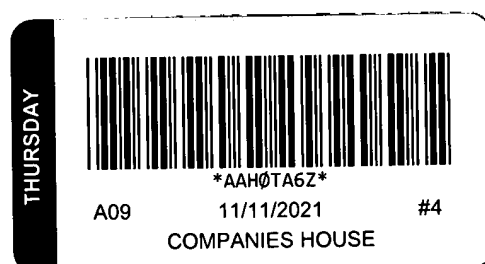


COMPANY REGISTRATION NUMBER: 03507093
CHARITY REGISTRATION NUMBER: 1070263

Southwark Citizens Advice Bureaux Service
Company Limited by Guarantee
Financial Statements
31 March 2021



Southwark Citizens Advice Bureaux Service
Company Limited by Guarantee
Financial Statements
Year ended 31 March 2021

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Southwark Citizens Advice Bureaux Service
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report)
Year ended 31 March 2021

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2021.

Reference and administrative details

Registered charity name	Southwark Citizens Advice Bureaux Service
Charity registration number	1070263
Company registration number	03507093
Principal office and registered office	8 Market Place Southwark Park Road Bermondsey London SE16 3UQ

The trustees

Nehal Depani	
Elizabeth Laurence	(Retired 10 February 2021)
Tasmin Maitland	
Patricia Boyer	
Martina O'Sullivan	
Aleksandr Al-Dhahir	
Thomas Smith	(Appointed 26 August 2020)

Company secretary	Christopher Green
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Auditor	Menzies LLP Centrum House 36 Station Road Egham Surrey TW20 9LF
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Bankers	Lloyds Bank plc CAF Bank Limited
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Southwark Citizens Advice Bureaux Service
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report)
Year ended 31 March 2021

Structure, governance and management

Governing Document

Southwark Citizens Advice Bureaux Service is a registered charity and a company limited by guarantee. Southwark Citizens Advice Bureaux Service is also known and referred to as Citizens Advice Southwark and Bermondsey Citizens Advice Bureau and Peckham Citizens Advice Bureau. The maximum liability of each member is limited to one pound. At 31 March 2021 the company had 6 members. Southwark Citizens Advice Bureaux Service is governed by its Memorandum and Articles of Association as amended on 18 May 2010.

Southwark Citizens Advice Bureaux Service was incorporated as a company limited by guarantee on 9 February 1998. The charity commenced operations on 1 April 1998 at which date the assets and liabilities of the unincorporated Southwark Citizens Advice Bureau Service were acquired.

Recruitment, Appointment of Trustees

An Elections Committee, chaired by the Chair, is established to oversee the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Induction of Trustees

Newly appointed Trustees are provided with a comprehensive induction to Southwark Citizens Advice Bureaux Service through the provision of training courses and mentoring by established trustees.

Organisational Structure

Southwark Citizens Advice Bureaux Service is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Southwark Citizen Advice Bureaux Service and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Connected Parties

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

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Contribution of Volunteers

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity.

77 volunteers, including 15 pro bono solicitors, contributed approximately 36,720 hours of work to the bureau during the year. We estimate the value of this help at £651,646 in respect of the current year.

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Objectives and activities

Objects, Vision and Mission

Our charity's objects as contained in the company's memorandum of association 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 Southwark and surrounding areas".

Our vision is of a society where everyone can express and realise their rights, where responsibilities are understood and acted on by individuals and organisations, where decisions are taken with the needs of the most vulnerable in our society in mind, and where services are accessible and responsive to those who need them.

We recognise that we need to identify concrete steps to take in achieving our vision, so are working towards the mission statement that: we sort out problems together - for good. We do this by:

- Delivering services responsive to community need;
- Empowering citizens to understand and exercise their rights and responsibilities;
- Preventing problems through education and training;
- Influencing social policy to achieve positive change

Ensuring our work delivers our aims

We review our mission, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our mission, objectives and activities remain focused on our stated purposes. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our mission and objectives and in planning our future activities. In particular, the trustees consider how planned activities will contribute to the vision, mission and objectives they have set.

The focus of our work

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Who used and benefited from our services

The Citizens Advice Southwark team records profile information provided by clients on our dedicated case management system. This includes data on gender, age/date of birth, ethnic group and disability. In addition, the Service conducts an annual survey of clients designed to provide more information about the users of our Service.

COVID-19 and the accompanying need to deliver services remotely during periods of national lockdown had some impact on the profile of clients accessing our services this year. Notwithstanding this, the client profile still reflects the full diversity of the borough we serve, though with higher levels of clients from groups who are more likely to experience discrimination, or affected by issues related to deprivation.

There has been a slight increase in the percentage of younger people seeking advice (28.3% of people under 34 compared with 25.2% last year), and a slight decrease in the over 50 categories (37.8% this year compared with 40.8% last year). However, this is still older than the population profile of the borough, with almost a quarter of local residents being 19 and under.

We have seen a significant increase in the already high proportion of clients who are council tenants (44% up from 36% last year), and a decrease in owner-occupiers (from 10% to 7%). Where stated, 39% of our clients are in receipt of welfare benefits or tax credits. Again, this is higher than the borough profile, but reflects the complexity of the benefits system (being in our top three advice enquiry areas) and the high incidence of problems amongst people in receipt of benefits.

A far higher proportion of clients are from Black, Asian and Minority Ethnic (BAME) communities (at 83.2% - up

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

from 75.1% - compared to the borough profile of 60.3%), which not only demonstrates our reach into all communities in the borough, but also the higher prevalence of problems amongst BAME communities (who are statistically more likely to be negatively impacted by recession or wider economic uncertainty).

