

Company No. 02947554
Charity No. 1040303

**Wandsworth Citizens Advice Bureaux
Limited**

Report and Financial Statements

31 March 2022

Wandsworth Citizens Advice Bureaux Limited

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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") ("the Charity") helps people 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 and are 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 Charity are:

To address the challenge of rising demand by:

- Ensuring our services continue to be there for everyone whilst working to make our in-depth and specialist support is focussed to those most in need; and
- By noticing patterns in the problems that clients bring to us and acting on this information in order to prevent advice issues arising and contribute to improvements in policy and practice.

To address the particular challenges experienced by marginalised groups by:

- Retaining a focus on championing equality and reducing discrimination;
- By making our workplace and services as accessible as possible; and
- Improving our research, campaigns, and service provision in those areas where we know disadvantage and discrimination intersect.

To address the challenge of future funding uncertainty and rising demand by:

- Maintaining a strong, committed, and flexible workforce that provides good quality advice and can move between projects and services in response to changes in demand and funding arrangements;
- By becoming a more resilient, and flexible organisation, ensuring that our infrastructure supports us to appropriately support our team as well as maintain and develop relationships; and
- By communicating effectively to ensure we are resourced to implement and deliver our funding strategy.

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.

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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.
- 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 – several 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

For the majority of 2021-22, we delivered a service subject to Covid-19 restrictions, with our team of staff and volunteers working mostly from home. However, we were determined to remain accessible to the people who needed us the most and our decisions regarding both service-delivery and working arrangements were underpinned by our values, and a set of core principles. Throughout this period, we made accommodations for clients who needed face to face help and welcomed members of our team who were unable to work from home into the office.

From February 2022, the lifting of national Covid-19 restrictions led us to encourage staff and volunteers back in to our offices for a proportion of their working week, to re-open our advice Centres, and to relax safety measures for home visits.

Over the last 12 months, we continued to undertake significant amounts of local advocacy, and to influence the maintenance and development of models and partnerships developed during the pandemic. In recognition of CAW's contribution in the Borough during the pandemic, CAW's Chief Executive received entry into Wandsworth's roll of honour, and CAW's Roehampton Community Capacity building-lead received a Civic Award in recognition of his outstanding contribution.

Achievements and Performance

In pursuance of the objects set out above, and despite the restrictions imposed because of Covid-19, CAW provided and achieved the following in 2021-22:

Advice Services

Core public advice service

Under its contract with Wandsworth Borough Council ("WBC"), CAW provided the main public advice service for local people. This was accessible via the telephone Adviceline and a public online referral form. CAW's partners were also able to directly refer clients to CAW via online referral forms and Refernet (a secure online referral platform).

The Adviceline partnership expanded during 2021-22 and is now operated alongside seven other local Citizens Advice services in London, with CAW's Head of Service taking on the leadership of this initiative. In 2021-22, we employed Kickstart trainees to support the volunteers who deliver this service. Our Adviceline team answered a total of 8,428 calls last year.

We continued to take a large number of referrals from partners and self-referrals by maintaining our webform and Refernet as access points. We recorded 1,771 referrals in during 2021-22, 23% more than the previous year.

We also reopened our walk-in services in Q2 of 2021-22 and provided face-to-face help through 983 unscheduled visits to our centres (in addition to pre-booked face-to-face appointments).

Our projects and services were able to help 8,947 individuals directly in 2021-22. This is slightly fewer people by comparison to previous years, in part because we provided more in-depth help and casework support. Illustrating this trend, the number of issues we recorded on client cases increased by 18% and we recorded 30% more activities despite opening fewer cases by comparison to the previous year. These changes reflect the ongoing development of our services in response to the need of residents, as people are now coming to us with more complex problems that involve multiple issues.

In 2021-22, CAW's disability and social care advice service ("DASCAS") continued to work effectively with CAW's public advice service. Clients are either referred to DASCAS by Wandsworth Social Services or CAW's Adviceline team when they identify clients with disabilities or long-term health conditions that need benefits assistance and refer internally. Working together, the team secured financial gains of £179,832.

In 2021-22, CAW took advantage of a national Government employability scheme for young people and employed seven Kickstart trainees. CAW was paid (by the Department for Work and Pensions ("DWP")) the minimum wage for these people for 25 hours a week and supported with start-up costs. In return, CAW provided training, mentoring and support to these trainees in the workplace. Each of the seven recruits were assets to the organisation.

Specialist and targeted projects

New Projects

- Adviceline management

In 2021-22, CAW took on leadership of the pan-London Adviceline project. Funding from Citizens Advice enabled CAW to deploy its Head of Service to undertake this work part-time. CAW sees this ambition to connect services across Local Citizens Advice as core to the development of the wider pan-London Local Citizens Advice initiative.

- Specialist Housing Advice,

In 2021, CAW began to deliver a new specialist housing advice project. Funded by City Bridge Trust, the project adviser provided in-depth advice and casework service to over 150 clients on their housing rights and duties. The main areas of advice included homelessness, suitability of temporary accommodation, security of tenure.

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possession proceedings, disrepair, and re-housing options. Through this project CAW also upskilled local partners to provide accurate information to their communities by providing training, information sessions and support with cases.

Expanded Projects

- Employment Advice project - CAW was fortunate to receive ongoing funding from the London Coronavirus Relief Fund to extend our employment advice project, helping them manage the increase in demand for employment-related queries. The specialist adviser assisted 59 clients with employment issues.
- Discretionary Social Fund ("DSF") project - Wandsworth Council funded CAW for an additional nine month period, until July 2022, to help residents in hardship (without online access or capability) to access the DSF and to address the claimant's underlying advice issues. During 2021-22, the DSF advisers assisted 231 people.
- Innovation fund project - Citizens Advice funded CAW from October 2020 until October 2021 to test delivery of video advice with community partners. During 2021-22, the adviser supported 49 clients.
- In 2021-22, CAW continued to develop and deliver its project providing advice for non-UK EU nationals. This service was commissioned by WBC in 2017 to support local residents affected by the UK's withdrawal from the European Union. During 2020-21, and as the date for EU withdrawal approached, WBC applied for Home Office funding to increase the reach of this work and to include funding for specialist immigration advice from South West London Law Centre ("SWLLC"), and included the secondment of a CAW worker into WBC. During 2021-22, following the EU withdrawal date, the project continued to receive funding from the Home Office and WBC and its focus shifted to reaching people whose applications were not submitted on time. CAW provided information, advice, and support to over 6,213 people during 2021-22.
- In response to the continued and increased need for foodbank support, CAW's Foodbank Advice project expanded during 2021-22. Renewal funding was obtained from the Henry Smith Charity, Trussell Trust (applied for by Wandsworth Foodbank) 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 four full-time advisers to deliver advice at foodbank centres supported by our team of foodbank advice volunteers. The project assisted 563 clients during 2021-22.

