

Company number: 03039752

Charity Number: 1059419

Westminster Citizens Advice Bureau Service

Operating as Citizens Advice Westminster

Report and financial statements
For the year ended 31 March 2022

Westminster Citizens Advice Bureau Service

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For the year ended 31 March 2022

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Westminster Citizens Advice Bureau Service

Reference and administrative information

For the year ended 31 March 2022

Company number 03039752

Charity number 1059419

**Registered office
and operational address** 21a Conduit Place
London
W2 1HS

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

| | |
|--------------------------|--------------------------------------|
| Ksenia Zheltoukhova | Chair; appointed – 10 March 2022 |
| Dee Conaghan | Chair; resigned – 09 March 2022 |
| Alan Gorringe | Treasurer; Resigned – 02 August 2021 |
| Gwyneth Macaulay | |
| Georgia Ackland | |
| Janine Edgerton–Avin | Resigned – 21 June 2021 |
| Jennifer King | Resigned – 31 March 2022 |
| John Robinson | Treasurer; Joined – 27 May 2021 |
| Joseph Hill | Resigned – 21 June 2021 |
| Julie Fewtrell | Joined – 24 May 2022 |
| Nina Fletcher | Resigned – 31 July 2021 |
| Richard Geller | |
| Shing Yang (Rodney) Chau | |
| Srishti Mahhajan | |
| Stephen Grave | Resigned – 31 May 2021 |

**Company
Secretary** Sital Gohil

| | | |
|---------------------|----------------|---------------------------------|
| Senior staff | Joanna Cain | Chief Executive Officer |
| | Nowsar Hussain | Performance and Quality Manager |
| | Foridul Islam | Head of Contracts and Services |

Bankers National Westminster Bank plc
Strand, London Branch PO Box 414
38 Strand WC2N 5JB

Auditor Sayer Vincent LLP
Chartered Accountants and Statutory Auditor
Invicta House
108–114 Golden Lane
LONDON
EC1Y 0TL

Trustees' annual report

For the year ended 31 March 2022

The Trustees, who are also the directors of the charity for the purposes of the Companies Act, present their report together with the audited financial statements for the year ended 31 March 2022. The financial statements have been prepared in accordance with the accounting policies set out on pages 27 to 29 and comply with the Companies Act and applicable law.

The Trustee Board have complied with the duty in section 4 of the Charities Act 2006 to have due regard to public benefit guidance published by the Charity Commission.

1. Overview of 2021 – 22

Highlights:

During 2021– 22 Citizens Advice Westminster:

- Helped 6,438 individual clients
- Dealt with 24,860 issues
- Conducted 6,955 cases on behalf of clients
- Started 4 new funded projects, with Kings College, North Paddington Foodbank, national Citizens Advice to provide energy and carbon monoxide advice and Pimlico Million
- Increased the number of clients seen in Westminster by 12% and overall by 8%
- Trained 27 new volunteers
- Delivered outreach and Advice shop activities in venues in Queens Park, Westbourne, Pimlico South, and Church Street
- Achieved AQS Quality standard in debt, disability, benefits and housing
- Represented Westminster residents at 63 licencing hearings
- Worked in partnership with Westminster City Council to deliver Covid Hardship support to 1,600 families.
- Provided 84 Zoom drop in sessions
- Introduced hybrid working for staff and volunteers
- Supported research with families living in temporary accommodation
- Answered over 5,600 calls on adviceline

Here is what some of our clients have told us

Rebecca: "Citizens Advice Westminster have provided me with excellent advice, knowledge and support. I am beyond grateful for their expertise and positive customer service."

Tina "Thank you for all you did for me early in the year. [you] lifted me out of a dark tunnel. I will forever be grateful for the kindness and help you gave."

Alberto: "thank you very much for all the time and help you have provided... I am very happy and appreciate a lot...I cannot thank you enough your email has lifted a heavy burden of stress and anxiety I have been enduring for months..."

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Geraldine: "Thank you for all the information you sent me... it was a pleasure talking to you... I appreciate your knowledge and advice... Thank you for your kindness and understanding and for your time and patience."

Michael: "Having been unemployed and receiving universal credit for some time my financial situation for myself and family has become serious. Through the North Paddington Foodbank I was initially put in touch over the phone with Debt Advisor Noreen at CAW in late February. She patiently advised me on options that could be available to me regarding rent, council tax and the income shortfall received from universal credit. She followed up her advice with a detailed email to me and arranged a face to face meeting with CAW Advisor Gavin in Paddington a couple of weeks later. Over nearly two hours Gavin listened patiently as I explained my situation, all the time keeping me on track in order to uncover all the issues I was facing. Again this was followed up by email with a very detailed Confirmation of Advice letter laying out the issues and options that were available for me to consider. Both advisors were friendly and thorough and have really taken a weight of my shoulders with their guidance. Thank you..."

Annette: "I really thank you Brenda and your team for the tremendous kindness, patience and showed to me throughout all our communications."

Paul: "Earlier in the year I was contacted by an adviser, her first name was Justyna, with regards to an issue I had. Justyna mentioned that due to my circumstances I may be eligible for the Warm Home Discount. I applied for this and have been accepted, it looks like it will at the very least save me a substantial amount of money. I would like to thank Justyna for her advice, she was very helpful."

Zahra: "Thank you for your kind help! Yes! my daughter could get the books on the weeks of her exam and she could prepare herself by getting help of the books, she knows that you helped us and she said to me this world is very unexpected as sometimes the nice person that I never saw helps us very kindly and on the other hand my closest person who was my dad made our life miserable! This made me think that how she is happy with your kind help!"

Pedro: "Gurminder your diligence and attention and support for my case transpired as something I fail to have words to show my appreciation for you and what you've done. Thank you ever so much... your support is being a ray of hope on an otherwise bleak recent past"

Fatoumata: "I am very grateful for what you did for me and my family"

Sam: "I appreciate the advice that you gave me regarding a number of issues regarding my financial hardship. I appreciate your empathy and kindness towards my situation and patience in giving me a lot of advice regarding the different kinds of financial support... you have been very supportive and I thank you for this..."

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For the year ended 31 March 2022

Overview of the year

The financial year began with the UK still in lockdown and CAW delivering our service entirely by telephone. By April 2022 we had instituted a major transformation of our service delivery model, with face to face advice focused on clients who had particular need of this service, including those with complex cases, speakers of other languages or where our funders required face to face delivery. As part of our digital strategy we introduced now three times a week Zoom drop in services, and we were funded both through Westminster City Council and Pimlico Million to promote digital resilience and to encourage clients to access advice online. Hybrid working now means that staff and volunteers work 40 – 60% of their time in office or outreach locations and the remainder from home.

We restarted our Advice Shop sessions on a prebooked basis from September we are continuing to expand this and other outreach activity in pursuit of our strategic objective to develop strong relationships with stakeholders and partners in Westminster and across London in order to broaden the reach of our service and attract new funding.

Demand for our services reflected the challenging external environment we have experienced. During June 2021 we saw a spike in demand for immigration support as the deadline for EU residents to register for the EU resettlement scheme approached. We saw an increase in consumer and family issues after Christmas, and a 150% increase in energy enquiries in January 2022 as compared to the start of the year.

2. Activities

Information and advice

The organisation's main area of activity is to provide a generalist advice service, which meets quality mark standards in a range of subjects pertaining to English civil law, including: Benefits, Consumer, Money Advice, Education, Employment, Family/Relationship, Health & Community Care, Housing & Homelessness, Immigration & Nationality and Legal issues. In addition, the organisation provides specialist help/advice in the areas of: Welfare Benefits, Debt, Housing and Homelessness, and Licensing law.

