

# Citizens Advice South West Surrey

## Annual Report and Accounts 2022-23



South West  
Surrey

**For the Year Ended 31 March 2023**

**A Company Limited by Guarantee**

**Charity no: 1061067**

**Company no: 03258272**

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## Legal and Administrative Information

**Charity number:** 1061067  
**Company number:** 03258272

**Authorised & regulated by the Financial Conduct Authority FRN:** 617618

**Registered office:** 15-21 Haydon Place  
Guildford  
GU1 4LL

### Trustee Directors:

The following people are or have been directors for the purposes of the Companies Act 2006. Unless otherwise stated, they have served as directors throughout the year, and up to the date of the signing of these accounts.

Paul Jarrett (Chair)  
Norman Wren  
Clare Johns (Treasurer)  
George Rushton  
John Tonks  
Nigel Jewkes (Appointed as Trustee Director 01.06.23)  
Richard Smith (Appointed as Trustee Director 01.06.23)  
Janet Edwards (Appointed as Trustee Director 01.06.23)  
Jocelyn Prudence (Resigned as Trustee Director 01.06.23)  
Alexandra Bliss (Resigned as Trustee Director 01.06.23)  
Graham Eyre (Resigned as Trustee Director 01.06.23)  
Richard Tolley (Resigned as Trustee Director 01.06.23)

None of the directors who held office during the year had a disclosable interest in the company.

<b>Senior management team:</b>	Rebecca Jeffrey	Chief Officer
<b>(2022/23)</b>	Rachel Saffrett	Business Support Manager
	Anna Rogerson	Advice Services Manager
	Emma Scanlon	Macmillan Project Manager
	Lewis Green	Casework Services Manager

**Independent examiner:** Brewers Chartered Accountants  
Bourne House, Queen Street  
Gomshall  
GU5 9LY

<b>Bankers:</b>	Bank of Scotland plc	CAF Bank Ltd
	The Mound	25 Kings Hill Avenue, Kings Hill
	Edinburgh	West Malling
	EH1 1YZ	ME79 4JQ

# Report of the trustees

The trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and independently examined financial statements for the year ended 31 March 2023.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), 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).

## 1. Structure, Governance and Management

### Governing document

Citizens Advice South West Surrey (CASWS) is a charitable company limited by guarantee incorporated on 2 October 1996 and registered as a charity on 5 March 1997 (Company no: 03258272; Charity no: 1061067). The company was established under a Memorandum of Association, which sets out the objects of the company, and is regulated by the provisions of its Articles of Association.

At the Annual General meeting held on 31 October 2022 a special resolution was approved to adopt updated Articles of Association.

Prior to 1 June 2023, the charity was legally Citizens Advice Guildford, with an operating name of Citizens Advice Guildford and Ash (CAGA) and CAGA is referenced throughout this report as the operating name in place during the reporting period.

### Recruitment and appointment of trustees

The charity is governed through the Trustee Board. Trustees who have held office during the year are listed on page 2. The Articles of Association provide for a minimum of 4 and a maximum of 15 trustees. The trustees meet at least 4 times per year with additional quarterly meetings for the sub-committees listed below.

Trustees are recruited from the local community; two trustees, one of whom will normally be the Chair or Vice Chair, meet potential trustees and recommend suitable candidates to the board for election.

Trustees are elected to the Board for a three-year period and are appointed by a resolution of its members at an AGM. The Board has powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

The trustees are also the directors of the company. The Board is supported by a network of sub-committees, covering Finance, Governance and Compliance HR and Remuneration.

None of the Trustees has any beneficial interest in the company. All trustees are members of the company and guarantee to contribute £1 in the event of its winding up.

As mentioned in the report from last year, it was planned that in March 2023 to incorporate the assets and liabilities of Citizens Advice Waverley into Citizens Advice Guildford and Ash. The merger was delayed for 2 months and took effect from 1 June 2023. Following this merger, a number of trustees from Waverley joined the board. The background and activity to date regarding the merger is detailed later in this report.

### **Trustee induction and training**

Newly appointed trustees are provided with an induction to CAGA by the Chair of Trustees and are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. They also meet key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Following the merger with Waverley a skills audit will be completed for all the Trustees. This will include the completion of a Governance questionnaire that will allow us to assess the effectiveness of the Board, to identify areas of weakness and associated actions and training to address those weaknesses.

### **Organisation structure**

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

CAGA is governed by its Trustee Board which is responsible for:

- setting the key strategic objectives of the organisation;
- determining the policy of the charity;
- making the major decisions about the organisation's finances; and
- setting a framework for human resources policy.

The trustees carry the ultimate responsibility for the conduct of the organisation and for ensuring that the charity satisfies its legal and contractual obligations. The trustees also operate a number of sub-committees and working groups. These may vary depending on the current needs of the charity but normally include a Finance Committee, Governance and Compliance Committee, and an HR Committee.

