office Village
Forge Lane
Stoke-on-Trent
Staffordshire
ST1 5RQ

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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TRUSTEES' AND DIRECTORS' REPORT
For the Year Ended 31 March 2023

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was formed as a company limited by guarantee in October 2012 (Company Number: 8261002). The full name of the charity is Staffordshire South West Citizens Advice Bureau and was registered with the Charity Commission in October 2012 (charity Number:110796). The Organisation has an operating name of Citizens Advice Staffordshire South West (otherwise referred to as CASSW in these accounts). It is governed by its Memorandum and Articles of Association.

Recruitment and appointment of trustees

The charity is governed through a trustee board. Trustees (Directors of the Charity) who have held office during the year are listed on page 2. The Articles of Association provide for a minimum of three and a maximum of twenty-five trustees. The trustees meet 4 times per year with additional quarterly meetings for the sub-committees listed below.

Trustees are elected to the Board for a three-year period and are appointed by a resolution of its members at an AGM. The board has powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

Citizens Advice appoints a representative who is invited to attend the Board as a non-voting member.

The board is supported by a network of sub-committees, covering Finance and Resources, Quality and Performance and a Board Executive group.

The trustees who have served during the year can be seen on page 2. 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.

The organisation is coordinated from its main office in Eastgate Street, Stafford. Due to closure of this site, the office will relocate to 1a and 1b St Mary's Place. This will become the registered office for the organisation.

Trustee induction and training

New trustees undertake an induction on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. They also meet key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

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Organisation Structure

CASSW is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Board of Directors in order to fulfil its charitable objects and comply with the national membership requirements.

The Chief Executive of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is a Senior Management Team and Service managers to support the Chief Executive. The organisation has an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the trustee board in line with the Business Development Plan and are reviewed at least annually.

The Senior Management Team meets regularly to review progress against targets and the Charity's financial position and to discuss issues referred to them by the trustee board or the Executive group. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the chief executive and the staff team. There are regular staff, volunteer meetings and management team meetings which ensure that progress is being made against targets.

There is an Annual General Meeting, which involves the staff team, volunteers, trustee board, members, and other stakeholders.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Pay and Remuneration of Key Management Personnel

The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. The charity's senior management team are all paid in line with associated pay scales as used in the sector and, as with all paid staff, salaries are reviewed annually. Any increases are approved by the trustee board. The chief executive's salary is reviewed and approved by the trustee board separately but in line with the policy set out above.

Key risks and Uncertainties

The trustees having had consideration to and are mindful of the risk factors for the charity identify the following:

- Securing funding remains a serious challenge not only to maintain but also to expand our service. We understand that the next few years are critical for us in terms of our sustainability and ultimately our long-term survival, the Trustees are taking this risk very seriously and are responding accordingly.
- The funding climate is not getting any easier, nor do we expect it to improve any time soon - coupled with this demand for our service is increasing meaning that we risk being unable to carry on meeting our client's needs and experience reputational risk as a result
- In order that we can continue to deliver it is essential that we maintain our volunteer base. We, along with many other Local Citizens Advice, are finding it harder to attract suitable volunteers.

Trustees plans and strategies for managing these risks.

- A fundraising strategy that helps the organisation to broaden our approach to income generation, we are working towards building our unrestricted income to allow us to create a cushion should we face further reductions in our funding levels.
- A set of SMART key performance indicators that help to monitor performance and identify areas of concern and potential risks.
- A clear Business Plan that identifies the service delivery and development for the next three years with financial forecasting to support the organisations progress.

Factors that are likely to affect the financial performance or position in 2023/24 and further years:

- As the service is reliant on core funding from Local authorities it is subject to volatile and uncertain economic conditions.
- Core funding is currently received from the Local Authority in the form of a grant, we are anticipating a possible move towards a commissioning model in the form of a contract in the future. Contracts generally provide a longer-term offer than grants (generally 3-5 years), and contracts will go out to open tender and there is therefore a risk.
- In 2023 two of our Local Authorities have reduced our core grant, which without contract funding to help subsidise our overhead costs, will directly impact on the general service provision we can deliver to residents.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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- The political environment remains uncertain, the impact of key national developments is still very much an 'unknown quantity' but has the potential to impact on our position.
- Continued increased competition in an ever-changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access, as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'.

OBJECTIVES AND ACTIVITIES

Objects

The charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of Staffordshire (and beyond) ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The charity's objects are defined as above. Our aims are focused on:

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

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

The charity has developed its own Mission Statement to reflect more accurately its purpose and role:

"..... to establish CASSW as a centre to provide a free, confidential and impartial service of advice, support, training, information and counsel for the public and for the implementation thereof"

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. The annual review seeks to examine our achievements and outcome. Together with the success of individual key projects and the benefits that result from them. In carrying out the review we are ensuring that that our aims, objectives and activities are in line with our stated purpose.

Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support. Key activities have included:

- Making sure our service delivery is cost effective and yet person centred.
- Continually reviewing, and improving where necessary, the quality of the advice we deliver to all our clients.
- Diversifying our approach to funding to minimise the risks associated with holding reduced funding streams
- Continued partnership working with other organisations to help develop initiatives to improve access to quality advice, information and support services.

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HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

Advice and Information Services

The main areas of charitable activity are:

- the provision of general advice and information services
- the provision of specialist advice and casework services in the debt, housing and welfare benefits categories of social welfare law, and
- Guidance on the new pension regulations.

In addition to the generalist advice service available CASSW also provided specialist advice as follows:

- A debt and welfare benefit casework service
- A specialist service for clients with enduring mental health issues
- A Housing options referral service
- Staffordshire and Cheshire wide Pension wise service
- A Victims Gateway service
- A Help to Claim, Universal Credit service
- Energy Advice and Fuel voucher projects
- A specialist service for patients receiving support from NHS services
- A specialist services for NHS staff employed by MPFT

CASSW delivers its services from five offices across Staffordshire and outreaches and venues in neighbouring towns and counties in partnership with other LCA's

Covid-19

Following the Covid Outbreak in 2019, the organisation conducted a full service review and adopted a Hybrid working model for all staff and volunteers.

Over time all offices were reopened and face to face services resumed.

However the extension of digital services, necessary during Covid have continued to develop and are now an integral part of our service model.

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All staff and volunteers are equipped to work both from the offices, outreaches and home, enabling flexibility for both staff/volunteers and clients. This flexibility means that clients can choose an access route to services that best suits them and also arrange appointments that fit better with work/home/caring commitments.

The Trustee Board and Senior Management Team were committed to retaining a local service presence across all three local authority areas, but were also very conscious of the increasing premises and overhead costs and impact on the budget. Large, costly offices would no longer be necessary under a hybrid working model and premises savings could be used to develop digital and front line services.

The Trustee Board and Senior Management Team therefore revised its Business plan in light of the new landscape and service model. An updated three year plan was launched in 2021 setting out a new future service delivery plan that included the relocation of some of our offices into smaller shared spaces and the re-establishment of more outreach sites to create more flexible access for residents across the three local authority areas that CASSW cover.

CASSW reserves are in a strong position with no indication of any threats to our income or business model so far, but are aware that the changed landscape, the move to more digital services and the recommissioning of some of our major contracts mean that we need to be proactive in our developments to retain our position of remaining a strong competitor for future funding.

The new Business plan CASSW embraces the “positives” of the last 2 years and the change in service access and is working closely with funders, partners, staff, volunteers and our clients to develop a continued service meeting need and supporting the community in this very challenging and changing environment.

Contribution of Volunteers and Paid Staff

The charity success could not have been achieved without the hard work and dedication of volunteers and staff. The trustee board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2022/23 the service employed 43 paid staff and 39 volunteers delivering some 14 projects including the core service.

Volunteers represent the indispensable core of the service for without them, there would not be a Citizens Advice service. Over the last year still under difficult circumstances, volunteers have contributed, on average, 399 hours per week. This may be expressed as an annualised value of £329,589. However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment. We have actively sought to recruit new volunteers and increase the volunteering opportunities that we can offer. This has been successful and we are currently training new groups of volunteers.

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Who used and benefited from our services?

During the reporting year 9,524 clients benefited from the services of CASSW generating 38,494 issues. We support people on any issue that they may face however our most common enquiry areas are benefits, (including Universal Credit), debt and financial services and capability.

In total the service was presented with £6,673,345 worth of debt, rescheduling or reducing the debts to make peoples' lives more sustainable. The service generated a total of £7,373,284 in additional income for its clients, primarily through our income maximisation work.

Clients continue to present with multiple problems and on average clients are presenting with 2 issues each. On average clients are presenting 3 times each before their issues are resolved, 41,564 activities were recorded.

Factors Affecting the Achievement of Objectives

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we explore alternative fundraising and continue to diversify our approach to ensure we are delivering the most cost-effective service we possibly can. This isn't about simply cutting costs; it is about delivering a service that genuinely meets clients' needs to make us as cost effective as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we are asked to offer support that falls outside the remit of direct advice. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary this can be resource intensive.

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FINANCIAL REVIEW

The availability of funding in the charity sector remains difficult in a rapidly changing and challenging environment. The charity is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of our clients.

In the reporting period, the charity had a surplus of £63,446 (2021/22: £49,325) from a total income of £1,298,934 (2021/22: £1,227,252) and expenditure of £1,235,487 (2021/22: £1,177,927).

Principal Funding Sources

Project specific funding was received from the Money and Pension service (MAPs) for the Money Advice and Pension wise services, Staffordshire Police & Crime Commissioners office (OPCC) to support victims of crime, the Henry Smith Charity helping people with enduring mental health issues, and The Department for Work and Pensions (DWP) to deliver support for those claiming Universal Credit.

Although project income has remained stable during the year, we are aware that this is changing following the Covid pandemic and the current difficult economic environment and the government and thus our main funders will need to balance the costs of the pandemic, inflation and rising interest rates alongside the changing needs across society.

Recommissioning of some of our main income streams is ongoing, primarily Government funding of services such as Debt, Universal Credit and Pension wise are being reviewed with a view to making financial savings whilst still retaining national service delivery. Digital services are deemed to be cheaper and more cost effective, thus increasing competition across the open market.

CASSW were successful in retaining both the MAPS debt and DWP Help to Claim service, but both will be recommissioned again over the next two years as the Government endeavours to find a comprehensive, but cost effective model.

Our Pension wise service will also be recommissioned, so the organisation must stay alert and work proactively to ensure our service model can be competitive in future recommissioning rounds

CASSW believes that the need for services such as ours will be in even more demand going forward and we feel that although this has been recognised by funders, the development and success of the digital service platform will lead to a different service specification in the move to save costs.

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Investment Policy

As required in its Memorandum, paragraph 4.17, in furtherance of its objects, and for no other purposes, the Company has the power to invest or deposit funds in any lawful manner (but to invest only after obtaining professional advice and having regard to the suitability of investments and the need for diversification).

Reserves Policy

CASSW is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The trustees consider that it would be prudent to set aside an amount equivalent to three months' operating expenditure. The value of this will be calculated using an average of 3 months running costs based on the current annual budget. This is reviewed on an annual basis. The total available reserves at the end of this financial year stand at £686,499 and the net current assets of £686,499 give a sufficient safety net to ensure the continuation of the organisation into the future.

Going Concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

FUTURE PLANS

Developing a sustainable service that meets the needs of our clients remains a priority of the trustee board. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to client needs.

The revised Business plan outlines a plan that sees the reduction in its five offices and a move to relocate its front line delivery sites to shared premises with partners, outreach venues and an introduction of remote access points. This will help us to not only retain our local footprint but also to extend it and deliver more flexible services. Our new Business plan identifies the relocation of our Rugeley and Stafford offices over the next two years and negotiations with the appropriate Councils and Landlords is underway.

Outreach services and shared premises have also been identified and the successful relocation of our South Staffs office into the new South Staffordshire Council Hub, has provided us with a good model of how well this relocation can work.

The move to a Hybrid working model for staff and volunteers has also proved successful. We have worked closely with staff and volunteers, partners, stakeholders and funders to ensure that such a model would support their ideas and plans and protect loss of revenue streams.

We are also piloting the addition of remote video conferencing for clients which will add to the physical face to face service and we will retain and develop our digital service offer.

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The plan is an ambitious plan and will take time to achieve. However, in consultation with partners, clients, stakeholders and funders, this is a model that is being developed by many organisations and it is therefore important to be proactive in helping to develop and implement such a model collectively for the benefit of our clients across the communities. Now in its second year, and still in its infancy, we are starting to identify the benefits of the new plan and more importantly can see that our clients are also adapting to a new model, with client numbers increasing and new client groups accessing the service.

We believe that our position, credibility and our commitment will help us to fully achieve this new service strategy and help us to retain a service that meets demand, supports our clients and continues to provide essential services.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high-quality service that our clients expect and deserve.

Having reviewed the risks the charity is facing, the trustees are satisfied that CASSW is in a relatively strong position, although acknowledging that competition for contracts is strong and the loss of contracts can have a widespread impact across the organisation. With this in mind, the board recognises the need to be in a strong viable position to pursue appropriate contracts and have adequate contingency measures in place, with risks carefully monitored.

During the year 2023/24 we will continue to improve our internal monitoring mechanisms ensuring that we have a clear understanding of each element of the service, the benefits of that are many - we can ensure that we are achieving as much as we can possibly achieve and delivering an excellent service to our clients and our funders, and we can also understand our business offer and can market our service accordingly.