Finally, whilst sexual orientation was not accurately recorded in the 2011 census, we believe that, historically, our reach into the borough's LGBT community is strong. However, perhaps due to the very high number of clients did not complete this section (92% of respondents over the past 12 months) it is difficult to provide robust evidence of this. This year 7% of our clients identified as lesbian, gay or bisexual up from 4% last year. We will continue to monitor this data and our service delivery model generally, to ensure it is appropriately marketed - and available to - the LGBT community.

The Trustees confirm they have complied with section 17 of the Charities Act 2011 and referred to the guidance contained in the Charity Commission's general guidance on public benefit, specifically when reviewing the Trust's aims and objectives and in planning future activities.

Achievements and performance

Charitable Activities

Citizens Advice Southwark is a successful organisation delivering high quality services in response to the needs of the local community. Recent achievements included:

- Assisting 20,025 (21,493) unique clients in the last year, helping them to deal with 45,607 (55,274) issues;
- Enabling our clients to achieve financial gains of £7,452,419 (£7,278,868) in the last year;
- Commenced Back on Track Project providing advice in GP surgeries in Peckham and Bermondsey, and working in partnership with the Southwark Primary Care Networks and Social Prescribing link workers to establish a healthcare pathway to advice on debt for people with financial worries;
- Extended hours of service through various COVID emergency funding to help vulnerable people access advice during the pandemic;
- Delivered 6-month Lottery funded project working in partnership with Pecan to deliver advice and information in collaboration with local Foodbanks;
- Won Home Office funding (in partnership with Southwark Law Centre) to provide advice and help for people applying to the EU Settlement Scheme;
- During the last year we have participated in the new quality of advice and organisational performance quality framework process introduced by Citizens Advice. We are delighted that we have achieved excellent results in our Citizens Advice Audit in September 2020;
- Achieving 90%+ client satisfaction scores for how our advice helped to improve their situation and to take the next steps to deal with their problems;
- Achieving the Investing in Volunteers Award for 3 years to 2023;
- Delivering the Help to Claim Service in Southwark and hosting the Best Practice Lead for South London;
- Delivery of the Big Energy Saving Network & Energy Advice Programme in Southwark;
- Delivering services for vulnerable groups, including an advice service based at Kings College Hospital for patients who have experienced major trauma;
- Leading on a variety of partnership groups, including the Southwark Financial Capability Forum, the Southwark Legal Advice Network, the Southwark Advice Forum, the DWP Liaison Group, Co-Chair of the Universal Credit Network and our work on equalities through our leadership of the Forum for Equalities and Human Rights in Southwark;
- Upgrading our infrastructure to improve our services and setting up our teams to work remotely;

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

- Delivering a Legal Aid contract in Immigration and Housing;
- Maintaining pro bono specialist advice sessions run by local law firms covering Family Law & Employment;
- Engagement in the local community promoting Citizens Advice services and campaigns.

Activities

The COVID-19 pandemic has had a huge impact on everything we do. For 4 months during the first national lockdown - from March to July 2020 - we were obliged to suspend our face to face services and close our offices to the general public.

To continue to provide a service our staff worked from home to answer calls, web chats and emails. During this period people continued to turn to us for help, and we provided daily advice and information on issues related to the Coronavirus outbreak, including everything from redundancies and difficulties paying bills to starting benefits claims.

In addition, we introduced regular electronic information briefings on key issues for local agencies and their service users that were distributed widely through our mailing lists, and those of the council. We also took the lead in devising regular briefings from the advice sector as a whole updating people on how they could access advice services during lockdown.

Although we were able to successfully help many vulnerable local people remotely during lockdown, our data indicated that certain potentially vulnerable groups, including people with disabilities, long term health conditions, from some BAME communities, and older people, were not accessing our services in the usual proportions. A top priority for us was therefore keen to resume 'in person' services as soon as it was safe to do so.

So in July 2020, and almost uniquely within the Citizens Advice movement, we reopened face to face drop in at our 3 offices, whilst also maintaining our remotely delivered services. Although the resumption of our face-to-face services offered an important alternative means of access to vulnerable local people, in order to take into account the very real anxieties over transmission of the virus, the drop in model was adjusted so that advisers and clients were not physically present in the same interview room. Instead, clients were linked by video to advisers in another room (or office) to receive 'face to face' advice. We also expanded our opening hours to avoid queues forming in the mornings.

We followed the same pattern with the second and third national lockdowns, moving to phone, email and web chat during the lockdown, but reopening our drop in sessions as soon as it was possible to do so. Using this proactive approach, we were successfully able to continue to provide vital advice and information to local residents through this most difficult period.

In 2020-21 Citizens Advice Southwark dealt with 45,607 new issues (a 17% decrease from the 55,274 handled in 2019-20), which came from 20,025 clients seen across the service (a small decrease of 7% increase from the 21,493 assisted in 2019-20).

These decreases were from the record high figures achieved the previous year and were to be expected given the challenges outlined above.

Of the new issues welfare benefits, housing and debt remained the top three categories of issues in the borough, at 39%, 17% and 9% of the total enquiries respectively. The number of enquiries relating to Universal Credit increased considerably as many people lost their jobs as a result of the pandemic and sought to claim the new benefit.

However, the challenges faced as a result of the pandemic did not impact on our ability to achieve positive change for clients through delivering a quality service, and the financial gain to our clients in 2020-21 was £7,452,419 across all services (an increase of 2% from the 2019-20 financial gain of £7,278,868).

