

REGISTERED COMPANY NUMBER: 02715290 (England and Wales)
REGISTERED CHARITY NUMBER: 1037480

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE
REPORT OF THE TRUSTEES AND
AUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

Haines Watts
Chartered Accountants & Statutory Auditors
Old Station House
Station Approach
Newport Street
Swindon
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SN1 3DU

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

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FOR THE YEAR ENDED 31 MARCH 2022**

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CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of 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) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and activities

The Charity was established for the promotion of any charitable purpose for the benefit of the community in South Gloucestershire and surrounding areas by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

More specifically, as a Citizens Advice it provides free, independent, confidential and impartial advice to the South Gloucestershire community on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

The key aims of Citizens Advice are

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

Our core advice services are delivered from our offices at Yate and Staple Hill, with an additional weekly outreach session, commissioned by South Gloucestershire Council, in Cadbury Heath.

The following organisations also commissioned outreach advice sessions:-

Bradley Stoke Town Council - a weekly session
Stoke Gifford Parish Council - a fortnightly session
Serco Group plc (HMP Ashfield) - a weekly session

Services are provided through face-to-face consultations, our telephone advice line, outreach sessions and home visits.

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the service during the year. The Trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

Volunteers play an extremely important part in the delivery of all our advice services. The service has approximately 25 volunteers at any one time, the majority of whom are trained advisers or trainee advisers. Most volunteers spend at least 8 hours per week in our offices - altogether the equivalent of an additional 5.5 full time members of staff.

Details of the Charity's achievements during the year are set out in the Chief Executive Officer's Report on page 4.

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Incorporation

Citizens Advice South Gloucestershire is a registered charity and incorporated as a company limited by guarantee. It has been registered as an independent charity since 13 May 1994, and incorporated as a company limited by guarantee on 15 May 1992. It is governed by its Memorandum and Articles of Association.

At 31 March 2022 the company had 10 members of which 8 are the present members of the Trustee Board. The maximum liability of each member is limited to one pound.

Governance

The Board is responsible for ensuring that the service complies with the Citizens Advice Membership Scheme, charity legislation and company law. It sets the long run strategy for the service in South Gloucestershire consistent with its overall aims, and delegates the day-to-day management to the Chief Executive Officer who accounts to the Board for the service's performance.

The Trustees

The following were trustees of the charity on the date of approval of this report:

	Date Appointed
Robert Cole	1 May 2019
Philip Jordan	30 January 2019
George Leach	1 August 2018
Patricia Anne O'Driscoll	30 January 2019
Joanne Barbara Olivier	30 January 2019
Evren Aslan Ozer	5 May 2021

The Trustees are Directors of the Company. The main procedure for the appointment of Trustees is described in the Articles of Association, as is the procedure for the election of the Chair. The Trustees have an agreed procedure for co-options to the Board. Training and support for the Trustees is primarily provided by Citizens Advice. Newly appointed and co-opted Trustees are provided with a comprehensive induction to Citizens Advice South Gloucestershire through visits to our offices and appropriate training courses as well as written material summarising their duties as charity trustees and company directors.

Related parties

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

The charity co-operates and liaises with a number of other advice services, local charities and local authorities, including South Gloucestershire Council, on behalf of clients. It is the lead partner in Advice South Gloucestershire, together with North Bristol Advice Centre and Age UK South Gloucestershire, Talking Money and Bristol Law Centre. This is the umbrella organisation for advice providers contracted by South Gloucestershire Council to provide debt and benefits advice for its residents.

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

Last year we moved onto CitA Single Queue Adviceline. This is where CitA have been looking at how to meet more demand across the service, and in particular on the phones, chat and messaging. The aim is to provide a high-quality service that is available to people when they need it and be accessible to everyone. One of the ways to do this is to rest new ways to work together as a service and meet more demand. Single queue means that all calls are routed based on where an advisor is available to take a call rather than the client's locations. Modelling has shown this could help us meet more demand. Alongside, the aim is to ensure that we a free and implement consistent ways of working and processes to ensure that the client journey is improved and quality maintained.