The annual report was approved by the trustees of the charity on THURS 26/10/23 and signed on its behalf by:

Elaine E. Robinson
Elaine Robinson
Chair

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

STATEMENT OF TRUSTEES' AND DIRECTORS' RESPONSIBILITIES

The trustees and directors are responsible for preparing the Annual Report and the financial statements for the year ended 31 March 2023 in accordance with applicable law and regulations.

Company and charity law require the trustees and directors to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Company law requires that the trustees and directors must not approve the financial statements unless they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- a. select suitable accounting policies and then apply them consistently;
- b. make judgements and estimates that are reasonable and prudent;
- c. state whether applicable accounting standards have been followed subject to any material departures disclosed and explored in the financial statements;
- d. prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business;
- e. that the trustees and directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the charity and that enables them to ensure that the financial statements comply with the Companies Act;
- f. that the trustees and directors are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities; and that, where appropriate the trustees and directors are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website.

Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware, and
- The trustees, having made enquires of fellow directors and the charity's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

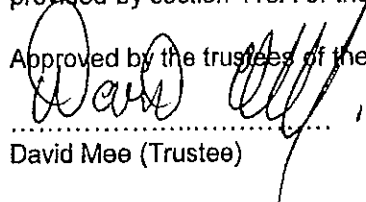
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Auditors

The auditors, Dains Audit Limited, have been appointed in accordance with section 445 of the Companies Act 2006.

In preparing this report, the Trustees have taken advantage of the small company's exemptions provided by section 415A of the Companies Act 2006.

Approved by the trustees of the charity on 26-10-2023 and signed on its behalf by:


.....

David Mee (Trustee)

Date 26-10-2023

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU**
(A company limited by guarantee)

Opinion

We have audited the financial statements of Staffordshire South West Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, Balance Sheet, Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023, 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 charitable company'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 trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU (CONTINUED)**
(A company limited by guarantee)

Opinion on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees report.

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 14, the trustees (who are also the directors of the charitable company for the purposes 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' 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:

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU (CONTINUED)**
(A company limited by guarantee)

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the senior statutory auditor ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with directors and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charitable company, including the financial reporting legislation, Companies Act 2006, Charities Act 2011, taxation legislation, anti-bribery, employment, and environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in Note 2 were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the charitable company's legal advisors.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU (CONTINUED)**
(A company limited by guarantee)

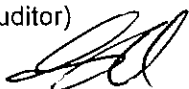
Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed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

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 members as a body, for our audit work, for this report, or for the opinions we have formed.

Simon Hawkins (Senior Statutory Auditor)
For and behalf of
Dains Audit Limited



Statutory Auditor Chartered Accountants

Suite 2, Albion House
2 Etruria Office Village
Forge Lane
Stoke on Trent
Staffordshire
ST1 5RQ

Date.....26.10.23.....

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
Including income and expenditure account
For the year ended 31 March 2023

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Income from:							
Donations and legacies	3	32	-	32	697	-	697
Charitable activities	4	461,461	836,654	1,298,115	457,032	769,421	1,226,453
Generated funds		-	-	-	-	-	-
Investments	5	53	-	53	102	-	102
Other		733	-	733	-	-	-
Total income		462,279	836,654	1,298,934	457,831	769,421	1,227,252
Expenditure on:							
Raising funds		-	-	-	-	-	-
Charitable activities	6	464,382	771,105	1,235,487	444,181	733,746	1,177,927
Total expenditure		464,382	771,105	1,235,487	444,181	733,746	1,177,927
Net income/(expenditure) before transfers		13,650	65,550	63,446	13,650	35,675	49,325
Transfers between funds	13	24,649	(24,649)	-	35,484	(35,484)	-
Net movement in funds		22,545	40,901	63,446	49,134	191	49,325
Reconciliation of funds:							
Total funds b/f	13	584,219	38,834	623,053	535,085	38,643	573,728
Total funds c/f		606,764	79,735	686,499	584,219	38,834	623,053

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

The notes on pages 23 to 34 form part of these financial statements.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

BALANCE SHEET
As at 31 March 2023

Charity number: 1150796
Company number: 8261002

	Notes	2023 £	£	2022 £	£
Fixed assets					
Tangible assets	10		-		-
Current assets					
Work in progress		-		-	
Debtors	11	51,072		10,824	
Cash at bank and in hand		769,516		678,622	
		<u>820,588</u>		<u>689,246</u>	
Liabilities					
Creditors: amounts falling due within one year	12	(134,089)		(66,193)	
Net current assets			<u>686,499</u>		<u>623,053</u>
Creditors: amounts falling due after more than one year			-		-
Provision for liabilities			-		-
Total net assets			<u>686,499</u>		<u>623,053</u>
Funds of the charity					
Unrestricted funds - general	13		513,341		490,796
Designated funds			93,423		93,423
Restricted funds	13		79,735		38,834
			<u>686,499</u>		<u>623,053</u>
Total charity funds			<u>686,499</u>		<u>623,053</u>

These financial statements have been prepared in accordance with the provisions applicable to small companies within Part 15 of the Companies Act 2006.

For the financial year ended 31 March 2023, the charity was subject to a statutory audit in accordance with the Charities Act 2011 and Companies Act 2006 relating to small companies.

The financial statements on pages 20 to 34 were approved by the trustees on and signed on their behalf by:

Elaine L. Robinson

Elaine Robinson
Trustee

26.10.23

David Mee

David Mee
Trustee

The notes on pages 23 to 34 form part of these financial statements.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

CASH FLOW STATEMENT
For the year ended 31 March 2023

	Notes	2023 £	2022 £
Cash flows from operating activities:			
Net cash provided by operating activities		90,842	46,794
Cash flows from investing activities:			
Interest income	5	53	102
Purchase of tangible fixed assets			
Net cash provided by investing activities		53	102
Increase / (decrease) in cash and cash equivalents in the reporting period		90,894	46,896
Cash and cash equivalents at the beginning of the reporting period		678,622	631,726
Cash and cash equivalents at the end of the reporting period		769,516	678,622

Reconciliation of cash flows from operating activities		
	2023 £	2022 £
Net (expenditure)/ income for the reporting period	63,446	49,325
Add: Depreciation charge	0	456
Less: Interest income	(53)	(102)
Decrease/(increase) in debtors	(40,448)	24,010
Increase /(decrease) in creditors	67,896	(26,895)
Net cash provided by operating activities	90,842	46,794

Analysis of net debt

	At 1 April 2022 £	Cash flows £	31 March 2021 £
Cash at bank and in hand	678,622	90,894	769,516
	678,622	90,894	769,516

The notes on pages 23 to 34 form part of these financial statements.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

1 Statutory Information

Staffordshire South West Citizens Advice Bureau is a company limited by guarantee incorporated and domiciled in England and Wales. The charity qualifies for section 60 exemption under the Companies Act 2006. The members of the Charity are the Trustees named on page 2. The registered office is 17 Eastgate Street, Stafford, Staffordshire, ST16 2LZ.

2 Accounting Policies

2.1 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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 issued in October 2019, the Financial Reporting Standard applicable in United Kingdom and Republic of Ireland (FRS102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The finance statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The finance statements are presented in sterling which is the functional currency of the charity and round to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated

2.2 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 the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise cash at bank and in hand and debtors excluding prepayments.

Financial liabilities held at amortised cost comprise creditors excluding deferred income and taxation payable. Financial liabilities that are provisions are held at fair value. No discounting has been applied on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

2.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

2.4 Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts in accordance with the Charities SORP (FRS102).

2.5 Grant Income

Income from grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

2.6 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

2.7 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Expenditure on raising funds; comprise the costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs includes all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

2.8 Operating leases and hire purchase agreements

The charity classifies the lease of property, printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are charged on a straight-line basis over the term of the lease.

2.9 Taxation

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK Corporation tax purposes.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

2.10 Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised.

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Property	– Fully depreciated
Office equipment	– 25% straight line basis
Computer Equipment	– 33% straight line basis
Furniture & Fittings	– 15% straight line basis

2.11 Debtors

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

2.12 Cash at bank and in hand

Cash at bank and 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.

2.13 Creditors and provisions

Creditors and provisions are recognised where 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.

2.14 Pensions and retirement benefits

The charity operates a defined contribution scheme. The amount charged to the statement of financial activities in respect of pension costs and other post-retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet.

2.15 Going Concern

The Trustees believe they have adequate resources which will enable the charity to meet its liabilities as they fall due for the foreseeable future (minimum 12 months). For this reason, they continue to adopt the going concern basis in preparing the financial statements.

2.16 Critical accounting estimates and areas of judgements

Estimates and judgements are continually valued and based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Deferred income

Included within other creditors is £103,318 (2022: £19,918) of deferred income. This income relates to contracts completed during the 31 March 2023 year. However, due to underspend management believe that the amount will be recouped.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

3 Donations and legacies	Unrestricted £	Restricted £	Total 2023 £	Unrestricted £	Restricted £	Total 2022 £
Donations and gifts	32	-	32	697	-	697
4 Income from charitable activities						
Grant and contract income	Unrestricted £	Restricted £	Total 2023 £	Unrestricted £	Restricted £	Total 2022 £
Receivable for charitable activities	£	£	£	£	£	£
General Advice:						
Cannock Chase Council	153,666	-	153,666	151,206	-	151,206
Stafford Borough Council	60,000	30,053	90,053	60,000	-	60,000
South Staffordshire District Council	43,000	-	43,000	43,000	-	43,000
Hednesford Town Council	1,000	-	1,000	5,000	-	5,000
Wombourne Parish Council	-	-	-	4,815	-	4,815
Legal Aid Agency	-	-	-	4,816	-	4,816
Citizens Advice - other	12,959	-	12,959	4,306	-	4,306
Henry Smith Charity	-	58,700	58,700	-	29,400	29,400
South Staffs Healthcare Trust	-	-	-	9,756	-	9,756
Building Better Opportunities	-	-	-	-	5,503	5,503
Citizens Advice Staffs North & Stoke (VG)	112,636	-	112,636	112,636	-	112,636
Fuel Bank	40,617	-	40,617	47,415	-	47,415
Western Power Distribution	5,605	-	5,605	5,605	-	5,605
Midlands Partnership NHS Trust	22,500	60,000	82,500	-	-	-
Charityworks Kickstart	15,083	-	15,083	-	-	-
	<u>481,481</u>	<u>148,753</u>	<u>610,213</u>	<u>448,655</u>	<u>34,903</u>	<u>483,558</u>
Debt Advice:						
Citizens Advice - Money Advice	-	146,671	146,671	-	175,618	175,618
Benefits Advice:						
Citizens Advice – Help to Claim	-	191,355	191,355	-	165,603	165,603
Pensions Guidance & Financial Capability:						
Citizens Advice – Pension Wise	-	316,969	316,969	-	379,435	379,435
Citizens Advice – Energy Best Deal	-	27,571	27,571	-	10,750	10,750
	<u>-</u>	<u>344,540</u>	<u>344,540</u>	<u>-</u>	<u>390,185</u>	<u>390,185</u>
Other	-	-	-	8,377	-	8,377
Trust Fund Payments	-	5,336	5,336	-	3,112	3,112
Total income from charitable activities	<u>481,481</u>	<u>836,654</u>	<u>1,298,115</u>	<u>457,032</u>	<u>769,421</u>	<u>1,226,453</u>

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

5 Investment income

	Unrestricted £	Restricted £	Total 2023 £	Unrestricted £	Restricted £	Total 2022 £
Interest received	53	-	53	102	-	102

6 Expenditure on charitable activities

Charitable Activity	Unrestricted £	Restricted £	Total 2023 £	Unrestricted £	Restricted £	Total 2022 £
Salaries, Employer's National Insurance & Pension costs	350,454	512,695	863,149	329,848	499,706	829,554
Staff & volunteer costs	6,169	3,303	9,472	3,911	910	4,821
Office costs	25,238	37,199	62,437	30,311	34,990	65,301
Premises costs	25,517	42,060	67,577	31,995	50,240	82,235
Governance & Legal costs	11,252	12,590	23,842	3,289	3,019	6,308
Other costs	5,145	7,243	12,388	1,767	4,432	6,199
Subcontractor payments	40,617	155,744	196,361	43,050	140,419	183,469
Total Expenditure on charitable activities	464,382	771,105	1,235,487	444,181	733,746	1,177,927

6a Auditor's Remuneration

The following information relates to remuneration of auditors of the charity during the financial year.

	2023 £	2022 £
Auditor's fee	4,600	4,500

7 Trustees' and key management personnel remuneration and expenses

The total amount of employee benefits received by key management personnel is £167,570 (2022: £163,972). The charitable company considers its key management personnel comprise the management team as described on page 3.

During the year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charitable trust to any trustee or to any person known to be connected with them.

During the year ended 31 March 2023, trustee expenses of £110 (2022: £408) have been incurred by 2 trustees (2022: 1 trustee).

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

8 Employees

	2023	2022
	Full Time Equivalent	
The average number of employees:		
Permanent staff	43	44
Volunteers	39	21
	2023	2022
	£	£
Employment costs		
Wages and salaries	787,245	759,288
Social security costs	60,414	55,158
Other pension costs	15,760	15,108
	<u>863,419</u>	<u>829,554</u>

No employee received remuneration amounting to more than £60,000 in the period (2022: none).