During 2021 – 22 benefits was our largest advice area, with 6800 issues managed in total. Fuel debts was the biggest single debt issue, followed by council tax arrears, and compared with the previous year we saw an increase in cases relating to debt, utilities and communications.

WASP contract

Our advice and casework services are funded by Westminster City Council (WCC) and through project funding. WCC funds us to manage the Westminster Advice Partnership Service (WASP), alongside Age UK Westminster, Asylum Aid and DeafPlus, to deliver the advice services contract for local Westminster residents.

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Our services include delivery of Advice Shop, an open access assessment session which we deliver alongside other advice providers including Shelter, The Passage, Carers Network and our WASP partners. We also deliver advice from the WCC Children's Centres and WCC Housing services. Our Licensing Advice Project provides specialist advice and support to residents with concerns about local licensed premises.

During 2021 – 22 we received additional funding to develop our digital offer, and now have a digital adviser who supports zoom drop ins and will be leading advice via webchat and email.

From December 21 – March 2022, CAW managed the WCC hardship fund, enabling the distribution of over £415,000 to 1,600 Westminster residents.

Projects

In addition to our funding from Westminster City Council, we have also delivered the following externally funded contracts:

Help to Claim – supporting clients in the early stages of Universal Credit claims. Total value: £123,423

Debt Free London, which is a Money and Pension Service funded project delivering debt advice across London. Total value: £54,222

Advice on Prescription funded by the Kensington and Chelsea Social Council, takes referrals from GPs in the West London CCG area to provide practical advice and support for over 65's with disabilities, long-term health conditions or mental health needs. Total value: £19,409

The Carer's Advice Project funded by Carers Network; it is integrated into the wider Carers Network services for carers, providing support groups, care assessments and respite care. Total value: £20,603

Thames Water Trust project helps Thames Water customers with one-to-one budgeting advice; accessing hardship fund and help in applying for grants and social tariff schemes to pay off water debts. Total value: £29,196

Kings College London Project provides debt advice to Kings College students. Total value: £12,740

Energy projects support clients to access discounts and provide information and advice about energy saving and smart meters, and also provide access to Carbon monoxide testing equipment. Total value: £19,537

Pimlico Million funded activity support residents to build their digital resilience to access advice online. Total value: £2,000

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North Paddington Foodbank Project provided debt and money advice to users of the foodbank's service users. Total value: £5,866

Policy and Campaigns Work

In the past year Citizens Advice Westminster's front-line advisers have raised a total of almost 500 evidence forms, dealing with a wide range of issues including:

- Impact of the ending of the £20 per week universal credit uplift
- Impact of access to rented accommodation where the resident is in receipt of universal credit
- Issues with energy supply including cost of centrally provided scheme which is not subject to the energy price cap
- Housing including overcrowding, unsuitable accommodation, rent arrears and damp
- Employment issues such as lack of access to legal aid
- Poor service from a range statutory body and the council and the impact this has on individuals

Campaigns

Over the past year, our Policy and Campaigns team has participated in campaigns both at local and national levels using evidence gathered from our frontline advisers:

Housing Liaison

Following representations and ongoing issues with how to get responses for clients who had submitted complaints or challenged housing decisions WCC and CAW worked together to secure clear points of contact in the local authority, which has led to much faster resolution of outstanding questions. The Housing Adviser and CEO have also continued to participate in the Private Rented Sector Forum meetings.

Putting it Right. This campaign raises formal complaints on behalf of clients on issues of malpractice and/or official error on the part of statutory bodies in order to influence positive change and improvement to their services – both in terms of policy and procedure. Under this campaign we have secured a number of successes on behalf of our clients:

- Supporting a client who was victim of a major investment scam to write to the Financial Services Ombudsman
- Supported clients complaining about lack of responses from Housing services, leading to responses and also improved communications with relevant teams

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#Keep the lifeline

CAW participated in the national campaign to keep the £20 additional Universal Credit payment traduced during the pandemic. Although this was ultimately unsuccessful, the government did introduce a taper scheme meaning that clients on low earnings were able to retain more benefits.

Disability Green Paper

CAW submitted a response to the Green Paper and attended DWP consultation exercise, and are now a member of the Disability Benefits Consortium. Establishing a new working relationship with Z2K was extremely helpful in completing this response and led to sharing of information.

Scams campaign

This annual national campaign is one we always support with significant social media push using the excellent graphics produced by central office.

Energy Saving Winter

We took the original national campaign of Energy Saving Week and made it a full Winter as the problems of keeping warm last several months. We followed the messaging from head office as the energy crisis was growing and it was important to not steer people in the wrong direction such as switching which was no longer an option

Using data and templates from head office we sent letters to our 2 MPs highlighting the impact of the energy crisis on their constituents.

National Consumer Week

This was delayed due to the energy crisis with firms collapsing and then we joined the national messaging around green options, Again we made full use of the graphics supplied by head office to improve our social media feed.

Social media activity

The WCC twitter account goes from strength to strength with a regular posting of at least 10 tweets a week to a growing number of followers. We have increased our followers during the year from 1696 followers to 1721 and regularly hit over 10,000 impressions per month. Our account enables us to get important information out to followers who may not have any other contact with us as well as keeping up to date with what's happening in our borough. We also use the account to promote our own services as well at the main CA website. In addition, we use the account to keep in touch with local bodies and partners such as Age UK Westminster, Libraries, the Council, and our MPs.

Research

The team contributed to research carried out by Cardinal Hume into issues for Westminster residents placed in temporary accommodation.

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A report called 'Housing in Westminster' looked at how the issue of housing disrepair is covered in the media (social media, press and blogs/websites). It highlighted how the complaints system is flawed.

Volunteering

CAW are committed to providing high quality volunteering opportunities and during 2021 –22 we have produced a volunteer strategy and action plan which has been delivered by our Volunteer Co-ordinator. This is appreciated by volunteers – 100% volunteers responding to the 2021 staff survey had the opportunity to develop their skills and knowledge, were clear about their role and responsibilities, and felt valued and listened to. All respondents would also recommend volunteering with Citizens Advice Westminster.

The benefits of volunteering to CAW as an organisation are also highly significant. Trained and active volunteers directly support service delivery both of our generalist and contract and specific projects. This is most evident in the Gateway team, where there is a direct correlation between the amount of volunteer time on the service and the amount of demand from residents that we can meet. Volunteers have also proved a very positive source of recruits to paid roles. During 2021 – 22 5 volunteers taking up paid roles within CAW. This has brought significant benefits to the team and the volunteers, including savings in recruitment and induction, flexibility in relation to being able to respond quickly to new opportunities, and for volunteers the benefit of gaining valuable paid work experience.

Volunteers get involved in a variety of roles, including as Trustees, Receptionist/Information assistant, Advice Administrator, Adviser and Trainee adviser, Gateway Assessor, Financial Capability trainer, Digital Money Coach, Digital Media assistant, Fundraiser.

Income generation

We are committed to growing our ability to deliver high quality advice in Westminster and beyond, and there are 3 strands to our income generation strategy:

- To build strong local partnerships which will provide the basis for collaborative working leading to successful bids in the future
- To bid for grant and contract funding which will support client needs and support our financial sustainability
- To create opportunities for individual and corporate giving

During 2021–22 we maintained all existing grant and contract funding and gained new funding as described above. In addition we raised £2,217 From participation in the London legal walk.

