

Company No. 02947554  
Charity No. 1040303

**Wandsworth Citizens Advice Bureaux  
Limited**

**Report & Financial Statements**

**31 March 2020**

**Wandsworth Citizens Advice Bureaux Limited**

**Report & Financial Statements**

**Year ended 31 March 2020**

**Contents**

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	Pages
Report of the trustees	1 -12
Auditors' report	13 - 15
Statement of financial activities	16
Balance sheet	17
Statement of Cashflow	18
Notes to the financial statements	19- 36

## Objectives and Activities

The charity's objectives are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in The London Borough of Wandsworth and surrounding areas ("the principal area of benefit") and elsewhere in Greater London.

The main activity of the charity is the provision of free, independent, confidential and impartial advice and information to the public on legal, civil, financial and other matters.

Citizens Advice Wandsworth (CAW) helps people to get the support they need and enables them to manage their lives better – often in times of crisis – by providing information and advice and having a positive influence on policy and practice. The charity acknowledges that life is complicated and things can go wrong for all people. CAW's free, impartial advice is crucial and highly valuable to individuals, the Council, government and society as a whole.

The current aims of the charity are set out in its Business and Development Plan which is regularly reviewed. The Trustees receive regular updates at Trustee Board meetings from the Chief Executive on progress against aims and objectives.

The agreed objectives for the organisation are:

- Making it easier to get relevant advice in Wandsworth: providing an accessible and multi-channel service that meets as many community and client needs as possible and responds to changing needs
- Being more influential: developing and contributing to research and campaign activity that leads to improvements in policy and practice and prevents problems and systemic failure
- Championing equality and reducing discrimination: improving our research, campaigns and service provision in these areas
- Becoming a stronger and more sustainable service and organisation

## Statement on public benefit

The section below covering the achievements and performance of the charity sets out the activities carried out for public benefit. The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity.

In the interest of transparency the Trustees make the following observations on the two key principles of public benefit.

Principle 1: There must be an identifiable benefit or benefits

- It must be clear what the benefits are – these are set out below.
- The benefits must be related to the aims – the Trustees review the activities of the charity against its aims on an ongoing basis and are satisfied that all activities continue to be related to the aims.
- Benefits must be balanced against any detriment or harm – no specific issues of detriment or harm have been identified.

Principle 2: Benefit must be to the public or a section of the public

- The beneficiaries must be appropriate to the aims – the beneficiaries are people from Wandsworth and other parts of London who seek advice and assistance from the charity.

## Wandsworth Citizens Advice Bureaux Limited Report of the Trustees for the year ended 31 March 2020

- Where the benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted by geographical or other restrictions; or by the ability to pay any fees charged – the charity's services are mainly provided to residents of the London Borough of Wandsworth with some projects serving surrounding areas and elsewhere in Greater London.
- People in poverty must not be excluded from the opportunity to benefit – the charity's services are provided free to beneficiaries.
- Any private benefits must be incidental – a number of private benefits do necessarily arise from the activities of the charity. In particular, the charity finds it essential to employ and remunerate staff. These private benefits are, however, incidental as they are a necessary by-product of carrying out the charity's aims.

### COVID-19

At the beginning of March, as the country went into lock-down, the entire CAW staff team, and 60% of the volunteer team moved to home-working. This transition was implemented according to principles agreed between the Exec and Trustee Board, and in line with our Business Continuity Plan. The CAW operations managers implemented new processes which supported the effective delivery of remote services; during this period the CAW team provided information and advice to more people than ever as well as maintaining quality and client satisfaction levels.

We have been well supported by Citizens Advice throughout this period. In turn, we have worked closely with key local stakeholders – providing support and opening new referral routes and channels.

At the time of writing we are preparing to offer some limited face to face advice from our Battersea Library Centre as well as home visits for particularly vulnerable clients - although the premise is that most people will continue working from home until at least January 2021.

Over the last six months we've undertaken unprecedented amounts of local advocacy – and have succeeded in raising awareness of the impact of Coronavirus on our service users. This work has included the writing of two reports, the hosting of an online conference and the dissemination of client films. We have received funding from a range of sources to help us both with our transition costs and to help us manage the rise in demand for our services.

Our organisational risk register contains new risks which specifically relate to Coronavirus, other risks have been updated in light of the pandemic. In particular we are concerned about the long-term impact of a recession on our funding, and on unmanageable service demand being caused by high levels of unemployment. We are also aware of the risk that one of our team or a client contracts Coronavirus whilst on our premises/undertaking CAW work. We have realistic mitigations in place – and the trustee board closely monitors our progress in these areas.

Although our headline strategic objectives remain unchanged our 2020-21 Business Plan was re-drafted once the impact of the pandemic became obvious; the Trustee Board have agreed to this being an iterative document which is continually reviewed in the light of the changing external landscape.

### Achievements and Performance

In pursuance of the objects set out above, Citizens Advice Wandsworth provided and achieved the following in 2019/20:

#### Advice Services

##### *Core public advice service*

- Under its contract with Wandsworth Borough Council, CAW provided the main public advice service for local people. This was accessible via CAW's Advice Centres in Battersea Library (Clapham Junction) and in the Picasso Building (RH University) Roehampton, by appointment at Tooting Library and by telephone.

## Wandsworth Citizens Advice Bureaux Limited Report of the Trustees for the year ended 31 March 2020

CAW's partners were also able to directly refer clients to CAW via online referral forms and Refernet (a secure online referral platform)

- CAW's five days a week telephone advice service (*Adviceline*) is operated in partnership with four other local Citizens Advice Service in West and South West London – an arrangement that has made it easier for local people to get relevant advice.
- In 2019-20 CAW embedded and built-on the changes introduced during the previous year. Three new service managers (2 FTE) were recruited and the collaboration and coordination between different service delivery areas were improved. This enabled CAW to meet new (25% higher) Council targets. We helped 9,462 people in 2019-20 up from 7,672 the previous year.
- The most significant service access change made during the year was the re-introduction of face to face assessments in our centres. We did this, alongside promoting Refernet, in recognition of the fact that some clients struggle to access our help via *Adviceline*. In 2019-20 we provided face to face assessment and assistance for 3089 local people unable to use our telephone channels, in addition to the 5,836 we helped via *Adviceline* and the 537 clients who were referred to us.
- As well as helping more people overall we continued to develop our in-depth advice offer. In 2018 -19 we delivered around 3,800 advice appointments across all of our projects and services, in 2019-20 this increased to 4880.
- In 2019-20 CAW's disability and social care advice service (DASCAS) became better integrated with CAW's public advice service. Clients are either referred to DASCAS by Wandsworth Social Services or CAW's *adviceline* team identify clients with disabilities or long term health conditions who need benefits assistance and refer internally. Working together the team secured financial gains of £3,020,270.
- In 2019-20 CAW continued to provide in-depth advice and casework support focussed at groups most in need of this additional help. We did this is by supplementing the core public advice service with a range of targeted and specialist advice projects.

### *Specialist and targeted projects*

#### **New Projects**

- In 2019-20 CAW began delivering Help to Claim services for people needing assistance with Universal Credit applications. Funded by DWP, the payment and contract is managed by Citizens Advice. 2.6 CAW project staff deliver face to face, webchat and telephone advice. During 2019-20 they assisted 1196 people.
- In January 2020 CAW launched its Roehampton Community Capacity Building project. Three years funding has been provided by Wandsworth Council for a worker to support and enable the development of increased collaboration and the development of community resources in the area

#### **Expanded Projects**

- In 2019-20 CAW expanded its project providing **advice for non-UK EU nationals**. This service was commissioned by Wandsworth Council (WBC) in 2017 to support local residents affected by the UK's withdrawal from the European Union. During the year WBC increased its funding for the project in the light of the increased need for the work due to the approaching EU withdrawal date. The increased capacity allowed CAW to deliver focussed outreach at local employers. During the year the EU Nationals Advice Service reached more than 500 people directly at public information events (held at venues including the

## Wandsworth Citizens Advice Bureaux Limited Report of the Trustees for the year ended 31 March 2020

Town Hall, Lambeth and Wandsworth Jobcentres, Katherine Low Settlement and Tooting United Reform Church), gave one off advice to more than 230 people and helped 52 people apply for and obtain settled status. The project has also provided information via the Citizens Advice Wandsworth website; during the year 2435 people accessed online information on our website.