9 Pensions

CASSW has contributed £15,760 (2022: £15,108) to the personal pension schemes of employees.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

10	Fixed Assets	Equipment	Computer	Furniture & Fittings	Property	Total
		£	£	£	£	£
	Cost					
	At 31 March 2022	6,756	15,213	8,549	4,525	35,043
	Additions	-	-	-	-	-
		<u>6,756</u>	<u>15,213</u>	<u>8,549</u>	<u>4,525</u>	<u>35,043</u>
	At 31 March 2023	6,756	15,213	8,549	4,525	35,043
	Depreciation					
	At 31 March 2022	6,756	15,213	8,549	4,525	35,043
	Charge for the year	-	-	-	-	-
		<u>6,756</u>	<u>15,213</u>	<u>8,549</u>	<u>4,525</u>	<u>35,043</u>
	At 31 March 2023	6,756	15,213	8,549	4,525	35,043
	Net book value					
	At 31 March 2023	-	-	-	-	-
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
	At 31 March 2022	-	-	-	-	-
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
11	Debtors			2023		2022
				£		£
	Accrued income / Other debtors			49,392		10,589
	Prepayments			1,680		25
				<u>51,072</u>		<u>10,624</u>
12	Creditors: amounts falling due within one year			2023		2022
				£		£
	Taxation and social security costs			16,859		11,228
	Other creditors			106,316		38,449
	Accruals			7,207		13,932
	Net Pay			-		12
	Pension creditor			3,707		2,572
				<u>134,089</u>		<u>66,193</u>

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

13 Net Movement in funds – current year

	Balance at 31 March 2022 £	Net Income £	Net Expenditure £	Transfers between funds £	Balance at 31 March 2023 £
Unrestricted funds					
General Funds	490,796	-	(2,104)	24,649	513,341
Designated Funds:					
Buildings maintenance	51,667	-	-	-	51,667
Staff protection	41,756	-	-	-	41,756
Total Designated Funds	93,423	-	-	-	93,423
Total Unrestricted Funds	584,219	-	(2,104)	24,649	606,764
Restricted funds					
Energy Advice	-	-	(2,540)	2,540	-
CitA – Help to Claim	-	-	-	-	-
Henry Smith	37,205	13,960	-	-	51,165
MASDAP	-	27,189	-	(27,189)	-
MPFT Financial Wellbeing	-	10,626	-	-	10,626
CitA – Pensionwise	-	-	-	-	-
SBC Debt Project	-	14,212	-	-	14,212
Trust Funds	1,629	2,103	-	-	3,732
Total Restricted funds	38,834	68,090	(2,540)	(24,649)	79,735

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

13 Net Movement in funds – previous year

	Balance at 31 March 2021 £	Net Income £	Net Expenditure £	Transfers between funds £	Balance at 31 March 2022 £
Unrestricted funds					
General Funds	441,662	41,205	(27,555)	35,484	490,796
Designated Funds:					
Buildings maintenance	51,667	-	-	-	51,667
Staff protection	41,756	-	-	-	41,756
Total Designated Funds	93,423	-	-	-	93,423
Total Unrestricted Funds	535,085	41,205	(27,555)	35,484	584,219
Restricted funds					
MAS	-	36,859	-	(36,859)	-
CitA – PensionWise	-	-	-	-	-
BBO	-	-	(72)	72	-
CitA – Energy Big Difference / EBDX	-	-	(1,303)	1,303	-
Henry Smith	37,383	-	(178)	-	37,205
CitA – Help to Claim	-	-	-	-	-
Trust Funds	1,260	369	-	-	1,629
Total Restricted funds	38,643	37,228	(1,553)	(35,484)	38,834

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

Fund Descriptions

General Funds

These are the accumulated unrestricted funds of the charity.

Designated Funds

These funds have been set aside out of the unrestricted funds by the trustees for specific purposes.

Buildings Maintenance - This fund is to meet future premises repairs, refurbishment and maintenance costs.

Staff Protection - This fund is to ensure that adequate funds are available to pay staff any potential redundancy entitlement.

Restricted Funds

MAS

Citizens Advice Staffordshire South West has a grant for delivery of the Governments Money Advice Service (MAS). This service delivers specialist money advice and debt services.

Citizens Advice - Pension Wise

Citizens Advice Staffordshire South West (CASSW) is a designated access point and centre for delivery of the Governments Pension Wise Service. The grant contribution received covers staffing costs and provision of accommodation for the external provider. CASSW identifies potential clients in need of the service and provides the referral mechanism and accommodation for delivery of the project.

BBO (Building Better Opportunities)

Funded by Big Lottery and European Social Fund to help those furthest from the job market take steps into employment. The service involves partnerships to develop work clubs and improve skills and remove barriers to work. A caseworker provides advice to help people resolve the overwhelming problems that prevent them considering work.

Energy Big Difference

A short-term project fund to deliver energy saving advice to people on low incomes and having difficulty managing their utility bills.

Henry Smith

A specialist service for clients with enduring mental health illness, working in the community alongside health professionals.

Citizens Advice – Help to Claim

The Help to claim service places advisers working in local Job Centres with DWP staff and assisting clients making claims for Universal Credit.

Trust Funds

This fund is to facilitate the payment of grants from charitable organisations following applications made by CASSW on behalf of clients.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

14 Analysis of net assets between funds

	Unrestricted £	Restricted £	Designated £	Total 2023 £	Unrestricted £	Restricted £	Designated £	Total 2022 £
Fund balances at 31 March 2023 are represented by:								
Fixed assets	-	-	-	-	-	-	-	-
Net current assets	513,341	79,735	93,423	686,499	490,796	38,834	93,423	623,053
Total	<u>513,341</u>	<u>79,735</u>	<u>93,423</u>	<u>686,499</u>	<u>490,796</u>	<u>38,834</u>	<u>93,423</u>	<u>623,053</u>

15 Commitments under operating leases

As at 31 March 2023, the company had commitments under non-cancellable operating leases as follows:

	2023 £	2022 £
Within one year	27,972	25,631
Between two and five years	51,132	35,183
After five years	11,000	17,500
	<u>90,104</u>	<u>78,314</u>

16 Financial Instruments

	2023 £	2022 £
Financial Assets		
Financial assets measured at amortised cost	<u>49,392</u>	<u>10,599</u>
Financial Liabilities		
Financial liabilities measured at amortised cost	<u>117,233</u>	<u>54,965</u>

Financial assets at amortised cost comprise accrued income and other debtors.

Financial liabilities measured at amortised cost comprise other creditors, accruals, net pay and pension creditors

17 Related Parties & Trustees

There were no related party transactions during the year.

Details of trustees remuneration and expenses can be found in note 7 of these financial statements.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2023

18 Status

Staffordshire South West Citizens Advice Bureau is a charitable company limited by guarantee, therefore having no share capital, incorporated in England and Wales. As at 31st March 2023 there were 11 trustees (2022 – 12). Each trustee is obliged to contribute to the company a sum of £1 in the event of the company being wound up whilst he or she is a trustee, or within 1 year after they cease to be a trustee.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU

England & Wales - Charity number 1150796

Accounts

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

For the Year Ended 31 March 2022

Company No. 8261002

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU

Charity No. 1150796

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TRUSTEES' AND DIRECTORS' REPORT
For the Year Ended 31 March 2022

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and audited financial statements for the year ended 31 March 2022.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number: 1150796
Company number: 8261002

Authorised & regulated by the Financial Conduct Authority FRN: 617752

Registered office: 17 Eastgate Street
Stafford
ST16 2LZ

Trustees/Directors

The trustees who served during the year and up to the date of this report are set out below:

Mrs E Robinson (Chair)
Mr D Mee (Vice Chair)
Mr M Cumberlidge (Treasurer)
Mr E J Davies
Mrs B Jocelyn (resigned April 2022)
Mr M Wallbank
Mrs P Rowlands
Mr A Scales (elected Oct 2021)
Mr I James
Mr P Weetman (Vice Chair)
Mr P Wilkinson
Mr J Preston

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

Management team

S. Nicholls (CEO)
C. Davis (Head of Services)
C. Bagnall (External Contracts Manager)
N. Hessar (Business Support Manager)
L. Hitchcock (Caseworker Manager)

Bankers

Unity Trust Bank plc
Nine Brindley Place
Birmingham
B1 2HB

Independent Auditors

Dains Audit Limited
Suite2, Albion House
2 Etruria Office Village
Forge Lane
Stoke-on-Trent
Staffordshire
ST1 5RQ

TRUSTEES' AND DIRECTORS' REPORT
For the Year Ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was formed as a company limited by guarantee in October 2012 (Company Number: 8261002). The full name of the charity is Staffordshire South West Citizens Advice Bureau and was registered with the Charity Commission in October 2012 (charity Number:110796). The Organisation has an operating name of Citizens Advice Staffordshire South West (otherwise referred to as CASSW in these accounts). It is governed by its Memorandum and Articles of Association.

Recruitment and appointment of trustees

The charity is governed through a trustee board. Trustees (Directors of the Charity) who have held office during the year are listed on page 2. The Articles of Association provide for a minimum of three and a maximum of twenty-five trustees. The trustees meet 4 times per year with additional quarterly meetings for the sub-committees listed below.

Trustees are elected to the Board for a three-year period and are appointed by a resolution of its members at an AGM. The board has powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

Citizens Advice appoints a representative who is invited to attend the Board as a non-voting member.

The board is supported by a network of sub-committees, covering Finance and Resources, Quality and Performance and a Board Executive group.

The trustees who have served during the year can be seen on page 2. 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.

The organisation is coordinated from its main office in Eastgate Street, Stafford.

Trustee induction and training

New trustees undertake an induction on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. They also meet key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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Organisation Structure

CASSW is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Board of Directors in order to fulfil its charitable objects and comply with the national membership requirements.

The Chief Executive of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is a Senior Management Team and Service managers to support the Chief Executive. The organisation has an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the trustee board in line with the Business Development Plan and are reviewed at least annually.

The Senior Management Team meets regularly to review progress against targets and the Charity's financial position and to discuss issues referred to them by the trustee board or the Executive group. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the chief executive and the staff team. There are regular staff, volunteer meetings and management team meetings which ensure that progress is being made against targets.

There is an Annual General Meeting, which involves the staff team, volunteers, trustee board, members and other stakeholders.

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Pay and Remuneration of Key Management Personnel

The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. The charity's senior management team are all paid in line with associated pay scales as used in the sector and, as with all paid staff, salaries are reviewed annually. Any increases are approved by the trustee board. The chief executive's salary is reviewed and approved by the trustee board separately but in line with the policy set out above.

Key risks and Uncertainties

The trustees having had consideration to and are mindful of the risk factors for the charity identify the following:

- A. Securing funding remains a serious challenge not only to maintain but also to expand our service. We understand that the next few years are critical for us in terms of our sustainability and ultimately our long-term survival, the Trustees are taking this risk very seriously and are responding accordingly.
- B. The funding climate is not getting any easier, nor do we expect it to improve any time soon - coupled with this demand for our service is increasing meaning that we risk being unable to carry on meeting our client's needs and experience reputational risk as a result.
- C. In order that we can continue to deliver it is essential that we maintain our volunteer base. We, along with many other Local Citizens Advice, are finding it harder to attract suitable volunteers.

Trustees plans and strategies for managing these risks:

- A. A fundraising strategy that helps the organisation to broaden our approach to income generation, we are working towards building our unrestricted income to allow us to create a cushion should we face further reductions in our funding levels.
- B. A set of SMART key performance indicators that help to monitor performance and identify areas of concern and potential risks.
- C. A clear Business Plan that identifies the service delivery and development for the next three years with financial forecasting to support the organisations progress.

Factors that are likely to affect the financial performance or position in 2022/23 and further years:

- As the service is reliant on core funding from Local authorities it is subject to volatile and uncertain economic conditions
- Core funding is currently received from the Local Authority in the form of a grant, we are anticipating a possible move towards a commissioning model in the form of a contract in the future. Contracts generally provide a longer-term offer than grants (generally 3-5 years), and contracts will go out to open tender and there is therefore a risk.
- The political environment remains uncertain, the impact of key national developments is still very much an 'unknown quantity' but has the potential to impact on our position.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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- A possible increased competition in an ever-changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access, as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'.

OBJECTIVES AND ACTIVITIES

Objects

The charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of Staffordshire (and beyond) ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The charity's objects are defined as above. Our aims are focused on:

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

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

The charity has developed its own Mission Statement to reflect more accurately its purpose and role:

"..... to establish CASSW as a centre to provide a free, confidential and impartial service of advice, support, training, information and counsel for the public and for the implementation thereof"

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. The annual review seeks to examine our achievements and outcome. Together with the success of individual key projects and the benefits that result from them. In carrying out the review we are ensuring that that our aims, objectives and activities are in line with our stated purpose.

Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support. Key activities have included:

- Making sure our service delivery is cost effective and yet person centred.
- Continually reviewing, and improving where necessary, the quality of the advice we deliver to all our clients.
- Diversifying our approach to funding to minimise the risks associated with holding reduced funding streams
- Continued partnership working with other organisations to help develop initiatives to improve access to quality advice, information and support services.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

Advice and Information Services

The main areas of charitable activity are:

- the provision of general advice and information services,
- the provision of specialist advice and casework services in the debt, housing and welfare benefits categories of social welfare law, and
- Guidance on the new pension regulations.

