

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

REPORT AND FINANCIAL STATEMENTS

For the Year Ended 31 March 2021

STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU	Company No. 8261002
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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
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Independent Auditors

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

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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

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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'.

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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:

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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

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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

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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
(a company limited by guarantee)

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
(a company limited by guarantee)

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
			-----		-----

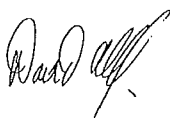
These financial statements have been prepared in accordance with the provisions applicable to small companies within Part 15 of the Companies Act 2006.

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
(a company limited by guarantee)

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 included 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
(a company limited by guarantee)

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

Grant and contract income Receivable for charitable activities	Unrestricted £	Restricted £	Total 2021 £	Unrestricted £	Restricted £	Total 2020 £
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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
	434,926	118,201	553,127	432,727	151,750	584,477

Debt Advice:

Citizens Advice - Money Advice	-	173,785	173,785	-	145,085	145,085
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Benefits Advice:

Citizens Advice – Help to Claim	-	152,234	152,234	-	140,659	140,659
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**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
	-	417,437	417,437	-	385,590	385,590

Other	7,468	-	7,468	7,362	-	7,362
--------------	-------	---	-------	-------	---	-------

Trust Fund Payments	-	4,741	4,741	-	8,108	8,108
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Total income from charitable activities	442,394	866,398	1,308,792	440,089	831,192	1,271,281
------------------------------------------------	----------------	----------------	------------------	----------------	----------------	------------------

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

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).

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

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.

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

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	8093	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
(a company limited by guarantee)

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.

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

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
(a company limited by guarantee)

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 £
	Unrestricted	Restricted	Designated	Total								
	£	£	£	£								
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.

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

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.