- CAW's Foodbank Advice project expanded during 2019-20. Existing funding from the Henry Smith Charity was added to by funding from ASDA (July 2019 onwards) and Earlsfield church. This enabled CAW to expand the provision of advice for local people in food poverty who had been referred to local **Foodbanks** for emergency food parcels. Under this project CAW employed 1.9 advisers to deliver advice at Foodbank centres and trained Foodbank volunteers. The project assisted 230 clients during 2019-20.

### Ongoing Projects

- CAW continued to deliver housing, benefits and debt advice to people threatened with homelessness. This work is funded by Wandsworth Council. 132 people were advised by the Homelessness Reduction adviser with 15 cases confirmed where homelessness was prevented.
- Cardinal Management funded an advice service for **Major Trauma** patients at St George's Hospital in Tooting. The service assisted 273 people.
- Funding from the three localities of Wandsworth Clinical Commissioning Group (CCG) (Battersea, Wandale and West Wandsworth) enables CAW to provide a social **welfare advice service for GP patients**. All GPs in Wandsworth are able to refer patients needing advice to a CAW adviser. 2.2 full time equivalent staff were employed in 2019/20 to deliver these services. The GP referral services assisted 610 clients in 2019/20.
- **754 people affected by cancer** were provided with welfare benefits advice by CAW's team of two advisers, working in partnership with Citizens Advice Croydon. This service was funded by Macmillan Cancer Support.
- The **Help Through Hardship Crisis Project**, funded by the National Lottery through the Big Lottery Fund, provides advice for people in hardship crisis, training for community-based volunteers in 'advice first aid' and co-ordinates a hardship crisis network for Wandsworth. The project is delivered in partnership with Wandsworth Community Empowerment Network and the Hope Atrium. 1.4 full time equivalent advisers, plus a Project Manager are employed to deliver the project. In 2019/20 the project provided advice for 164 people in hardship crisis and trained 33 people from local organisations in 'Advice First Aid'. In October 2019 this project won a national Citizens Advice 'Championing Equality' award.
- A volunteer Financial Adviser with CAW provided free generic financial advice for 45 people. The **MoneyPlan** advice service covered mortgages, endowments, equity release, banking, savings, investments, raising money from property, tax, life and health insurance and pensions.
- **Roehampton University's Law School** continued its work with CAW during 2019-20. A grant from the University allowed CAW to provide volunteering opportunities in its advice services for 3 law degree students.
- In total, 10,144 individual people benefited from Citizens Advice Wandsworth advice services in 2019/20 concerning 28,486 issues. Total financial gains for local people as a result of the interventions of CAW's public and project advice services totalled over £11.8 million for the year.

### *Client feedback*

Citizens Advice nationally uses an independent agency to seek feedback from clients, the results are fed-back to us quarterly and are scrutinized and reflected upon routinely in order to inform service improvement and development. The CAW team are proud that our client feedback and quality scores remained good throughout 2019-20.

## Research & campaigns and local leadership

Being influential by developing and contributing to research and campaign activity that leads to improvements in policy and practice and prevents problems and systemic failure is an important aspect of CAW's work. We also know the importance of local collaboration; and work hard to ensure that our clients have a smooth a 'journey' as possible between local services.

CAW's work includes public information campaigns, coordination of policy forums and collection of evidence and research data on the problems and issues dealt with by its advice services. CAW plays an important role in the local voluntary and community sector – planning and coordinating activity and ensuring that other agencies are kept informed. In 2019-20, CAW:

- Established a Research and Campaigns group. The R&C group meets quarterly, is led by a committed volunteer and feeds into the Equality & Diversity working group. In 2019-20 CAW raised the profile of R&C amongst the team, consequently it became an organisation better at recording advice issues, identifying issues of concern and able to respond to national calls for evidence (notably in relation to UC) and raise local issues. This helped particularly at the end of March 2020 as the Coronavirus pandemic led us into a new relationship with the Council – and the urgent need to advocate for people impacted locally.
- Continued to work with other local voluntary sector agencies (including Wandsworth Foodbank, South West London Law Centres, Katherine Low Settlement, Wandsworth Carers Centre, Age UK Wandsworth, and Springfield benefits team) and statutory sector partners (the local JCPs and Wandsworth Council) through a Welfare Reform/Universal Credit (UC) working group to monitor the impact of UC and push for better local action to support Universal Credit claimants.
- Contributed statistics, case studies and observations on the impact of UC to this group.
- Convened two well-attended local network events; one on Universal Credit and one on Settled Status order to help partners across the borough understand the key issues relating to these items and help equip them to best support local residents.
- Convened a Hardship Crisis Conference in Balham Seventh Day Adventist Church, in June 2019. The event brought together local statutory, voluntary, community, social and faith agencies to discuss local hardship issues, systemic problems and interventions. With a speaker from the Public Law Project the event focused on the power of legal remedies to affect change – and talked about being alert to injustice.
- Was also proactive in encouraging and facilitating the up-skilling of local voluntary and community agencies on advice issues, establishing a new training programme entitled Advice First Aid for community group staff and volunteers under the Help Through Hardship Crisis Project.
- In 2018/19 CAW launched Refernet, an online referral platform, which allows local agencies to securely refer clients between each other. During 2019-20 we continued to develop the platform and approach; nearly 400 referrals were made using Refernet, and 16 new partners signed-up to the platform.
- At the Coronavirus pandemic hit towards the end of March 2020 our local connections and connectivity enabled us to maintain referrals from partners and communicate effectively about our new service arrangements.

## Volunteer contributions

A vital part of CAW's activity is the engagement of volunteers in the delivery of its services, research and campaigns

Over 100 volunteers (including Trustees) were engaged in CAW activity during 2019/20

## Wandsworth Citizens Advice Bureaux Limited Report of the Trustees for the year ended 31 March 2020

Volunteers were recruited and trained by CAW's volunteer and training team, led by a Volunteer and Training Manager.

Volunteers (including trustees) contributed over 868 hours per week on average during the year. If CAW had paid staff to do the work of volunteers it would have cost an estimated £863,019

### Plans for future periods

2020/21 will be a year of significant challenges for CAW:

- CAW is reconfiguring its plans for the coming year in response to the Coronavirus pandemic. At the time of writing the organisation is successfully delivering telephone and online advice – but wants to resume face to face services for those clients who rely on this form of support.
- CAW anticipates a significant surge in demand once the Government support measures are lifted, and lockdown is eased.
- The funding outlook is unclear. The need for advice is clear, and the value we provide to the Council is obvious. However, the state of public sector finances from 2021 is precarious.
- CAW will continue to consolidate and build on achievements in respect of equality and diversity including:
  - Being mindful of the disproportionate impact of Coronavirus on BAME communities in Wandsworth – and working to promote the value of advice in tackling social inequality.
  - Ensuring we do all we can to recruit, train and support staff, volunteers and trustees from backgrounds that are as representative of our communities as they can be.
  - Monitoring the equalities impact of CAW's service model
  - Strengthening CAW's position as a Hate Crime Reporting Centre
  - Developing our ASK re practice and build the case for better local domestic abuse provision
  - Improving the provision of discrimination advice

### Financial Review

#### Financial Performance

Against the backdrop of continued funding challenges for the charity sector, 2019/20 was a year of significant progress and accomplishments for Citizens Advice Wandsworth (CAW).