Quality Assurance

The organisation undertakes regular and robust file review procedures which are conducted by suitably qualified supervisors. Each assessor or adviser has a number of their case records

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For the year ended 31 March 2022

checked; the ratio is determined by their own level of competency. The quality scores of individual cases reviewed with feedback is provided to frontline assessor and advisers. Where training needs are identified, this is discussed and fed back to the Performance and Quality Manager who may address these needs through individual learning activities, in-house group sessions or arranging external training. Our overall quality standard is Green.

Partnership Working

CAW remains an active member of the London Adviceline partnership and the Pan London Citizens Advice Group. During 2021 – 22 we established the Westminster Refernet partnership which now has 24 members. This enables GDPR compliant referrals between agencies and was also a key tool in delivery of the hardship fund. We are expanding the scope of our community partnerships through outreach activity at events organised by partners, including the Westbourne Family Centre and the Abbey Centre.

Structure, Governance and Management

Citizens Advice Westminster is the operating name of Westminster Citizens Advice Bureau Service and a registered company limited by guarantee and under the number 03039752. Governed by its Articles of Association, the organisation is also a registered charity with the Charity Commission under the number 1059419.

Trustee Board members are drawn from the local community of Westminster and surrounding areas. They can stand as representatives of local community groups (member organisations) or as individuals and are elected to hold office for a period of three years, after which time they may be reappointed for a maximum of nine years. Currently the Board consists of 9 Trustees.

The Trustee Board meets at least four times a year (plus the Annual General Meeting) to discuss and make decisions concerning the business of the organisation. The Finance and General Purposes Committee also meets quarterly.

The organisation is a member of the national body, Citizens Advice, which undertakes an external audit of the organisation every three years, in addition to telephone assessments at yearly intervals. This is to determine whether the strategic aims of the organisation meet standards for membership and that the organisation is operating in adherence to Citizen Advices' aims and principles.

Objectives

The objects for which the local office was established, as defined by the Articles of Association, are: the promotion of any charitable purposes 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 Westminster and surrounding areas.

Westminster Citizens Advice Bureau Service

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For the year ended 31 March 2022

The aims of the Citizens Advice Westminster service are:

- to provide the advice people need for the problems they face
- to improve the policies and practices that affect people's lives.

Our Goal and strategic objectives are set out in our Business Plan:

Goal:

Citizens Advice Westminster works with local community organisations to make a difference to the lives of people in Westminster through advice, research and campaigning. We deliver a high quality, agile advice service which reflects the issues and needs of our communities and which puts clients first.

Our strategic objectives to meet this goal:

- Provide an agile and responsive advice service which is high quality and accessible
- Develop influence through research and campaigning to make a difference to people's lives in Westminster
- Develop strong relationships with stakeholders and partners in Westminster and across London in order to broaden the reach of our service and attract new funding
- Sustain a highly skilled, creative and engaged workforce committed to the values of Citizens Advice
- Underpinning these objectives, we will
- Manage our resources and governance effectively and efficiently in order to deliver our strategic objectives

1 Financial Review

The company had net incoming resources on unrestricted funds of £ 65 for the year. Together with an accumulated surplus brought forward from previous years, the company now has an accumulated surplus on unrestricted funds of £163,948. Total incoming resources for the year amounted to £ 1,371,195 of which £1,068,840 was received from Westminster City Council as payment of fees, grants and contracts.

Principal Funding Resources

Citizens Advice Westminster generates income from contracts with Westminster City Council for services provided to Westminster residents. These services are enhanced by the receipt of grants, fundraising and contracts other than Westminster City Council amounting to 22% of income (2021 22%) These funds were used to support the core generalist service, the specialist advice service and generalist advice services to specific groups of clients. All these services are free at the point of delivery and are open to anyone primarily living or working in and around the Westminster area.

Fundraising policy

Citizens Advice Westminster has a Fundraising Strategy which aims to increase funds to the organisation in order to increase and improve access to our advice and information services for

Trustees' annual report

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the local community. Additionally, the organisation aims to increase our funding base and diversify streams of income that it receives. The organisation will look to increase its level of unrestricted funding, year on year in order to ensure it is able to meet its future liabilities.

Communication and building relationships with key, relevant stakeholders will play a vital role in raising awareness of the impact of the work the organisation does and in direct marketing, to solicit support for the organisation and increase donor giving and create opportunities for funded joint partnership work.

Grant and contract funding will remain key to the organisation, as it is highly cost effective in terms of potential return and an annual target of £25,000 for new funding per year from this source has been agreed by the trustees as a reasonable aim.

The organisation will also explore alternate sources of funding, including paid-for services, corporate sponsorship through the social responsibility policies of companies, in-kind support and individual giving. Our strategy is to focus on a small number of specific activities each year, to include:

- 1 or 2 major giving opportunities per year, either London Legal Walk or a time limited activity which could be linked to the new office move.
- Development of a simple structure for giving, in the form of a Friends of Citizens Advice Westminster

Going Concern Statement

The financial statements have been prepared on the going concern basis. Financial budgets are set to ensure that the organisation can continue to operate as a going concern for at least a year. Detailed financial budgets are presented and approved by the Trustee board on a 12 month basis. Management accounts are presented quarterly to the Finance and General Purposes Committee and the Trustee board. Any changes in funding within the year are reflected as soon as practicable and action taken by management to ensure the charity spends within its available resources. Secured income for 2022/23 is £1.2 million with an anticipated deficit of £60,000. Additional grant/contract applications are being undertaken to increase income. For 22/23 the outlook is positive with the five year council contract expected to be secure up to September 2023 and an additional £75,000p.a. secured from September 2021. Cashflow remains good with an average balance of around £700,000 up to September 2023.

There are no material uncertainties which cast doubt on the charity's going concern.

Investment Policy

Aside from retaining a prudent amount in reserves each year most of the charity's funds are to be spent in the short term so there are no funds for long term investment. The policy of the Board of Trustees is to invest the amount that it has available and grants received in advance on the money market.

Reserves Policy

The Board of Trustees examines the charity's level of reserves on a regular basis in light of the main risks to the organisation. As the main aim of the charity is to use its funds for the benefit of the people of Westminster it does not aim to keep reserves beyond those prudently required (a) to meet fluctuations in the timing of receipts and expenditure; (b) to ensure that operations are not disrupted by unexpected events; and (c) to enable necessary capital and other expenditures to be made when required. This gives a target of around £300,000 in general funds. At the balance sheet date the charity had unrestricted reserves of £163,948 of which £20,827 was tangible fixed assets and £143,121 was current assets.

2 Risk Management

The Chief Executive together with the Trustee Board, analyse the major risks to the charity periodically when preparing and updating the strategic plan. Risk analyses evaluates the likelihood and severity of the impact to the organisation in relation to the principal risks and uncertainties facing the organisation, as identified by Trustees.

The annual review of the Risk Assessment Policy was conducted, and the Risk Register is reviewed quarterly by Trustees. The Risk Register clearly sets out the management processes to be deployed in order to effectively manage these potential risks.

All policies and procedures have been updated to comply with the General Data Protection Regulation and Data Protection Act 2018.