Of course the pandemic also greatly affected our clients. In particular, the economic impact has been felt most acutely by local residents who were already vulnerable, perhaps as a result of physical or mental ill health, homelessness, or because they are living in poverty, have insecure immigration status, or as a result of sharing protected characteristics under equalities legislation, for example age, disability, race or religion and belief.

It has therefore been incumbent on us to develop new projects and partnerships that target some of these worst

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

affected groups and communities.

To support our service delivery during the pandemic an entirely new Service Delivery Plan was developed which allows us to transition out of the COVID-19 world of restrictions, and to best meet the advice needs and inequalities that have been exacerbated by the pandemic.

The section below describes the service that Citizens Advice Southwark is currently providing:

(a) Generalist Advice Services - at Peckham, Bermondsey and Walworth offices (funded by a contract with Southwark Council)

- Peckham offers open door gateway assessment sessions five days a week, Monday to Friday, from 10am-3pm.
- Bermondsey offers open door gateway assessment session five days a week, Monday to Friday, from 10am-3pm.
- Walworth offers open door gateway assessment sessions five days a week, Monday to Friday, from 10am-3pm.
- Appointments are also provided at all offices throughout the week for advice at general help with casework level;
- Citizens Advice Southwark has a single public telephone advice number and provides telephone gateway assessment throughout the week. This is followed up with call back telephone advice at general help level as needed;
- The team also answer generalist enquiries received by letter and email and undertake home visits.

(b) Southwark Council Leaseholder Advice Project - established 2006 (funded jointly by a contract with Southwark Council and a grant from Southwark Homeowners Council)

- The project is based at the Bermondsey office and sees clients by appointment. It also provides a dedicated telephone and email message advice service. Clients can self-refer and referrals also come from our internal teams and other agencies.

(c) Debt Free London Money Advice Project – established 2006 (funded by a grant with Toynbee Hall)

- The project primarily sees clients by appointment at Bermondsey. It has a dedicated message line for client self-referral and takes referrals from the 3 offices and other agencies. Debt Advice is provided at general help with casework level through to representation.

(d) Macmillan and Dimpleby Advice Project – established 2008 (funded by a grant from Macmillan Cancer Support, Dimpleby Cancer Care and contributions from hospitals)

- The project offers specialist welfare benefits advice for people affected by cancer and their families through to representation. The service is provided at hospital clinics at Kings College Hospital, Guys Hospital, St. Thomas's Hospital, Lewisham Hospital and Queen Elizabeth Hospital in Woolwich. As well as delivering services at hospitals the project also provides a dedicated telephone and message line service.

(e) Financial Capability Work – established 2008 (currently funded through a variety of sources)

- Citizens Advice Southwark undertakes a range of financial capability and Energy Saving advice presentations and training seminars in conjunction with Citizens Advice nationally and other local advice providers. As part of this programme Citizens Advice Southwark also co-ordinates the Southwark Financial Inclusion Forum.

(f) Southwark Legal Advice Network (SLAN) – established June 2009 (Big Lottery Fund grant initially under Advice Plus and funded by the Advice Services Transition Fund until July 2015, now supported within existing resources)

- To lead on developing an integrated advice network across Southwark to improve access to quality assured advice services and self-help information for people in greatest need.

(g) Forum for Equalities and Human Rights in Southwark (FEHRS) – established December 2010 (funded by a grant from Southwark Council and, from April 2019, by a 4 year Strategic Partner Grant from the new Common Purpose council grants programme)

- Reviews council compliance with the Public Sector Equality duty, and supports the delivery and development of Equalities and Human Rights in Southwark;
- The role includes the following functions:
- Policy and challenge;
- Information and briefing to the Voluntary and Community Sector; and
- Consultation and partnership.

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

- (h) Specialist Immigration Advice Service - established June 2011 (funded by the Trust for London and from September 2018 a Legal Aid Agency contract)
- Provides specialist level immigration advice to clients across South East London, including representation;
 - The service sees clients at outreach advice sessions and by appointment at the Bermondsey office.
- (i) Specialist Housing Advice Service - from September 2018 and funded by a Legal Aid Agency contract)
- (j) Help to Claim: Universal Credit - from April 2019 and funded through Citizens Advice
- Provides advice and support face to face, over the phone, by web chat and at outreach (local JCPs) to help people claim Universal Credit
- (k) Best Practice Lead - from April 2019 and funded through Citizens Advice
- Gathers and shares best practice from JCPs and Help to Claim services across South London
- (l) L&Q debt and money advice project – (funded by L&Q Housing Trust)
- Contract to provide debt and money advice to London & Quadrant Housing Trust tenants.
- (m) Major Trauma Centre Advice Service – (funded by Cardinal Management)
- Provides a generalist advice service for patients on the Major Trauma ward at Kings College Hospital.
- (n) Rebuild Project – (funded by Rebuild Charity)
- advice project at the Limb Reconstruction Unit at Kings College Hospital
- (o) Back on Track Project – (funded by Guy's and St Thomas's Charity)
- Provides debt and benefits advice in GP surgeries
- (p) Borough Food Cooperative Outreach
- Provides debt and benefits advice at local Foodbank
- (q) EUSS project – (funded by Home Office)
- Provides advice on EU Settlement Scheme
- (r) Universal Credit Network and Southwark Advice Forum – funded by United St Saviours Charity
- Universal Credit Network provides advice, support, information and training to local VCSOs who do not have the capacity or expertise to assist their service users with UC issues
 - Southwark Advice Forum provides training and information sharing opportunities for advisers and supervisors in Southwark advice agencies

Financial review

Our financial position is shown in detail on the pages following of these financial statements however some salient figures are as follows:

Incoming resources in the year were £1,802,146 (2020 - £1,938,243) of this £1,017,471 related to restricted activities.