Total income increased over 2020 to £1,329,000 from £1,257,000 in the previous financial year. This has mostly been due to new funding.

Total expenditure in the same period increased slightly to £1,290,000 (2019: £1,235,000). This was primarily a result of increased staff costs to support the increase in funding

Expenditure on advice and advocacy increased slightly to £1,054,000 (2019: £1,019,000) and expenditure on research and campaign to £105,000(2019: £80,000). In 2020 we spent £110,000 (2019: £117,000) on volunteer recruitment, training and support. This level of spending was necessary to support the continued expansion of services during the year.



## Balance Sheet

Total cash balance at the end of March 2020 was £530,000 (2019:£460,000) supported by grants received in advance. Working capital increased to £436,000 (March 2019: £394,000). Total reserves were £388,000 at end of March 2020 (2019: 344,000)

In line with reporting requirements a liability for future pension payments has been included on the balance sheet. The pension reserve at 31 March 2020 is £71,000 (March 2019: £75,000).

## Reserves Policy

The Trustee board reviews our reserves policy each year to consider the appropriate level of unrestricted reserves. Trustees believe that sufficient reserves are necessary to balance the growing needs of the charity to absorb setbacks and to take advantage of opportunities to meet our charitable objectives.

CAW holds reserves primarily to:

- Safeguard the charity's service commitment in the event of delays in receipt of grants or income.
- Provide financial contingency against risks and uncertainties, and allow the charity to meet any legal obligations that might arise from any materialisation of those risks and uncertainties
- Fund the research and development of services and initiatives.

In the event of a contract being terminated or not renewed by a funder some roles may become redundant. While we operate on a going concern basis there is no certainty that existing contracts will be renewed at existing levels and therefore need to make provision for redundancy costs.

The trustees have decided that the charity's minimum reserve requirement as being:

- Three months operating expenditure (excluding disbursements and depreciation)– equivalent to £298,000 at the end of March 2020.

Therefore this year the minimum reserve requirement should increase from £276,000 to £298,000. Our restricted funds do not form part of the reserve policy.

The Trustees now monitor the minimum reserve requirement against two measures. As at 31 March 2020, our unrestricted reserves were £388,000 (2019:£344,000) and our unrestricted reserves less fixed assets was £343,000 (2019:£318,000) and therefore in excess of the minimum requirement under both measures.

## Going Concern

CAW has strong cash flows and has secured funding for the next twelve months. We therefore believe that we have sufficient resources to meet our liabilities as they fall due. The Trustees review two year financial projections, Management Accounts, Balance Sheet and Cash flow reports at every quarterly meeting to regularly monitor compliance with reserve policy and the potential impact of any adverse economic condition on the charities income and planned expenditure. Therefore we do not believe there are material uncertainties that call into question our ability to operate as a going concern for the foreseeable future.

## Investment Policy

The Trustees adopt a low risk strategy to manage the charity's cash flows and reserves not immediately required by the organisation. We have decided to not invest reserves in any product that carries risk to the security of capital. This means only investing funds in financial products that qualify for the financial services compensation scheme. Accordingly our excess funds are invested in one year fixed bonds /deposit accounts

## Wandsworth Citizens Advice Bureaux Limited Report of the Trustees for the year ended 31 March 2020

with UK based financial institutions. Within these limits we seek to provide the best returns on investment while maintaining necessary liquidity of funds.

This policy is reviewed each year in the light of any changes to financial conditions.

### **Structure and governance**

#### **Constitution and organizational structure**

The organisation is a charitable company limited by guarantee, incorporated on 12 July 1994 and registered as a charity on 19 August 1994. The Memorandum and Articles of Association were last amended by special resolution dated 3<sup>rd</sup> February 2020.

The full Trustee Board met four times during 2019/20. Sub-committees with responsibility for strategy, finance, and people helped to explore and prepare board decisions. The Board maintained responsibility and oversight.

The operation of the charity was managed by the Chief Executive, the Office Manager, the Head of Projects and the Head of Service. An outsourced finance and accounting contractor, reported to the Chief Executive.

The pay for the organisation's CE was set during the 2013 recruitment and was retained for the 2018 recruitment round (having been benchmarked by the trustee recruitment panel). Pay for the two Heads of Service roles was set following a benchmarking exercise by the Executive (Director of Services and CE).

#### **Recruitment and appointment of trustees**

Trustees are appointed and offer themselves for re-election at the Annual General Meeting (AGM). At the ordinary meeting of the Trustee Board immediately preceding the AGM, member organisations are reviewed and any applications for representation on the Board are considered. Trustees can also be co-opted by the Trustee Board, provided that the total number of co-opted and nominated Trustees does not exceed one third of the total number of Trustees. All elected Trustees retire from office after a three-year term but may be re-elected.

#### **Induction and training of trustees**

New Trustees undertake an induction programme covering the role of a Trustee, relevant Charity Commission guidance and extensive information on the work of Citizens Advice Wandsworth. In addition, Trustees have access to training via Citizens Advice and are encouraged to visit and spend time at individual advice centres operated by Citizens Advice Wandsworth.

#### **Risk mitigation**

The Chief Executive, together with the Trustee Board, analyses and agrees management and mitigation of the major risks to the charity periodically and when preparing and updating the Business and Development Plan. Risk analysis evaluates the likelihood and severity of the impact to the organisation.

#### **Related Organisations**

The Charity is a member of Citizens Advice, a national network of over 280 charities that deliver across the country, overseen by a national framework provided by Citizens Advice.

As a member of the national Citizens Advice network all our advice work is subject to professional quality assurance standards so we can ensure the best standard of support is being consistently delivered.

#### **Information Assurance**

Citizens Advice Wandsworth has adopted the recommended Citizens Advice Information Assurance and Data Protection policy. All decisions on how to manage information risks within the organization are derived from

our wish to maintain a maximum low level of risk. We ensure our information risk policy is reviewed regularly so that it remains comprehensive and effective at the following intervals and/or after the following events: a) annually b) whenever significant amendments or additions are required (e.g. by changes in law or other compliance obligations) and c) after a data loss incident, if required. All significant information risks are documented in an appropriate section of the CAW corporate risk register which is reviewed at regular intervals by the Trustee Board.

All information assurance policies and procedures were reviewed in Autumn 2019, this process is annual.

Wandsworth Citizens Advice Bureaux Limited  
 Report of the Trustees for the year ended 31 March 2020

**Legal & Administrative Information**

The organisation is a charitable company limited by guarantee, incorporated on 12 July 1994 and registered as a charity on 19 August 1994.

Wandsworth Citizens Advice Bureaux Ltd is the registered name of the company. It commonly trades as Citizens Advice Wandsworth (CAW).