In addition to the generalist advice service available CASSW also provided specialist advice as follows:

- A debt and welfare benefit casework service
- A specialist service for clients with enduring mental health issues
- A court help desk service in Stafford Combined Court (until June 2021)
- A Housing options referral service
- Staffordshire and Cheshire wide Pension wise service
- A Victims Gateway service
- A Help to Claim, Universal Credit service
- Energy Advice and Fuel voucher projects

CASSW delivers its services from five offices across Staffordshire and outreaches and venues in neighbouring towns and counties in partnership with other LCA's

Covid-19

In March 2020, CASSW had to close its five offices and staff had to relocate to remote home working, due to the Covid 19 pandemic that swept the globe, our objective was to maintain a comprehensive service as we were well aware that the impact of Covid-19 would increase the demand for advice information and support across all our communities.

We were able to set up all our paid staff with appropriate IT equipment and quickly established a connected service that delivered telephone, email and web chat access across the service. Our face to face service was closed and we worked closely with Citizens Advice and our funders to agree the transition without impact on our contracts and income.

This has been successful, with no loss of income and maintaining a very similar level of service for all our clients.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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We were successful also in bidding for additional funding for equipment and have over the past months also been able to bring back some of our volunteers (also working remotely) to expand and develop the service.

As things eased during the summer, we implemented a transition plan and conducted a full Covid-19 risk assessment to consider our options for a return to some office-based services and reintroduction of face to face services.

Our two main offices (at Stafford and Cannock) offices have been made "Covid-19 secure", following in detail all the Government and Health recommendations and guidelines. All staff and volunteers were consulted and met with (remotely) and we have conducted individual risk assessments for all staff who we had planned could return to the offices.

The transition plan proposed a return to some office based services from July 2021 in line with the Governments roadmap for reopening society. This was halted again in December, but offices were re-opened in January 2022.

Financially, CASSW has not been unduly affected, some expense has been incurred in preparation of offices, but this has so far been met through funding applications and reserves. Additionally, savings have been made with the reduction of travel and volunteer costs. The full impact won't really be known until the next financial year, but it is deemed to be manageable.

However, CASSW was actively aware that it had five offices with continued rental and maintenance costs and therefore needed to develop a longer term plan to redesign and determine its future service delivery in a very different landscape that we had worked in pre Covid.

The Trustee Board and senior managers are closely monitoring the income streams and contracts, being aware that there could be possible impacts as contract requirements may change. Client demands for services may also change and we need to stay flexible and adaptable in order to meet these challenges.

The Trustee Board and Senior Management Team therefore revised its Business plan in light of the new emerging landscape and to embrace the positive learnings and developments we had experienced over the past year. An updated three year plan was launched in 2021 setting out a new future service delivery plan that included the relocation of some of our offices into smaller shared spaces and the re-establishment of more outreach sites to create more flexible access for residents across the three local authority areas that CASSW cover.

CASSW reserves are in a strong position with no indication of any threats to our income or business model so far, but are aware that the changed landscape, the move to more digital services and the recommissioning of some of our major contracts mean that we need to be proactive in our developments to retain our position of remaining a strong competitor for future funding

The new Business plan CASSW embraces the "positives" of the last 2 years and the change in service access and is working closely with funders, partners, staff, volunteers and our clients to develop a continued service meeting need and supporting the community in this very challenging and changing environment.

Contribution of Volunteers and Paid Staff

The charity success could not have been achieved without the hard work and dedication of volunteers and staff. The trustee board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2021/22 the service employed 44 paid staff and 21 volunteers delivering some 11 projects including the core service.

Volunteers represent the indispensable core of the service for without them, there would not be a Citizens Advice service. Over the last year still under difficult circumstances, volunteers have contributed, on average, 373 hours per week. This may be expressed as an annualised value of £312,018. However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained at the helps individuals return to full employment. During 2021/22 a number of volunteers were unable to continue due to the pandemic and given the length of time we have been affected, it is likely that some of them will not return. We have actively sought to recruit new volunteers and increase the volunteering opportunities that we can offer. This has been successful and we are currently training new groups of volunteers as well as welcoming back some returning volunteers as we move back into a more open environment.

Who used and benefited from our services?

During the reporting year 10,343 clients benefited from the services of CASSW generating 32,519 issues. We support people on any issue that they may face however our most common enquiry areas are benefits, (including Universal Credit), debt and financial services and capability.

In total the service was presented with £3,786,150 worth of debt, rescheduling or reducing the debts to make peoples' lives more sustainable. The service generated a total of £5,749,638 in additional income for its clients, primarily through our income maximisation work.

Clients continue to present with multiple problems and on average clients are presenting with 2 issues each. On average clients are presenting 3 times each before their issues are resolved, 34,486 activities were recorded.

Factors Affecting the Achievement of Objectives

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we explore alternative fundraising and continue to diversify our approach to ensure we are delivering the most cost-effective service we possibly can. This isn't about simply cutting costs; it is about delivering a service that genuinely meets clients' needs to make us as cost effective as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we are asked to offer support that falls outside the remit of direct advice. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary this can be resource intensive.

FINANCIAL REVIEW

The availability of funding in the charity sector remains difficult in a rapidly changing and challenging environment. The charity is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of our clients.

In the reporting period, the charity had a surplus of £49,325 (2020/21: £130,975) from a total income of £1,227,252 (2020/21: £1,309,837) and expenditure of £1,177,927 (2020/21: £1,178,862).

Principal Funding Sources

Project specific funding was received from the Money and Pension service (MAPs) for the Money Advice and Pension wise services, the Legal Aid Agency, to deliver specialist Housing advice and a Court Help desk service, Staffordshire Police & Crime Commissioners office (OPCC) to support victims of crime, the Henry Smith Charity helping people with enduring mental health issues, South Staffordshire Health Trust, again for people who are severely mentally ill and The Department for Work and Pensions (DWP) to deliver support for those claiming Universal Credit.

Although project income has remained stable during the year, we are aware that this will change as we emerge from the pandemic and the government and thus our main funders will need to balance the costs of the pandemic alongside the new emerging needs across society.

Two of our main income streams were re-commissioned in 2021. Our MAPs Debt service and our DWP Help to Claim service were affected and would have had a big impact on our services and finances going forward. CASSW were successful however in maintaining both contracts, although substantially changed, with the future in particular the debt service going out again to tender over the next year.

CASSW believes that the need for services such as ours will be in even more demand going forward and we feel that although this has been recognised by funders, the development and success of the digital service platform will lead to a different service specification in the move to save costs.

One contract that the Trustee Board had to decide on in the year was the future of the Legal Aid Housing and Court Help desk service. Although recognised as a very necessary service and unique in Staffordshire, the Board have been subsidising the service for a number of years due to the changes in Legal Aid and reduction in scope for claims. The solicitor delivering the service for a number of years gave notice of his intention to retire in June 2021. At board discussion it was agreed that we would be unable to attract another solicitor of the same calibre for the same cost and that with the knowledge of other changes to future funding, this was no longer sustainable. The decision was therefore made to terminate the contract from June 2021. The CEO and Head of Services worked closely with the solicitor and the Legal Aid Agency to wind down the service, advise clients and scope potential partner agency to take any existing cases.

Investment Policy

As required in its Memorandum, paragraph 4.17, in furtherance of its objects, and for no other purposes, the Company has the power to invest or deposit funds in any lawful manner (but to invest only after obtaining professional advice and having regard to the suitability of investments and the need for diversification).

Reserves Policy

CASSW is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The trustees consider that it would be prudent to set aside an amount equivalent to three months' operating expenditure. The value of this will be calculated using an average of 3 months running costs based on the current annual budget. This is reviewed on an annual basis. The total available reserves at the end of this financial year stand at £623,053 and the net current assets of £623,053 give a sufficient safety net to ensure the continuation of the organisation into the future.

Going Concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

FUTURE PLANS

Developing a sustainable service that meets the needs of our clients remains a priority of the trustee board. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to client needs.

The revised Business plan outlines a plan that sees the reduction in its five offices and a move to relocate its front line delivery sites to shared premises with partners, outreach venues and an introduction of remote access points. This will help us to not only retain our local footprint but also to extend it and deliver more flexible services. During 2021, CASSW agreed a move from our Wombourne office into the South Staffs council's Community Hub based in Codsall. This relocation will take place in the Spring of 2022. We are also in discussions with Cannock council to relocate our Rugeley office into shared service space and have identified alternate locations in Rugeley which are available.

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The Business plan also supported a move to a Hybrid working model for staff and volunteers. We have worked closely with staff and volunteers, partners, stakeholders and funders to ensure that such a model would support their ideas and plans and protect loss of revenue streams. Over 2021, CASSW introduced a new Hybrid working policy and Hybrid working agreement with all its staff and amended Terms & Conditions have now been implemented. We have also worked closely with volunteers to extend the same working opportunities to them. Staff and volunteers are now offered a mix of office and home based working. We are also piloting the addition of remote video conferencing for clients which will add to the physical face to face service and we will retain and develop our digital service offer

It is an ambitious plan and is still in its transition and development stage. However, in consultation with partners, clients, stakeholders and funders, this is a model that is being developed by many organisations and it is therefore important to be proactive in helping to develop and implement such a model collectively for the benefit of our clients across the communities. We believe that our position, credibility and our commitment will help us to achieve this new service strategy and help us to retain and rebuild a service that meets demand, supports our clients and continues to provide essential services.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high-quality service that our clients expect and deserve.

Having reviewed the risks the charity is facing, the trustees are satisfied that CASSW is in a relatively strong position, although acknowledging that competition for contracts is strong and the loss of contracts can have a widespread impact across the organisation. With this in mind, the board recognises the need to be in a strong viable position to pursue appropriate contracts and have adequate contingency measures in place, with risks carefully monitored.

During the year 2022/23 we will continue to improve our internal monitoring mechanisms ensuring that we have a clear understanding of each element of the service, the benefits of that are many - we can ensure that we are achieving as much as we can possibly achieve and delivering an excellent service to our clients and our funders, and we can also understand our business offer and can market our service accordingly.

The annual report was approved by the trustees of the charity on October 27th 2022 and signed on its behalf by:

E. S. Robinson

Elaine Robinson
Chair

STATEMENT OF TRUSTEES' AND DIRECTORS' RESPONSIBILITIES

The trustees and directors are responsible for preparing the Annual Report and the financial statements for the year ended 31 March 2022 in accordance with applicable law and regulations.

Company and charity law require the trustees and directors to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Company law requires that the trustees and directors must not approve the financial statements unless they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- a. select suitable accounting policies and then apply them consistently;
- b. make judgements and estimates that are reasonable and prudent;
- c. state whether applicable accounting standards have been followed subject to any material departures disclosed and explored in the financial statements;
- d. prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business;
- e. that the trustees and directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the charity and that enables them to ensure that the financial statements comply with the Companies Act;
- f. that the trustees and directors are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities; and that, where appropriate the trustees and directors are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website.

Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware, and
- The trustees, having made enquires of fellow directors and the charity's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

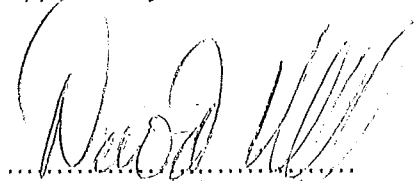
STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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Auditors

The directors, having been notified of the cessation of the partnership known as Dains LLP, resolved that Dains Audit Limited be appointed as successor with effect from 1 April 2022. The auditors, Dains Audit Limited, will be proposed for reappointment in accordance with section 445 of the Companies Act 2006.

In preparing this report, the Trustees have taken advantage of the small company's exemptions provided by section 415A of the Companies Act 2006.

Approved by the trustees of the charity on 27-10-2022 and signed on its behalf by:


.....
David Mee (Trustee)

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU
(A company limited by guarantee)**

Opinion

We have audited the financial statements of Staffordshire South West Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, Balance Sheet, Cash Flow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022, 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 charitable company'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 trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU (CONTINUED)**
(A company limited by guarantee)

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees report.

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 14, the trustees (who are also the directors of the charitable company for the purposes 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' 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:

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU (CONTINUED)**
(A company limited by guarantee)

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the senior statutory auditor ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the company through discussions with directors and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the financial reporting legislation, Companies Act 2006, taxation legislation, anti-bribery, employment, and environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in Note 2 were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

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

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST
CITIZENS ADVICE BUREAU (CONTINUED)**
(A company limited by guarantee)

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our Auditors' report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 members as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Hawkins (Senior Statutory Auditor)

For and behalf of
Dains Audit Limited

Statutory Auditor
Chartered Accountants

Suite 2, Albion House
2 Etruria Office Village
Forge Lane
Stoke on Trent
Staffordshire
ST1 5RQ

Date.....27.10.22.....