Expenditure for the year was £1,801,868 (2020 - £1,745,499) of which £1,311,522 (2020 - £1,348,500) related to salaries, national insurance & pensions. This continues to represent the most significant cost to the Bureaux at 73% (2020 - 77%) of total expenditure.

There was a net surplus for the year of £278 (2020 - £192,744) of which none were restricted (2020 - £10,000). At 31 March 2021 total reserves were £1,221,780 (2020 - £1,221,502) all of which all represented unrestricted funds.

Reserves Policy

Southwark Citizens Advice Bureaux Service ensures that free monies are available in each financial year to meet any reasonable foreseeable contingency. In these uncertain times the trustee board consider it desirable to maintain unrestricted funds not committed or invested in tangible fixed assets ("the free reserves") at a level of approximately six months working capital expenditure. This is to ensure that in the event of unexpected financial or service problems activities can be managed effectively so as to minimise disruption to service users and to enable

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Southwark Citizens Advice Bureaux Service to meet its employment obligations to staff. The unrestricted reserves at the end of the year, all which are free, of £1,221,780, are in line with this policy.

Principal Funding Sources

We have diverse funding streams as detailed in note 6 of the accounts.

Investment Policy

As required in its Memorandum, paragraph (k), in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

The charity does not currently hold material investments.

Financial Factors Affecting the Achievement of Objectives

The charity is very aware of the financial pressures experienced by its major funders, and in view of this has taken active measures to seek additional sources of funding for its services and is timely in taking corrective action to deal with any individual activity performance problems.

Plans for future periods

To achieve our vision for the Service we have identified six key objectives for the three year period 2021-2024. These are to:

- Ensure access to high quality advice, particularly for those in greatest need;
- Strengthen the effectiveness of our research and campaigns work, particularly locally;
- Develop and deliver work to prevent problems from starting or recurring;
- Build on our partnership working to strengthen services for local people;
- Focus our resources on achieving positive outcomes for clients and value for money; and
- Set an example as a good employer, providing quality training and skills development.

Our objectives have been designed to meet the needs of the local community, as well as supporting the achievement of the national Citizens Advice strategic aims, which are that we will:

- make it easy to get advice;
- be more influential;
- work together as one service;
- become even more sustainable and effective; and
- be a stronger equality champion.

Trustees' responsibilities statement

The trustees, who are also directors for the purposes of company law, are responsible for preparing the trustees' report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources,

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

including the income and expenditure, 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 applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charity's transactions and disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

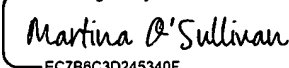
- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

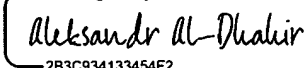
The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 25 August 2021 and signed on behalf of the board of trustees by:

DocuSigned by:

EC7B8C3D245340F...
Martina O'Sullivan
Trustee

DocuSigned by:

2B3C934133454F2...
Aleksandr Al-Dhahir
Trustee

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Independent Auditor's Report to the Members of Southwark Citizens Advice Bureaux Service

Year ended 31 March 2021

Opinion

We have audited the financial statements of Southwark Citizens Advice Bureaux Service (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, 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, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Independent Auditor's Report to the Members of Southwark Citizens Advice Bureaux Service (continued)

Year ended 31 March 2021

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity'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 charity or to cease operations, or have no realistic alternative but to do so.

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Independent Auditor's Report to the Members of Southwark Citizens Advice Bureaux Service (continued)

Year ended 31 March 2021

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The charitable company is subject to laws and regulations that directly affect the financial statements including financial reporting legislation. We determined that the following laws and regulations were most significant:

- The Companies Act 2006;
- Charities Act 2011;
- Statement of Recommended Practice Accounting and Reporting by Charities 2015 [FRS 102]
- UK Employment Legislation;
- UK Health and Safety Legislation;
- General Data Protection Regulations.

We assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items. We understood how the Company is complying with those legal and regulatory frameworks by, making inquiries to management, those responsible for legal and compliance procedures and the company secretary.

The engagement partner assessed whether the engagement team collectively had the appropriate competence and capabilities to identify or recognise non-compliance with laws and regulations. The assessment did not identify any issues in this area.

We assessed the susceptibility of the Company financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the engagement team included:

- Identifying and assessing the measures management has in place to prevent and detect fraud;
- Understanding how those charged with governance considered and addressed the potential for override of controls
- Understanding other inappropriate influence over the financial reporting process;
- Challenging assumptions and judgments made by management in its significant accounting estimates; and
- Identifying and testing journal entries, in particular any journal entries posted with unusual account combinations.

As a result of the above procedures, we considered the opportunities and incentives that may exist within the organisation for fraud and identified the greatest potential for fraud in the following areas:

- The application of inappropriate judgements or estimation to manipulate the financial position; and
- Posting of unusual journals and complex transactions.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Independent Auditor's Report to the Members of Southwark Citizens Advice Bureaux Service (continued)

Year ended 31 March 2021

of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

Use of our report

This report is made solely to the charity'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 charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

DocuSigned by:

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Janice Matthews FCA (Senior Statutory Auditor)
For and on behalf of Menzies LLP
Chartered Accountants &
Statutory Auditor
Centrum House
36 Station Road
Egham
Surrey
TW20 9LF