**Governing document** Memorandum and Articles of Association amended by special resolutions on 24 April 2002, 4 October 2006, 16 September 2009, 19 October 2016, 22 November 2018 and 3 February 2020

**Company number** 02947554

**Charity number** 1040303

**Registered Office:** Battersea Library, 265 Lavender Hill, SW11 1JB

**Roehampton Office:** Picasso Building, Minstead Gardens, SW15 4EE

**Trustees**

Lucy Harmer	Chair
Jonathan Mogford	Deputy Chair
James Spybey	Deputy Chair
Makoto Takano	Treasurer
Ben Dulieu	
Guy Conway	
Susan Marshall	
Gaynor Nuimata	Deceased 13 <sup>th</sup> August 2020
Dylan Brooks	
Kalai Chau	Appointed on 28 <sup>th</sup> July 2020
Lauren Iannarone	Appointed on 28 <sup>th</sup> July 2020
Sumathi Menon	Appointed on 28 <sup>th</sup> July 2020
Susan Wixley	Appointed on 28 <sup>th</sup> July 2020

**Senior staff**

	Mary-Ann Foxwell	Chief Executive and Company Secretary – Resigned 17 <sup>th</sup> August 2020
	Hannah-Leigh Morgan	Company Secretary from 28 <sup>th</sup> July 2020
	Beth Rattigan	Head of Projects
	Tom Seguroia	Head of Service

**Bankers**

Barclays Bank plc 83 Wandsworth High Street London SW18 2PR	CAF Bank 25 Kings Hill Avenue Kings Hill, West Malling Kent ME19 4JQ
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**Auditor**

Hartley Fowler LLP, 4th Floor Tuition House  
 27/37 St George's Road, Wimbledon  
 London SW19 4EU

The Trustees of the charity (who are the directors of the charity for company law purposes) present their report and the audited financial accounts for the year ended 31 March 2020. The Trustees confirm that the annual report and financial statements comply with current statutory requirements, the requirements of the

Wandsworth Citizens Advice Bureaux Limited  
Report of the Trustees for the year ended 31 March 2020

charity's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing these accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

## Statement of Trustees' Responsibilities

The Trustees (who are also directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the Trustees to prepare financial statements for each financial year. Under that law the trustees have elected to prepare the financial statements in accordance with the United Kingdom generally Accepted Accounting Practice (United Kingdom Accounting Standard and applicable law).

Under company law the Trustees must not approve the company financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

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

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

In so far as we are aware:

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

Trustees, who are also directors under company law, who served during the year and up to the date of this report were as follows:

Lucy Harmer	Chair
Jonathan Mogford	Deputy Chair
Makoto Takano	Treasurer
James Spybey	Deputy Chair
Guy Conway	
Susan Marshall	
Ben Dulieu	
Gaynor Nuimata	Deceased 13 <sup>th</sup> August 2020
Dylan Brooks	

Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2020 was 18, (2019 – 18). The Trustees have no beneficial interest in the charitable company.

**Wandsworth Citizens Advice Bureaux Limited**  
**Report of the Trustees for the year ended 31 March 2020**

**Auditors**

The auditors, Hartley Fowler LLP, will be proposed for re-appointment in accordance with Section 485 of the Companies Act 2006.

This report has been prepared in accordance with the special provisions of part 15 of Companies Act 2006 relating to small companies.

**Approval**

This report was approved by the Board of Trustees on 20<sup>th</sup> October 2020 and signed on their behalf by:

*Mt Takano*

**Makoto Takano – Treasurer**

## **Report of the Independent Auditors to the members of Wandsworth Citizens Advice Bureaux Limited for the year ended 31 March 2020**

### **Opinion**

We have audited the financial statements of Wandsworth Citizens Advice Bureaux Limited (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

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 2020 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland'; 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 Auditors 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**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

## **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our Report of the Independent Auditors thereon.

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.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

## **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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees 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 Report of the Trustees.

We have nothing to report in respect of the following matters where 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 trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

The trustees were not entitled to take advantage of the small companies exemption from the requirement to prepare a Strategic Report or in preparing the Report of the Trustees.

## **Responsibilities of trustees**

As explained more fully in the Statement of Trustees Responsibilities, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the



Wandsworth Citizens Advice Bureaux Limited  
Report of the Trustees for the year ended 31 March 2020

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.*


### **Our 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 a Report of the Independent Auditors 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.*

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 Report of the Independent Auditors.

### **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 auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the 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.

  
Jonathan Askew FCA (Senior Statutory Auditor)  
Hartley Fowler LLP Hartley Fowler LLP  
Statutory Auditors  
Chartered Accountants  
4th Floor Tuition House  
27/37 St George's Road  
Wimbledon  
London  
SW19 4EU  
12 November 2020

**Wandsworth Citizens Advice Bureaux Limited**

**Statement of financial activities (Incorporating income & expenditure account)**

**For the year ended 31 March 2020**

		Restricted	Unrestricted	2020 Total	2019 Total
	Note	£	£	£	£
<b>Income:</b>					
Donations	2	-	2,308	<b>2,308</b>	2,939
<i>Income from charitable activities : advice and advocacy</i>	3	797,300	516,728	<b>1,314,028</b>	1,246,030
Income from other trading activities:	4	-	8,844	<b>8,844</b>	4,560
Investment income	5	-	4,024	<b>4,024</b>	3,022
<b>Total incoming resources</b>		<u>797,300</u>	<u>531,904</u>	<u>1,329,204</u>	<u>1,256,551</u>
<b>Expenditure</b>					
<i>Cost of raising funds</i>	6 & 7	-	20,389	<b>20,389</b>	18,541
<i>Charitable activity costs</i>	6 & 7	<u>797,300</u>	<u>471,877</u>	<u><b>1,269,177</b></u>	<u>1,216,528</u>
<b>Total Expenditure</b>	6	<u>797,300</u>	<u>492,266</u>	<u><b>1,289,566</b></u>	<u>1,235,069</u>
Net income/(expenditure)		-	39,638	<b>39,638</b>	21,482
Actuarial gains/(losses) on defined benefit pension scheme			3,857	3,857	3,117
Net movement in funds			43,495	<b>43,495</b>	24,599
<b>Reconciliation of funds</b>					
Funds brought forward at 1 April 2019		-	344,257	<b>344,257</b>	319,658
Funds carried forward at 31 March 2020		-	<u><b>387,752</b></u>	<u><b>387,752</b></u>	<u>344,257</u>

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in note 16 to the financial statements.

**Wandsworth Citizens Advice Bureaux Limited**

Registered Company number 02947554

**Balance sheet****As at 31 March 2020**

			2020	2019
	Note	£	£	£
<b>Fixed assets</b>				
Tangible assets	11		44,468	25,768
			<u>44,468</u>	<u>25,768</u>
<b>Current assets</b>				
Debtors	12	130,435		180,897
Short term deposits		312,600		227,837
Cash at bank and in hand		<u>217,436</u>		<u>232,545</u>
			<u>660,471</u>	<u>641,279</u>
<b>Liabilities:</b>				
Creditors: amounts falling due within one year	13	(224,360)		(247,706)
			<u>436,111</u>	<u>393,573</u>
<b>Net current assets</b>				
			<u>480,579</u>	<u>419,341</u>
<b>Total assets less current liabilities</b>				
Creditors: amounts falling due after one year	13	(21,600)		
			<u>458,979</u>	<u>-</u>
<b>Net assets excluding pension liability</b>				
Defined benefit pension scheme liability	13	<u>(71,227)</u>		<u>(75,084)</u>
			<u>387,752</u>	<u>344,257</u>
<b>Total Net Assets or Liabilities</b>	15			
<b>The Funds of the Charity</b>				
Restricted income funds			-	-
Pension reserve			(71,227)	(75,084)
Unrestricted income funds			<u>458,979</u>	<u>419,341</u>
			<u>387,752</u>	<u>344,257</u>
<b>Total charity funds</b>	16			

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act relating to small companies and constitute the annual accounts required by the Companies Act 2006.

The financial statements were approved and authorised for issue by the Trustees on 20th October 2020 and signed on their behalf by:



**Makoto Takano**  
Treasurer

## Wandsworth Citizens Advice Limited

### Cash Flow Statement

Year ended 31 March 2020

	Note	2020 £	2019 £
<b>Net cash inflow from operating activities</b>	A	<b>72,830</b>	89,808
<b>Cash flow from investing activities</b>			
Interest from Investments		4,024	3,022
Purchase of property, plant and equipment		(7,200)	-
Cash placed in short term deposits	B	(84,763)	(1,717)
<b>Change in cash and cash equivalent in the reporting period</b>		<b>(15,109)</b>	<b>91,113</b>
Cash and cash equivalent in the beginning of the year		232,545	141,432
<b>Cash and cash equivalent at the end of the year</b>		<b>217,436</b>	<b>232,545</b>

#### Notes to the cash flow statement

A Reconciliation of net income/(expenditure) to net cash inflow from operating activities.