Key risks identified and mitigations include:

Lack of strategic direction and forward planning:

- Strategic Business and Development Plan in place which sets out the key aims and objectives for the organisation; and is regularly reviewed by Trustees
- Annual advice needs analysis undertaken; unmet advice needs identified; service development initiated, and reported to Trustees
- Annual staffing review undertaken to ensure the organisation enlists the right skills mix at the appropriate level to appropriately support the organisations strategic objectives

Poor budgetary control and financial planning:

- Relevant staff and Trustees recruited with requisite financial skills to develop and interpret financial reports
- Robust monitoring procedures adhered to, with accurate and timely reporting to Trustees
- All fundraising bids costed on a Full Cost Recovery basis
- Regular review by Trustees of budget, income and expenditure, cash flow, level of reserves and financial procedures
- Independent financial audit undertaken and outcome report signed off by chair and reported to Trustees

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Operations and service delivery:

- All funding bids appraised on FCR principles and reviewed to ensure they are line with the Business and Development Plan
- Monitoring and reporting procedures implemented in line with funder needs
- Performance Tracker adopted to improve management oversight of contract delivery and to ensure transparency
- All staff and volunteers are fully trained and supervised to carry out their role
- Advice Quality Standards requirements for advice are assessed quarterly and reported to Trustees

Information Management:

- All staff, volunteers and Trustees are required to adhere to, and must sign, the
- organisation's Confidentiality Policy
- Financial data is stored onto the network server drive, with restricted access to key staff
- Electronic client data records are securely transmitted onto the Citizens Advice's
- database, which has a two-step sign in authentication.
- The network server is backed up daily by an external contractor via remote access, and
- recovery procedures are in place

People:

- Robust recruitment processes are in place which ensures the right people with the
- appropriate skills are recruited
- Job descriptions, person specifications, employment contracts and the Employment
- Handbook for paid staff, sets out the expected activities and standards
- Induction, training and development for all roles within the organisation is a
- requirement.
- These recruitment processes are reviewed regularly to ensure continued effectiveness
- Annual goal setting, quarterly appraisals, individual support and supervision meetings
- and monthly team meetings to update, inform and up-skill staff and volunteers
- Staff and volunteers surveyed every year in relation to their welfare, support, learning
- and development; and an action plan developed, with results reported to Trustees

3 Plans for Future Period

The need to deliver our service remotely during the pandemic has been transformative in terms of our approach to service delivery. Going forward we are committed to retaining a hybrid approach both for volunteers and staff and for our clients. Underpinning this is our commitment to ensuring that clients are able to receive the level of information or advice they require with as few steps as possible.

We will offer face to face and drop in advice for those who need it most, and also retain and develop our phone and digital advice service. Over the next year we will be piloting webchat and continuing to develop digital drop ins using Zoom, and we will introduce advice booths situated in partner organisations so that their service users can access drop ins and attend advice appointments remotely. This hybrid approach means that we can reduce the amount of office

Trustees' annual report

For the year ended 31 March 2022

space we require. Our new office in the Stowe Centre in Westbourne ward will take us right into the heart of communities facing multiple deprivation and support our commitment to work in close partnership with other voluntary and community organisations.

At the same time we will be continuing to develop our outreach and partnership working, building on the success so far of the Westminster Refernet partnership and reintroducing the Westminster Advice Forum to share intelligence, information and joint training across Westminster.

4. Remuneration Policy

Prior to April 2022 remuneration for all staff was set out in a Salary Framework and pay progression was determined by length of service. From April 2022 a new pay policy and framework has been established. The policy recognises the importance of providing a fair and transparent pay and rewards system which:

- Facilitates the attraction and retention of the best employees
- Is fair in its application and non discriminatory
- Promotes employee confidence, improves morale and enhances efficiency
- Recognises employee's progression and development of competency and knowledge

The Pay Framework establishes pay and progression routes for all staff below senior management level. Senior management pay is subject to benchmarking and is approved by the Chair, Treasurer and HR Trustees.

5. Statement of responsibilities of the Trustees

The Trustees (who are also directors of Westminster Citizens Advice Bureau Service for the purposes of company law) are responsible for preparing the report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently.
- Observe the methods and principles in the Charities SORP;
- Make judgements and estimates that are reasonable and prudent;
- State whether applicable UK Accounting Standards and statements of recommended practice 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 charity will continue in operation.

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The Trustees are responsible for keeping adequate accounting records that 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 the Trustees 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.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Members of the charity guarantee to contribute an amount not exceeding £1 to the assets of the charity in the event of winding up. The total number of such guarantees at 31 March 2022 was 12 (2020; 12). The Trustees are members of the charity but this entitles them only to voting rights. The Trustees have no beneficial interest in the charity.

4 Auditor

Sayer Vincent LLP was re-appointed as the charitable company's auditor during the year and has expressed its willingness to continue in that capacity.

The report of the Trustees has been prepared in accordance with the special provisions applicable to companies subject to the small companies' regime.

Approved by the Trustees on 6 September 2022 and signed on their behalf by

Ksenia Zheltoukhova
Chair

Independent auditor's report

To the members of

Westminster Citizens Advice Bureau Service

Opinion

We have audited the financial statements of Westminster Citizens Advice Bureau (the 'charitable company') for the year ended 31 March 2022 which comprise the statement of financial activities, balance sheet, statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including 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 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
- Have been prepared in accordance with the requirements of the Companies Act 2006

Basis for opinion

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

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on Westminster Citizens Advice Bureau'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.

Independent auditor's report

To the members of

Westminster Citizens Advice Bureau Service

Other Information

The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' annual 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 directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' annual report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities set out in the trustees' annual report, the trustees (who are also the directors of the charitable company for the purposes of

Independent auditor's report

To the members of

Westminster Citizens Advice Bureau Service

company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Capability of the audit in detecting irregularities

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

- We enquired of management, which included obtaining and reviewing supporting
- documentation, concerning the charity's 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 related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We obtained an understanding of the legal and regulatory framework that the charity operates in, focusing on those laws and regulations that had a material effect on the financial statements or that had a fundamental effect on the operations of the charity from our professional and sector experience.
- We communicated applicable laws and regulations throughout the audit team and remained alert to any indications of non-compliance throughout the audit.

Independent auditor's report

To the members of

Westminster Citizens Advice Bureau Service

- We reviewed any reports made to regulators.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- We performed analytical procedures to identify any unusual or unexpected relationships that may indicate risks of material misstatement due to fraud.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Joanna Pittman (Senior statutory auditor)

6 October 2022

for and on behalf of Sayer Vincent LLP, Statutory Auditor Invicta House, 108-114 Golden Lane, LONDON, EC1Y 0TL

Westminster Citizens Advice Bureau Service

Statement of financial activities (incorporating an income and expenditure account)

For the year ended 31 March 2022

| | Note | Restricted £ | Unrestricted £ | 2022 Total £ | Restricted £ | Unrestricted £ | 2021 Total £ |
|---|------|-----------------|-------------------|--------------------|-----------------|-------------------|--------------------|
| Income from: | | | | | | | |
| Donations and legacies | | - | 2,261 | 2,261 | - | 80 | 80 |
| Investment income | | - | 65 | 65 | - | 248 | 248 |
| Charitable activities | 2 | 313,982 | 1,054,880 | 1,368,862 | 216,305 | 1,068,880 | 1,285,185 |
| Other | | - | 7 | 7 | - | - | - |
| Total income | | 313,982 | 1,057,213 | 1,371,195 | 216,305 | 1,069,208 | 1,285,513 |
| Expenditure on: | | | | | | | |
| Charitable activities | 4a | 309,479 | 1,020,985 | 1,330,464 | 241,682 | 1,182,027 | 1,423,709 |
| Total expenditure | | 309,479 | 1,020,985 | 1,330,464 | 241,682 | 1,182,027 | 1,423,709 |
| Net income/(expenditure) before transfers | 5 | 4,503 | 36,228 | 40,731 | (25,377) | (112,819) | (138,196) |
| Gross transfers between funds | | 36,163 | (36,163) | - | 29,127 | (29,127) | - |
| Net income / (expenditure) and net movement in funds | | 40,666 | 65 | 40,731 | 3,750 | (141,946) | (138,196) |
| Reconciliation of funds | | | | | | | |
| Total funds brought forward | | 5,975 | 163,883 | 169,858 | 2,225 | 305,829 | 308,054 |
| Total funds carried forward | | 46,641 | 163,948 | 210,589 | 5,975 | 163,883 | 169,858 |

All of the above results are derived from continuing activities. There were no other recognised gains or losses other than those stated above. Movements in funds are disclosed in Note 15 to the financial statements.