Ongoing Projects

- In 2021-22, CAW continued to deliver Help to Claim services for people needing assistance with Universal Credit applications which was funded by the DWP and the payment and contract managed by Citizens Advice. During 2021-22, three CAW project staff assisted 990 people via webchat and telephone advice.
- In 2021-22, CAW's Roehampton Community Capacity Building project, funded by public health, continued to play a key part of the Covid-19 response. The project worker led and delivered a Roehampton Community Response network that brought together a cross-section of community, faith, voluntary and statutory groups who all collaborated to support local residents. The project worker received a Civic Award for his outstanding contribution to the community during the pandemic.
- CAW continued to deliver housing, benefits, and debt advice to people threatened with homelessness which was funded by WBC. The Homelessness Reduction adviser assisted 180 people with 10 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 141 people in 2021-22.
- Funding from the three localities of Wandsworth Clinical Commissioning Group ("CCG") (Battersea, Wandale and West Wandsworth) continued to enable CAW to provide a social welfare advice service for GP patients. Since the introduction of social prescribing in the Borough, the Link workers (attached to every GP practice)

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have referred patients on behalf of GPs. Referrals continued to be high this year with the project advisers assisting 1,031 clients in 2021/22, delivered by 2.6 full time equivalent staff.

- Working in partnership with Citizens Advice Croydon, 360 people affected by cancer were provided with welfare benefit advice by CAW's team of two advisers. This is a significant reduction on the previous year due to a new project service-delivery model, funded by Macmillan Cancer Support, and the closure of the cancer information centres caused by Covid-19.
- 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 the Borough. The project is delivered in partnership with Wandsworth Community Empowerment Network with 1.4 full time equivalent advisers and a Project Manager employed to deliver the project. In 2021/22, the service provided advice for 200 people in hardship crisis and trained 96 people from local organisations in "Advice First Aid".
- Roehampton University's Law School continued its work with CAW during 2021-22. A grant from the University allowed CAW to provide volunteering opportunities in its advice services for 15 law degree students.

In total, 8,947 individual people benefited from CAW's advice services in 2021-22 concerning 32,012 issues. Total financial gains for local people because of the interventions of CAW's public and project advice services totalled over £5 million for the year.

Client feedback

Citizens Advice nationally uses an independent agency to seek feedback from clients; the results are fed back quarterly, scrutinized and reflected upon routinely to inform service improvement and development. The CAW team are proud that our client feedback and quality scores remained good throughout 2021-22.

Research and 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 2021-22, CAW:

- Built on the publication of the previous year's Covid-19 reports and published two further reports into the impact of Covid-19 on its clients, one specifically considering housing issues and one looking at a 12 month picture of the pandemic's impact. The Housing report was launched at a specially convened network event and helped to influence the WBC's approach to housing and homelessness issues. The 12-month report demonstrated the hardship caused by the pandemic and helped to influence WBC's investment in discretionary support for residents.
- Worked more closely than ever with other local voluntary sector agencies to raise concerns and advocate for better local support for residents. Notably CAW worked with Wandsworth Foodbank, South West London Law Centres, and Katherine Low Settlement.

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- The Chief Executive attended fortnightly (which became monthly) calls convened by WBC with local voluntary, Health, and Council partners in attendance. This group was a key hub for information dissemination and where issues could reliably be escalated.
- The Chief Executive (accompanied by senior advisers) attended monthly Welfare Reform meetings (attended in addition by the local Job Centre Plus). The group monitors local data, including the number of Universal Credit claims, social fund claims and payments, Council Tax Reduction claims, Local Authority rent arrears etc., and pushes for better local action to support residents.
- Contributed statistics, case studies and observations on the impact of Covid-19 on CAW's clients.
- Convened an online Hardship Crisis Conference in July 2021, entitled "Where we were, Where we are, and Where we want to be: Learning from service delivery during a pandemic". The event brought together local statutory, voluntary, community, social and faith agencies to discuss new ways of working and how learning can be applied. The event also considered the disproportionate impact of Covid-19, the link between social and health inequalities, and the role advice must play in influencing the wider determinants of health.
- Was proactive in encouraging and facilitating the up skilling of local voluntary and community agencies on advice issues, establishing new online Advice First Aid training courses which kept local partners up to date with the changing legal framework.

Volunteer contributions

A vital part of CAW's activity is the engagement of volunteers in the delivery of its services, research, and campaigns. Over 80 volunteers (including Trustees) were engaged in CAW activity during 2021-22. Volunteers were recruited and trained by CAW's volunteer and training team, led by a Volunteer and Training Manager.

Volunteers contributed over 500 hours per week on average during the year. If CAW had paid staff to do the work of volunteers, this would have cost an estimated £779,646.

Plans for future periods

2022-23 will be another year of challenge for CAW:

- Post-pandemic services and working arrangements will need to be reviewed due to learnings from the pandemic and is applied in a way that ensures that clients who need face to face help are able to access it, and team members who would benefit from office working can take advantage of this.
- The cost-of-living crisis coupled with the harm caused to communities by the pandemic, and years of austerity, is leading to unprecedented levels of hardship. CAW will continue to face high levels of demand for its services, from clients with multiple and complex issues.
- Our Council and health contracts are both scheduled for re-commissioning during 2021-22. The value we provide both to the Council and to the CCG/ integrated care system is obvious. However, the state of public sector finances from 2021-22 is unclear and, as yet, we have no guidance on the frameworks or processes that we need to navigate to secure our future core funding.
- The final Kickstart placements end in September 2022 and the opportunity to employ (with support from the DWP) trainees has been immeasurably beneficial to the Charity. The trainees themselves have credited their experience with us as improving their confidence, skills, and employability and we have been fortunate to employ two people directly from the scheme. The trainees have provided us with much needed additional staffing, brought fresh ideas and energy and have made us more representative of the community we serve. In 2021-22, we will work to retain a trainee into our workforce.