	2020 £	2019 £
Net income for the reporting period as per the statement of financial activities	<b>43,495</b>	24,599
Depreciation Charges	<b>17,300</b>	18,009
(Increase)/decrease in debtors	<b>50,462</b>	1,708
(Decrease) /Increase in Creditors	<b>(34,403)</b>	48,514
Bank Interest receivable	<b>(4,024)</b>	(3,022)
Net cash provided by (used in ) operating activities	<b>72,830</b>	<b>89,808</b>

B Analysis of other liquid resources

Current Assets, Short term deposits as at 31 March 2019	<b>227,837</b>	226,120
Movement	84,763	1,722
Current Assets, Short term deposits as at 31 March 2020	<b>312,600</b>	<b>227,837</b>

## Notes to the financial statements

For the year ended 31 March 2020

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### 1. Accounting policies

- a) The financial statements of the charitable company 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 (FRS102)- (effective 1 January 2019)-(Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006. Wandsworth Citizens Advice meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s). The principal accounting policies, which have been applied consistently except where noted, are set out below:

#### b) Going Concern

The financial statements have been prepared on the going concern basis. The Charity has secured funding for the next twelve months and has a strong balance sheet to meet all its liabilities as they fall due. Management accounts are presented to the Trustee Board quarterly to monitor progress against plan. Any adverse variation against plan are actioned immediately by management to bring it into line with agreed plan. There are no material uncertainties that cast doubt on the Charity's going concern.

- c) Voluntary income is credited to the statement of financial activities when receivable.

#### d) Income

Income is recognised and included in the accounts when all of the following criteria are met:

The Charity has entitlement to the funds.

any performance conditions attached to the item(s) of income have been met or are fully within the control of the charity.

It is probable that the income will be received and the amount can be measured reliably.

Grant receivables are recognised when due and when any conditions for receipt are met. Any unexpended grant is carried forward in reserves.

- e) Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund.

- f) Unrestricted funds are donations and other incoming resources received or generated for the charitable purposes.

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

#### h) Deferred Income

Deferred income relates to restricted funding received in advance but where the related expenditure can only take place in a future accounting period.

- i) All other income is accounted for on an accruals basis.

#### j) Legacies

Legacies are recognised when they are received or when notice is given from the executor that a payment is due, whichever is earlier.

## Wandsworth Citizens Advice Bureaux Limited

### Notes to the financial statements

#### For the year ended 31 March 2020

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##### 1. Accounting policies (continued)

###### k) Interest receivables

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity.

###### l) Fixed Assets

Depreciation is provided on all tangible fixed assets at rates calculated to write off the cost of each asset evenly over its expected useful life. Furniture and office equipment are depreciated over a 4 year period and IT equipment is depreciated over a 2 year period. Leasehold improvements are depreciated over the term of the lease. Items of Equipment are capitalised where cost exceeds £500.

- m) The company contributes to the National Association of Citizens Advice Bureaux pension fund which is a multi-employer defined benefit pension scheme fund. With effect from 31 March 2008 the scheme closed to future accrual. The assets and liabilities of the scheme are held separately from those of the company in independently administered funds. It is not possible to identify the organisation's share of the assets and liabilities of the scheme on a consistent and reasonable basis. Therefore the contributions to the scheme have been treated on a defined contributions basis. Further information is given in note 18. The organisation also contributes to stakeholder pension schemes for its employees, the liability is limited to the amount contracted to pay each year.

As from January 2017 staff are automatically enrolled unless they opt out or eligibility criteria not met.

###### n) Resources expended

All expenditure is accounted for on an accruals basis and has been classified under the charitable expenditure activity headings with references to activities performed in the year.

Direct staff costs and overheads are allocated to the activities to which they relate. Resources expended include attributable VAT that cannot be recovered.

- o) Indirect staff costs are allocated to activities on the basis of a reasonable estimate of time spent on those activities for each relevant member of staff.
- p) Costs of generating funds include salaries, direct expenditure and overhead costs related to securing funding.
- q) All leases are considered to be operating leases and rentals are charged to the statement of financial activities on a straight line basis over the life of the lease. No assets are held under hire purchase agreements or finance leases.
- r) Governance costs are those costs incurred in connection with enabling the charity to comply with external regulation, constitutional and statutory requirements and in providing support to the Trustees in the discharge of their statutory duties.
- s) Support costs including central management, HR, Finance and IT support provided by the central management team ( staff and other costs) which are not directly attributable to a particular principal activity, have been fully allocated to activities on a per capita basis.
- t) Irrecoverable VAT is charged against the activity that incurred the original VAT.

## Wandsworth Citizens Advice Bureaux Limited

### Notes to the financial statements

#### For the year ended 31 March 2020

u) Provision for future liabilities are recognised when the charity has a legal or constructive financial obligations that can be reliably estimated and for which there is an expectation that payment will be made.

#### v) 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, short term cash deposits and charity's debtors excluding prepayments.

Financial liabilities held at amortised cost comprise the charity's short term creditors excluding deferred income and taxation payable. No discounting has been applied to these financial instruments on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

#### 2. Donations and related income

	2020	2019
	£	£
Donations from private individuals	2,308	2,939
Total	<u>2,308</u>	<u>2,939</u>

## Wandsworth Citizens Advice Bureaux Limited

### Notes to the financial statements

For the year ended 31 March 2020

#### 3. Income from Charitable Activities

	Restricted	Unrestricted	2020	2019
	£	£	Total	Total
			£	£
<b>Grants and contracts for advice and advocacy</b>				
Wandsworth Borough Council	-	516,728	516,728	557,757
Macmillan Cancer Care	195,624		195,624	189,712
London & Quadrant	-		-	11,700
Big Lottery Fund-HTC	122,407		122,407	118,140
Roehampton Community Capacity	15,000		15,000	-
Wandle CCG	73,250		73,250	73,249
Battersea CCG	28,733		28,733	49,869
West Wandsworth CCG	29,360		29,360	30,704
Greater London Authority	-		-	2,000
City Bridge Trust	-		-	16,850
Major Trauma Advice	58,122		58,122	58,122
Earisfield - Foodbank	9,750		9,750	-
Citizens Advice - Windrush	975		975	-
Citizens Advice - Help to Claim	135,341		135,341	15,343
London Catalyst	-		-	1,500
Roehampton University	14,000		14,000	14,000
Battersea BPSF	-		-	4,855
Wandle HA	-		-	15,267
EU National	34,233		34,233	29,972
Foodbank - Henry Smith	59,067		59,067	44,300
Foodbank - Trussell Trust	21,438		21,438	12,191
Citizens Advice grant for broad band	-		-	500
<b>Total income from Charitable Activities</b>	<b>797,300</b>	<b>516,728</b>	<b>1,314,028</b>	<b>1,246,030</b>



## Wandsworth Citizens Advice Bureaux Limited

### Notes to the financial statements

For the year ended 31 March 2020

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#### 4. Income from other activities

	Restricted £	Unrestricted £	2020 Total £	2019 Total £
Miscellaneous		8,844	8,844	4,560
Room Hire	-	-	-	-
	<u>-</u>	<u>8,844</u>	<u>8,844</u>	<u>4,560</u>

#### 5. Investment Income

Investment income of £4,024 ( 2019: £3,022) comprise bank interest from interest bearing deposit accounts.