Westminster Citizens Advice Bureau Service

Balance sheet

Company no. 03039752

As at 31 March 2022

| | Note | £ | 2022 £ | £ | 2021 £ |
|--|------|----------------|-----------------------|----------------|-----------------------|
| Fixed assets | | | | | |
| Tangible fixed assets | 9 | | <u>20,827</u> | | <u>48,745</u> |
| Current assets | | | | | |
| Debtors | 10 | 63,552 | | 96,849 | |
| Cash at bank and in hand | | <u>733,177</u> | | <u>635,210</u> | |
| | | | <u>796,729</u> | <u>732,059</u> | |
| Liabilities | | | | | |
| Creditors: amounts falling due within one year | 11 | <u>400,838</u> | | <u>372,668</u> | |
| Net current assets | | | <u>395,891</u> | | <u>359,391</u> |
| Total assets less current liabilities | | | <u>416,718</u> | | <u>408,136</u> |
| Creditors: amounts falling due after one year | 12 | | <u>206,129</u> | | <u>238,278</u> |
| Total net assets | 14a | | <u><u>210,589</u></u> | | <u><u>169,858</u></u> |
| The funds of the charity | 15a | | | | |
| Restricted funds | | | <u>46,641</u> | | <u>5,975</u> |
| Unrestricted funds | | | <u>163,948</u> | | <u>163,883</u> |
| Total charity funds | | | <u><u>210,589</u></u> | | <u><u>169,858</u></u> |

Approved by the trustees on 6th September 2022 and signed on their behalf by

Ksenia Zheltoukhova
Chair

John Robinson
Treasurer

Statement of cash flows

Company no. 03039752

As at 31 March 2022**Reconciliation of net income / (expenditure) to net cash flow from operating activities**

| | 2022 £ | 2021 £ |
|---|---------------|------------------|
| Net income / (expenditure) for the reporting period (as per the statement of financial activities) | 40,731 | (138,196) |
| Depreciation charges | 27,918 | 28,292 |
| Dividends, interest and rent from investments | (65) | (248) |
| (Increase)/decrease in debtors | 33,297 | 24,307 |
| Increase/(decrease) in creditors | (3,979) | 64,670 |
| Net cash provided by / (used in) operating activities | 97,902 | (21,175) |

| | 2022 £ | £ | 2021 £ | £ |
|--|-----------|----------------|-----------|-----------------|
| Cash flows from operating activities | | | | |
| Net cash provided by / (used in) operating activities | | 97,902 | | (21,175) |
| Cash flows from investing activities: | | | | |
| Dividends, interest and rents from investments | 65 | | 248 | |
| Purchase of fixed assets | - | | - | |
| Net cash provided by / (used in) investing activities | | 65 | | 248 |
| Change in cash and cash equivalents in the year | | 97,967 | | (20,927) |
| Cash and cash equivalents at the beginning of the year | | 635,210 | | 656,137 |
| Cash and cash equivalents at the end of the year | | 733,177 | | 635,210 |

Notes to the financial statements

For the year ended 31 March 2022

1 Accounting policies

a) Statutory information

Westminster Citizens Advice Bureau Service is a charitable company limited by guarantee and is incorporated in the United Kingdom.

The registered office address is The Stowe Centre, 258 Harrow Road, London W2 1ES. Until the 6th September 2022 the registered office address was 21a Conduit Place, London W2 1HS.

b) Basis of preparation of financial statements

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) – (Charities SORP FRS 102) – and the Companies Act 2006.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy or note.

In applying the financial reporting framework, the trustees have made a number of subjective judgements, for example in respect of significant accounting estimates. Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The nature of the estimation means the actual outcomes could differ from those estimates. Any significant estimates and judgements affecting these financial statements are detailed within the relevant accounting policy below.

c) Public benefit entity

The charitable company meets the definition of a public benefit entity under FRS 102.

d) Going concern

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting period.

e) Incoming resources

Voluntary income is donations. They are recognised where there is entitlement, receipt is probable, and the amount can be measured with sufficient reliability.

Investment income is recognised on a receivable basis.

Income from charitable activities includes income received under contracts for the provision of services and grant funding which is subject to specific performance conditions. Income from the provision of services is recognised as earned as the related services are provided and is stated after discounts. Grant income included in this category is recognised where there is entitlement, receipt is probable, and the amount can be measured with sufficient reliability. It is only deferred when:

- The donor or grantor specifies that the donation or grant is to be used in future accounting periods, or
- The donor or grantor has imposed conditions which must be met before the charity has unconditional entitlement to its receipt.

Grants received for services and activities which are not completed at the year end are included in income at the full amount and the unused portion is carried forward in restricted funds at the end of the year.

The charity relies on volunteer advisors to assist in the delivery of the service. These financial statements do not include the value of this work.

Notes to the financial statements

For the year ended 31 March 2022

1 Accounting policies (continued)

f) Resources expended

Expenditure is recognised when a liability is incurred. Contractual arrangements and performance related grants are recognised as goods or services are supplied. Partnership payments are accrued when services are supplied irrespective of whether an invoice has been received.

- Charitable activities include expenditure associated with specialised advice, advocacy, training and ICT support services and include both the direct and support costs relating to these activities.
- Governance costs include the cost of the preparation and audit/examination of the statutory accounts, the costs of trustees meetings and the cost of any legal advice to the trustees on governance or constitutional matters. They have been allocated to various activities in the same proportion as support costs below.
- Support costs include central functions and have been allocated to activity cost categories on the basis of staff involved in the activity or floor space.

g) Irrecoverable VAT

All resources expended are classified under activity headings that aggregate all costs related to the category. Irrecoverable VAT is charged against the category of resources expended for which it was incurred. The charity is not registered for VAT.

h) Tangible fixed assets and depreciation

Items of equipment are capitalised where the purchase price exceeds £500. Depreciation costs are allocated to activities on the basis of the use of the related assets in those activities. Assets are reviewed for impairment if circumstances indicate their carrying value may exceed their net realisable value and value in use. Major components are treated as a separate asset where they have significantly different patterns of consumption of economic benefits and are depreciated separately over its useful life.

Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

| | |
|------------------------|---|
| Equipment | 25% Straight line |
| Computer equipment | 33% Straight line |
| Leasehold Improvements | 6.7% Over period of lease 15 years, straight line |

i) Operating and finance leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged to the Statement of Financial Activities as incurred. Equipment purchased with finance leases, where the benefits and risks of ownership remain with the lessor, is capitalised and the outstanding lease payments, less any finance charges, are included in accruals. Finance charges, if any, are included in the Statement of Financial Activities.

j) Pensions

Westminster Citizens Advice participated in the National Association of Citizens Advice Bureau Pension and Assurance Plan (1991) which was a defined benefit scheme. It operated in the UK and was closed on 31 March 2008. More than one employer participated in the scheme and Westminster Citizens Advice is unable to identify its share of the underlying assets and liabilities in the scheme and so contributions are treated as though it was a defined contributions scheme.

The charity has recognised a liability for commitments to pay an annual payment towards the funding shortfall, as shown in notes 12 and 18.

The charitable company also operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charitable company in an independently administered fund. The pension cost charge represents contributions payable under the scheme by the charitable company to the fund. The charitable company has no liability under the scheme other than for the payment of those contributions.

Notes to the financial statements

For the year ended 31 March 2022

1 Accounting policies (continued)

k) Funds structure

The charity has a number of restricted income funds to account for situations where a donor requires that a donation must be spent on a particular purpose or where funds have been raised for a specific purpose. All other funds are unrestricted income funds.

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

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

l) Financial instruments

The charity only has both basic and non-basic financial assets and financial liabilities. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method. Non-basic financial instruments are measured at fair value with any gain or loss going to the statement of financial activities. Full details are given in the financial instruments note.

2 Income from charitable activities

| | Grants £ | Fees for services £ | 2022 Total £ | Grants £ | Fees for services £ | 2021 Total £ |
|---|----------------|---------------------------|--------------------|----------------|---------------------------|--------------------|
| Areas of activity | | | | | | |
| Generalist services – Paddington bureau | – | 1,002,128 | 1,002,128 | – | 991,321 | 991,321 |
| Special projects | | | | | | |
| Debt and Welfare Benefits – Social | | | | | | |
| Housing Tenants | – | – | – | – | 31,689 | 31,689 |
| EU Citizens Advice Project | – | – | – | 7,500 | – | 7,500 |
| Advice on Prescription | – | 19,409 | 19,409 | – | 23,759 | 23,759 |
| Carers Network | – | 20,603 | 20,603 | – | 22,110 | 22,110 |
| Thames Water | 29,196 | – | 29,196 | 22,524 | – | 22,524 |
| Citizens Advice – Universal Credit | 123,423 | – | 123,423 | 120,734 | – | 120,734 |
| Debt Free London | 54,222 | – | 54,222 | 65,548 | – | 65,548 |
| Kings College | – | 12,740 | 12,740 | – | – | – |
| Energy Advice Programme | 19,537 | – | 19,537 | – | – | – |
| Financial Capability | 2,000 | – | 2,000 | – | – | – |
| North Paddington Foodbank | 10,604 | – | 10,604 | – | – | – |
| Digital Project | 75,000 | – | 75,000 | – | – | – |
| | 313,982 | 1,054,880 | 1,368,862 | 216,306 | 1,068,879 | 1,285,185 |

3 Grants received

| | 2022 £ | 2021 £ |
|---|----------------|----------------|
| Westminster City Council – EU Advice | – | 7,500 |
| Thames Water | 29,196 | 22,524 |
| Citizens Advice – Universal Credit | 123,423 | 120,734 |
| Debt Free London | 54,222 | 65,548 |
| Citizens Advice Energy Advice | 19,537 | – |
| Financial Capability – Pimlico Millions | 2,000 | – |
| North Paddington Foodbank | 10,604 | – |
| Digital Project | 75,000 | – |
| | 313,982 | 216,306 |

Westminster Citizens Advice Bureau Service

Notes to the financial statements

For the year ended 31 March 2022

4a Analysis of expenditure (current year)

| | Staff costs £ | Other activity costs £ | Office and general £ | Premises £ | Governance costs £ | 2022 Total £ | 2021 Total £ |
|--|------------------|------------------------------|----------------------------|----------------|--------------------------|--------------------|--------------------|
| Contracts and Fees for Services | | | | | | | |
| Generalist services | 569,893 | 164,436 | 85,485 | 141,220 | 7,625 | 968,659 | 1,109,643 |
| Kings College | 9,428 | - | 1,006 | 1,026 | 90 | 11,550 | - |
| Debt & Welfare Benefits – Octavia Housing | - | - | - | - | - | - | 26,384 |
| Carers Network | 18,749 | - | 2,181 | 2,225 | 195 | 23,350 | 22,402 |
| Advice on Prescription | 13,976 | - | 1,636 | 1,668 | 146 | 17,426 | 23,598 |
| Total Unrestricted | 612,046 | 164,436 | 90,308 | 146,139 | 8,056 | 1,020,985 | 1,182,027 |
| Grants | | | | | | | |
| EU Citizens Advice Project | 3,939 | - | 195 | 199 | 18 | 4,351 | 5,586 |
| Thames Water | 24,765 | - | 2,942 | 3,000 | 262 | 30,969 | 23,678 |
| Citizens Advice – Universal Credit | 96,576 | 984 | 12,597 | 12,848 | 1,124 | 124,129 | 122,018 |
| Debt Free London | 67,057 | - | 8,694 | 8,867 | 775 | 85,393 | 90,400 |
| Financial Literacy | 2,433 | - | 271 | 277 | 24 | 3,005 | - |
| North Paddington Foodbank | 8,680 | - | 981 | 1,001 | 88 | 10,750 | - |
| Digital Project | 16,484 | 8,688 | 2,566 | 2,617 | 229 | 30,584 | - |
| Energy Advice Programme | 16,485 | - | 1,808 | 1,844 | 161 | 20,298 | - |
| Total Restricted | 236,419 | 9,672 | 30,054 | 30,653 | 2,681 | 309,479 | 241,682 |
| Total charitable resource expended 2022 | 848,465 | 174,108 | 120,362 | 176,792 | 10,737 | 1,330,464 | 1,423,709 |
| Total charitable resource expended 2021 | 959,105 | 195,929 | 132,561 | 126,403 | 9,711 | | 1,423,709 |

Other activity costs includes payments to partners of £137,427 (2021: £144,688) as follows:

| | 2022 | 2021 |
|--------------------|----------------|---------|
| Age UK Westminster | 72,500 | 72,500 |
| Asylum Aid | 61,306 | 61,306 |
| Deafplus | 3,621 | 10,862 |
| | 137,427 | 144,668 |

Westminster Citizens Advice Bureau Service

Notes to the financial statements

For the year ended 31 March 2022

4b Analysis of expenditure (prior year)

| | Staff costs £ | Other activity costs £ | Office and general £ | Premises £ | Governance costs £ | 2021 Total £ |
|--|------------------|------------------------------|----------------------------|----------------|--------------------------|--------------------|
| Contracts and Fees for Services | | | | | | |
| Generalist services | 721,754 | 195,551 | 94,902 | 90,488 | 6,948 | 1,109,643 |
| Debt & Welfare Benefits – Octavia Housing | 20,190 | – | 3,055 | 2,913 | 226 | 26,384 |
| Carers Network | 17,349 | – | 2,493 | 2,377 | 183 | 22,402 |
| Advice on Prescription | 17,612 | – | 2,953 | 2,816 | 217 | 23,598 |
| Total Unrestricted | 776,905 | 195,551 | 103,403 | 98,594 | 7,574 | 1,182,027 |
| Grants | | | | | | |
| EU Citizens Advice Project | 4,233 | – | 667 | 637 | 49 | 5,586 |
| Thames Water | 18,517 | – | 2,546 | 2,428 | 187 | 23,678 |
| Citizens Advice – Universal Credit | 89,362 | 378 | 15,924 | 15,187 | 1,167 | 122,018 |
| Debt Free London | 70,088 | – | 10,021 | 9,557 | 734 | 90,400 |
| Total Restricted | 182,200 | 378 | 29,158 | 27,809 | 2,137 | 241,682 |
| Total charitable resource expended 2021 | 959,105 | 195,929 | 132,561 | 126,403 | 9,711 | 1,423,709 |