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- Continue to consolidate and build on achievements in respect of equality and diversity including:
 - Being mindful of the disproportionate impact of hardship on BAME communities in the Borough 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; and
 - Improving the provision of discrimination advice.

Financial Review

Financial Performance

Against the backdrop of continued funding challenges for the charity sector, 2021-22 was a year of significant progress and accomplishments for CAW.

Total income increased to £1,717,708 (2021: £1,537,308) during the current financial year mostly due to new funding and additional Covid-19 funding.

Total expenditure in the same period increased to £1,672,392 (2021: £1,471,630) primarily because of increased staff costs to support the increase in funding.

Expenditure on advice and advocacy increased slightly to £1,470,075 (2021: £1,283,528) and expenditure on research and campaign to £81,576 (2021: £71,844). In 2022, we spent £95,234 (2021: £96,920) 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 was £735,415 (2021: £888,010) supported by grants received in advance. Working capital increased to £554,619 (2021: £503,586).

A liability for future pension payments has been included on the balance sheet and the pension reserve has reduced to £93,387 (2021: £103,152).

Reserves Policy

The Trustee Board reviews the reserves policy each year to consider the appropriate level of unrestricted reserves. The 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; and
- 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, provision for redundancy costs will need to be made.

The Trustees have decided that the Charity's minimum reserves requirement as being:

- Three months operating expenditure (excluding disbursements and depreciation) – equivalent to £381,000 (2021: £330,000).

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Therefore, for this financial year the minimum reserves requirement should increase from £330,000 to £381,000. Our restricted funds do not form part of the reserve policy.

Going Concern

CAW has strong cash flows and has secured funding for the next twelve months. We, therefore, believe that there are sufficient resources to meet our liabilities as they fall due. The Trustees review two-year financial projections, management accounts, Balance sheet and cash flow projections quarterly to review and assess compliance with the reserves policy and the potential impact of any adverse economic condition on the Charity's income and planned expenditure. Therefore, we do not believe there are material uncertainties that call into doubt the Charity's 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 funds in any product that carries risk to the security of capital and only investing funds in financial products that qualify for the Financial Services Compensation Scheme. Accordingly, our excess funds are invested in fixed rate bonds up to a maturity of one year and high interest deposit accounts 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 organisational structure

The Charity is a 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 February 2022.

The full Trustee Board met four times during 2021-22. Sub-committees with responsibility for Strategy, Finance, and People helped to explore and prepare for Board decisions. The Board retained responsibility and oversight.

The operation of the Charity is managed by the Chief Executive, Office Manager, Head of Projects, and Head of Service, with an outsourced contractor, reporting to the Chief Executive, responsible for the finance and accounting of the Charity.

The pay for the organisation's Chief Executive 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 Chief Executive).

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

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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

CAW has adopted the recommended Citizens Advice Information Assurance and Data Protection policy. All decisions on how to manage information risks within the Charity are derived from our wish to maintain a 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 risk register, which is reviewed at regular intervals by the Trustee Board.

All information assurance policies and procedures are reviewed annually and last reviewed in Autumn 2021.

Legal and Administrative Information

The Charity is a 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 documents	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

Current Trustees (also directors under company law)

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Lucy Harmer	Chair	Appointed 1 November 2015
Jonathan Mogford	Deputy Chair	Appointed 25 July 2018
Ben Dulieu		Appointed 21 November 2018
Guy Conway		Appointed 23 November 2016
Susan Marshall		Appointed 23 November 2016
Dylan Brooks		Appointed 21 November 2018
Lauren Beth Iannarone		Appointed 28 July 2020
Kalai Chau	Treasurer	Appointed 28 July 2020
Sumathi Narayanan Menon		Appointed 28 July 2020
Susan Jane Wixley		Appointed 28 July 2020

Retired Trustees

Gaynor Nuimata	Trustee	Deceased 13 August 2020
James Spybey	Deputy Chair	Retired 7 December 2020
Makoto Takano	Treasurer	Retired 7 December 2020

Senior staff

Mary-Ann Foxwell	Chief Executive
Hannah-Leigh Morgan	Office Manager and Company Secretary
Harriet Plows	Head of Projects
Tom Segurola	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

Auditor

Hartley Fowler LLP
4th Floor Tuition House
27/37 St George's Road
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 2022. The Trustees confirm that the annual report and financial statements comply with current statutory requirements, the requirements of the 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

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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; and
- 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.

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 2022 was 18 (2021: 18). The Trustees have no beneficial interest in the charitable company.

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 25th November 2022 and signed on their behalf by:



Kalai Chau
Treasurer

Report of the Independent Auditors to the members of Wandsworth Citizens Advice Bureaux Limited for the year ended 31 March 2022

Opinion

We have audited the financial statements of Wandsworth Citizens Advice Bureaux Limited (the "charitable company") for the year ended 31 March 2022 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).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice, and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) ("ISAs (UK)") and applicable law. Our responsibilities under those standards are further described in the 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

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 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 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 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.

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 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.

Wandsworth Citizens Advice Bureaux Limited Report of the Trustees for the year ended 31 March 2022

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.

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:

We identify and assess risks of material misstatement of the financial statement, whether due to fraud or error, and then design and perform audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis of our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, we considered the following:

- The nature of the industry and sector, control environment and the charities activities;
- results of our enquiries of management about their own identification and assessment of the risks of irregularities;
- any matters we identified having obtained and reviewed the charitable company's documentation of their policies and procedures relating to;
- identifying, evaluating and complying with laws and regulations and whether they were aware of any instances of non-compliance;
- detecting and responding to the risks of fraud and whether they have knowledge of any actual, suspected or alleged fraud;
- the internal controls established to mitigate risks of fraud or non-compliance with laws and regulations; and
- the matters discussed among the audit engagement team regarding how and where fraud might occur in the financial statements and any potential indicators of fraud.