Major risks

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, the Citizens Advice South Gloucestershire is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

Statement of Internal Control

In accordance with good Information Assurance practice, the Trustees review the service's Information Risk policy at least annually. This was last done on 3rd November 2021. The Trustees are pleased to say that, to the best of their knowledge and belief, there were no incidences of non-compliance in the year 2020/21. We reviewed the detail of the policy and decided that it was sufficiently effective and met the Trustees' requirements to maintain the highest levels of information assurance appropriate to the identified risks.

Sources of funding

There is no charge for services provided by the charity to the client, and as a charity the ongoing provision of the service to the community depends wholly therefore upon grants and donations from the community. To a large extent these funds are channelled to the charity via local Town and Parish Councils and by the South Gloucestershire Council itself on the basis that the charity provides a critical socio / economic benefit to the longer term well-being of local communities and that its presence in South Gloucestershire is appreciated by the community as a whole as value for money.

The Directors and Trustees extend their gratitude to South Gloucestershire Council which has continued to support many of the core activities of the charity, in particular the provision of debt and benefit advice to people living in the Council's priority neighbourhoods. We are very appreciative of the donations, both large and small, of the Town and Parish Councils; their donations are noted in full in the following pages. We must also thank Bradley Stoke Town Council and Stoke Gifford Parish Council for the opportunity to provide a dedicated advice service to their residents.

Bristol Water and Wessex Water have, for a number of years, given additional resources allowing us to provide extra money advice services for people with water debts, among others. Their investment has supported real and lasting change for many families.

We have also had funding from Citizens Advice National enabling us to give Energy Best Deals to clients. Comparing energy tariffs and maximising their income by assisting with checks for benefit entitlement and also assisting in completing disability forms. On top of this funding we have also been funded to provide the Universal Support: Help to Claim Project enabling us to employ 2 FTE advisors to assist clients in making a universal credit claim on-line and give support and assistance up to their first correct payment. Our services in Thornbury were partially funded by donations from Thornbury Town Council and the surrounding Parish Councils, local Trusts and individuals. We are grateful to them all for supporting this essential service.

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

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

The Trustees recognise the skills, knowledge and experience of the volunteers and staff who are making such a difference to lives in South Gloucestershire. They are well led by our Chief Executive Office, Chantal Watts, who was promoted to this role this year in recognition of her particular skills and experience. We thank them for all their hard work achievements.

CHIEF EXECUTIVE OFFICERS'S OPERATING AND FINANCIAL REVIEW

Advice Services

During the Covid lockdown we closed all our open door sessions. This year has seen us rebuild our face to face services alongside our telephone and webchat services, which we relied upon during the pandemic. Shutting our doors was a huge shift on how we had historically given advice and we have used this experience to provide an excellent phone service for initial enquiries and also an option for in-depth appointments.

With the cost of living crisis we are seeing a huge increase in debt issues especially around fuel debt and we have seen an increase in rent arrears to private and HA landlords and these have made the top 5 debt issues for the first time in many years,

We, along with our consortium partners, North Bristol Advice Centre, Age UK South Gloucestershire, Bristol Law Centre and Talking Money, deliver advice services in South Gloucestershire funded by South Gloucestershire Council. Our performance against this contract continues to be excellent and we are still exceeding targets in the areas of debt and welfare benefits.

We continue to provide a service under the HTC: Universal Credit Project and employ 3 full-time advisors to give advice over the phone and webchat.

We continue to work with local partners in building a strong relationship with South Gloucestershire Council and chair the Welfare Advice Partnership meetings.

Advice trends

Demand for advice continues to increase, year on year. In 2021/22 we helped 4,211 people with more than 17,999 problems and had 10,010 client contacts.

The biggest area of advice remains Welfare Benefits, the top two issues being Universal Credit and Personal Independent Payments. Universal Credit accounted for just over 23% of all issues dealt with.

Our specialist disability advisers helped ensure up to £1,545,345 in new or increased benefit payments for clients.

The next biggest area of advice remains debt, with the top three issues being around Debt Relief Orders, Council tax arrears and in rent arrears.

Our debt advisers helped with 1,795 debt issues totalling to £624,583.