Date: 04-Nov-2021

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2021

		Unrestricted funds £	2021 Restricted funds £	Total funds £	2020 Total funds £
	Note				
Income and endowments					
Donations and legacies	5	1,033	–	1,033	3,309
Charitable activities	6	782,986	1,017,471	1,800,457	1,933,048
Investment income	7	656	–	656	1,886
Total income		<u>784,675</u>	<u>1,017,471</u>	<u>1,802,146</u>	<u>1,938,243</u>
Expenditure					
Expenditure on charitable activities	8,9	784,397	1,017,471	1,801,868	1,745,499
Total expenditure		<u>784,397</u>	<u>1,017,471</u>	<u>1,801,868</u>	<u>1,745,499</u>
Net income and net movement in funds		<u>278</u>	<u>–</u>	<u>278</u>	<u>192,744</u>
Reconciliation of funds					
Total funds brought forward		1,221,502	–	1,221,502	1,028,758
Total funds carried forward		<u>1,221,780</u>	<u>–</u>	<u>1,221,780</u>	<u>1,221,502</u>

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

Southwark Citizens Advice Bureaux Service

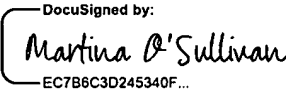
Company Limited by Guarantee

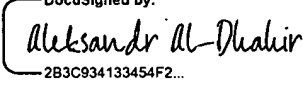
Statement of Financial Position

31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible fixed assets	14	3,750	7,500
Current assets			
Debtors	15	220,155	255,729
Cash at bank and in hand		<u>1,458,351</u>	<u>1,364,913</u>
		1,678,506	1,620,642
Creditors: amounts falling due within one year	16	<u>336,693</u>	<u>205,045</u>
Net current assets		1,341,813	1,415,597
Total assets less current liabilities		1,345,563	1,423,097
Provisions			
Pensions and similar obligations	17	<u>123,783</u>	<u>201,595</u>
Net assets		<u>1,221,780</u>	<u>1,221,502</u>
Funds of the charity			
Unrestricted funds		<u>1,221,780</u>	<u>1,221,502</u>
Total charity funds	19	<u>1,221,780</u>	<u>1,221,502</u>

These financial statements were approved by the board of trustees and authorised for issue on 25 August 2021, and are signed on behalf of the board by:

DocuSigned by:

 EC7B6C3D245340F...
 Martina O'Sullivan
 Trustee

DocuSigned by:

 2B3C934133454F2...
 Aleksandr Al-Dhahir
 Trustee

The Financial Statements have been prepared in accordance with the provisions of the Companies Act 2006 applicable to companies subject to the small companies regime and in accordance with FRS102.

Under Companies Act 2006, s454, on a voluntary basis, the trustees can amend these financial statements if they subsequently prove to be defective.

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2021

	2021 £	2020 £
Cash flows from operating activities		
Net income	278	192,744
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	3,750	3,750
Other interest receivable and similar income	(656)	(1,886)
Accrued expenses/(income)	82,941	(17,679)
<i>Changes in:</i>		
Trade and other debtors	35,574	(74,250)
Trade and other creditors	48,707	23,721
Provisions and employee benefits	(77,812)	(5,572)
Cash generated from operations	92,782	120,828
Interest received	656	1,886
Net cash from operating activities	<u>93,438</u>	<u>122,714</u>
Cash flows from investing activities		
Purchase of tangible assets	-	(11,250)
Net cash used in investing activities	<u>-</u>	<u>(11,250)</u>
Net increase in cash and cash equivalents	93,438	111,464
Cash and cash equivalents at beginning of year	1,364,913	1,253,449
Cash and cash equivalents at end of year	<u>1,458,351</u>	<u>1,364,913</u>

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2021

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 8 Market Place, Southwark Park Road, Bermondsey, London, SW16 3UQ.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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 (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Fixed assets capitalisation

Tangible fixed assets are stated at cost or valuation less depreciation. Fixed assets costing more than £1,000 are capitalised where they are not replacements of assets previously capitalised.

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

Pensions

The company operates a defined contribution scheme. It is a funded scheme and the assets are held externally of the company. The company contributes 5.1% of gross pay to the scheme for anyone who transferred from the previous scheme and for any employee who has joined since the closure of the previous scheme the company contributes up to 10% of gross pay. Pension contribution percentage was increased as at 1st June 2019. Previously the company operated a defined benefit pension scheme. It was closed at 31 March 2008. The company is making annual contributions to the closed scheme, see note 16.

Going concern

There are no material uncertainties about the charity's ability to continue. The Covid 19 Pandemic has not had a material impact on Southwark Citizens Advice funding. Hospital based projects such as Major Trauma and Limb Reconstruction provided a reduced service for the year 2020/21, but does not have a material effect on the overall funding.

With the use of unrestricted funds and grants received, the bureau has adapted to government social distancing measures. Employees and volunteers are able to work from home as well as using any of the 3 offices to ensure we continue to deliver our services during the pandemic within Southwark.

We do not anticipate any difficulties to meet our working capital commitments over the next 12 months due to healthy level of Free Reserves and Cash in Bank.

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2021

Judgements and key sources of estimation uncertainty

Southwark Citizen Advice Bureaux Service has worked on a Corporate Risk Management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Southwark Citizen Advice Bureaux Service is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Included in external risks is that of the loss of funding. The effects of this have been reduced by the procedures in place, which have resulted in funding being secured from a variety of sources. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

The trustee board has approved a new information assurance strategy, having identified the risk presented by the significant amounts of client data held in the bureau. An information assurance management team exists to ensure the confidentiality, integrity and availability of all our sensitive data assets is maintained to a level which is consistent with the requirements of our clients, our funders and our strategic partners. The bureau aims to achieve an appropriate level of compliance to the Data Protection Act, the Cabinet Office's Security Policy Framework and to industry best practice, as defined by the ISO 27000 series of standards.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are income received for restricted purposes and projects. These funds are subjected to restrictions on their expenditure declared by the funder.