As a result of these procedures, we considered the opportunities and incentives that may exist within the organisation for fraud. In common with all audits we also required to perform specific procedures to respond to the risk of management override.

We also obtained an understanding of the legal and regulatory framework that the charitable company operates in. The key laws and regulations we considered in this context included the Charities Act 2011, UK Companies Act and tax legislation.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charitable company's ability to operate or to avoid a material penalty.

Wandsworth Citizens Advice Bureaux Limited
Report of the Trustees for the year ended 31 March 2022

As a result of performing the above, we did not identify any key matters related to the potential risk of fraud or non-compliance with laws and regulations.

Our procedures to respond to risks identified included the following:


- reviewing the financial statement disclosures and testing to supporting documentation to assess compliance with provision of relevant laws and regulations described as having a direct effect on the financial statements;
- enquiring of management concerning actual and potential litigation and claims;
- performing analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud;
- reviewing minutes of meeting of those charged with governance, reviewing internal reports, and
- in addressing the risk of fraud through management override of controls, testing the appropriateness of journal entries and other adjustments, assessing whether the judgements made in making accounting estimates are indicative of a potential bias and evaluating the business rationale for any significant transactions that are unusual or outside the normal course of business.

We also communicated relevant identified laws and regulations and potential fraud risks to all engagement team members and remained alert to any indication of fraud or non-compliance with laws and regulations throughout the audit.

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

16/12/2022

Wandsworth Citizens Advice Bureaux Limited

**Statement of financial activities (incorporating income and expenditure account)
For the year ended 31 March 2022**

	Note	Restricted £	Unrestricted £	2022 £	2021 £
Income					
Donations	3	-	766	766	695
Charitable activities: advice and	4	1,025,500	680,155	1,705,655	1,533,793
Other trading activities	5	-	9,527	9,527	-
Investments	6	-	1,760	1,760	2,820
Total incoming resources		<u>1,025,500</u>	<u>692,208</u>	<u>1,717,708</u>	<u>1,537,308</u>
Expenditure					
Raising funds	7	-	(25,507)	(25,507)	(19,338)
Charitable activities	7	(1,010,565)	(636,320)	(1,646,885)	(1,452,292)
Total expenditure		<u>(1,010,565)</u>	<u>(661,827)</u>	<u>(1,672,392)</u>	<u>(1,471,630)</u>
Net income		14,935	30,381	45,316	65,678
Actuarial gains / (losses) on defined benefit pension scheme		-	9,765	9,765	(31,925)
Net movement in funds		<u>14,935</u>	<u>40,146</u>	<u>55,081</u>	<u>33,753</u>
Reconciliation of funds					
Funds brought forward at 1 April 2021		-	421,505	421,505	387,752
Funds carried forward at 31 March 2022		<u>14,935</u>	<u>461,651</u>	<u>476,586</u>	<u>421,505</u>

The notes on pages 19 to 36 form part of these financial statements.

There were no other recognised gains and losses other than those listed above and the net income for the year. All income relates to continuing operations.

Wandsworth Citizens Advice Bureaux Limited

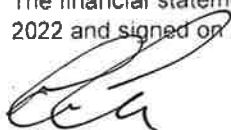
Balance sheet As at 31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible fixed assets	12	22,554	35,471
		<u>22,554</u>	<u>35,471</u>
Current assets			
Debtors	13	162,853	76,059
Short-term deposits		403,702	315,905
Cash at bank and in hand		331,713	572,105
		<u>898,268</u>	<u>964,069</u>
Creditors: amounts falling due within one year	14	(343,649)	(460,483)
Net current assets		<u>554,619</u>	<u>503,586</u>
Total assets less current liabilities		<u>577,173</u>	<u>539,057</u>
Creditors: amounts falling due after one year	14	(7,200)	(14,400)
Net assets excluding pension liability		<u>569,973</u>	<u>524,657</u>
Provisions for liabilities and charges			
Defined benefit pension scheme liability	15	(93,387)	(103,152)
Net assets		<u>476,586</u>	<u>421,505</u>
Funds of the Charity			
Restricted funds		14,935	-
Unrestricted funds		555,038	524,657
Pension reserve		(93,387)	(103,152)
Total Charity funds	17	<u>476,586</u>	<u>421,505</u>

The notes on pages 19 to 36 form part of these financial statements.

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 25 November 2022 and signed on their behalf by:



Kalai Chau
Treasurer

Wandsworth Citizens Advice Bureaux Limited

Cash Flow Statement For the year ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities			
Net cash used in operating activities	A	(154,355)	370,577
Cash flows from investing activities			
Interest from investments		1,760	2,820
Purchase of property, plant and equipment		-	(15,423)
Cash placed in short-term deposits	B	(87,797)	(3,305)
Net cash used in investing activities		<u>(86,037)</u>	<u>(15,908)</u>
Change in cash and cash equivalents		<u>(240,392)</u>	<u>354,669</u>
Cash and cash equivalent in the beginning of the year		572,105	217,436
Cash and cash equivalent at the end of the year		<u><u>331,713</u></u>	<u><u>572,105</u></u>

Notes to the cash flow statement

A Reconciliation of net income to net cash flow from operating activities			
		2022	2021
		£	£
Net income for the reporting period		45,316	65,678
Adjustments for:			
Depreciation		12,917	24,421
(Increase) / decrease in debtors		(86,794)	54,376
(Decrease) / increase in creditors		(124,034)	228,922
Bank interest receivable		(1,760)	(2,820)
Net cash provided by operating activities		<u>(154,355)</u>	<u>370,577</u>
B Analysis of short-term deposits			
		2022	2021
		£	£
Short-term deposits at beginning of year		315,905	312,600
Movement		87,797	3,305
Short-term deposits at end of year		<u><u>403,702</u></u>	<u><u>315,905</u></u>

Wandsworth Citizens Advice Bureaux Limited

Notes to the financial statements For the year ended 31 March 2022

1 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 2022 was 18 (2021:18). The Trustees have no beneficial interest in the charitable company.