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

REPORT OF THE TRUSTEES FOR THE YEAR ENDED 31 MARCH 2022

Other activities

The service offers excellent value for money, adding to the area's social capital through our investment in our volunteers and helping to build the resilience of the local community. Our working relationship with South Gloucestershire Council and our other local partners is excellent, and I look forward to continuing to build on this in what could be a trying year.

Factors Affecting the Achievement of Objectives

There are no significant factors affecting the achievement of the Charity's objectives other than funding constraints, which, together with a growing pressure on space, limit our ability to employ and deploy sufficient staff and train sufficient numbers of volunteers in order to meet the advice needs of the area's residents.



Chantal Watts
Chief Executive Officer

Financial Review

The financial results of the charity for the year ended 31 March 2022 are set out on pages 12 and 13 together with the supporting notes thereafter.

Unrestricted income of £357,663 includes the sum of £156,427 received and subsequently passed on for work carried out by partners within the SGC contract.

Total income received from restricted sources was £202,854. The Statement of Financial Activities shows a net increase of £15,342 for the year. In total, net movement in resources for the year amounted to an increase of £15,342 in the Charity's reserves to £404,344 of which £396,774 was unrestricted (2021 £395,564).

In accordance with Charity Commission guidelines, our policy is to hold financial reserves equivalent of between 6 to 9 months normal operating expenditure. At 31st March 2022, this is a reserve of £172,000. The board consider it prudent that these unrestricted funds are set aside to meet the Charity Commission guidelines. As at 31st March 2022 the Charity has unrestricted reserves of £396,774 and therefore no action has been deemed necessary.

At 31 March 2022 £7,570 restricted reserves were held and free reserves stood at £392,975 (2021 £368,556). As at 31 March 2022 total reserves were £404,344 (2021 £389,002).

We were awarded a new contract with South Gloucestershire Council from 1st April 2022 to 31st March 2027 and a new 1 year contract with Citizens Advice (Help to Claim) from 1st April 2022 to 31st March 2023.

Remuneration

The remuneration of salaried staff is based on pay scales which are extensively used in the voluntary and community sector. The scales relate to detailed job descriptions for each employee and take into account the size of the business and level of responsibility within it. Objectives are set periodically and all employees are entitled to an annual review.

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

Future Plans

In the medium term, there is no change in the strategy being followed by the charity; we understand our offering and our systems of delivery in terms of location of outlets and communication methods. For the longer run, we shall be putting more emphasis on income generation and the development of partnerships.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

02715290 (England and Wales)

Registered Charity number

1037480

Registered office

Kennedy Way
Yate
South Gloucestershire
BS37 4DQ

Trustees

Mr P Chauhan (resigned 1.9.22)
Mr A R Hemingway Retired (resigned 7.9.21)
Mr G Leach
Mr R H Cole
Mr P Jordan
Ms P A O'Driscoll
Mrs J B Olivier
Miss K S Lawrence (appointed 5.5.21) (resigned 1.9.22)
Mr E A Ozer (appointed 5.5.21)
Ms A Merchant (resigned 10.9.21)

Company Secretary

Mrs A D Wood

Auditors

Haines Watts
Chartered Accountants & Statutory Auditors
Old Station House
Station Approach
Newport Street
Swindon
Wiltshire
SN1 3DU

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Citizens Advice South Gloucestershire 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) including Financial Reporting Standard 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland"

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

**REPORT OF THE TRUSTEES
FOR THE YEAR ENDED 31 MARCH 2022**

STATEMENT OF TRUSTEES' RESPONSIBILITIES - continued

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 those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to 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 auditors are 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 auditors are aware of that information.

AUDITORS

The auditors, Haines Watts, will be proposed for re-appointment at the forthcoming Annual General Meeting.

Report of the trustees, incorporating a strategic report, approved by order of the board of trustees, as the company directors, on3.....OCT.....2022..... and signed on the board's behalf by:



Mr R H Cole - Trustee

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE SOUTH GLOUCESTERSHIRE**

Opinion

We have audited the financial statements of Citizens Advice South Gloucestershire (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Statement of Financial Position, the Statement of Cash Flows and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 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, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

Other information

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

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

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 Report of the Trustees for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Trustees has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Report of the Trustees.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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.