Debtors

Short term debtors are measured at transaction price, less any impairment. Loans receivable are measured initially at fair value, net of transaction costs, and are measured subsequently at amortised cost using the effective interest method, less any impairment.

Cash and cash equivalents

Cash is represented by cash in hand and deposits with financial institutions repayable without penalty on notice of not more than 24 hours. Cash equivalents are highly liquid investments that mature in no more than three months from the date of acquisition and that are readily convertible to known amounts of cash with insignificant risk of change in value.

Creditors

Basic financial liabilities, including trade and other creditors, loans from third parties and loans from related parties, are initially recognised at transaction price, unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Such instruments are subsequently carried at amortised cost using the effective interest method, less any impairment.

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2021

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

All fixed assets are initially recorded at cost.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Computers & other electronic equipment	-	33% straight line
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Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2021

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, currently all our tangible fixed assets have been written off and whilst the resale value of the assets is negligible the cost to replace from new would be in line with the gross value shown in our tangible fixed asset note.

Provisions

Provisions are recognised when the entity has an obligation at the reporting date as a result of a past event, it is probable that the entity will be required to transfer economic benefits in settlement and the amount of the obligation can be estimated reliably. Provisions are recognised as a liability in the statement of financial position and the amount of the provision as an expense.

Provisions are initially measured at the best estimate of the amount required to settle the obligation at the reporting date and subsequently reviewed at each reporting date and adjusted to reflect the current best estimate of the amount that would be required to settle the obligation. Any adjustments to the amounts previously recognised are recognised in income or expenditure unless the provision was originally recognised as part of the cost of an asset. When a provision is measured at the present value of the amount expected to be required to settle the obligation, the unwinding of the discount is recognised as a finance cost in the statement of financial activities in the period it arises, and is allocated to the appropriate expenditure heading.

Financial instruments

A financial asset or a financial liability is recognised only when the entity becomes a party to the contractual provisions of the instrument.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

Southwark Citizens Advice Service is a company limited by guarantee and accordingly does not have a share capital.

Every member of the company undertakes to contribute such amount as may be required not exceeding £1 to the assets of the charitable company in the event of its being wound up while he or she is a member.

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2021

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Donations				
General Donations	<u>1,033</u>	<u>1,033</u>	<u>3,309</u>	<u>3,309</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
London Borough of Southwark	763,713	29,899	793,612
Toynbee Hall	–	288,207	288,207
The Big Lottery Fund	–	97,500	97,500
Citizens Advice	8,143	262,836	270,979
MacMillan Cancer Support	–	85,951	85,951
Dimbleby Cancer Care & Palliative Care	–	83,868	83,868
Trust for London	–	–	–
Thames Water Trust Fund	–	7,000	7,000
David Family Foundation	–	5,000	5,000
WPI Economics	–	5,000	5,000
HMRC – Furlough	4,801	–	4,801
Guys & St Thomas' Trust	–	6,720	6,720
Kings College Hospital (Limb Construction)	–	2,975	2,975
London & Quadrant Housing Trust	5,329	–	5,329
Legal Aid Contract	–	79,127	79,127
Cardinal Management Ltd - Major Trauma Centre	–	25,910	25,910
Universal Credit Migration	–	27,478	27,478
St George the Martyr Charity	–	10,000	10,000
CAML & Windrush	1,000	–	1,000
Other Income from Charitable Activities	–	–	–
	<u>782,986</u>	<u>1,017,471</u>	<u>1,800,457</u>

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2021

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
London Borough of Southwark	925,997	22,400	948,397
Toynbee Hall	–	371,836	371,836
The Big Lottery Fund	–	–	–
Citizens Advice	–	244,556	244,556
MacMillan Cancer Support	–	85,950	85,950
Dimbleby Cancer Care & Palliative Care	–	83,868	83,868
Trust for London	–	25,000	25,000
Thames Water Trust Fund	–	28,000	28,000
David Family Foundation	–	–	–
WPI Economics	–	–	–
HMRC – Furlough	–	–	–
Guys & St Thomas' Trust	–	–	–
Kings College Hospital (Limb Construction)	–	5,500	5,500
London & Quadrant Housing Trust	1,969	–	1,969
Legal Aid Contract	–	77,517	77,517
Cardinal Management Ltd - Major Trauma Centre	–	47,840	47,840
Universal Credit Migration	–	10,000	10,000
St George the Martyr Charity	–	–	–
CAML & Windrush	–	–	–
Other Income from Charitable Activities	2,615	–	2,615
	<u>930,581</u>	<u>1,002,467</u>	<u>1,933,048</u>

7. Investment income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Bank interest receivable	<u>656</u>	<u>656</u>	<u>1,886</u>	<u>1,886</u>

8. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Charitable Activities	503,418	843,511	1,346,929
Support costs	280,979	173,960	454,939
	<u>784,397</u>	<u>1,017,471</u>	<u>1,801,868</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Charitable Activities	593,843	683,657	1,277,500
Support costs	139,189	328,810	467,999
	<u>733,032</u>	<u>1,012,467</u>	<u>1,745,499</u>