2. Accounting policies

a) Basis of preparation

The presentation currency of the financial statements is Pound Sterling (£).

These accounts have been prepared under the historical cost convention with items recognised at cost or transaction value unless otherwise stated in the relevant note(s) to these accounts.

The financial statements of Wandsworth Citizens Advice Bureaux Limited (the "Charity") have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued in October 2019 and the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102) and the Companies Act 2006 as it applies from 1 January 2019. The Charity constitutes a public benefit entity as defined by FRS 102.

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 quarterly to the Trustee Board to monitor progress against plan. Any adverse variation against plan are actioned immediately by management to bring it back into line with agreed plan. There are no material uncertainties that cast doubt on the Charity's ability to continue.

c) Incoming resources

All income is accounted for when the Charity is legally entitled to the income, it is probable that the income will be received, and the amount can be quantified with reasonable accuracy.

Donation income

Donations are accounted for on an accruals basis in the period in which the Charity is entitled to income where the amount can be measured with reasonable certainty.

External grants

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

Legacies

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

Other income

All other income is accounted for on an accruals basis.

d) Interest receivable

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

Wandsworth Citizens Advice Bureaux Limited

Notes to the financial statements For the year ended 31 March 2022

2. Accounting policies (continued)

e) 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.

Costs of generating funds include salaries, direct expenditure and overhead costs related to securing funding.

Charitable activities expenditure enables the Charity to meet its charitable aims and objectives.

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

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.

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.

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.

Redundancy costs are recognised when there is a legal or constructive obligation.

Irrecoverable VAT is charged against the activity that incurred the original VAT.

f) Fund accounting

The Charity maintains the following types of fund:

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.

Unrestricted funds are donations and other incoming resources received or generated that can be used freely in accordance with the Charity's purposes.

Designated funds are unrestricted funds earmarked by the Trustees out of unrestricted funds for specific purposes or projects.

g) Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation. Assets are capitalised where the cost exceeds £500.

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.

The estimated useful lives used for this purpose, which are consistent with those of the prior year, are:

Leasehold Building and improvements	Over length of lease
Computers and IT equipment	2 years
Furniture and equipment	4 years

h) Leased assets

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 term of the lease. There are no assets held under hire purchase agreements or finance leases.

i) Cash and cash equivalents

Cash and cash equivalents include cash in hand, current balances with banks, and short-term deposits with banks with maturities of 12 months or less.

Wandsworth Citizens Advice Bureaux Limited

Notes to the financial statements

For the year ended 31 March 2022

2. Accounting policies (continued)

j) Provisions for liabilities and charges

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.

The Charity 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 Charity'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 20. 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.

k) 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.

l) Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments which 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 debtors, excluding prepayments, short-term cash deposits and cash at bank and in hand.

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.

3. Donations

	2022 £	2021 £
Donations from private individuals	<u>766</u>	<u>695</u>
	<u>766</u>	<u>695</u>

Wandsworth Citizens Advice Bureaux Limited

Notes to the financial statements For the year ended 31 March 2022

4. Income from charitable activities

	Restricted £	Unrestricted £	2022 £	2021 £
Grants and contracts for advice and advocacy				
Wandsworth Borough Council	-	537,452	537,452	540,738
Macmillan Cancer Care	191,425	-	191,425	187,263
Trust For London	-	-	-	27,652
Big Lottery Fund - HTC	143,329	-	143,329	147,849
Roehampton Community Capacity	-	60,000	60,000	60,000
Wandle CCG	73,250	-	73,250	73,250
Battersea CCG	28,734	-	28,734	28,733
West Wandsworth CCG	29,360	-	29,360	29,360
Social Prescribing	6,000	-	6,000	-
Roehampton University - Student Vols	-	14,000	14,000	14,000
The London Community	18,000	-	18,000	2,116
City Bridge Trust	47,260	-	47,260	-
Major Trauma Advice	27,707	-	27,707	16,680
Earlsfield - Foodbank	13,000	-	13,000	11,916
Citizens Advice - BEIS	12,500	-	12,500	33,073
Citizens Advice - Help to Claim	139,961	-	139,961	138,932
Kickstart Grant	-	68,703	68,703	-
Wandsworth Council - DSF	47,406	-	47,406	25,000
Foodbank - Wandsworth	54,053	-	54,053	19,178
EU National	109,590	-	109,590	93,495
Foodbank - Henry Smith	58,200	-	58,200	58,833
Foodbank - Trussell Trust	25,725	-	25,725	25,725
Total income from charitable activities	<u>1,025,500</u>	<u>680,155</u>	<u>1,705,655</u>	<u>1,533,793</u>

5. Income from other activities

	Restricted £	Unrestricted £	2022 £	2021 £
Miscellaneous	-	6,610	6,610	-
Room hire	-	2,917	2,917	-
	<u>-</u>	<u>9,527</u>	<u>9,527</u>	<u>-</u>

6. Investment income

	Restricted £	Unrestricted £	2022 £	2021 £
Interest income	-	1,760	1,760	2,820
	<u>-</u>	<u>1,760</u>	<u>1,760</u>	<u>2,820</u>

Wandsworth Citizens Advice Bureaux Limited

**Notes to the financial statements
For the year ended 31 March 2022**

7. Resources expended

	Charitable Activities					Generating funds	Total costs 2022
	Advice and advocacy	Research and campaign	Volunteer recruitment and training	Total costs of charitable activities			
	£	£	£	£	£	£	£
Staff costs	1,100,529	61,069	70,988	1,232,586	19,366	1,251,952	
Staff and volunteer expenses	4,093	227	673	4,993	-	4,993	
Office costs	93,107	5,167	6,005	104,279	4,046	108,325	
Premises costs	17,591	976	1,135	19,702	2,095	21,797	
Other running costs	144,919	8,042	9,348	162,309	-	162,309	
Governance costs (Note 8)	30,124	1,672	1,943	33,739	-	33,739	
Support costs (Note 8)	79,712	4,423	5,142	89,277	-	89,277	
Redundancy cost	-	-	-	-	-	-	
Total	1,470,075	81,576	95,234	1,646,885	25,507	1,672,392	