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE SOUTH GLOUCESTERSHIRE**

Our responsibilities for the audit of the financial statements

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

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We obtained an understanding of the legal and regulatory framework applicable to both the charity itself and the environment in which it operates. We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our sector experience and through discussion with the directors and other management. The most significant were identified as the Companies Act 2006, UK GAAP (FRS102), Charities Act 2011 and relevant tax legislation.

We considered the extent of compliance with those laws and regulations as part of our procedures on the related financial statements. Our audit procedures included:

- making enquires of trustees and management as to where they consider there to be a susceptibility to fraud and whether they have any knowledge or suspicion of fraud;
- obtaining an understanding of the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations;
- assessing the risk of management override including identifying and testing journal entries;
- challenging the assumptions and judgements made by management in its significant accounting estimates.

Despite the audit being planned and conducted in accordance with ISAs (UK) there remains an unavoidable risk that material misstatements in the financial statements may not be detected owing to inherent limitations of the audit, and that by their very nature, any such instances of fraud or irregularity likely involve collusion, forgery, intentional misrepresentations, or the override of internal controls.

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

**REPORT OF THE INDEPENDENT AUDITORS TO THE MEMBERS OF
CITIZENS ADVICE SOUTH GLOUCESTERSHIRE**

Use of our report

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

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SUSAN PLUMB (Senior Statutory Auditor)
for and on behalf of Haines Watts
Chartered Accountants & Statutory Auditors
Old Station House
Station Approach
Newport Street
Swindon
Wiltshire
SN1 3DU

Date: *3 Oct 2022*.....

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

**STATEMENT OF FINANCIAL ACTIVITIES
(INCORPORATING AN INCOME AND EXPENDITURE ACCOUNT)
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	357,584	202,854	560,438	540,246
Investment income	3	<u>79</u>	<u>-</u>	<u>79</u>	<u>291</u>
Total		<u>357,663</u>	<u>202,854</u>	<u>560,517</u>	<u>540,537</u>
EXPENDITURE ON					
Charitable activities					
Provision of advice	4	326,839	214,556	541,395	468,202
Governance costs		<u>3,780</u>	<u>-</u>	<u>3,780</u>	<u>3,600</u>
Total		<u>330,619</u>	<u>214,556</u>	<u>545,175</u>	<u>471,802</u>
NET INCOME/(EXPENDITURE)					
		27,044	(11,702)	15,342	68,735
Transfers between funds	13	<u>(25,834)</u>	<u>25,834</u>	<u>-</u>	<u>-</u>
Net movement in funds		1,210	14,132	15,342	68,735
RECONCILIATION OF FUNDS					
Total funds brought forward		395,564	(6,562)	389,002	320,267
TOTAL FUNDS CARRIED FORWARD		<u>396,774</u>	<u>7,570</u>	<u>404,344</u>	<u>389,002</u>

The notes form part of these financial statements

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

STATEMENT OF FINANCIAL POSITION
31 MARCH 2022

	Notes	Unrestricted funds £	Restricted funds £	2022 Total funds £	2021 Total funds £
FIXED ASSETS					
Tangible assets	10	3,799	-	3,799	7,008
CURRENT ASSETS					
Debtors	11	11,332	-	11,332	9,915
Cash at bank and in hand		<u>412,461</u>	<u>7,570</u>	<u>420,031</u>	<u>408,900</u>
		423,793	7,570	431,363	418,815
CREDITORS					
Amounts falling due within one year	12	(30,818)	-	(30,818)	(36,821)
		<u>392,975</u>	<u>7,570</u>	<u>400,545</u>	<u>381,994</u>
NET CURRENT ASSETS					
		396,774	7,570	404,344	389,002
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>396,774</u>	<u>7,570</u>	<u>404,344</u>	<u>389,002</u>
NET ASSETS					
		<u>396,774</u>	<u>7,570</u>	<u>404,344</u>	<u>389,002</u>
FUNDS					
	13			396,774	395,564
Unrestricted funds				7,570	(6,562)
Restricted funds					
TOTAL FUNDS					
				<u>404,344</u>	<u>389,002</u>