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2021

9. Expenditure on charitable activities by activity type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Staff costs	482,199	716,120	1,198,319
Training	988	3,040	4,028
Office costs	20,231	124,351	144,582
	<u>503,418</u>	<u>843,511</u>	<u>1,346,929</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Staff costs	559,422	619,516	1,178,938
Training	2,456	7,265	9,721
Office Costs	31,965	56,876	88,841
	<u>593,843</u>	<u>683,657</u>	<u>1,277,500</u>

10. Analysis of support costs

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Staff costs	68,879	44,324	113,203
Premises	54,803	35,266	90,069
Legal & Professional	66,836	43,010	109,846
Office costs	79,811	51,360	131,171
Depreciation	3,750	–	3,750
Governance	6,900	–	6,900
	<u>280,979</u>	<u>173,960</u>	<u>454,939</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Staff costs	48,292	121,270	169,562
Premises	24,839	62,374	87,213
Legal & Professional	7,687	19,303	26,990
Office costs	50,121	125,863	175,984
Depreciation	3,750	–	3,750
Governance	4,500	–	4,500
	<u>139,189</u>	<u>328,810</u>	<u>467,999</u>

11. Auditors remuneration

	2021 £	2020 £
Fees payable for the audit of the financial statements	<u>6,900</u>	<u>4,500</u>

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2021

12. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021	2020
	£	£
Wages and salaries	1,198,808	1,179,354
Social security costs	110,368	95,224
Employer contributions to pension plans	2,346	73,922
	<u>1,311,522</u>	<u>1,348,500</u>

The average head count of employees during the year was 42 (2020: 48). The average number of full-time equivalent employees during the year is analysed as follows:

	2021	2020
	No.	No.
Number of full time equivalent staff	<u>48</u>	<u>36</u>

The number of employees whose remuneration for the year fell within the following bands, were:

	2021	2020
	No.	No.
£60,000 to £69,999	<u>0</u>	<u>0</u>

13. Trustee remuneration and expenses

No members of the Management Committee received any remuneration during the year.

Reimbursed travel costs incurred by the members of the management committee were £0 (2020 - £71).

14. Tangible fixed assets

	Equipment	Total
	£	£
Cost		
At 1 April 2020 and 31 March 2021	<u>91,626</u>	<u>91,626</u>
Depreciation		
At 1 April 2020	84,126	84,126
Charge for the year	3,750	3,750
At 31 March 2021	<u>87,876</u>	<u>87,876</u>
Carrying amount		
At 31 March 2021	<u>3,750</u>	<u>3,750</u>
At 31 March 2020	<u>7,500</u>	<u>7,500</u>

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2021

15. Debtors

	2021	2020
	£	£
Prepayments and accrued income	3,764	12,497
Grants in arrears	132,077	159,419
Other debtors	84,314	83,813
	<u>220,155</u>	<u>255,729</u>

16. Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	86,442	32,947
Accruals and deferred income	109,983	27,042
Social security and other taxes	94,168	100,607
Deferred income	35,986	21,412
Other creditors	10,114	23,037
	<u>336,693</u>	<u>205,045</u>

17. Provisions

	Pensions and similar obligations £
At 1 April 2020	201,595
Charge against provision	(77,812)
At 31 March 2021	<u>123,783</u>

18. Pensions and other post-retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £2,346 (2020: £73,922).

Southwark Citizens Advice Bureaux Service

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2021

Southwark Citizens Advice Bureau Service participated in the National Association of Citizens Advice Bureaux Pension and Assurance Plan (1991) which was a defined benefit scheme. It operated in the UK and provided 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.

More than one employer participated in the scheme and Southwark Citizens Advice Bureau Service is unable to identify its share of the underlying assets and liabilities in the scheme. This defined benefit scheme being accounted for as a defined contribution scheme as the assets of the defined benefit scheme are not clearly identifiable and cannot be accounted for separately.

In accordance with the schedule of contributions in force over the 2021/22 accounting year, the contributions to the Plan for the year ending 31 March 2022 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 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 2021 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, as well as any actual transfers out or trivial commutations over the period.

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 liabilities of the Plan are based on the current value of expected benefit payment cash flows 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 closed scheme has current and future pensioners. The employers will continue to make contributions to the scheme in future periods. The best estimate of contributions to be paid by Southwark Citizens Advice Bureau Service to the scheme for the period beginning on or after 1 April 2021 is £9,000 per annum.

In the year ended 31 March 2021 as recommended by FS102 the trustees decide to bring the Southwark Citizens Advice provision in line with the suggested provision calculation provided by National. Reducing the time taken to repay their proportion of the deficit from 50 years to 16 years. £77,812 was released back into the accounts reducing the provision from £201,595 to £123,783.

Southwark Citizens Advice Bureaux Service

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Year ended 31 March 2021

19. Analysis of charitable funds

Unrestricted funds

	At 1 April 2020	Income	Expenditure	At 31 March 2021
	£	£	£	£
General funds	<u>1,221,502</u>	<u>784,675</u>	<u>(784,397)</u>	<u>1,221,780</u>

	At 1 April 2019	Income	Expenditure	At 31 March 2020
	£	£	£	£
General funds	<u>1,018,758</u>	<u>935,776</u>	<u>(733,032)</u>	<u>1,221,502</u>

