

**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

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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)

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**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**

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## **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.

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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 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.

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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.

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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 £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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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 .....<sup>24/10/24</sup>..... and signed on its behalf by:

.....*E. 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.

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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 .....24/10/24.....and signed on its behalf by:

  
.....  
David Mee (Trustee)

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

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**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST  
CITIZENS ADVICE BUREAU**  
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**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  
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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:

**INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF STAFFORDSHIRE SOUTH WEST CITIZENS ADVICE BUREAU (CONTINUED)**  
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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](http://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... 24.10.24 .....

**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 £
<b>Income from:</b>							
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
<b>Total income</b>		<b>466,226</b>	<b>914,151</b>	<b>1,380,377</b>	<b>462,279</b>	<b>836,654</b>	<b>1,298,934</b>
<b>Expenditure on:</b>							
Raising funds		-	-	-	-	-	-
Charitable activities	6	414,159	922,596	1,336,755	464,382	771,105	1,235,487
<b>Total expenditure</b>		<b>414,159</b>	<b>922,596</b>	<b>1,336,755</b>	<b>464,382</b>	<b>771,105</b>	<b>1,235,487</b>
<b>Net income/(expenditure) before transfers</b>		<b>52,067</b>	<b>(8,445)</b>	<b>43,622</b>	<b>(2,104)</b>	<b>65,550</b>	<b>63,446</b>
<b>Transfers between funds</b>	13	<b>(21,900)</b>	<b>21,900</b>	<b>-</b>	<b>24,649</b>	<b>(24,649)</b>	<b>-</b>
<b>Net movement in funds</b>		<b>30,167</b>	<b>13,455</b>	<b>43,622</b>	<b>22,545</b>	<b>40,901</b>	<b>63,446</b>
<b>Reconciliation of funds:</b>							
Total funds b/f	13	606,764	79,735	686,499	584,219	38,834	623,053
<b>Total funds c/f</b>		<b>636,931</b>	<b>93,190</b>	<b>730,121</b>	<b>606,764</b>	<b>79,735</b>	<b>686,499</b>

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 £	£
<b>Fixed assets</b>					
Tangible assets	10		45,668		-
<b>Current assets</b>					
Work in progress		-		-	
Debtors	11	94,039		51,072	
Cash at bank and in hand		675,656		769,516	
		<u>769,695</u>		<u>820,588</u>	
<b>Liabilities</b>					
Creditors: amounts falling due within one year	12	(85,242)		(134,089)	
		<u></u>		<u></u>	
<b>Net current assets</b>			684,453		686,499
			<u></u>		<u></u>
<b>Creditors: amounts falling due after more than one year</b>			-		-
<b>Provision for liabilities</b>			-		-
			<u></u>		<u></u>
<b>Total net assets</b>			730,121		686,499
			<u></u>		<u></u>
<b>Funds of the charity</b>					
Unrestricted funds - general	13		543,508		513,341
Designated funds			93,423		93,423
Restricted funds	13		93,189		79,735
			<u></u>		<u></u>
<b>Total charity funds</b>			730,121		686,499
			<u></u>		<u></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 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 £
<b>Cash flows from operating activities:</b>			
Net cash provided by operating activities		(44,784)	90,842
<b>Cash flows from investing activities:</b>			
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
	<u>769,516</u>	<u>(93,860)</u>	<u>675,656</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 2024

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#### 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**

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#### **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

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#### 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**

Grant and contract income Receivable for charitable activities	Unrestricted £	Restricted £	Total 2024 £	Unrestricted £	Restricted £	Total 2023 £
<b>General Advice:</b>						
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>
<b>Debt Advice:</b>						
Citizens Advice - Money Advice	-	119,459	119,459	-	146,671	146,671
<b>Benefits Advice:</b>						
Citizens Advice – Help to Claim	-	189,161	189,161	-	191,355	191,355
<b>Pensions Guidance &amp; Financial Capability:</b>						
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>
<b>Other</b>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>
<b>Trust Fund Payments</b>	<u>-</u>	<u>2,930</u>	<u>2,930</u>	<u>-</u>	<u>5,336</u>	<u>5,336</u>
<b>Total income from charitable activities</b>	<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**

Charitable Activity	Unrestricted £	Restricted £	Total 2024 £	Unrestricted £	Restricted £	Total 2023 £
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
<b>Total Expenditure on charitable activities</b>	<b>414,159</b>	<b>922,596</b>	<b>1,336,755</b>	<b>464,382</b>	<b>771,105</b>	<b>1,235,487</b>

**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**

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**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**

10	Fixed Assets	Equipment	Computer	Furniture & Fittings	Property	Total
		£	£	£	£	£
	<b>Cost</b>					
	At 31 March 2023	6,756	15,213	8,549	4,525	35,043
	Additions	-	5,089	-	45,000	50,089
	At 31 March 2024	6,756	20,301	8,549	49,525	85,132
	<b>Depreciation</b>					
	At 31 March 2023	6,756	15,213	8,549	4,525	35,043
	Charge for the year	-	497	-	3,924	4,421
	At 31 March 2024	6,756	15,710	8,549	8,449	39,464
	<b>Net book value</b>					
	At 31 March 2024	-	4,591	-	41,076	45,668
	At 31 March 2023	-	-	-	-	-
11	<b>Debtors</b>			2024		2023
				£		£
	Accrued income / Other debtors			90,025		49,392
	Prepayments			4,014		1,680
				94,039		51,072
12	<b>Creditors: amounts falling due within one year</b>			2024		2023
				£		£
	Taxation and social security costs			21,293		16,859
	Other creditors			49,942		106,316
	Accruals			10,129		7,207
	Net Pay			3		-
	Pension creditor			3,874		3,707
				85,242		134,089

**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 £
<b>Unrestricted funds</b>					
General Funds	513,341	52,067	-	(21,900)	543,508
<b>Designated Funds:</b>					
Buildings maintenance	51,667	-	-	-	51,667
Staff protection	41,756	-	-	-	41,756
<b>Total Designated Funds</b>	93,423	-	-	-	93,423
<b>Total Unrestricted Funds</b>	606,764	52,067	-	(21,900)	636,931
<b>Restricted funds</b>					
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
<b>Total Restricted funds</b>	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 £
<b>Unrestricted funds</b>					
General Funds	490,796	-	(2,104)	24,649	513,341
<b>Designated Funds:</b>					
Buildings maintenance	51,667	-	-	-	51,667
Staff protection	41,756	-	-	-	41,756
<b>Total Designated Funds</b>	<b>93,423</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>93,423</b>
<b>Total Unrestricted Funds</b>	<b>584,219</b>	<b>-</b>	<b>(2,104)</b>	<b>24,649</b>	<b>606,764</b>
<b>Restricted funds</b>					
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
<b>Total Restricted funds</b>	<b>38,834</b>	<b>68,090</b>	<b>(2,540)</b>	<b>(24,649)</b>	<b>79,735</b>

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

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### 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.

##### ***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**

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***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 2024 £	Unrestricted £	Restricted £	Designated £	Total 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
<b>Total</b>	<b>543,508</b>	<b>93,189</b>	<b>93,423</b>	<b>730,121</b>	<b>513,341</b>	<b>79,735</b>	<b>93,423</b>	<b>686,499</b>

**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
	<b>114,292</b>	<b>90,104</b>

**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.