The financial statements were approved by the Board of Trustees and authorised for issue on 3 Oct 2022 and were signed on its behalf by:



Mr R H Cole - Trustee

The notes form part of these financial statements

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022**

	Notes	2022 £	2021 £
Cash flows from operating activities			
Cash generated from operations	1	<u>11,052</u>	<u>86,563</u>
Net cash provided by operating activities		<u>11,052</u>	<u>86,563</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(6,543)
Interest received		<u>79</u>	<u>291</u>
Net cash provided by/(used in) investing activities		<u>79</u>	<u>(6,252)</u>
Change in cash and cash equivalents in the reporting period		11,131	80,311
Cash and cash equivalents at the beginning of the reporting period		<u>408,900</u>	<u>328,589</u>
Cash and cash equivalents at the end of the reporting period		<u><u>420,031</u></u>	<u><u>408,900</u></u>

The notes form part of these financial statements

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

NOTES TO THE STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2022	2021
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	15,342	68,735
Adjustments for:		
Depreciation charges	3,209	1,949
Interest received	(79)	(291)
(Increase)/decrease in debtors	(1,417)	9,453
(Decrease)/increase in creditors	<u>(6,003)</u>	<u>6,717</u>
Net cash provided by operations	<u>11,052</u>	<u>86,563</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1/4/21	Cash flow	At 31/3/22
	£	£	£
Net cash			
Cash at bank and in hand	<u>408,900</u>	<u>11,131</u>	<u>420,031</u>
	<u>408,900</u>	<u>11,131</u>	<u>420,031</u>
Total	<u>408,900</u>	<u>11,131</u>	<u>420,031</u>

The notes form part of these financial statements

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) '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) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

The financial statements are prepared in sterling, which is the functional currency of the entity and is rounded to the nearest £.

Going concern

As noted in the Trustees Report the South Gloucestershire Council Contract has been re-commissioned for a further 5 years (2022 to 2027) and Citizens Advice (Help to Claim) for a further year (2022 to 2023). We do have an active contingency plan for the loss of these major funding sources which demonstrates a managed risk approach to going concern. We also have a considerable reserve above that needed to run down the business over the next year. Accordingly the financial statements have been prepared on a going concern basis.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

Expenditure

Liabilities are recognised as expenditure as soon as there is a legal or constructive obligation committing the charity to that expenditure, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs cannot be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Plant and machinery - 33% on cost

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

1. ACCOUNTING POLICIES - continued

Fund accounting

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Debtors

Trade and other debtors are recognised at the settlement amount due. Prepayments are valued at the amount prepaid.

Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are recognised at their settlement amount.

2. DONATIONS AND LEGACIES

	2022	2021
	£	£
General donations	277	10,046
Town & Parish donations	3,495	5,395
Grants	<u>556,666</u>	<u>524,805</u>
	<u>560,438</u>	<u>540,246</u>

Included above is £202,854 restricted income (2021: £179,634).

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

2. DONATIONS AND LEGACIES - continued

Grants received, included in the above, are as follows:

	2022	2021
	£	£
Grant from South Gloucestershire Council	319,182	270,923
Grant from St Monica's Trust	-	11,533
Grant from Bradley Stoke Town Council	15,220	14,922
Grant from Yate Town Council	8,000	8,000
Grant From Quartet Foundation	3,575	2,100
Thornbury Town Council rental grant	7,260	4,618
Grant from Stoke Gifford Parish Council	5,550	-
Grant from Wessex Water Services Ltd	3,575	-
Grant from Emersons Green Town Council	-	2,500
Grant from Serco Group plc	14,443	14,161
Grant from Citizens Advice (Help to Claim)	137,479	135,523
Grant from Second Step	-	9,167
Grant from Bristol Water	-	2,100
Grant from Citizen Advice (other)	14,750	42,630
North Bristol Foodbank	26,642	6,628
Grant from Patchway Town Council	750	-
Gloucestershire Society Award for client	240	-
	<u>556,666</u>	<u>524,805</u>