Restricted funds

	At 1 April 2020	Income	Expenditure	At 31 March 2021
	£	£	£	£
Debt Free London Money Advice	–	288,207	(288,207)	–
Macmillan & Dimbleby Welfare Benefits Advice	–	169,819	(169,819)	–
Forum for Equality & Human Rights Trust for London	–	22,400	(22,400)	–
Energy Advice	–	11,140	(11,140)	–
Thames Water Trust	–	7,000	(7,000)	–
Cardinal Management - Major Trauma Centre	–	25,909	(25,909)	–
Universal Credit Migration	–	15,000	(15,000)	–
Universal Credit Support	–	181,208	(181,208)	–
Kings College - Limb Reconstruction	–	2,975	(2,975)	–
Covid 19 Funding Grants	–	32,818	(32,818)	–
The Big Lottery Fund	–	97,500	(97,500)	–
Advice Line	–	28,000	(28,000)	–
St George the Martyr Charity	–	10,000	(10,000)	–
Guys & St Thomas' Trust	–	6,720	(6,720)	–
Universal Support Best Practice Lead	–	39,648	(39,648)	–
Legal Aid Contract	–	79,127	(79,127)	–
	<u>–</u>	<u>1,017,471</u>	<u>(1,017,471)</u>	<u>–</u>

	At 1 April 2019	Income	Expenditure	At 31 March 2020
	£	£	£	£
Debt Free London Money Advice	–	371,836	(371,836)	–
Macmillan & Dimbleby Welfare Benefits Advice	–	169,818	(169,818)	–
Forum for Equality & Human Rights Trust for London	–	22,400	(22,400)	–
Energy Advice	10,000	30,993	(40,993)	–

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Thames Water Trust	–	28,000	(28,000)	–
Cardinal Management - Major Trauma Centre	–	47,840	(47,840)	–
Universal Credit Migration	–	174,563	(174,563)	–
Kings College - Limb Reconstruction	–	5,500	(5,500)	–
Legal Aid – Housing	–	–	–	–
Legal Aid – Immigration	–	–	–	–
Pension Wise	–	–	–	–
The Money Advice Service - What Works	–	–	–	–
Restricted fund 27 - desc in a/cs	–	–	–	–
Universal Support Project	–	10,000	(10,000)	–
Universal Support Best Practice Lead	–	39,000	(39,000)	–
Legal Aid Contract	–	77,517	(77,517)	–
	<u>10,000</u>	<u>1,002,467</u>	<u>(1,012,467)</u>	<u>–</u>

Debt Free London Money Advice Project - Restricted fund provided by Toynbee Hall through the Money Advice Service for the provision of face-to-face money advice.

Macmillan & Dumbleby Welfare Benefits Advice Project - Restricted fund provided by Macmillan Cancer Support and Dumbleby Cancer Care to provide welfare benefits advice for people affected by cancer at hospitals across South East London. With additional funding from Guys & St Thomas', Lewisham Hospital and Kings College Hospital Trusts.

Forum for Equality & Human Rights - Restricted fund from Southwark Council to act as critical friend in relation to equalities and human rights in the Borough.

Energy Advice - Funding received from Age UK, Southwark Council, DECC and Citizens Advice to tackle fuel poverty.

Thames Water Trust Project - Restricted fund project to provide water saving and debt advice.

Cardinal Management Ltd - Major Trauma Centre - Funding from Cardinal Management Ltd to provide a generalist advice service for patients on the Major Trauma unit at Kings Hospital.

Universal Credit Migration Project - Funding from United St Saviours to increase our advice capacity linked to help Universal Credit claimants in the North of the borough.

Legal Aid Contract - Income from Legal Aid agency for providing legal assistance for Housing and Immigration cases.

Universal Credit Support - Restricted fund project from Citizens Advice Bureaux provided by DWP to assess clients and help make Universal Support claims using a multiple of channels such as face to face, telephone and online.

Universal Support Best Practise Lead - Restricted fund project from Citizens Advice Bureaux provided by DWP to gather and share information about the performance of Universal Credit and Help to Claim, build local relationships and to develop and share best practice.

Limb Reconstruction - Restricted fund project from Kings College University to provide the Limb Reconstruction Unit with an adviser who will give patients advice and information on benefits, debt, housing and employment.

Covid 19 Grants – Various grants providing restricted funds to assist the Bureau during the Covid 19 pandemic. Southwark council, Citizens Advice, David Family Foundation and WPI Economic.

Financial Inclusion - Restricted fund project from Big Lottery to fund Southwark Food and Financial Inclusion Support Project.

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Year ended 31 March 2021

AdviceLine - Restricted fund project from Citizens Advice Bureaux to enable the service to increase capacity to respond to the immediate demand for advice arising from COVID-19

St George the Martyr Charity - Restricted fund project from St. George the Martyr Charity to fund Generalist Advice.

Guys & St Thomas' - Restricted fund project from been set up to protect the health and wellbeing of people at risk of developing multiple long-term conditions who are living with financial difficulty exacerbated by COVID-19.

20. Analysis of net assets between funds

	Unrestricted Funds £	Total Funds 2021 £
Tangible fixed assets	3,750	3,750
Current assets	1,678,506	1,678,506
Creditors less than 1 year	(336,693)	(336,693)
Creditors greater than 1 year	(123,783)	(123,783)
Net assets	1,221,780	1,221,780

	Unrestricted Funds £	Total Funds 2020 £
Tangible fixed assets	7,500	7,500
Current assets	1,620,642	1,620,642
Creditors less than 1 year	(205,045)	(205,045)
Creditors greater than 1 year	(201,595)	(201,595)
Net assets	1,221,502	1,221,502

21. Analysis of changes in net debt

	At 1 Apr 2020 £	Cash flows £	At 31 Mar 2021 £
Cash at bank and in hand	1,364,913	93,438	1,458,351

22. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2021 £	2020 £
Less than 1 Year	63,250	63,250
Between 2 – 5 years	127,653	163,903
Later than 5 years	359,910	387,000
	550,813	614,153

23. Related parties

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year (2020 - Nil)