**Wandsworth Citizens Advice**

**Notes to the financial statements**

**For the year ended 31 March 2020**

**6. Total resources expended**

Total resources expended for the year ended 31 March 2020

	Charitable Activities		Total costs of charitable activities	Total costs of Generating funds	Total costs 2020
	Advice and advocacy	Research and Campaign			
	£	£	£	£	£
Staff costs	758,980	75,797	912,688	15,184	927,872
Staff and Volunteer Expenses	3,755	378	6,348	-	6,348
Office Costs	66,682	6,712	80,294	2,757	83,051
Premises Costs	35,249	3,548	42,444	2,448	44,892
Other running costs	107,371	10,420	128,502	-	128,502
Governance Cost ( note7)	22,235	2,238	26,774	-	26,774
Support Costs ( Note 7 )	56,775	6,030	69,003	-	69,003
Redundancy Cost	3,125		3,125		3,125
<b>Total</b>	<b>1,054,173</b>	<b>105,124</b>	<b>1,269,178</b>	<b>20,389</b>	<b>1,289,567</b>

## Wandsworth Citizens Advice

### Notes to the financial statements

#### For the year ended 31 March 2020

#### 6. Total resources expended (Continued)

Total resources expended for the year ended 31 March 2019.

	Charitable Activities		Volunteer recruitment & training	Total costs of charitable activity	Raising funds	Total costs 2019
	Advice and advocacy	Research and Policy influence				
	£	£	£	£	£	£
Staff costs	701,371	55,299	78,426	835,096	12,247	847,343
Staff and Volunteer Expenses	6,850	544	3,443	10,837	-	10,837
Office Costs	77,871	6,182	8,767	92,820	3,062	95,882
Premises Costs	46,251	3,672	5,207	55,130	3,232	58,362
Other running costs	115,890	9,200	13,048	138,138	-	138,138
Governance Cost ( note7)	21,103	1,675	2,376	25,154	-	25,154
Support Costs ( Note7)	48,790	3,873	5,493	58,156	-	58,156
Redundancy Cost	1,197	-	-	1,197	-	1,197
<b>Total</b>	<b>1,019,323</b>	<b>80,445</b>	<b>116,760</b>	<b>1,216,528</b>	<b>18,541</b>	<b>1,235,069</b>

## Wandsworth Citizens Advice

### Notes to the financial statements

For the year ended 31 March 2020

#### 7. Analysis of Support and Governance Cost

Support costs are allocated across activities based on direct staff numbers.

	Advice and advocacy		Charitable Activities Research and Policy influence		Volunteer recruitment & training		General Support Costs		Governance Costs		Total	
	£	£	£	£	£	£	£	£	£	£	£	£
Staff costs	34,456	3,783	3,888				42,127	16,112				58,239
Staff and Volunteer Expenses	11,150	1,122	1,154				13,426	-				13,426
General Office Costs	5,917	596	612				7,125	2,757				9,882
Premises Costs	5,253	529	543				6,325	2,448				8,773
Other costs	-	-	0				-	766				766
Trustee Expenses								192				192
Audit Costs								4,500				4,500
<b>Total</b>	<b>56,775</b>	<b>6,030</b>	<b>6,198</b>				<b>69,003</b>	<b>26,774</b>				<b>95,777</b>
												<b>83,311</b>

Governance costs £26,774 ( 2018/19: £25,154) includes administrative and management support costs.

**Wandsworth Citizens Advice**

**Notes to the financial statements**

**For the year ended 31 March 2020**

**8. Net income/(expenditure) for the year**

This is stated after charging

	<b>2020</b>	2019
	<b>£</b>	£
Operating lease rentals:		
Property	46,620	56,677
Other	10,788	5,952
Depreciation	17,300	18,010
External Auditors' remuneration:		
▪ External Audit Fee	4,500	4,500
▪ Non Audit remuneration	-	789

**9. Staff costs and Trustee Expenses**

No emoluments were paid to the Charity's trustees during the year (2018/19:nil).

Travel expenses reimbursed to one trustee during the year was **£192.** (2018/19 : £128).

Staff costs during the year :

	<b>2020</b>	2019
	<b>£</b>	£
Salaries and wages	845,918	769,230
Redundancy costs	3,126	1,197
Social security costs	75,351	68,647
Pension contributions	56,010	58,963
	<u>980,405</u>	<u>898,036</u>

	<b>2020</b>	2019
Number of employees who earned between £60k- £70k during the year :	1	1
Key management personels received benefits during the year of	159,280	176,233

The average monthly head count was 33 staff (2019: 29) and the average monthly number of full time equivalent employees during the year were as follows:

	<b>2020</b>	2019
	<b>No.</b>	No.
Generating funds	0.5	0.4
Charitable activity	26.2	21.4
Governance	0.7	0.5
	<u>27.4</u>	<u>22.4</u>
<b>Average number of employees</b>	<u><b>33</b></u>	<u><b>29</b></u>

## Wandsworth Citizens Advice

### Notes to the financial statements

For the year ended 31 March 2020

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#### 10. Taxation

Wandsworth Citizens Advice Bureaux Limited is a registered charity and is therefore potentially exempt from taxation of its income and gains as Wandsworth Citizens Advice Bureaux Limited falls within the definition of Charitable Company as defined in Part 1, Schedule 6 of the Finance Act 2010. No tax charge has arisen during the year.

#### 11. Tangible fixed assets

	Leasehold Building £	Computers and IT £	Furniture and equipment £	Total £
<b>COST</b>				
At 1 April 2019	59,215	32,784	18,417	110,416
Additions in year	36,000	-	-	36,000
Disposals in year	-	-	-	-
At 31 March 2020	<u>95,215</u>	<u>32,784</u>	<u>18,417</u>	<u>146,416</u>
<b>DEPRECIATION</b>				
At 1 April 2019	37,932	32,784	13,932	84,648
Charge for the year	14,567	-	2,733	17,300
Disposals in year	-	-	-	-
At 31 March 2020	<u>52,499</u>	<u>32,784</u>	<u>16,665</u>	<u>101,948</u>
<b>NET BOOK VALUE</b>				
At 31 March 2020	<u>42,716</u>	<u>-</u>	<u>1,752</u>	<u>44,468</u>
At 31 March 2019	<u>21,282</u>	<u>-</u>	<u>4,485</u>	<u>25,768</u>

All tangible fixed assets are used to fulfil the charity's objects.

#### 12. Debtors

	2020 £	2019 £
Accounts Receivables	66,751	170,089
Other debtors	52,194	7,812
Prepaid expenses	11,490	2,996
	<u>130,435</u>	<u>180,897</u>

## Wandsworth Citizens Advice

### Notes to the financial statements

For the year ended 31 March 2020

#### 13. Creditors:

Amounts falling due within one year

	2020	2019
	£	£
Trade creditors	13,437	19,846
Other creditors	15,910	16,881
Deferred Income	64,124	84,339
Accruals	83,396	59,804
Taxation & social security	47,493	66,837
	<u>224,360</u>	<u>247,706</u>

#### 13. Creditors:

Amounts falling due after one year

	2020	2019
	£	£
Other creditors	<u>21,600</u>	<u>-</u>
	<u>21,600</u>	<u>-</u>

#### Creditors:

Defined Benefit Pension Scheme Liability

	2020	2019
	£	£
Defined Benefit Pension FRS 102	<u>71,227</u>	<u>75,084</u>
	<u>71,227</u>	<u>75,084</u>

#### 14. Deferred Income

	2020	2019
	£	£
Deferred income brought forward	84,339	85,380
Amounts released from previous year to income	(84,339)	(85,380)
Incoming resources deferred in the year	<u>64,124</u>	<u>84,339</u>
	<u>64,124</u>	<u>84,339</u>