3. INVESTMENT INCOME

	2022	2021
	£	£
Deposit account interest	<u>79</u>	<u>291</u>

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

4. CHARITABLE ACTIVITIES COSTS

	Unrestricted Funds	Restricted Funds	Total Funds 2022	Total Funds 2021
	£	£	£	£
Provision of advice	321,689	214,556	536,245	459,612
Support costs	<u>12,930</u>	<u>-</u>	<u>12,930</u>	<u>12,190</u>
	<u>334,619</u>	<u>214,556</u>	<u>549,175</u>	<u>471,802</u>

5. SUPPORT COSTS

	Management	Governance costs	Totals
	£	£	£
Provision of advice	9,068	82	9,150
Governance costs	<u>-</u>	<u>3,780</u>	<u>3,780</u>
	<u>9,068</u>	<u>3,862</u>	<u>12,930</u>

6. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2022	2021
	£	£
Depreciation - owned assets	3,209	1,949
Other operating leases	<u>19,471</u>	<u>17,183</u>

7. AUDITORS' REMUNERATION

	2022	2021
	£	£
Fees payable to the charity's auditors for the audit of the charity's financial statements	<u>3,780</u>	<u>3,600</u>

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE
NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

8. TRUSTEES' REMUNERATION AND BENEFITS

There were no trustees' remuneration or other benefits for the year ended 31 March 2022 nor for the year ended 31 March 2021.

Trustees' expenses

There were no trustees' expenses paid for the year ended 31 March 2022 nor for the year ended 31 March 2021.

9. STAFF COSTS

	2022	2021
	£	£
Wages and salaries	283,826	251,302
Social security costs	21,688	16,216
Other pension costs	<u>15,515</u>	<u>12,495</u>
	<u><u>321,029</u></u>	<u><u>280,013</u></u>

In addition, the Charity utilised the services of up to 25 volunteer staff each providing 10 hours per week on average.

The average monthly number of employees during the year was as follows:

	2022	2021
Administrative staff	3	2
Advice staff	2	1
Project staff	<u>5</u>	<u>6</u>
	<u><u>10</u></u>	<u><u>9</u></u>

No employees received emoluments in excess of £60,000.

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £52,239 (2021: £47,640).

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

10. TANGIBLE FIXED ASSETS

		Plant and machinery £
COST		
At 1 April 2021 and 31 March 2022		<u>18,777</u>
DEPRECIATION		
At 1 April 2021		11,769
Charge for year		<u>3,209</u>
At 31 March 2022		<u>14,978</u>
NET BOOK VALUE		
At 31 March 2022		<u>3,799</u>
At 31 March 2021		<u>7,008</u>

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Prepayments and accrued income	<u>11,332</u>	<u>9,915</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022	2021
	£	£
Social security and other taxes	8,610	5,826
Accruals and deferred income	<u>22,208</u>	<u>30,995</u>
	<u>30,818</u>	<u>36,821</u>

Included above is £14,055 of deferred income (2021: £13,777). This income has been received but relates to activity to be undertaken in the next financial year.

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

13. MOVEMENT IN FUNDS

	At 1/4/21 £	Net movement in funds £	Transfers between funds £	At 31/3/22 £
Unrestricted funds				
General fund	375,564	27,044	(5,834)	396,774
Contingency Fund	<u>20,000</u>	<u>-</u>	<u>(20,000)</u>	<u>-</u>
	395,564	27,044	(25,834)	396,774
Restricted funds				
Universal Credit - Help to Claim	(9,477)	1,026	8,451	-
EAP	3,786	3,784	-	7,570
Mindful Money	(871)	(718)	1,589	-
North Bristol Foodbank	<u>-</u>	<u>(15,794)</u>	<u>15,794</u>	<u>-</u>
	<u>(6,562)</u>	<u>(11,702)</u>	<u>25,834</u>	<u>7,570</u>
TOTAL FUNDS	<u>389,002</u>	<u>15,342</u>	<u>-</u>	<u>404,344</u>