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES
Including income and expenditure account
For the year ended 31 March 2022

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Income from:							
Donations and legacies	3	697	-	697	600	-	600
Charitable activities	4	457,032	769,421	1,226,453	442,394	866,398	1,308,792
Generated funds		-	-	-	-	-	-
Investments	5	102	-	102	445	-	445
Other		-	-	-	-	-	-
Total income		457,831	769,421	1,227,252	443,439	866,398	1,309,837
Expenditure on:							
Raising funds		-	-	-	-	-	-
Charitable activities	6	444,181	733,746	1,177,927	382,204	796,658	1,178,862
Total expenditure		444,181	733,746	1,177,927	382,204	796,658	1,178,862
Net income/(expenditure) before transfers		13,650	35,675	49,325	61,235	69,740	130,975
Transfers between funds	13	35,484	(35,484)	-	42,873	(42,873)	-
Net movement in funds		49,134	191	49,325	104,108	26,867	130,975
Reconciliation of funds:							
Total funds b/f	13	535,085	38,643	573,728	430,976	11,777	442,753
Total funds c/f		584,219	38,834	623,053	535,084	38,644	573,728

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

The notes on pages 23 to 34 form part of these financial statements.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

BALANCE SHEET
As at 31 March 2022

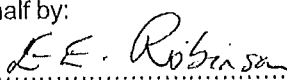
Charity number: 1150796
Company number: 8261002

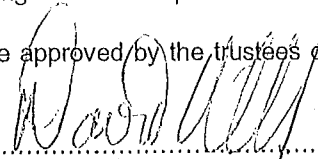
	Notes	2022	£	2021	£
Fixed assets					
Tangible assets	10		-		456
Current assets					
Work in progress			-	7,222	
Debtors	11		10,624	27,412	
Cash at bank and in hand			678,622	631,726	
			689,246	666,360	
Liabilities					
Creditors: amounts falling due within one year	12		(66,193)	(93,088)	
Net current assets			623,053	573,272	
Creditors: amounts falling due after more than one year			-	-	
Provision for liabilities			-	-	
Total net assets			623,053	573,728	
Funds of the charity					
Unrestricted funds - general	13		490,796	441,662	
Designated funds			93,423	93,423	
Restricted funds	13		38,834	38,643	
			623,053	573,728	
Total charity funds			623,053	573,728	

These financial statements have been prepared in accordance with the provisions applicable to small companies within Part 15 of the Companies Act 2006.

For the financial year ended 31 March 2022, the charity was subject to a statutory audit in accordance with the Charities Act 2011 and Companies Act 2006 relating to small companies.

The financial statements on pages 20 to 34 were approved by the trustees on 27.10.22 and signed on their behalf by:


.....
Elaine Robinson
Trustee


.....
David Mee
Trustee

The notes on pages 23 to 34 form part of these financial statements.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

CASH FLOW STATEMENT
For the year ended 31 March 2022

	Notes	2022 £	2021 £
Cash flows from operating activities:			
Net cash provided by operating activities		46,794	116,602
Cash flows from investing activities:			
Interest income	5	102	445
Purchase of tangible fixed assets			
Net cash provided by investing activities		<u>102</u>	<u>445</u>
Increase / (decrease) in cash and cash equivalents in the reporting period		46,896	117,047
Cash and cash equivalents at the beginning of the reporting period		631,726	514,679
Cash and cash equivalents at the end of the reporting period		<u>678,622</u>	<u>631,726</u>

Reconciliation of cash flows from operating activities

	2022 £	2021 £
Net (expenditure)/ income for the reporting period	49,325	130,975
Add: Depreciation charge	456	1,127
Less: Interest income	(102)	(445)
Decrease/(increase) in debtors	24,010	1,780
Increase /(decrease) in creditors	(26,895)	(16,835)
Net cash provided by operating activities	<u>46,794</u>	<u>116,602</u>

Analysis of net debt

	At 1 April 2021 £	Cash flows £	31 March 2022 £
Cash at bank and in hand	631,726	46,896	678,622
	<u>631,726</u>	<u>49,896</u>	<u>678,622</u>

The notes on pages 23 to 34 form part of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2022

1 Statutory Information

Staffordshire South West Citizens Advice Bureau is a company limited by guarantee incorporated and domiciled in England and Wales. The charity qualifies for section 60 exemption under the Companies Act 2006. The members of the Charity are the Trustees named on page 2. The registered office is 17 Eastgate Street, Stafford, Staffordshire, ST16 2LZ.

2 Accounting Policies

2.1 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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 issued in October 2019, the Financial Reporting Standard applicable in United Kingdom and Republic of Ireland (FRS102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The finance statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The finance statements are presented in sterling which is the functional currency of the charity and round to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

2.2 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 the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise cash at bank and in hand and debtors excluding prepayments.

Financial liabilities held at amortised cost comprise creditors excluding deferred income and taxation payable. Financial liabilities that are provisions are held at fair value. No discounting has been applied on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

2.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2022

2.4 Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts in accordance with the Charities SORP (FRS102).

2.5 Grant Income

Income from grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

2.6 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

2.7 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Expenditure on raising funds; comprise the costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs includes all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

2.8 Operating leases and hire purchase agreements

The charity classifies the lease of property, printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are charged on a straight-line basis over the term of the lease.

2.9 Taxation

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK Corporation tax purposes.

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2022

2.10 Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised.

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Property	- Fully depreciated
Office equipment	- 25% straight line basis
Computer Equipment	- 33% straight line basis
Furniture & Fittings	- 15% straight line basis

2.11 Debtors

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

2.12 Cash at bank and in hand

Cash at bank and 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.

2.13 Creditors and provisions

Creditors and provisions are recognised where 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.

2.14 Pensions and retirement benefits

The charity operates a defined contribution scheme. The amount charged to the statement of financial activities in respect of pension costs and other post-retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet.

2.15 Going Concern

The Trustees believe they have adequate resources which will enable the charity to meet its liabilities as they fall due for the foreseeable future (minimum 12 months). For this reason, they continue to adopt the going concern basis in preparing the financial statements.

2.16 Critical accounting estimates and areas of judgements

Estimates and judgements are continually valued and based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Deferred income

Included within other creditors is £19,918 (2021: £53,873) of deferred income. This income relates to contracts completed during the 31 March 2022 year. However, due to underspend management believe that the amount will be recouped.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

3 Donations and legacies	Unrestricted £	Restricted £	Total 2022 £	Unrestricted £	Restricted £	Total 2021 £
Donations and gifts	697	-	697	600	-	600
4 Income from charitable activities	Unrestricted £	Restricted £	Total 2022 £	Unrestricted £	Restricted £	Total 2021 £
Grant and contract income Receivable for charitable activities						
General Advice:						
Cannock Chase Council	151,206	-	151,206	148,796	-	148,796
Stafford Borough Council	60,000	-	60,000	60,000	-	60,000
South Staffordshire District Council	43,000	-	43,000	48,000	-	48,000
Hednesford Town Council	5,000	-	5,000	5,000	-	5,000
Wombourne Parish Council	4,915	-	4,915	-	-	-
Legal Aid Agency	4,816	-	4,816	18,086	-	18,086
Citizens Advice - other	4,306	-	4,306	32,652	-	32,652
Henry Smith Charity	-	29,400	29,400	-	58,400	58,400
South Staffs Healthcare Trust	9,756	-	9,756	9,756	-	9,756
Building Better Opportunities	-	5,503	5,503	-	59,801	59,801
Citizens Advice Staffs North & Stoke (VG)	112,636	-	112,636	112,636	-	112,636
Fuel Bank	47,415	-	47,415	-	-	-
Western Power Distribution	5,605	-	5,605	-	-	-
	<u>448,655</u>	<u>34,903</u>	<u>483,558</u>	<u>434,926</u>	<u>118,201</u>	<u>553,127</u>
Debt Advice:						
Citizens Advice - Money Advice	-	175,618	175,618	-	173,785	173,785
Benefits Advice:						
Citizens Advice - Help to Claim	-	165,603	165,603	-	152,234	152,234
Pensions Guidance & Financial Capability:						
Citizens Advice - Pension Wise	-	379,435	379,435	-	405,197	405,197
Citizens Advice - Energy Best Deal	-	10,750	10,750	-	12,240	12,240
	<u>-</u>	<u>390,185</u>	<u>390,185</u>	<u>-</u>	<u>417,437</u>	<u>417,437</u>
Other	8,377	-	8,377	7,468	-	7,468
Trust Fund Payments	<u>-</u>	<u>3,112</u>	<u>3,112</u>	<u>-</u>	<u>4,741</u>	<u>4,741</u>
Total Income from charitable activities	<u>457,032</u>	<u>769,421</u>	<u>1,226,453</u>	<u>442,394</u>	<u>866,398</u>	<u>1,308,792</u>

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

5 Investment Income	Unrestricted £	Restricted £	Total 2022 £	Unrestricted £	Restricted £	Total 2021 £
Interest received	102	-	102	445	-	445
6 Expenditure on charitable activities	Unrestricted £	Restricted £	Total 2022 £	Unrestricted £	Restricted £	Total 2021 £
Charitable Activity						
Salaries, Employer's National Insurance & Pension costs	329,848	499,706	829,554	306,677	531,347	838,024
Staff & volunteer costs	3,911	910	4,821	1,891	3,465	5,356
Office costs	30,311	34,990	65,301	36,640	35,822	72,462
Premises costs	31,995	50,240	82,235	28,652	50,673	79,325
Governance & Legal costs	3,299	3,049	6,348	5,035	3,019	8,054
Other costs	1,767	4,432	6,199	3,309	7,740	11,049
Subcontractor payments	43,050	140,419	183,469	-	164,592	164,592
Total Expenditure on charitable activities	444,181	733,746	1,177,927	382,204	796,658	1,178,862

6a Auditor's Remuneration

The following information relates to remuneration of auditors of the charity during the financial year.

	2022 £	2021 £
Auditor's fee	4,500	4,000

7 Trustees' and key management personnel remuneration and expenses

The total amount of employee benefits received by key management personnel is £163,972 (2021 - £132,302). The charitable company considers its key management personnel comprise the management team as described on page 3.

During the year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charitable trust to any trustee or to any person known to be connected with them.

During the year ended 31 March 2022, trustee expenses of £408 (2021: £282) have been incurred by 1 trustee (2021: 1 trustee).

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

8 Employees

	2022	2021
The average number of employees:		
Permanent staff	44	35
Volunteers	21	21
	2022	2021
	£	£
Employment costs		
Wages and salaries	759,288	761,779
Social security costs	55,158	59,365
Other pension costs	15,108	16,880
	<u>829,554</u>	<u>838,024</u>

No employee received remuneration amounting to more than £60,000 in the period (2021: none).

9 Pensions

CASSW has contributed £15,108 (2021: £16,880) to the personal pension schemes of employees.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

10	Fixed Assets	Office Equipment	Computer Equipment	Furniture & Fittings	Property	Total
		£	£	£	£	£
	Cost					
	At 31 March 2021	6,756	15,213	8,549	4,525	35,043
	Additions	-	-	-	-	-
		<u>6,756</u>	<u>15,213</u>	<u>8,549</u>	<u>4,525</u>	<u>35,043</u>
	Depreciation					
	At 31 March 2021	6,756	15,213	8,093	4,525	34,587
	Charge for the year	-	-	456	-	456
		<u>6,756</u>	<u>15,213</u>	<u>8,549</u>	<u>4,525</u>	<u>35,043</u>
	Net book value					
	At 31 March 2022	-	-	-	-	-
		<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
	At 31 March 2021	-	-	456	-	456
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
		<u>-</u>	<u>-</u>	<u>456</u>	<u>-</u>	<u>456</u>
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STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

13 Net Movement in funds – current year

	Balance at 31 March 2021 £	Net Income £	Net Expenditure £	Transfers between funds £	Balance at 31 March 2022 £
Unrestricted funds					
General Funds	441,662	41,205	(27,555)	35,484	490,796
Designated Funds:					
Buildings maintenance	51,667	-	-	-	51,667
Staff protection	41,756	-	-	-	41,756
Total Designated Funds	93,423	-	-	-	93,423
Total Unrestricted Funds	535,085	41,205	(27,555)	35,484	584,219
Restricted funds					
MAS	-	36,859	-	(36,859)	-
CitA - PensionWise	-	-	-	-	-
BBO	-	-	(72)	72	-
CitA – Energy Big Difference / EBDX	-	-	(1,303)	1,303	-
Henry Smith	37,383	-	(178)	-	37,205
CitA – Help to Claim	-	-	-	-	-
Trust Funds	1,260	369	-	-	1,629
Total Restricted funds	38,643	37,228	(1,553)	(35,484)	38,834

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

13 Net Movement in funds – previous year

	Balance at 31 March 2020 £	Net Income £	Net Expenditure £	Transfers between funds £	Balance at 31 March 2021 £
Unrestricted funds					
General Funds	337,553	84,542	(23,307)	42,873	441,661
Designated Funds:					
Buildings maintenance	51,667	-	-	-	51,667
Staff protection	41,756	-	-	-	41,756
Total Designated Funds	93,423	-	-	-	93,423
Total Unrestricted Funds	430,976	84,542	(23,307)	42,873	535,084
Restricted funds					
MAS	-	36,367	-	(36,367)	-
CitA - PensionWise	-	-	-	-	-
BBO	-	-	-	-	-
CitA – Energy Big Difference / EBDX	-	6,506	-	(6,506)	-
Henry Smith	10,005	27,379	-	-	37,384
CitA – Help to Claim	-	-	-	-	-
Trust Funds	1,772	-	(512)	-	1,260
Total Restricted funds	11,777	70,252	(512)	(42,873)	38,644

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2022

Fund Descriptions

General Funds

These are the accumulated unrestricted funds of the charity.