#### 15. Analysis of net assets between funds

	Restricted funds	Designated funds	General funds	Total funds 2020	Total funds 2019
	£	£	£	£	£
Tangible fixed assets	-	-	44,468	44,468	25,768
Current assets	-	-	660,471	660,471	641,280
Current liabilities	-	-	(295,587)	(295,587)	(322,791)
<b>Net assets at 31 March 2020</b>	<u>-</u>	<u>-</u>	<u>409,352</u>	<u>409,352</u>	<u>344,257</u>

## Notes to the financial statements

For the year ended 31 March 2020

## 16. Statement of Funds

	At 1 April 2019 £	Incoming resources £	Outgoing resources £	Gain (loss) on investments £	Pension adjustment £	At 31 March 2020 £
<b>Restricted funds:</b>						
Macmillan Cancer Care		195,624	(195,624)	-		-
Roehampton Community Capacity		15,000	(15,000)	-		-
Big Lottery Fund-HTC		122,407	(122,407)	-		-
Wandle CCG		73,250	(73,250)	-		-
Battersea CCG		28,733	(28,733)	-		-
West Wandsworth CCG		29,360	(29,360)	-		-
Major Trauma Advice		58,122	(58,122)	-		-
Citizens Advice - Help to Claim		135,341	(135,341)	-		-
Citizens Advice - Windrush		975	(975)	-		-
Roehampton University		14,000	(14,000)	-		-
Earisfield - Foodbank		9,750	(9,750)	-		-
Foodbank - Henry Smith		59,067	(59,067)	-		-
Foodbank - Trussell Trust		21,438	(21,438)	-		-
EU National		34,233	(34,233)	-		-
<b>Total restricted funds</b>	<b>-</b>	<b>797,300</b>	<b>(797,300)</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Unrestricted funds:</b>						
<b>General funds</b>						
Free Funds	419,341	531,904	(492,266)	-		<b>458,979</b>
Defined pension benefit scheme	(75,084)				3,857	(71,227)
<b>Total unrestricted funds</b>	<b>344,257</b>	<b>531,904</b>	<b>(492,266)</b>	<b>-</b>	<b>3,857</b>	<b>387,752</b>
<b>Total funds</b>	<b>344,257</b>	<b>1,329,204</b>	<b>(1,289,566)</b>	<b>-</b>	<b>3,857</b>	<b>387,752</b>

The unrestricted funds represents the free funds of the charity. The Trustee Board has agreed to a minimum level of £298,000 funding as reserves to guard against unforeseen eventualities.

## Purposes of restricted funds

## 16. Statement of funds (Continued)

Macmillan Cancer Care	This fund represents income received from Macmillan Cancer Support to provide benefits advice to cancer patients at St Georges and Kingston hospitals.
Roehampton Community Capacity Fund	To develop community capacity in Roehampton; helping community groups to formalise and the community to come together in order to establish an infrastructure that provides better support for local people
Big Lottery Fund- Help through Hardship crisis fund	This project is funded by the National Lottery through the Big lottery fund. This fund provides advice for people in hardship crisis ,supports training of community volunteers in first aid and co-ordinates a hardship crisis network.
Wandle CCG	This fund provides an Advice Service for patients of Wandle GP's (Advice Service). This is an innovative approach to prescribing CAB Advisory support and community referrals for patients presenting social needs to their GP's. It is intended to help achieve resource savings for GP's and promote better health in the Wandle Locality.



## Wandsworth Citizens Advice

### Notes to the financial statements

#### For the year ended 31 March 2020

Battersea CCG	This fund represents an Advice Service in partnership with DASCAS and Family Action for patients of GP's in the Battersea Locality.
Citizens Advice - Windrush	Funding per case for work supporting people make claims to the Windrush compensation scheme.
Major Trauma Advice	This fund provides support and advice to people with serious injuries as a result of major trauma . It also facilitate access to further advice and alternative resources to ensure improved service/experience for major trauma patients and families.
Wandsworth Foodbank Support	Funding for direct costs of an adviser to help foodbank users to address their advice needs. Work is delivered in Trussell Trust foodbanks – alongside our existing project
Roehampton University Student Volunteers	The aim is to by linking its new law degree with Citizens advice Wandsworth, Student Volunteers will not only benefit from the experience but at the same time increase the capacity for WCABX to provide advice to the community.
West Wandsworth CCG	This fund provides Advice Service for patients of GP's in the West Wandsworth Locality.
Disability and Social Care Services	This fund provides advice services to local people with disabilities.
Wandsworth Grant Fund for DASCAS	This is a research grant funded by Wandsworth Council to identify and meet unmet need in relation to Disability benefit Advice.
Foodbank	Funding for an adviser to help users of an independent Wandsworth foodbank users to address their advice needs
Citizens Advice – Help to Claim	Set-up funding to pay for recruitment, management and training costs in order to establish a new CAW team ready to successfully deliver a 12 month project from April 1 <sup>st</sup> 2019. The project will provide people with information, advice and support in making Universal Credit claims.
Citizens Advice	This fund covers Energy Advise services. A grant was also received for broad band .
Wandsworth Grand Fund	This fund was received to undertake training for staff & Volunteers as well as research on unmet needs in Disability and Social care services.

#### 17. Operating lease commitments

Total future minimum lease payments is as follows:

	Land & Buildings	Other	Land & Buildings	Other
	2020	2020	2019	2019
	£	£	£	£
Within one year	39,296	10,503	37,500	10,788
Between one and five years	43,893	4,749	31,250	15,253

## Notes to the financial statements

## For the year ended 31 March 2020

## 18. Pension scheme

Citizens Advice ('the Principal Employer') operates a defined benefit scheme ('the Plan') in the UK which provides both pensions in retirement and death benefits to members. Pension benefits are related to the members' final salaries at retirement and their length of service at the date they retired or left pensionable service. The Plan closed to future accrual on 31 March 2008. The Plan also contains some money purchase AVCs and protected rights funds, which are not included in these disclosures.

In accordance with the schedule of contributions in force over the 2020/21 accounting year, the contributions to the Plan for the year ending 31 March 2021 are expected to be £2,049,000, which includes £1,749,000 towards the deficit and £300,000 as an allowance for administration expenses and all scheme levies. A new schedule of contributions is likely to be agreed during the year following the completion of the actuarial valuation as at 31 March 2019. However, this has yet been finalised.

The Plan is a registered scheme under UK legislation. The Plan is subject to the scheme funding requirements outlined in UK legislation. The Plan is governed by the Plan's Trust Deed and Rules dated 4 April 2011. The Trustee is responsible for the operation and the governance of the Plan, including making decisions regarding the Plan's funding investment strategy (although they are required to consult the Principal Employer).

A full actuarial valuation of the Plan was carried out as at 31 March 2020 by a qualified independent actuary, based upon membership data as at 31 March 2019, allowing for assumed membership movements over the period from this date, and any material membership movements significantly different from those assumed (e.g. transfers out). The formal triennial actuarial valuation as at 31 March 2019 is currently being undertaken.

The most recent formal actuarial valuation of the Plan was as at 31 March 2016 and revealed a funding deficit of £52,374,000. In the recovery plan agreed following the valuation, the Principal Employer and other participating employers agreed to pay deficit reduction contributions of £1,749,000 per annum with the view to eliminating the deficit by 31 December 2033. As mentioned above, the formal triennial actuarial valuation as 31 March 2019 is currently ongoing and once this has been finalised a new recovery plan is likely to be put in place.

The liabilities of the Plan are based on the current value of expected benefit payment cashflows to members of the Plan over the next 60 or more years. The average duration of the liabilities is approximately 16 years.

The Plan is exposed to actuarial risks such as market (investment) risk, interest rate risk, inflation risk, currency risk and longevity risk.