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	357,663	(330,619)	27,044
Restricted funds			
Universal Credit - Help to Claim	137,222	(136,196)	1,026
EAP	14,750	(10,966)	3,784
Mindful Money	24,000	(24,718)	(718)
North Bristol Foodbank	<u>26,882</u>	<u>(42,676)</u>	<u>(15,794)</u>
	<u>202,854</u>	<u>(214,556)</u>	<u>(11,702)</u>
TOTAL FUNDS	<u>560,517</u>	<u>(545,175)</u>	<u>15,342</u>

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

13. MOVEMENT IN FUNDS - continued

Comparatives for movement in funds

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/21 £
Unrestricted funds				
General fund	259,702	79,584	36,278	375,564
Contingency Fund	<u>20,000</u>	<u>-</u>	<u>-</u>	<u>20,000</u>
	279,702	79,584	36,278	395,564
Restricted funds				
EBDx	14,551	-	(14,551)	-
St Monica's Trust	13,176	(642)	(12,534)	-
Smart Energy	175	-	(175)	-
Life Difficulties & Autism Project	992	-	(992)	-
Universal Credit - Help to Claim	1,573	(11,050)	-	(9,477)
Other restricted	8,447	2,195	(10,642)	-
Second Step	1,651	1,340	(2,991)	-
EAP	-	3,786	-	3,786
Mindful Money	-	(871)	-	(871)
North Bristol Foodbank	<u>-</u>	<u>(5,607)</u>	<u>5,607</u>	<u>-</u>
	<u>40,565</u>	<u>(10,849)</u>	<u>(36,278)</u>	<u>(6,562)</u>
TOTAL FUNDS	<u>320,267</u>	<u>68,735</u>	<u>-</u>	<u>389,002</u>

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

13. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	360,903	(281,319)	79,584
Restricted funds			
St Monica's Trust	11,533	(12,175)	(642)
Universal Credit - Help to Claim	135,523	(146,573)	(11,050)
Other restricted	2,383	(188)	2,195
Second Step	9,167	(7,827)	1,340
EAP	14,400	(10,614)	3,786
Mindful Money	-	(871)	(871)
North Bristol Foodbank	6,628	(12,235)	(5,607)
	<u>179,634</u>	<u>(190,483)</u>	<u>(10,849)</u>
TOTAL FUNDS	<u>540,537</u>	<u>(471,802)</u>	<u>68,735</u>

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

13. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined position is as follows:

	At 1/4/20 £	Net movement in funds £	Transfers between funds £	At 31/3/22 £
Unrestricted funds				
General fund	259,702	106,628	30,444	396,774
Contingency Fund	<u>20,000</u>	<u>-</u>	<u>(20,000)</u>	<u>-</u>
	279,702	106,628	10,444	396,774
Restricted funds				
EBDx	14,551	-	(14,551)	-
St Monica's Trust	13,176	(642)	(12,534)	-
Smart Energy	175	-	(175)	-
Life Difficulties & Autism Project	992	-	(992)	-
Universal Credit - Help to Claim	1,573	(10,024)	8,451	-
Other restricted	8,447	2,195	(10,642)	-
Second Step	1,651	1,340	(2,991)	-
EAP	-	7,570	-	7,570
Mindful Money	-	(1,589)	1,589	-
North Bristol Foodbank	<u>-</u>	<u>(21,401)</u>	<u>21,401</u>	<u>-</u>
	<u>40,565</u>	<u>(22,551)</u>	<u>(10,444)</u>	<u>7,570</u>
TOTAL FUNDS	<u><u>320,267</u></u>	<u><u>84,077</u></u>	<u><u>-</u></u>	<u><u>404,344</u></u>

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

**NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022**

13. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	718,566	(611,938)	106,628
Restricted funds			
St Monica's Trust	11,533	(12,175)	(642)
Universal Credit - Help to Claim	272,745	(282,769)	(10,024)
Other restricted	2,383	(188)	2,195
Second Step	9,167	(7,827)	1,340
EAP	29,150	(21,580)	7,570
Mindful Money	24,000	(25,589)	(1,589)
North Bristol Foodbank	<u>33,510</u>	<u>(54,911)</u>	<u>(21,401)</u>
	<u>382,488</u>	<u>(405,039)</u>	<u>(22,551)</u>
TOTAL FUNDS	<u>1,101,054</u>	<u>(1,016,977)</u>	<u>84,077</u>

Restricted Funds

EBDx-R - funding from Citizens Advice to help clients compare energy tariffs and maximise their income by assisting with checks for benefit entitlement and also assisting in completing disability forms.