7. Resources expended (continued)

	Charitable Activities					Total costs 2021 £
	Advice and advocacy £	Research and campaign £	Volunteer recruitment and training £	Total costs of charitable activities £	Generating funds £	
Staff costs	961,310	53,809	72,513	1,087,632	13,916	1,101,548
Staff and volunteer expenses	1,645	92	225	1,962	-	1,962
Office costs	86,450	4,839	6,521	97,810	4,002	101,812
Premises costs	21,301	1,192	1,607	24,100	1,420	25,520
Other running costs	129,634	7,256	9,779	146,669	-	146,669
Governance costs (Note 8)	22,233	1,244	1,677	25,154	-	25,154
Support costs (Note 8)	60,955	3,412	4,598	68,965	-	68,965
Redundancy cost	-	-	-	-	-	-
Total	1,283,528	71,844	96,920	1,452,292	19,338	1,471,630

Wandsworth Citizens Advice Bureaux Limited

**Notes to the financial statements
For the year ended 31 March 2022**

8. Support and governance costs

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

	Charitable activities					Total 2022	Total 2021
	Advice and advocacy	Research and campaign	Volunteer and recruitment and training	General support costs	Governance costs		
	£	£	£	£	£	£	£
Staff costs	51,533	2,860	3,324	57,717	20,550	78,267	56,237
Staff and volunteer expenses	14,012	778	904	15,694	-	15,694	13,482
General office costs	9,334	518	602	10,454	4,045	14,499	14,344
Premises costs	4,833	268	312	5,413	2,095	7,508	5,090
Other costs	-	-	-	-	2,548	2,548	48
Trustee expenses	-	-	-	-	-	-	418
Audit costs	-	-	-	-	4,500	4,500	4,500
Total	79,712	4,424	5,142	89,278	33,738	123,016	94,119

Governance costs of £33,738 (2021: £25,154) includes administrative and management support costs.

Wandsworth Citizens Advice

Notes to the financial statements For the year ended 31 March 2022

9. Net income for the year

This is stated after charging

	2022	2021
	£	£
Operating lease rentals:		
Property	42,480	26,400
Other	21,742	10,240
Depreciation	12,916	24,421
External Auditors' remuneration:		
▪ External Audit Fee	4,500	4,500
▪ Non Audit remuneration	-	-

10. Staff costs and Trustee expenses

No emoluments were paid to the Charity's Trustees during the year (2021: £nil).

No travel expenses were reimbursed to the Charity's Trustees during the year (2021: £192).

	2022	2021
	£	£
Staff costs during the year:		
Salaries and wages	1,114,119	985,587
Redundancy costs	-	-
Social security costs	102,453	88,546
Pension contributions	74,749	69,961
	<u>1,291,321</u>	<u>1,144,094</u>

	2022	2021
Number of employees who earned between £60k - £70k during the year:	1	1
Key management personnel received benefits during the year of:	160,232	160,420

The average monthly head count was 41 staff (2021: 37) and the average monthly number of full time equivalent employees during the year were as follows:

	2022	2021
	No.	No.
Generating funds	0.6	0.6
Charitable activity	29.9	29.6
Governance	0.9	0.9
	<u>31.4</u>	<u>31.1</u>
Average number of employees	<u>41</u>	<u>37</u>

Wandsworth Citizens Advice

Notes to the financial statements For the year ended 31 March 2022

11. 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.

12. Tangible fixed assets

	Leasehold Building and improvement £	Computers and IT equipment £	Furniture and equipment £	Total £
Cost				
At 1 April 2021	95,215	48,208	18,417	161,840
Additions in year	-	-	-	-
Disposals in year	-	-	-	-
At 31 March 2022	95,215	48,208	18,417	161,840
Depreciation				
At 1 April 2021	(67,456)	(40,496)	(18,417)	(126,369)
Charge for the year	(5,206)	(7,711)	-	(12,917)
Disposals in year	-	-	-	-
At 31 March 2022	(72,662)	(48,207)	(18,417)	(139,286)
Net book value				
At 31 March 2022	22,553	1	-	22,554
At 31 March 2021	27,759	7,712	-	35,471

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

13. Debtors

	2022 £	2021 £
Account receivables	42,889	40,140
Other debtors	93,329	13,014
Prepaid expenses	26,635	22,905
	<u>162,853</u>	<u>76,059</u>

14. Creditors

	2022 £	2021 £
Amounts falling due within one year		
Bank overdraft	-	(53,089)
Trade creditors	(19,235)	(45,252)
Other creditors	(19,391)	(19,644)
Deferred income (see Note 16)	(139,595)	(195,179)
Accruals	(110,256)	(87,658)
Taxation and social security	(55,172)	(59,661)
	<u>(343,649)</u>	<u>(460,483)</u>

Wandsworth Citizens Advice

Notes to the financial statements
For the year ended 31 March 2022

14. Creditors (continued)

	2022 £	2021 £
Amounts falling due after one year		
Other creditors	<u>(7,200)</u>	<u>(14,400)</u>

15. Defined benefit pension scheme liability

	2022 £	2021 £
Defined Benefit Pension FRS 102	<u>(93,387)</u>	<u>(103,152)</u>

16. Deferred income

	2022 £	2021 £
Deferred income brought forward	(195,179)	(64,124)
Amounts released to income during the year	195,179	64,124
Incoming resources deferred in the year	<u>(139,595)</u>	<u>(195,179)</u>
	<u>(139,595)</u>	<u>(195,179)</u>

17. Analysis of net assets between funds

	Restricted funds £	Designated funds £	General funds £	Total funds 2022 £	Total funds 2021 £
Tangible fixed assets	-	-	22,554	22,554	35,471
Current assets	-	-	898,268	898,268	964,069
Current liabilities	-	-	(350,849)	(350,849)	(474,883)
Non current liabilities	<u>-</u>	<u>-</u>	<u>(93,387)</u>	<u>(93,387)</u>	<u>(103,152)</u>
Net assets at 31 March 2022	<u>-</u>	<u>-</u>	<u>476,586</u>	<u>476,586</u>	<u>421,505</u>