The major assumptions used by the actuary were (in nominal terms) as follows:

	As at 31/03/2020	As at 31/03/2019
Discount rate	2.40%	2.50%
Inflation (RPI)	2.80%	3.50%
Inflation (CPI)	2.00%	2.50%
Revaluation of deferred pensions in excess of GMP	2.00%	2.50%
Pension in payment increases of:		
CPI or 5% p.a. if less	2.00%	2.50%
CPI onflation since retirement or 5% p.a. compound if less	2.00%	2.50%
CPI or 3% p.a. if less	1.90%	2.30%
Commutation of pension for cash at retirement	75% of HMRC maximum	75% of HMRC maximum
	As at 31/03/2020	As at 31/03/2019
<b>Assumed life expectancies on retirement at age 65 are:</b>		
Retiring today - Males	21.2	22.0
Retiring today - Females	24.1	24.8
Retiring in 20 years time - Males	22.6	23.4
Retiring in 20 years time - Females	25.6	26.3

Wandsworth Citizens Advice

Notes to the financial statements

For the year ended 31 March 2020

18. Pension scheme (continued)

The assets in the Plan were:

	Value at 31/03/2020 £000s	Value at 31/03/2019 £000s
<b>The assets in the Plan were:</b>		
Multi asset funds	61,086	66,176
Structured Equity	24,279	21,952
Cash	594	754
<b>Fair value of Plan assets</b>	<b>85,959</b>	<b>88,882</b>
The actual return on assets over the period was:	<b>188</b>	<b>7,413</b>
Present value of funded obligations	140,310	144,378
Fair value of Plan assets	85,959	88,882
<b>Surplus/(deficit) in funded scheme</b>	<b>(54,351)</b>	<b>(55,496)</b>
Present value of unfunded obligations	0	0
Unrecognised actuarial gains (losses)	0	0
Adjustment in respect of asset ceiling and minimum funding requirement	0	0
<b>Net liability in balance sheet</b>	<b>54,351</b>	<b>55,496</b>

Reconciliation of opening and closing balances of the present value of the defined benefit

	31/03/2020 £000s	31/03/2019 £000s
Benefit obligation at beginning of year	144,378	125,822
Current service cost	866	629
Interest cost	3,549	3,382
Contributions by Plan	0	0
Actuarial (gains)/losses	(2,823)	16,264
Benefits paid and expenses	(5,660)	(3,752)
Past service cost	0	2,033
Settlements	0	0
Business combinations	0	0
Exchange rate	0	0
<b>Benefit obligation at end of year</b>	<b>140,310</b>	<b>144,378</b>

Reconciliation of opening and closing balances of the fair value of Plan assets

	31/03/2020	31/03/2019
Fair value of Plan assets at	88,882	82,672
Interest income on Plan assets	2,183	2,216
Return on assets, excluding interest income	(1,995)	5,197
Contributions by employers	2,549	2,549
Contributions by Plan participants	0	0
Benefits paid and expenses	(5,660)	(3,752)
Business combinations	0	0
Settlements	0	0
Exchange rate	0	0
<b>Fair value of Plan assets at end of year</b>	<b>85,959</b>	<b>88,882</b>

The amounts recognised in profit or loss:

	31/03/2020 £000s	31/03/2019 £000s
Service cost - including current and past service costs, and settlements	0	2,033
Service cost - administrative cost	866	629
Net interest on the net defined benefit liability	1,366	1,166
<b>Total expense</b>	<b>2,232</b>	<b>3,828</b>

**Wandsworth Citizens Advice**

**Notes to the financial statements**

**For the year ended 31 March 2020**

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**18. Pension scheme (continued)**

Remeasurements of the net defined benefits liability (asset) to be shown in OCI:

	31/03/2020	31/03/2019
	£000s	£000s
Actuarial (gains)/losses on the liabilities	(2,823)	16,264
Return on assets, excluding interest income	1,995	(5,197)
Changes in the effect of the asset ceiling excluding interest income	<u>0</u>	<u>0</u>
<b>Total remeasurement of the net defined benefit liability (asset) to be shown in OCI</b>	<b><u>(828)</u></b>	<b><u>11,067</u></b>

**19. Related party transactions.**

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

**20. Company Status**

Wandsworth Citizens Advice Bureaux is a registered charity in England and Wales ( number 1040303) and is constituted as a Company registered in England and Wales and limited by guarantee( company number 02947554). Members of the Charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up. The total number of such guarantees at 31 March 2020 was 18 (2019:18). The Trustees have no beneficial interest in the charitable company. The presentation currency of the financial statements is the Pound Sterling (£).

**Wandsworth Citizens Advice**

**21. Comparative Statement of financial activities (incorporating income & expenditure)**  
**For the year ended 31 March 2020**

	Restricted	Unrestricted	2019 Total
	£	£	£
<b>Income:</b>			
<b>Donations</b>	-	2,939	2,939
<b><i>Income from charitable activities : advice and advocacy</i></b>	688,273	557,757	1,246,030
<b>Income from other trading activities:</b>	-	4,560	4,560
<b>Investment income</b>	-	3,022	3,022
<b>Total incoming resources</b>	<u>688,273</u>	<u>568,278</u>	<u>1,256,551</u>
<b>Expenditure</b>			
<b><i>Cost of raising funds</i></b>	-	18,541	18,541
<b><i>Charitable activity costs</i></b>	688,273	528,255	1,216,528
<b>Other</b>			
<b><i>Restructuring Cost</i></b>	-	-	-
<b>Total Expenditure</b>	<u>688,273</u>	<u>546,796</u>	<u>1,235,069</u>
<b>Net income/(expenditure)</b>	-	21,482	21,482
<b>Actuarial gains/(losses) on defined benefit pension scheme</b>		3,117	3,117
<b>Net movement in funds</b>		24,599	24,599
<b>Reconciliation of funds</b>			
<b>Funds brought forward at 1 April 2018</b>	-	319,658	319,658
<b>Funds carried forward at 31 March 2019</b>	<u>-</u>	<u>344,257</u>	<u>344,257</u>

Wandsworth Citizens Advice

Notes to the financial statements

for the year ended March 2020

Comparative Statement of Funds

	At 1 April 2018 £	Incoming resources £	Outgoing resources £	Gain (loss) on investments £	Pension adjustment £	At 31 March 2019 £
<b>Restricted funds:</b>						
Macmillan Cancer Care		189,712	(189,712)	-		-
London & Quadrant		11,700	(11,700)	-		-
Big Lottery Fund-HTC		118,140	(118,140)	-		-
Wandle CCG		73,249	(73,249)	-		-
Battersea CCG		49,869	(49,869)	-		-
West Wandsworth CCG		30,704	(30,704)	-		-
Greater London Authority		2,000	(2,000)	-		-
City Bridge Trust		16,850	(16,850)	-		-
Major Trauma Advice		58,122	(58,122)	-		-
Citizens Advice - Help to Claim		15,343	(15,343)	-		-
London Catalyst		1,500	(1,500)	-		-
Roehampton University		14,000	(14,000)	-		-
Battersea BPSF		4,855	(4,855)	-		-
Wandle HA		15,267	(15,267)	-		-
Small grants		500	(500)	-	-	-
Foodbank - Henry Smith		44,300	(44,300)	-		-
Foodbank - Trussell Trust		12,191	(12,191)	-		-
EU National		29,972	(29,972)	-		-
<b>Total restricted funds</b>	-	<b>688,273</b>	<b>(688,273)</b>	-	-	-
<b>Unrestricted funds:</b>						
<b>General funds</b>						
Free Funds	397,859	568,278	(546,796)	-		<b>419,341</b>
Defined pension benefit scheme	(78,201)				3,117	(75,084)
<b>Total unrestricted funds</b>	<b>319,658</b>	<b>568,278</b>	<b>(546,796)</b>	-	<b>3,117</b>	<b>344,257</b>