Designated Funds

These funds have been set aside out of the unrestricted funds by the trustees for specific purposes.

Buildings Maintenance - This fund is to meet future premises repairs, refurbishment and maintenance costs.

Staff Protection - This fund is to ensure that adequate funds are available to pay staff any potential redundancy entitlement.

Restricted Funds

MAS

Citizens Advice Staffordshire South West has a grant for delivery of the Governments Money Advice Service (MAS). This service delivers specialist money advice and debt services.

Citizens Advice - Pension Wise

Citizens Advice Staffordshire South West (CASSW) is a designated access point and centre for delivery of the Governments Pension Wise Service. The grant contribution received covers staffing costs and provision of accommodation for the external provider. CASSW identifies potential clients in need of the service and provides the referral mechanism and accommodation for delivery of the project.

BBO (Building Better Opportunities)

Funded by Big Lottery and European Social Fund to help those furthest from the job market take steps into employment. The service involves partnerships to develop work clubs and improve skills and remove barriers to work. A caseworker provides advice to help people resolve the overwhelming problems that prevent them considering work.

Energy Big Difference

A short-term project fund to deliver energy saving advice to people on low incomes and having difficulty managing their utility bills.

Henry Smith

A specialist service for clients with enduring mental health illness, working in the community alongside health professionals.

Citizens Advice – Help to Claim

The Help to claim service places advisers working in local Job Centres with DWP staff and assisting clients making claims for Universal Credit.

Trust Funds

This fund is to facilitate the payment of grants from charitable organisations following applications made by CASSW on behalf of clients.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

14 Analysis of net assets between funds	Unrestricted £	Restricted £	Designated £	Total 2022 £	Unrestricted £	Restricted £	Designated £	Total 2021 £
Fund balances at 31 March are represented by:								
Fixed assets	-	-	-	-	456	-	-	456
Net current assets	490,796	38,834	93,423	623,053	441,206	38,643	93,423	573,272
Total	490,796	38,834	93,423	623,053	441,662	38,643	93,423	573,728

15 Commitments under operating leases

As at 31 March 2022, the company had commitments under non-cancellable operating leases as follows:

	2022 £	2021 £
Within one year	25,631	30,533
Between two and five years	35,183	45,815
After five years	17,500	17,500
	<u>78,314</u>	<u>93,848</u>

16 Financial Instruments

	2022 £	2021 £
Financial Assets		
Financial assets measured at amortised cost	<u>10,599</u>	<u>27,182</u>
Financial Liabilities		
Financial liabilities measured at amortised cost	<u>54,965</u>	<u>87,008</u>

Financial assets at amortised cost comprise accrued income and other debtors.

Financial liabilities measured at amortised cost comprise other creditors, accruals, net pay and pension creditors.

17 Related Parties & Trustees

There were no related party transactions during the year.

Details of trustees remuneration and expenses can be found in note 7 of these financial statements.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

18 Status

Staffordshire South West Citizens Advice Bureau is a charitable company limited by guarantee, therefore having no share capital, incorporated in England and Wales. As at 31st March 2022 there were 12 trustees (2021 – 12). Each trustee is obliged to contribute to the company a sum of £1 in the event of the company being wound up whilst he or she is a trustee, or within 1 year after they cease to be a trustee.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU

England & Wales - Charity number 1150796

Accounts

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

For the Year Ended 31 March 2021

Company No. 8261002

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU

Charity No. 1150796

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STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

TRUSTEES' AND DIRECTORS' REPORT
For the Year Ended 31 March 2021

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and audited financial statements for the year ended 31 March 2021.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number: 1150796
Company number: 8261002

Authorised & regulated by the Financial Conduct Authority FRN: 617752

Registered office: 17 Eastgate Street
Stafford
ST16 2LZ

Trustees/Directors

The trustees who served during the period and up to the date of this report are set out below:

Mrs E Robinson (Chair)
Mr D Mee
Mr M Cumberlidge
Mr E J Davies
Mrs B Jocelyn
Ms J Matthewman (resigned January 2021)
Mr M Wallbank
Mrs P Rowlands
Mrs I Davies (retired October 2020)
Mr I James
Mr P Weetman
Mr P Wilkinson
Mr J Preston

Management team

S. Nicholls (CEO)
C. Davis (Services Manager)
A. Jones (Services Manager)
N. Hessar (Business Support Manager)

Bankers

Unity Trust Bank plc
Nine Brindley Place
Birmingham
B1 2HB

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

Independent Auditors

Dains LLP
Suite 2, Albion House
2 Etruria Office Village
Forge Lane
Stoke-on-Trent
Staffordshire
ST1 5RQ

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

TRUSTEES' AND DIRECTORS' REPORT
For the Year Ended 31 March 2021

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity was formed as a company limited by guarantee in October 2012 (Company Number: 8261002). The full name of the charity is Staffordshire South West Citizens Advice Bureau and was registered with the Charity Commission in October 2012 (charity Number:110796). The Organisation has an operating name of Citizens Advice Staffordshire South West (otherwise referred to as CASSW in these accounts). It is governed by its Memorandum and Articles of Association.

Recruitment and appointment of trustees

The charity is governed through a trustee board. Trustees (Directors of the Charity) who have held office during the year are listed on page 2. The Articles of Association provide for a minimum of three and a maximum of twenty-five trustees. The trustees meet 4 times per year with additional quarterly meetings for the sub-committees listed below.

Trustees are elected to the Board for a three-year period and are appointed by a resolution of its members at an AGM. The board has powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

Citizens Advice appoints a representative who is invited to attend the Board as a non-voting member.

The board is supported by a network of sub-committees, covering Finance and Resources, Quality and Performance and a Board Executive group.

The trustees who have served during the year can be seen on page 2. 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.

The organisation is co-ordinated from its main office in Eastgate Street, Stafford.

Trustee induction and training

New trustees undertake an induction on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. They also meet key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Organisation Structure

CASSW is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Board of Directors in order to fulfil its charitable objects and comply with the national membership requirements.

The Chief Executive of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the trustee board in line with the Business Development Plan and are reviewed at least annually.

The Senior Management Team meet to review progress against targets and the Charity's financial position and to

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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discuss issues referred to them by the trustee board or the Executive group. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the chief executive and the staff team. There are regular staff, volunteer meetings and senior management team meetings which ensure that progress is being made against targets.

There is an Annual General Meeting, which involves the staff team, trustee board, members, and other stakeholders.

Pay and Remuneration of Key Management Personnel

The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. The charity's senior management team are all paid in line with associated pay scales as used in the sector and, as with all paid staff, salaries are reviewed annually. Any increases are approved by the trustee board. The chief executive's salary is reviewed and approved by the trustee board separately but in line with the policy set out above.

Key risks and Uncertainties

The trustees having had consideration to and are mindful of the risk factors for the charity identify the following:

- A. Securing funding remains a serious challenge not only to maintain but also to expand our service. We understand that the next few years are critical for us in terms of our sustainability and ultimately our long-term survival, the Trustees are taking this risk very seriously and are responding accordingly.
- B. The funding climate is not getting any easier, nor do we expect it to improve any time soon - coupled with this demand for our service is increasing meaning that we risk being unable to carry on meeting our client's needs and experience reputational risk as a result.
- C. In order that we can continue to deliver it is essential that we maintain our volunteer base. We, along with many other Local Citizens Advice, are finding it harder to attract suitable volunteers.

Trustees plans and strategies for managing these risks.

- A. A fundraising strategy that helps the organisation to broaden our approach to income generation, we are working towards building our unrestricted income to allow us to create a cushion should we face further reductions in our funding levels.
- B. A set of SMART key performance indicators that help to monitor performance and identify areas of concern and potential risks.
- C. A clear Business Plan that identifies the service delivery and development for the next three years with financial forecasting to support the organisations progress.

Factors that are likely to affect the financial performance or position in 2021/22 and further years:

- As the service is reliant on core funding from Local authorities it is subject to volatile and uncertain economic conditions
- Core funding is currently received from the Local Authority in the form of a grant, we are anticipating a possible move towards a commissioning model in the form of a contract in the future. Contracts generally provide a longer-term offer than grants (generally 3-5 years), and contracts will go out to open tender and there is therefore a risk.
- The political environment remains uncertain, the impact of key national developments is still very much an 'unknown quantity' but has the potential to impact on our position.
- A possible increased competition in an ever-changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access, as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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OBJECTIVES AND ACTIVITIES

Objects

The charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of Staffordshire (and beyond) ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The charity's objects are defined as above. Our aims are focused on:

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

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

The charity has developed its own Mission Statement to reflect more accurately its purpose and role:

"..... to establish CASSW as a centre to provide a free, confidential and impartial service of advice, support, training, information and counsel for the public and for the implementation thereof"

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. The annual review seeks to examine our achievements and outcome. Together with the success of individual key projects and the benefits that result from them. In carrying out the review we are ensuring that that our aims, objectives and activities are in line with our stated purpose.

Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support. Key activities have included:

- Making sure our service delivery is cost effective and yet person centred.
- Continually reviewing, and improving where necessary, the quality of the advice we deliver to all our clients.
- Diversifying our approach to funding to minimise the risks associated with holding reduced funding streams
- Continued partnership working with other organisations to help develop initiatives to improve access to quality advice, information and support services.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

Advice and Information Services

The main areas of charitable activity are:

- the provision of general advice and information services
- the provision of specialist advice and casework services in the debt, housing and welfare benefits categories of social welfare law, and
- Guidance on the new pension regulations.

In addition to the generalist advice service available CASSW also provided specialist advice as follows:

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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- A specialist Housing service (until June 2021)
- A debt and welfare benefit casework service
- A specialist service for clients with enduring mental health issues
- A court help desk service in Stafford Combined Court (until June 2021)
- A Housing options referral service
- Staffordshire and Cheshire wide Pension wise service
- A Victims Gateway service
- A Building Better Opportunities (BBO) service (ended April 2021)
- A Help to Claim, Universal Credit service
- An Energy Better Deal project

CASSW delivers its services from five offices across Staffordshire and outreaches and venues in neighbouring towns and counties in partnership with other LCA's

Covid-19

In March 2020, CASSW had to close its five offices and staff had to relocate to remote home working, due to the Covid 19 pandemic that swept the globe. Our objective was to maintain a comprehensive service as we were well aware that the impact of Covid-19 would increase the demand for advice information and support across all our communities.

We were able to set up all our paid staff with appropriate IT equipment and quickly established a connected service that delivered telephone, email and web chat access across the service.

Our face to face service was closed and we worked closely with Citizens Advice and our funders to agree the transition without impact on our contracts and income.

This has been successful, with no loss of income and maintaining a very similar level of service for all our clients.

We were successful also in bidding for additional funding for equipment and have over the past months also been able to bring back some of our volunteers (also working remotely) to expand and develop the service.

As things eased during the summer, we implemented a transition plan and conducted a full Covid-19 risk assessment to consider our options for a return to some office-based services and reintroduction of face to face services.

Two of our offices have now been made "Covid-19 secure", following in detail all the Government and Health recommendations and guidelines. All staff and volunteers were consulted and met with (remotely) and we have conducted individual risk assessments for all staff who we had planned could return to the offices.

The transition plan proposed a return to some office based services from July 2021 in line with the Government's roadmap for reopening society.

Financially, CASSW has not been unduly affected, some expense has been incurred in preparation of offices, but this has so far been met through funding applications and reserves. Additionally, savings have been made with the reduction of travel and volunteer costs. The full impact won't really be known until the next financial year, but it is deemed to be manageable.

However, CASSW was actively aware that it had five offices with continued rental and maintenance costs and therefore needed to develop a longer-term plan to redesign and determine its future service delivery in a very different landscape that we had worked in pre Covid.

The Trustee Board and senior managers are closely monitoring the income streams and contracts, being aware that there could be possible impacts as contract requirements may change. Client demands for services may also change and we need to stay flexible and adaptable in order to meet these challenges.

The Trustee Board and Senior Management Team agreed therefore to revise its Business plan in light of the new

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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emerging landscape and to embrace the positive learnings and developments we had experienced over the past year.

CASSW reserves are in a strong position with no indication of any threats to our income or business model so far, but are aware that the changed landscape, the move to more digital services and the recommissioning of some of our major contracts mean that we need to be proactive in our developments to retain our position of remaining a strong competitor for future funding

As stated, CASSW wants to embrace the “positives” of the last year and the change in service access and is working closely with funders, partners, staff, volunteers and our clients to develop a continued service meeting need and supporting the community in this very challenging and changing environment.

Contribution of Volunteers and Paid Staff

The charity success could not have been achieved without the hard work and dedication of volunteers and staff. The trustee board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2020/21 the service employed 46 paid staff and 80 volunteers delivering some 11 projects including the core service.

Volunteers represent the indispensable core of the service for without them, there would not be a Citizens Advice service. Over the last year and despite the very difficult circumstances, volunteers have contributed, on average, 103.5 hours per week. This may be expressed as an annualised value of £121,547. However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained at the service helps individuals return to full employment. During 2020/21 a number of volunteers were unable to continue due the pandemic and given the length of time we have been affected, it is likely that some of them will not return. We are actively looking at new opportunities for volunteers in our new service strategy and will embark on a recruitment drive as we emerge into a new environment.