Notes to the financial statements

For the year ended 31 March 2022

5 Net expenditure for the year

This is stated after charging / crediting:

| | 2022 £ | 2021 £ |
|---|---------------|---------------|
| Depreciation | 27,918 | 28,292 |
| Operating lease rentals: | | |
| ▪ property | 98,400 | 98,400 |
| Auditor's remuneration (excluding VAT): | | |
| ▪ audit | 8,450 | 7,920 |
| Trustees' remuneration | Nil | Nil |
| Trustees' reimbursed expenses | 193 | Nil |
| | <u>27,918</u> | <u>28,292</u> |

The charity trustees were neither paid nor received any other benefits from employment with the charity in the year (2021: £nil). No charity trustee received payment for professional or other services supplied to the charity (2021: £nil).

Trustees' expenses represents the payment or reimbursement of travel and subsistence costs totalling £193 (2021: £0) incurred by 12 (2021: 12) members relating to attendance at meetings on behalf of the charity.

No face to face meetings were held in the year due to Covid

6 Staff costs and numbers

Staff costs were as follows:

| | 2022 £ | 2021 £ |
|--|----------------|----------------|
| Salaries and wages | 749,951 | 641,648 |
| Working from Home Allowances | 6,723 | 5,615 |
| Contract & Agency Staff | 14,530 | 72,538 |
| Redundancy and Termination Costs | - | 66,944 |
| Employer's National Insurance | 67,248 | 67,671 |
| Pension contributions – Defined contribution schemes | 15,150 | 13,668 |
| Increase/(Decrease) in pension deficit | (5,137) | 91,021 |
| | <u>848,465</u> | <u>959,105</u> |
| Total emoluments paid to staff were: | <u>756,674</u> | <u>714,207</u> |

No employees received more than £60,000 during the year (2021: One employee between 100,000 to 110,000).

The average weekly number of employees during the year was 26 (2021: 24).

The total employee benefits (including pension contributions and employer's national insurance) of the key management personnel were £153,919 (2021: £180,505).

7 Related party transactions

There are no related party transactions to disclose for 2022 (2021: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

Notes to the financial statements

For the year ended 31 March 2022

8 Taxation

The charitable company is exempt from corporation tax as all its income is charitable and is applied for charitable purposes.

9 Tangible fixed assets

| | Leasehold improvements £ | Equipment £ | Computer equipment £ | Total £ |
|--------------------------|--------------------------------|----------------|----------------------------|----------------|
| Cost | | | | |
| At the start of the year | 30,843 | 30,714 | 102,906 | 164,463 |
| Additions in year | - | - | - | - |
| Disposals in year | - | - | - | - |
| At the end of the year | 30,843 | 30,714 | 102,906 | 164,463 |
| Depreciation | | | | |
| At the start of the year | 17,544 | 30,714 | 67,460 | 115,718 |
| Charge for the year | 2,046 | - | 25,872 | 27,918 |
| Eliminated on disposal | - | - | - | - |
| At the end of the year | 19,590 | 30,714 | 93,332 | 143,636 |
| Net book value | | | | |
| At the end of the year | 11,253 | - | 9,574 | 20,827 |
| At the start of the year | 13,299 | - | 35,446 | 48,745 |

Computer equipment with carrying value of £8,712 is held under a finance lease terminating in August 2022.

10 Debtors

| | 2022 £ | 2021 £ |
|---------------|---------------|-----------|
| Trade debtors | - | 7,500 |
| Other debtors | 29,183 | 27,602 |
| Prepayments | 34,369 | 61,747 |
| | 63,552 | 96,849 |

11 Creditors: amounts falling due within one year

| | 2022 £ | 2021 £ |
|---|----------------|-----------|
| Trade creditors | 38,677 | 12,439 |
| Taxation and social security | 18,989 | 17,744 |
| Accruals | 62,896 | 116,362 |
| Grants and other income in advance | 208,246 | 208,123 |
| Pension Deficit Contributions | 18,000 | 18,000 |
| Provision for dilapidations on property lease termination due in 2022 | 54,030 | - |
| | 400,838 | 372,668 |

Notes to the financial statements

For the year ended 31 March 2022

12 Creditors: amounts falling due after one year

| | 2022 £ | 2021 £ |
|--|-----------------------|-----------------------|
| Pension Deficit Provision brought forward | 247,566 | 170,945 |
| Employer contributions to Pension Recovery Plan | (18,300) | (14,400) |
| Unwinding of the discount | (5,137) | 3,757 |
| Increase in deficit following actuarial revaluation of liabilities | – | 87,264 |
| Net movement | <u>(23,437)</u> | <u>76,621</u> |
| Provision carried forward | 224,129 | 247,566 |
| Due in less than one year | <u>(18,000)</u> | <u>(18,000)</u> |
| Due in more than one year | 206,129 | 229,566 |
| Computer Equipment Lease Payments due in more than one year | – | 8,712 |
| Total due in more than one year | <u>206,129</u> | <u>238,278</u> |

13 Financial instruments

| | 2022 £ | 2021 £ |
|--|----------------|----------------|
| Financial liabilities measured at fair value through profit or loss | | |
| Defined pension scheme liability | 224,129 | 247,556 |
| Computer Equipment Lease | 8,712 | 29,621 |
| | <u>232,841</u> | <u>277,177</u> |

14a Analysis of net assets between funds (current year)

| | Restricted funds £ | Unrestricted £ | Total funds £ |
|------------------------------------|--------------------------|-----------------------|-----------------------|
| Tangible fixed assets | – | 20,827 | 20,827 |
| Net current assets | 46,641 | 349,250 | 395,891 |
| Long term liabilities | – | (206,129) | (206,129) |
| Net assets at 31 March 2022 | <u>46,641</u> | <u>163,948</u> | <u>210,589</u> |

14b Analysis of net assets between funds (prior year)

| | Restricted funds £ | Unrestricted £ | Total funds £ |
|------------------------------------|--------------------------|-----------------------|-----------------------|
| Tangible fixed assets | – | 48,745 | 48,745 |
| Net current assets | 5,975 | 353,416 | 359,391 |
| Long term liabilities | – | (238,278) | (238,278) |
| Net assets at 31 March 2021 | <u>5,975</u> | <u>163,883</u> | <u>169,858</u> |