Wandsworth Citizens Advice

Notes to the financial statements For the year ended 31 March 2022

18. Statement of Funds

	At 1 April 2021	Incoming resources	Outgoing resources	Gain (loss) on investments	Pension adjustment	At 31 March 2022
	£	£	£	£	£	£
Restricted funds						
Macmillan Cancer Care	-	191,425	(191,425)	-	-	-
Bkg Lottery Fund - HTC	-	143,329	(130,134)	-	-	13,195
Wandle CCG	-	73,250	(73,250)	-	-	-
Battersea CCG	-	28,734	(28,734)	-	-	-
West Wandsworth CCG	-	29,360	(29,360)	-	-	-
Social Prescribing	-	6,000	(6,000)	-	-	-
City Bridge Trust	-	47,260	(47,260)	-	-	-
Major Trauma Advice	-	27,707	(27,707)	-	-	-
Citizens Advice - Help to Claim	-	139,961	(138,221)	-	-	1,740
Citizens Advice BEIS Funding	-	12,500	(12,500)	-	-	-
The London Community	-	18,000	(18,000)	-	-	-
Wandsworth Council - DSF	-	47,406	(47,406)	-	-	-
Foodbank - Wandsworth	-	54,053	(54,053)	-	-	-
Foodbank - Earlsfield	-	13,000	(13,000)	-	-	-
Foodbank - Henry Smith	-	58,200	(58,200)	-	-	-
Foodbank - Trussell Trust	-	25,725	(25,725)	-	-	-
EU National	-	109,590	(109,590)	-	-	-
Total restricted funds	-	1,025,500	(1,010,565)	-	-	14,935
Unrestricted funds						
General funds						
Free funds	524,557	692,208	(561,827)	-	-	555,038
Defined pension benefit scheme	(103,152)	-	-	9,755	-	(93,387)
Total unrestricted funds	421,505	692,208	(561,827)	9,755	-	461,651
Total funds	421,505	1,717,708	(1,572,392)	9,755	-	476,586

The unrestricted funds represents the free funds of the Charity. The Trustee Board has agreed to a minimum level of £381,000 funding as reserves to guard against unforeseen eventualities.

Wandsworth Citizens Advice

Notes to the financial statements For the year ended 31 March 2022

18. Statement of funds (continued)

Purpose of restricted funds Macmillan Cancer Care	To provide benefit advice to cancer patients at St Georges and Kingston hospitals.
Big Lottery Fund - Help through Hardship Crisis Fund	This project is funded by the National Lottery through the Big Lottery Fund and provides advice for people in hardship crisis, supports training of community volunteers in first aid, and coordinates a hardship crisis network.
Wandle CCG	Provision of an advice service for patients of Wandle GPs. This is an innovative approach to prescribing advisory support and community referrals for patients presenting social needs to their GPs. It is intended to help achieve resource savings for GPs and promote better health in the Wandle locality.
Battersea CCG	Provision of an advice service in partnership with patients of GPs in the Battersea locality
West Wandsworth CCG	Provision of an advice service for patients of GPs in the West Wandsworth locality.
Social Prescribing City Bridge Trust	Provision of resources to help people improve their health and wellbeing by connecting them to activities and services within the community
Major Trauma Advice	Provision of specialist housing advice to clients on their housing rights and duties.
Citizens Advice - Help to Claim	Provision of 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
Citizens Advice BEIS Funding	Funding towards a service that delivers information, advance and support in making Universal Credit Claims
The London Community Response Fund (wave 1)	Funding to develop and test a model of video advice with local partners
The London Community Response Fund (wave 2)	Emergency funding to support our move to remote working; contribution towards the costs of mobile phones, SIMS, headsets, etc. Trust for London, funding to enable us to provide employment advice to residents affected by covid-related employment issues
Wandsworth Council - DSF	Funding for a service aimed at supporting digitally excluded residents to access the Discretionary Social Fund ("DSF")

Wandsworth Citizens Advice

**Notes to the financial statements
For the year ended 31 March 2022**

18. Statement of funds (continued)

Foodbank
 Funding for an adviser to help users of an independent Wandsworth foodbank address their advice requirements.

EU Nationals Advice
 Funding for advisers to support EU Nationals in Wandsworth understand the EUSS scheme and support people to make successful applications

19. Operating lease commitments

Total future minimum lease payments are as follows

	Land and Buildings 2022 £	Other 2022 £	Land and Buildings 2021 £	Other 2021 £
Within one year	42,268	-	15,807	4,749
Between one and five years	42,449	-	53,156	-
More than 5 years	-	-	-	-
	84,717	-	68,963	4,749

Wandsworth Citizens Advice

Notes to the financial statements For the year ended 31 March 2022

20. 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 2022/23 accounting year, the contributions to the Plan for the year ending 31 March 2023 are expected to be £2,579,000, which includes £2,279,000 towards the deficit and £300,000 as an allowance for administration expenses and all scheme levies. The 31 March 2022 valuation is currently underway and a new schedule of contributions will be put in place at its completion.

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 2022 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 most recent formal actuarial valuation of the Plan was as at 31 March 2019 and revealed a funding deficit of £68,501,000. In the recovery plan agreed following the valuation, the Principal Employer and other participating employers agreed to pay deficit reduction contributions of £2,279,000 per annum with the view to eliminating the deficit by 31 March 2037. The 31 March 2022 valuation is currently underway.