Who used and benefited from our services?

During the reporting year 11,006 clients benefited from the services of CASSW generating 31,727 issues. We support people on any issue that they may face however our most common enquiry areas are benefits, (including the new Universal Credit) and debt.

In total the service negotiated on £5,594,753 worth of debt, rescheduling or reducing the debts to make peoples' lives more sustainable. The service generated a total of £9,443,863 in additional income for its clients, primarily through our Income Maximisation work.

Clients continue to present with multiple problems and on average clients are presenting with 2 issues each. On average clients are presenting 3 times each before their issues are resolved.

Factors Affecting the Achievement of Objectives

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we explore alternative fundraising and continue to diversify our approach to ensure we are delivering the most cost-effective service we possibly can. This isn't about simply cutting costs; it is about delivering a service that genuinely meets clients' needs to make us as cost effective as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we are asked to offer support that falls outside the remit of direct advice. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary this can be resource intensive.

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FINANCIAL REVIEW

The availability of funding in the charity sector remains difficult in a rapidly changing and challenging environment. The charity is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of our clients.

In the reporting period, the charity had a surplus of £130,975 (2019/20: £123,265) from a total income of £1,309,837 (2019/20: £1,275,943) and expenditure of £1,178,862 (2019/20: £1,152,678).

Principal Funding Sources

Project specific funding was received from the Money and Pension service (MAPs) for the Money Advice and Pension wise services, the Legal Aid Agency, to deliver specialist Housing advice and a Court Help desk service, the Building Better Opportunities project (BBO) helping people who are furthest from the job market into training and work, Staffordshire Police & Crime Commissioners office (OPCC) to support victims of crime, the Henry Smith Charity helping people with enduring mental health issues, South Staffordshire Health Trust, again for people who are severely mentally ill and The Department for Work and Pensions (DWP) to deliver support for those claiming Universal Credit.

Although project income has remained stable during the year, we are aware that this will change as we emerge from the pandemic and the government and thus our main funders will need to balance the costs of the pandemic alongside the new emerging needs across society.

We have already been advised that three of our main Government sub- contracts will be tendered during 2021 and 2022.

This will have a big impact on our service and we are working proactively with Citizens Advice and partners local Citizens Advice (LCA's) to ensure we are prepared to compete successfully for futures service delivery.

CASSW believe that the need for services such as ours will be in even more demand going forward and we feel that although this has been recognised by funders, the development and success of the digital service platform will lead to a different service specification in the move to save costs.

One contract that the Trustee Board had to decide on in the year was the future of the Legal Aid Housing and Court Help desk service. Although recognised as a very necessary service and unique in Staffordshire, the Board have been subsidising the service for a number of years due to the changes in Legal Aid and reduction in scope for claims. The solicitor delivering the service for a number of years gave notice of his intention to retire in June 2021. At board discussion it was agreed that we would be unable to attract another solicitor of the same calibre for the same cost and that with the knowledge of other changes to future funding, this was no longer sustainable. The decision was therefore made to terminate the contract from June 2021. The CEO and Head of Services worked closely with the solicitor and the Legal Aid Agency to wind down the service, advise clients and scope potential partner agency to take any existing cases.

CASSW also managed the transfer of CACH (Communities Against Crimes of Hate), an external project, managed by CASSW to become an independent organisation (CIO) from January 2021. CASSW received a small management fee for this project.

Investment Policy

As required in its Memorandum, paragraph 4.17, in furtherance of its objects, and for no other purposes, the Company has the power to invest or deposit funds in any lawful manner (but to invest only after obtaining professional advice and having regard to the suitability of investments and the need for diversification).

Reserves Policy

CASSW is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. The trustees consider that it would be prudent to set aside an amount equivalent to three

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months' operating expenditure. The value of this will be calculated using an average of 3 months running costs based on the current annual budget. This is reviewed on an annual basis. The total available reserves at the end of this financial year stand at £573,728 and the net current assets of £573,272 give a sufficient safety net to ensure the continuation of the organisation into the future.

Going Concern

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

FUTURE PLANS

Developing a sustainable service that meets the needs of our clients remains a priority of the trustee board for 2021/22. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to client needs.

The revised Business plan outlines a plan that sees the reduction in its five offices and a move to relocate its front line delivery sites to shared premises with partners, outreach venues and an introduction of remote access points. This will help us to not only retain our local footprint but also to extend it and deliver more flexible services. In this first year we have already agreed a move from our Wombourne office into the South Staffs council's Community Hub based in Codsall. We are in discussions with Cannock council to relocate our Rugeley office into shared service space.

CASSW have agreed a transition for all paid staff to move to a hybrid working model, working from home and services venues. We are piloting the introduction of remote video conferencing for clients which will add to the physical face to face service and we will retain and develop our digital service offer

It is an ambitious plan and the board are aware that we need to work proactively with partners and funders if we are to be successful. However, in consultation with partners, clients, stakeholders and funders, this is a model that is being developed by many organisations and it is therefore important to be proactive in helping to develop and implement such a model collectively for the benefit our clients across the communities. We believe that our position, credibility and our commitment will help us to achieve this new service strategy and help us to retain and rebuild a service that meets demand, supports our clients and continues to provide essential services.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high-quality service that our clients expect and deserve.

Having reviewed the risks the charity is facing the trustees are satisfied that CASSW is in a relatively strong position, although acknowledging that competition for contracts is strong and the loss of contracts can have a widespread impact across the organisation. With this in mind, the board recognises the need to be in a strong viable position to pursue appropriate contracts and have adequate contingency measures in place, with risks carefully monitored.

During the year 2021/22 we will continue to improve our internal monitoring mechanisms ensuring that we have a clear understanding of each element of the service, the benefits of that are many - we can ensure that we are achieving as much as we can possibly achieve and delivering an excellent service to our clients and our funders and we can also understand our business offer and can market our service accordingly.

The annual report was approved by the trustees of the charity on 28th October 2021 and signed on its behalf by:

Elaine E. Robinson

Elaine Robinson
Chair

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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STATEMENT OF TRUSTEES' AND DIRECTORS' RESPONSIBILITIES

The trustees and directors are responsible for preparing the Annual Report and the financial statements for the year ended 31 March 2021 in accordance with applicable law and regulations.

Company and charity law require the trustees and directors to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Company law requires that the trustees and directors must not approve the financial statements unless they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- a. select suitable accounting policies and then apply them consistently;
- b. make judgements and estimates that are reasonable and prudent;
- c. state whether applicable accounting standards have been followed subject to any material departures disclosed and explored in the financial statements;
- d. prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business;
- e. that the trustees and directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the charity and that enables them to ensure that the financial statements comply with the Companies Act;
- f. that the trustees and directors are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities; and that, where appropriate the trustees and directors are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website.

Statement as to disclosure to our auditors

In so far as the trustees are aware at the time of approving our trustees' annual report:

- There is no relevant information, being information needed by the auditor in connection with preparing their report, of which the charity's auditor is unaware, and
- The trustees, having made enquires of fellow directors and the charity's auditor that they ought to have individually taken, have each taken all steps that he/she is obliged to take as a director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

Auditors

The auditors, Dains Accountants, have been appointed in accordance with section 445 of the Companies Act 2006.

In preparing this report, the Trustees have taken advantage of the small company's exemptions provided by section 415A of the Companies Act 2006.

Approved by the trustees of the charity on 28th October 2021 and signed on its behalf by:



David Mee (Trustee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU (A company limited by guarantee)

Opinion

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

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 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 charitable company'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 trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees report.

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 11, the trustees (who are also the directors of the charitable company for the purposes 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the senior statutory auditor ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charitable company through discussions with directors and other management, and from our commercial knowledge and experience of the sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charitable company, including the financial reporting legislation, Companies Act 2006, taxation legislation, anti-bribery, employment, and environmental and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management and inspecting legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charitable company's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates set out in Note 2.16 were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- reading the minutes of meetings of those charged with governance;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the charitable company's legal advisors.

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

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 members as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Hawkins (Senior Statutory Auditor)

For and behalf of
Dains LLP

Statutory Auditor
Chartered Accountants

Suite 2, Albion House
2 Etruria Office Village
Forge Lane
Stoke on Trent
Staffordshire
ST1 5RQ

Date... 28.10.21

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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STATEMENT OF FINANCIAL ACTIVITIES
Including income and expenditure account
For the year ended 31 March 2021

	Notes	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Income from:							
Donations and legacies	3	600	-	600	3,898	-	3,898
Charitable activities	4	442,394	866,398	1,308,792	440,089	831,192	1,271,281
Generated funds		-	-	-	-	-	-
Investments	5	445	-	445	764	-	764
Other		-	-	-	-	-	-
Total income		443,439	866,398	1,309,837	444,751	831,192	1,275,943
Expenditure on:							
Raising funds		-	-	-	-	-	-
Charitable activities	6	382,204	796,658	1,178,862	348,131	804,547	1,152,678
Total expenditure		382,204	796,658	1,178,862	348,131	804,547	1,152,678
Net income/(expenditure) before transfers		61,235	69,740	130,975	96,620	26,645	123,265
Transfers between funds	12	42,873	(42,873)	-	23,837	(23,837)	-
Net movement in funds		104,108	26,867	130,975	120,457	2,808	123,265
Reconciliation of funds:							
Total funds b/f	12	430,976	11,777	442,753	310,519	8,969	319,488
Total funds c/f	12	535,084	38,644	573,728	430,976	11,777	442,753

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

The notes on pages 18 to 30 form part of these financial statements.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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BALANCE SHEET
As at 31 March 2021

Charity number: 1150796
Company number: 8261002

	Notes	2021 £	£	2020 £	£
Fixed assets					
Tangible assets	9		456		1,583
Current assets					
Work in progress		7,222		5,652	
Debtors	10	27,412		30,762	
Cash at bank and in hand		631,726		514,679	
		-----		-----	
		666,360		551,093	
Liabilities					
Creditors: amounts falling due within one year	11	(93,088)		(109,923)	
		-----		-----	
Net current assets			573,272		441,170
			-----		-----
Creditors: amounts falling due after more than one year			-		-
Provision for liabilities			-		-
			-----		-----
Total net assets			573,728		442,753
			-----		-----
Funds of the charity					
Unrestricted funds - general	12		441,662		337,553
Designated funds			93,423		93,423
Restricted funds	12		38,643		11,777
			-----		-----
Total charity funds			573,728		442,753
			-----		-----

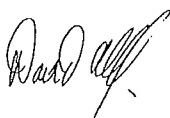
These financial statements have been prepared in accordance with the provisions applicable to small companies within Part 15 of the Companies Act 2006.

For the financial year ended 31 March 2021, the charity was subject to a statutory audit in accordance with the Charities Act 2011 and Companies Act 2006 relating to small companies.

The financial statements on pages 15 to 30 were approved by the trustees on 28th October 2021, and signed on its behalf by:

Elaine E. Robinson

Elaine Robinson
Trustee



David Mee
Trustee

The notes on pages 18 to 30 form part of these financial statements.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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CASH FLOW STATEMENT
For the year ended 31 March 2021

	Notes	2021 £	2020 £
Cash flows from operating activities:			
Net cash provided by operating activities		116,602	117,228
Cash flows from investing activities:			
Interest income	5	445	764
Net cash provided by investing activities		445	764
Increase / (decrease) in cash and cash equivalents in the reporting period		117,047	117,992
Cash and cash equivalents at the beginning of the reporting period		514,679	396,687
Cash and cash equivalents at the end of the reporting period		631,726	514,679

Reconciliation of cash flows from operating activities

	2021 £	2020 £
Net (expenditure)/ income for the reporting period	130,975	123,265
Add: Depreciation charge	1,127	1,283
Less: Interest income	(445)	(764)
Decrease/(increase) in debtors	1,780	11,766
Increase /(decrease) in creditors	(16,835)	(18,322)
Net cash provided by operating activities	116,602	117,228

Analysis of net debt

	At 1 April 2020 £	Cash flows £	31 March 2021 £
Cash at bank and in hand	514,679	117,047	631,726
	514,679	117,047	631,726

The notes on pages 18 to 30 form part of these financial statements.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
(a company limited by guarantee)

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

1 Statutory Information

Staffordshire South West Citizens Advice Bureau is a company limited by guarantee incorporated and domiciled in England and Wales. The charity qualifies for section 60 exemption under the Companies Act 2006. The members of the Charity are the Trustees named on page 2. The registered office is 17 Eastgate Street, Stafford, Staffordshire, ST16 2LZ.

2 Accounting Policies

2.1 Basis of preparation

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with 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 United Kingdom and Republic of Ireland (FRS 102 issued in October 2019), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The finance statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The finance statements are presented in sterling which is the functional currency of the charity and round to the nearest £.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

2.2 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 the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise cash at bank and in hand and debtors excluding prepayments.

Financial liabilities held at amortised cost comprise creditors excluding deferred income and taxation payable. Financial liabilities that are provisions are held at fair value. No discounting has been applied on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

2.3 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2021

2.3 Fund accounting (continued)

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2.4 Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts in accordance with the Charities SORP (FRS102).