Notes to the financial statements

For the year ended 31 March 2022

15a Movements in funds (current year)

| | At 1 April 2021 £ | Income £ | Expenditure £ | Transfers £ | At 31 March 2022 £ |
|--|-------------------------|------------------|--------------------|-----------------|--------------------------|
| Restricted funds: | | | | | |
| Childcare | 225 | - | - | - | 225 |
| Financial literacy | 2,000 | 2,000 | (3,005) | 1,005 | 2,000 |
| Thames Water | - | 29,196 | (30,969) | 1,773 | - |
| EU Citizens Advice Project | 3,750 | - | (4,351) | 601 | - |
| Citizens Advice – Universal Credit | - | 123,422 | (124,129) | 707 | - |
| Energy Advice Programme | - | 19,538 | (20,298) | 760 | - |
| North Paddington Foodbank | - | 10,604 | (10,750) | 146 | - |
| Digital Project | - | 75,000 | (30,584) | - | 44,416 |
| Debt Free London | - | 54,222 | (85,393) | 31,171 | - |
| Total restricted funds | 5,975 | 313,982 | (309,479) | 36,163 | 46,641 |
| Unrestricted funds: | | | | | |
| General funds | 411,449 | 1,004,461 | (914,629) | (59,174) | 442,107 |
| <i>Designated funds</i> | | | | | |
| Kings College | - | 12,740 | (11,550) | (1,190) | - |
| Advice on Prescription | - | 19,409 | (17,426) | (1,983) | - |
| Carers Network | - | 20,603 | (23,350) | 2,747 | - |
| Total unrestricted funds | 411,449 | 1,057,213 | (966,955) | (59,600) | 442,107 |
| Pension reserve | (247,566) | - | - | 23,437 | (224,129) |
| Premises reserve | - | - | (54,030) | - | (54,030) |
| Total unrestricted funds including pension reserve | 163,883 | 1,057,213 | (1,020,985) | (36,163) | 163,948 |
| Total funds | 169,858 | 1,371,195 | (1,276,434) | - | 210,589 |

Notes to the financial statements

For the year ended 31 March 2022

15b Movements in funds (prior year)

| | At 31 March 2020 £ | Income £ | Expenditure £ | Transfers £ | At 31 March 2021 £ |
|--|--------------------------|------------------|--------------------|-----------------|--------------------------|
| Restricted funds: | | | | | |
| Childcare | 225 | - | - | - | 225 |
| Financial literacy | 2,000 | - | - | - | 2,000 |
| Thames Water | - | 22,524 | (23,678) | 1,154 | - |
| EU Citizens Advice Project | - | 7,500 | (5,586) | 1,836 | 3,750 |
| Citizens Advice – Universal Credit | - | 120,734 | (122,019) | 1,285 | - |
| Debt Free London | - | 65,548 | (90,400) | 24,852 | - |
| Total restricted funds | 2,225 | 216,306 | (241,683) | 29,127 | 5,975 |
| Unrestricted funds: | | | | | |
| General funds | 476,774 | 991,650 | (1,022,379) | (34,596) | 411,449 |
| <i>Designated funds</i> | | | | | |
| Debt and Welfare Benefits – Octavia | - | 31,689 | (26,384) | (5,305) | - |
| Advice on Prescription | - | 23,759 | (23,598) | (161) | - |
| Carers Network | - | 22,110 | (22,402) | 292 | - |
| Total unrestricted funds | 476,774 | 1,069,208 | (1,094,763) | (39,770) | 411,449 |
| Pension reserve | (170,945) | - | - | (76,621) | (247,566) |
| Total unrestricted funds including pension reserve | 305,829 | 1,069,208 | (1,094,763) | (116,391) | 163,883 |
| Total funds | 308,054 | 1,285,514 | (1,336,446) | (87,264) | 169,858 |

Purposes of designated funds

Debt and Welfare Benefits – Octavia

This contract provides practical assistance and specialist advice in debt management and benefits advice to tenants of Octavia Housing. The contract ended in November 2020.

Advice on Prescription

This programme, funded by Kensington and Chelsea Social Council, provides advice to patients on the recommendations of GP's in the West London Clinical Commissioning Group area.

Kings College

This contract with Kings College London is for the provision of debt advice/casework for students. The contract commenced in November 2021.

Carers Network

This project, funded by the Carers' Network, provides specialist advice to unpaid carers.

Notes to the financial statements

For the year ended 31 March 2022

15 Movements in funds (continued)

Purposes of restricted funds**Childcare**

To assist volunteers with childcare costs while undergoing training

EU Citizens' Advice Project

This project is funded by grant funding from Westminster City Council at £15,000 p.a. from November 2017. The project delivers advice to EU nationals on the implications of brexit for their status. The funding expired in June 2021.

Thames Water

Thames Water provided funding from February 2018 to March 2022 to employ a debt advice worker for two days a week to provide debt/money advice to individuals within the Thames water area.

Financial literacy

To assist in expanding the advice given about debt and financial management. The balance brought forward (a grant from the Tesco carrier bag fund) was spent in 2021/22, income of £2000 received in 2021/22 was a grant from the Pimlico Millions Fund. This will be spent in 2022/23.

Citizens Advice – Universal Credit

Funds were provided via National Citizens Advice by the Department for Work and Pensions to provide advice to persons claiming Universal Credit.

Energy Advice Programme

Funds were provided via Citizens Advice to provide one-to-one energy and smart meter advice to fuel poor and vulnerable clients who are struggling to pay their bills.

North Paddington Foodbank

Funds were provided by North Paddington Foodbank for an advisor to attend to provide advice and practical support and assistance to help the service user/s resolve their debt, money matters and budgeting problems.

Digital Project

This project is funded by additional funding from Westminster City Council to enhance the charity's digital services. Funding is £75,000 p.a. for two years from September 2021.

Debt Free London

Funds were provided by the Money Advice Service (now the Money and Pension Service) via Toynbee Hall to provide debt advice.

17 Operating lease commitments

The charity's total future minimum annual lease payments under non-cancellable operating leases is as follows for each of the following periods

| | Property 2022 £ | 2021 £ |
|--------------------|-----------------------|----------------|
| Less than one year | 41,000 | 82,000 |
| One – five years | – | 34,324 |
| | 41,000 | 116,324 |

Notes to the financial statements

For the year ended 31 March 2022

18 Pension cost and commitments

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.

Assumptions

| | 2022 % | 2021 % |
|---|--------------------------------|------------------------|
| Discount Rate | 2.80 | 2.10 |
| Inflation (RPI) | 3.70 | 3.30 |
| Inflation (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% pa if less | 3.25 | 2.80 |
| CPI inflation since retirement or 5% pa if less | 3.25 | 2.80 |
| CPI or 3% pa if less | 2.70 | 2.50 |
| Allowance for commutation of pension for cash at retirement | 75% of HMRC maximum | 75% of HMRC maximum |

Notes to the financial statements

For the year ended 31 March 2022

18 Pension cost and commitments (continued)

The mortality assumptions adopted at 31 March 2019 imply the following life expectancies:

| | Life expectancy at age 65 (Years) | |
|-------------------------|--------------------------------------|------|
| Male retiring in 2020 | 21.3 | 21.2 |
| Female retiring in 2020 | 24.2 | 24.1 |
| Male retiring in 2040 | 22.6 | 22.6 |
| Female retiring in 2040 | 25.7 | 25.7 |

Westminster Citizens Advice annual deficit payments from 1st April 2021 are £18,000 per annum until 31st March 2037. If Citizens Advice Westminster paid its annual contributions as planned, using an actuarial discount rate of 2.8 %, the net present value would be £224,129 (2020/2021 £247,566 and 2.1% discount). See note 12.

| | Value at 31/03/2022 £000s | Value at 31/03/2021 £000s |
|---|---------------------------------|---------------------------------|
| The assets in the Plan were: | | |
| Multi asset funds | 68,955 | 72,995 |
| Structured Equity | 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 |
| Present value of funded obligations | 148,768 | 161,415 |
| Fair value of Plan assets | 102,214 | 99,353 |
| Surplus/(deficit) in funded scheme | (46,554) | (62,062) |