St Monica's Trust - A joint project with Age UK South Gloucestershire to provide a holistic advice service to South Gloucestershire residents over the age of 50. This includes specialist Welfare Benefit and Debt advice; specialist energy efficient advice; support and guidance on completing and registering Lasting Powers of Attorney.

Smart Energy - To provide information and assistance to those over the age 60 who have no personal internet access with regard Smart Meters.

Help to Claim - Our Help to Claim service supports clients in the early stages of their Universal Credit claim, from the application, through to their first payment. We can help with things like how to gather evidence for their application or how to prepare for their work coach appointment.

Life Difficulties & Autism project - To provide free and independent advice services specifically to people with learning difficulties and their carers.

Second Step - To provide a money advice services to the service users of Second Step.

EAP - to provide one-to-one advice to clients in fuel poverty, or in a fuel poverty risk group

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

NOTES TO THE FINANCIAL STATEMENTS - continued
FOR THE YEAR ENDED 31 MARCH 2022

13. MOVEMENT IN FUNDS - continued

Mindful Money - to improve the mental health of residents presenting with debt issues, and to support them to continue dealing well with their finances after the initial debt issues are managed

North Bristol Foodbank - to provide direct advice to assist foodbank clients and their families with benefit queries and other areas of general advice and provide a direct referral process within CASG to more specialist areas of advice such as debt, energy issues and disability benefit appeals within the foodbank outlets.

14. EMPLOYEE BENEFIT OBLIGATIONS

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £15,046 (2021: £12,052).

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2022.

16. TOWN AND PARISH DONATIONS AND GRANTS

	2022	2021
	£	£
Dodington Parish Council	1,800	1,750
Hawkesbury Parish Council	205	200
Patchway Town Council	-	250
Pucklechurch Parish Council	-	850
Rockhampton Parish Council	40	45
St John the Baptist Church	-	300
Thornbury Town Trust	550	2,000
Westerleigh Parish Council	900	-
	<u>3,495</u>	<u>5,395</u>

17. LIMITED LIABILITY

The charity is a private company limited by guarantee. Each of the members is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE
DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	2022	2021
	£	£
INCOME AND ENDOWMENTS		
Donations and legacies		
General donations	277	10,046
Town & Parish donations	3,495	5,395
Grants	<u>556,666</u>	<u>524,805</u>
	560,438	540,246
Investment income		
Deposit account interest	<u>79</u>	<u>291</u>
Total incoming resources	560,517	540,537
EXPENDITURE		
Charitable activities		
Wages	276,002	243,908
Social security	20,913	15,499
Pensions	15,046	12,052
Rent	19,471	17,183
Rates and water	815	1,217
Insurance	2,627	1,904
Light and heat	2,728	4,171
Telephone	8,431	5,468
Postage and stationery	5,251	6,254
Publicity and promotion	197	109
SGC contract partner costs	162,458	139,233
Repairs and maintenance	2,174	2,038
Other motor/travel costs	3,064	772
Training	1,182	510
Subscriptions and reference materials	6,758	5,085
Miscellaneous	1,919	2,260
Depreciation of tangible fixed assets	<u>3,209</u>	<u>1,949</u>
	532,245	459,612
Support costs		
Management		
Wages	7,824	7,394
Carried forward	7,824	7,394

This page does not form part of the statutory financial statements

CITIZENS ADVICE SOUTH GLOUCESTERSHIRE

DETAILED STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	2021 £
Management		
Brought forward	7,824	7,394
Social security	775	717
Pensions	<u>469</u>	<u>443</u>
	9,068	8,554
Governance costs		
Auditors' remuneration	3,780	3,600
Legal fees	<u>82</u>	<u>36</u>
	<u>3,862</u>	<u>3,636</u>
Total resources expended	<u>545,175</u>	<u>471,802</u>
Net income	<u><u>15,342</u></u>	<u><u>68,735</u></u>

This page does not form part of the statutory financial statements