2.5 Grant Income

Income from grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

2.6 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

2.7 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Expenditure on raising funds; comprise the costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs includes all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources.

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2021

2.8 Operating leases and hire purchase agreements

The charity classifies the lease of property, printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor. Rental charges are charged on a straight-line basis over the term of the lease.

2.9 Taxation

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK Corporation tax purposes.

2.10 Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised.

Tangible fixed assets other than freehold land are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Office equipment	– 25% straight line basis
Computer Equipment	– 33% straight line basis
Furniture & Fittings	– 15% straight line basis

2.11 Debtors

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

2.12 Cash at bank and in hand

Cash at bank and 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.

2.13 Creditors and provisions

Creditors and provisions are recognised where 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.

2.14 Pensions and retirement benefits

The charity operates a defined contribution scheme. The amount charged to the statement of financial activities in respect of pension costs and other post-retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions paid are shown as either accruals or prepayments in the balance sheet.

2.15 Going Concern

The Trustees believe they have adequate resources which will enable the charity to meet its liabilities as they fall due for the foreseeable future (minimum 12 months). For this reason, they continue to adopt the going concern basis in preparing the financial statements.

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

2.16 Critical accounting estimates and areas of judgements

Estimates and judgments are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

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, if the revision affects only that period, or in the period of the revision and future periods of the revision affects both current and future periods.

Deferred income

Included within other creditors is £53,873 (2020: £17,983) of deferred income. This income relates to contracts completed during the 31 March 2021 year. However, due to underspend management believe that the amount will be recouped.

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

3 Donations and legacies	Unrestricted £	Restricted £	Total 2021 £	Unrestricted £	Restricted £	Total 2020 £
Donations and gifts	600	-	600	3,898	-	3,898
4 Income from charitable activities	Unrestricted £	Restricted £	Total 2021 £	Unrestricted £	Restricted £	Total 2020 £
Grant and contract income						
Receivable for charitable activities	£				£	
General Advice:						
Cannock Chase Council	148,796	-	148,796	147,166	-	147,166
Stafford Borough Council	60,000	-	60,000	60,000	-	60,000
South Staffordshire District Council	48,000		48,000	47,896		47,896
Hednesford Town Council	5,000		5,000	10,000		10,000
Legal Aid Agency	18,086		18,086	38,597		38,597
Citizens Advice - other	32,652		32,652	-		-
Henry Smith Charity	-	58,400	58,400	-	58,750	58,750
South Staffs Healthcare Trust	9,756	-	9,756	9,756	-	9,756
Building Better Opportunities	-	59,801	59,801	-	93,000	93,000
Citizens Advice Staffs North & Stoke (VG)	112,636		112,636	112,636		112,636
MS Society	-		-	6,676		6,676
	<u>434,926</u>	<u>118,201</u>	<u>553,127</u>	<u>432,727</u>	<u>151,750</u>	<u>584,477</u>
Debt Advice:						
Citizens Advice - Money Advice	-	173,785	173,785	-	145,085	145,085
Benefits Advice:						
Citizens Advice – Help to Claim	-	152,234	152,234	-	140,659	140,659
Pensions Guidance & Financial Capability:						
Citizens Advice – Pension Wise	-	405,197	405,197	-	368,405	368,405
Citizens Advice – Energy Best Deal	-	12,240	12,240	-	17,185	17,185
	<u>-</u>	<u>417,437</u>	<u>417,437</u>	<u>-</u>	<u>385,590</u>	<u>385,590</u>
Other	7,468		7,468	7,362		7,362
Trust Fund Payments		4,741	4,741		8,108	8,108
Total income from charitable activities	<u>442,394</u>	<u>866,398</u>	<u>1,308,792</u>	<u>440,089</u>	<u>831,192</u>	<u>1,271,281</u>

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NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

5 Investment income	Unrestricted £	Restricted £	Total 2021 £	Unrestricted £	Restricted £	Total 2020 £
Interest received	445	-	445	764	-	764

6 Expenditure on charitable activities

Charitable Activity	Unrestricted £	Restricted £	Total 2021 £	Unrestricted £	Restricted £	Total 2020 £
Salaries, Employer's National Insurance & Pension costs	306,677	531,347	838,024	270,085	551,481	821,565
Staff & volunteer costs	1,891	3,465	5,356	15,280	14,485	29,765
Office costs	36,640	35,822	72,462	26,050	37,924	63,974
Premises costs	28,652	50,673	79,325	23,896	55,655	79,551
Governance & Legal costs	5,035	3,019	8,054	2,639	2,167	4,806
Other costs	3,309	7,740	11,049	10,181	10,793	20,975
Subcontractor payments	-	164,592	164,592	-	132,042	132,042
Total Expenditure on charitable activities	382,204	796,658	1,178,862	348,131	804,547	1,152,678

6a Auditor's Remuneration

The following information relates to remuneration of auditors of the charity during the financial year.

	2021 £	2020 £
Auditor's fee	4,000	4,000

7 Trustees' and key management personnel remuneration and expenses

The total amount of employee benefits received by key management personnel is £132,302 (2020 - £125,020). The charitable company considers its key management personnel comprise the management team as described on page 2.

During the year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charitable trust to any trustee or to any person known to be connected with them.

During the year ended 31 March 2021, trustee expenses of £282 (2020: £588) have been incurred by 1 trustee (2020: 1 trustee).

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NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

8 Employees

	2021	2020
	Full Time Equivalent	
The average number of employees:		
Permanent staff	35	37
Volunteers	21	70
	<u>56</u>	<u>107</u>
	2021	2020
	£	£
Employment costs		
Wages and salaries	761,779	747,479
Social security costs	59,365	57,902
Other pension costs	16,880	16,184
	<u>838,024</u>	<u>821,565</u>

No employee received remuneration amounting to more than £60,000 in the period.

CASSW has contributed £16,880 (2020: £16,184) to the personal pension schemes of employees.

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NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

9	Fixed Assets	Equipment	Computer	Furniture & Fittings	Property	Total
		£	£	£	£	£
	Cost					
	At 31 March 2020	6,756	15,213	8,549	4,525	35,043
	Additions	-	-	-	-	-
		-----	-----	-----	-----	-----
	At 31 March 2021	6,756	15,213	8,549	4,525	35,043
		=====	=====	=====	=====	=====
	Depreciation					
	At 31 March 2020	6,756	15,213	6,966	4,525	32,177
	Charge for the year	-	-	1,127	-	1,127
		-----	-----	-----	-----	-----
	At 31 March 2021	6,756	15,213	8,093	4,525	33,460
		=====	=====	=====	=====	=====
	Net book value					
	At 31 March 2021	-	-	456	-	456
		-----	-----	-----	-----	-----
	At 31 March 2020	-	-	1,583	-	1,583
		=====	=====	=====	=====	=====
10	Debtors			2021		2020
				£		£
	Accrued income / Other debtors			27,182		27,639
	Prepayments			230		3,123
				-----		-----
				27,412		30,762
				-----		-----
11	Creditors: amounts falling due within one year			2021		2020
				£		£
	Taxation and social security costs			6,080		977
	Communities Against Crimes of Hate (CACH) 11a			-		44,913
	Other creditors			75,393		57,350
	Accruals			8,777		6,831
	Net Pay			12		(148)
	Pension creditor			2,826		-
				-----		-----
				93,088		109,923
				-----		-----

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

11a Analysis of funds received as CACH agent:

	2021 £	2020 £
Opening balance at 1 April	44,913	45,665
Funds received	25,500	38,300
Funds expended	(25,157)	(34,302)
Management fee	(3,328)	(4,750)
Transfer of funds	(41,928)	-
Closing balance at 31 March	0	44,913

Citizens Advice Staffordshire South West (CASSW) acted as the management agent for 'Communities Against Hate Crime' (CACH). CASSW provided employment support for their one member of staff and managed the finances and budget setting of the service. This engagement was ceased in January 2021.

12 Statement of funds – current year

	Balance at 31 March 2020 £	Net Income £	Net Expenditure £	Transfers between funds £	Balance at 31 March 2021 £
Unrestricted funds					
General Funds	337,553	84,542	(23,307)	42,873	441,661
Designated Funds:					
Buildings maintenance	51,667	-	-	-	51,667
Staff protection	41,756	-	-	-	41,756
Total Designated Funds	93,423	-	-	-	93,423
Total Unrestricted Funds	430,976	84,542	(23,307)	42,873	535,084
Restricted funds					
MAS	-	36,367	-	(36,367)	-
CitA - PensionWise	-	-	-	-	-
BBO	-	-	-	-	-
CitA – Energy Big Difference / EBDX	-	6,506	-	(6,506)	-
Henry Smith	10,005	27,379	-	-	37,384
CitA – Help to Claim	-	-	-	-	-
Trust Funds	1,772	-	(512)	-	1,260
Total Restricted funds	11,777	70,252	(512)	(42,873)	38,644

NOTES TO THE FINANCIAL STATEMENTS For the year ended 31 March 2021

12 Statement of funds (continued)

Fund Descriptions

General Funds

These are the accumulated unrestricted funds of the charity.

Designated Funds

These funds have been set aside out of the unrestricted funds by the trustees for specific purposes.

Buildings Maintenance - This fund is to meet future premises repairs, refurbishment and maintenance costs.

Staff Protection - This fund is to ensure that adequate funds are available to pay staff any potential redundancy entitlement.

Restricted Funds

MAS

Citizens Advice Staffordshire South West has a grant for delivery of the Governments Money Advice Service (MAS). This service delivers specialist money advice and debt services.

Citizens Advice - Pension Wise

Citizens Advice Staffordshire South West (CASSW) is a designated access point and centre for delivery of the Governments Pension Wise Service. The grant contribution received covers staffing costs and provision of accommodation for the external provider. CASSW identifies potential clients in need of the service and provides the referral mechanism and accommodation for delivery of the project.

BBO (Building Better Opportunities)

Funded by Big Lottery and European Social Fund to help those furthest from the job market take steps into employment. The service involves partnerships to develop work clubs and improve skills and remove barriers to work. A caseworker provides advice to help people resolve the overwhelming problems that prevent them considering work.

Energy Big Difference

A short-term project fund to deliver energy saving advice to people on low incomes and having difficulty managing their utility bills.

Henry Smith

A specialist service for clients with enduring mental health illness, working in the community alongside health professionals.

Citizens Advice – Help to Claim

The Help to claim service places advisers working in local Job Centres with DWP staff and assisting clients making claims for Universal Credit.

Trust Funds

This fund is to facilitate the payment of grants from charitable organisations following applications made by CASSW on behalf of clients.

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NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

12 Statement of funds – prior year

	Balance at 31 March 2019 £	Net Income £	Net Expenditure £	Transfers between funds £	Balance at 31 March 2020 £
Unrestricted funds					
General Funds	217,096	105,115	(8,495)	23,837	337,553
Designated Funds:					
Buildings maintenance	51,667	-	-	-	51,667
Staff protection	41,756	-	-	-	41,756
Total Designated Funds	93,423	-	-	-	93,423
Total Unrestricted Funds	310,519	105,115	(8,495)	23,837	430,976
Restricted funds					
MAS	-	19,929	-	(19,929)	-
CitA - PensionWise	-	-	-	-	-
BBO	-	-	(1,258)	1,258	-
CitA – Energy Big Difference / EBDX	-	5,166	-	(5,166)	-
Henry Smith	7,406	2,599	-	-	10,005
CitA – Help to Claim	-	-	-	-	-
Trust Funds	1,563	209	-	-	1,772
Total Restricted funds	8,969	27,903	(512)	(23,837)	11,777

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

13 Analysis of net assets between funds	Unrestricted £	Restricted £	Designated £	Total 2021 £	Unrestricted £	Restricted £	Designated £	Total 2020 £
Fund balances at 31 March 2021 are represented by:								
Fixed assets	456	-	-	456	1,583	-	-	1,583
Net current assets	441,206	38,643	93,423	573,272	335,970	11,777	93,423	441,170
Total	441,662	38,643	93,423	573,728	337,553	11,777	93,423	442,753

14 Commitments under operating leases

As at 31 March 2021, the company had commitments under non-cancellable operating leases as follows:

	2021	Restated 2020
Within one year	30,533	30,533
Between two and five years	45,815	56,630
After five years	17,500	26,250
	93,848	123,170

The prior year comparative has been restated to reflect break clauses included within the property leases.

15 Financial instruments

	2021 £	2020 £
Financial Assets		
Financial assets measured at amortised cost	27,182	27,639
Financial Liabilities		
Financial liabilities measured at amortised cost	87,008	108,946

Financial assets at amortised cost comprise accrued income and other debtors.

Financial liabilities measured at amortised cost comprise Communities Against Crimes of Hate, other creditors, accruals, net pay and pension creditors

16 Related Parties & Trustees

There were no related party transactions during the year.

Details of trustees remuneration and expenses can be found in note 7 of these financial statements.

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NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

17 Status

Staffordshire South West Citizens Advice Bureau is a charitable company limited by guarantee, therefore having no share capital, incorporated in England and Wales. As at 31 March 2021 there were 12 trustees (2020 – 13). Each trustee is obliged to contribute to the company a sum of £1 in the event of the company being wound up whilst he or she is a trustee, or within 1 year after they cease to be a trustee.