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 15 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:

	31 March 2022	31 March 2021
Discount rate	2.80%	2.10%
Inflation assumption (RPI)	3.70%	3.30%
Inflation assumption (CPI)	3.25%	2.80%
Revaluation of deferred pensions in excess of GMP	3.25%	2.80%
Pension in payment increases of:		
- CPI or 5% p.a. if less	3.25%	2.80%
- CPI inflation since retirement or 5% p.a. compound if less	3.25%	2.80%
- CPI or 3% p.a. if less	2.70%	2.50%
Commutation of pension for cash at retirement	75% of HMRC maximum	1% of HMRC maximum

Wandsworth Citizens Advice

Notes to the financial statements For the year ended 31 March 2022

20. Pension scheme (continued)

	31 March 2021	31 March 2020
Assumed life expectancies on retirement at age 65 are:		
Retiring today - Males	21.3	21.2
Retiring today - Females	24.2	24.1
Retiring in 20 years time - Males	22.6	22.6
Retiring in 20 years time - Females	25.7	25.7

The assets in the Plan were:

	Value at 31 March 2022 £000s	Value at 31 March 2021 £000s
The assets in the Plan were:		
Multi asset funds	68,955	72,995
Structured equity and LDI	27,488	24,849
Cash	5,771	1,509
Fair value of Plan assets	102,214	99,353

The actual return on assets over the period was:

	5,301	14,282
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Present value of funded obligations	148,768	161,415
Fair value of Plan assets	102,214	99,353
Deficit in funded scheme	(46,554)	(62,062)

Present value of unfunded obligations	-	-
Unrecognised actuarial gains / (losses)	-	-
Adjustment in respect of asset ceiling	-	-
Net liability in balance sheet	46,554	62,062

Reconciliation of opening and closing balances of the present value of

	31 March 2022 £000s	31 March 2021 £000s
Benefit obligation at beginning of year	161,415	140,310
Current service cost	771	652
Interest cost	3,346	3,322
Contributions by Plan	-	-
Actuarial (gains)/losses	(11,745)	21,568
Benefits paid and expenses	(5,019)	(4,437)
Past service cost	-	-
Settlements	-	-
Business combinations	-	-
Exchange rate	-	-
Benefit obligation at end of year	148,768	161,415

Wandsworth Citizens Advice

Notes to the financial statements For the year ended 31 March 2022

20. Pension scheme (continued)

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

	31 March 2022 £000s	31 March 2021 £000s
Fair value of Plan assets at beginning of year	99,353	85,959
Interest income on Plan assets	2,061	2,052
Return on assets, excluding interest income	3,240	12,230
Contributions by employers	2,579	3,549
Contributions by Plan participants	-	-
Benefits paid and expenses	(5,019)	(4,437)
Business combinations	-	-
Settlements	-	-
Exchange rate	-	-
Fair value of Plan assets at end of year	102,214	99,353

The amounts recognised in profit or loss:

	31 March 2022 £000s	31 March 2021 £000s
Service cost - including current and past service costs, and settlements	-	-
Service cost - administrative cost	771	652
Net interest on the net defined benefit liability	1,285	1,270
Total expense	2,056	1,922

20. Pension scheme (continued)

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

	31 March 2022 £000s	31 March 2021 £000s
Actuarial (gains) / losses on the liabilities	(11,745)	21,568
Return on assets, excluding interest income	(3,240)	(12,230)
Changes in the effect of the asset ceiling excluding interest income	-	-
Total remeasurement of the net defined benefit (asset) / liability to be shown in OCI	(14,985)	9,338

21. Related party transactions.

There were no related party transactions during the year.

Wandsworth Citizens Advice

**Notes to the financial statements
For the year ended 31 March 2022**

22. Comparative Statement of financial activities (incorporating income and expenditure account)

	Restricted £	Unrestricted £	Total 2021 £
Income			
Donations	-	695	695
Income from charitable activities: advice and advocacy	919,055	614,738	1,533,793
Other trading activities	-	-	-
Investment income	-	2,820	2,820
Total incoming resources	<u>919,055</u>	<u>618,253</u>	<u>1,537,308</u>
Expenditure			
Raising funds	-	(19,338)	(19,338)
Charitable activities	(919,055)	(533,237)	(1,452,292)
Total expenditure	<u>(919,055)</u>	<u>(552,575)</u>	<u>(1,471,630)</u>
Net income	-	65,678	65,678
Actuarial gains on defined benefit pension scheme	-	(31,925)	(31,925)
Net movement in funds	-	33,753	33,753
Reconciliation of funds			
Funds brought forward at 1 April 2021	<u>-</u>	<u>387,752</u>	<u>387,752</u>
Funds carried forward at 31 March 2022	<u>-</u>	<u>421,505</u>	<u>421,505</u>

Wandsworth Citizens Advice

**Notes to the financial statements
For the year ended 31 March 2022**

23. Statement of Funds

	At 1 April 2020 £	Incoming resources £	Outgoing resources £	Gain / (loss) on investments £	Pension adjustment £	At 31 March 2021 £
Restricted funds						
Macmillan Cancer Care	-	187,263	(187,263)	-	-	-
Roehampton Community	-	-	-	-	-	-
Big Lottery Fund-HTC	-	147,849	(147,849)	-	-	-
London Community Response	-	27,652	(27,652)	-	-	-
Wandle CCG	-	73,250	(73,250)	-	-	-
Battersea CCG	-	28,733	(28,733)	-	-	-
West Wandsworth CCG	-	29,360	(29,360)	-	-	-
Major Trauma Advice	-	16,680	(16,680)	-	-	-
Citizens Advice - Help to Claim	-	138,932	(138,932)	-	-	-
Citizens Advice BEIS funding	-	33,073	(33,073)	-	-	-
The London Community	-	2,116	(2,116)	-	-	-
Wandsworth Council - DEFRA	-	25,000	(25,000)	-	-	-
Earlsfield - Foodbank	-	19,178	(19,178)	-	-	-
Foodbank - Henry Smith	-	58,833	(58,833)	-	-	-
Foodbank - Trussell Trust	-	25,725	(25,725)	-	-	-
Foodbank - Earlsfield	-	11,916	(11,916)	-	-	-
EU National	-	93,495	(93,495)	-	-	-
Total restricted funds	-	919,055	(919,055)	-	-	-
Unrestricted funds						
General funds						
Free funds	458,979	618,253	(552,575)	-	-	524,657
Defined pension benefit scheme	(71,227)	-	-	-	(31,925)	(103,152)
Total unrestricted funds	387,752	618,253	(552,575)	-	(31,925)	421,505
Total funds	387,752	1,537,308	(1,471,630)	-	(31,925)	421,505