A working party to manage the merger with Citizens Advice Waverley was established and this will be covered in more detail later.

The Premises and Delivery Model Working Party continued to meet to identify, plan and implement a move from the current premises at Haydon Place. The Working Party also identified some short-term improvements to Haydon Place and the majority of these were completed. However, once the merger working party was established the work on premises and the delivery model was suspended.

A Remuneration sub-committee was established in October 2022, whose primary role is to advise and support the Board in decisions related to the remuneration of staff. This will include pay levels, pay policies and any other non-financial benefits. The sub-committee drafted a new Expenses Policy that was approved by the Board in February 2023 and a new Pay Policy was approved by the Board in May 2023. The Chief Officer of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the Trustee Board in line with the Business Development Plan and are reviewed at least annually. The Chief Officer continues to demonstrate sound leadership of the team, good communication channels both internally and externally remain in place, and strong ties with new and existing partners and funders continue to be developed.

The Senior Management Team meet to review progress against targets and the Charity's financial position and to discuss issues. Reports and recommendations are taken to the full Board for approval, and their implementation is organised by the Chief Officer and the staff team. There are regular staff, volunteer meetings and Senior Management Team meetings which ensure that progress is being made against targets. There is an Annual General Meeting, which involves the staff team, Trustee Board, members, and other stakeholders. In response to the increasing size of the organisation the management team was increased in June 2022 with the appointment of a Casework Services Manager. As part of this appointment the management team reviewed roles and responsibilities, with updated job descriptions and the Deputy Chief Officer role was updated to Business Support Manager.

At March 2023, CAGA was staffed by a Chief Officer, a Business Support Manager, Advice Services Manager, Project Manager, Casework Services Manager, 11 advice staff, 4 advice and training supervisors, 3 administrators and 1 research and campaigns officer (total 17.9 FTE). The office has 45 volunteers overall including:

- 10 trained advisers;
- 1 employment specialist;
- 1 trainee benefits adviser;
- 3 trained assessors;
- 2 trainee advisers;
- 12 trainee assessors;
- 4 receptionists and admin volunteers;
- 1 research and campaigns volunteer; and
- 11 people doing their initial training as of 31 March 2023.

### **Pay and remuneration of key management personnel**

The trustees consider that the Board of Trustees and the Senior Management Team (SMT) comprise the key management personnel of the charity. The charity's Senior Management Team are all paid in accordance with the new Pay Policy. Any increases to these scales are approved by the Board on recommendation from the Remuneration sub-committee. The Chief Officers salary is reviewed and approved by the Board separately but in line with the policy set out above.

### **Related parties**

A register of members' interests is maintained at the registered office and is available for public inspection. The charity co-operates and liaises with a number of other advisory services, local charities and organisations on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity, or similar position in another organisation, they may be involved in discussions regarding that other organisation but not in the ultimate decision-making process.

### Key Risks and uncertainties

A review of corporate risks is carried out on a regular basis and a risk register has been established by the Board. The major risks to which the charity is exposed are assessed and systems put in place to mitigate those risks. The Citizens Advice Performance Quality Framework and the Quality of Advice (QAA) system also assist in identifying and assessing risks.

Currently the key risks to the organisation have been identified as:

Risk	Impact	Mitigation and Progress
Unable to recruit and keep quality staff, volunteers and Trustees	Unable to meet requirements for the advice function due to lack of numbers and skills.	Defined role specifications and organisation chart, regular appraisals, training plans, succession plans are in place. It is recognised that the merger may cause people to be unsettled and staff stretched due to covering additional offices. The new Pay Policy should help support recruitment and retention.
Loss of funding	The withdrawal of funding means that the provision of core services or a specific project would cease.	Regular reporting to and dialogue with funders and fundraising strategy and reserves policy are in place to ensure orderly shutdown if necessary. Although the grants from the key funders at the Borough councils have been reduced a more resilient funding portfolio has been developed to mitigate the risk.

Factors that are likely to affect the financial performance or position in 2023/24 and further years are as follows.

- As the service is reliant on core funding from Local authorities it is subject to volatile and uncertain economic conditions.
- The political environment remains uncertain, the impact of key national developments is still very much an 'unknown quantity' but has the potential to impact on our position.
- A possible increased competition in an ever-changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access, as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'.

## 2. Objectives and Activities

### Objects

The charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Guildford and surrounding areas.

The charity's objects are defined as above. Our aims are focused on the following.

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

Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

### Ensuring our work delivers our goals

Our Strategic Business Plan set out the direction of CAGA for the three-year period from 1/4/22–31/3/25. It provided key information that detailed the strategy itself and how it will be delivered. The plan is a rolling three-year plan moving forward with a detailed plan for the current year (1/4/22–31/3/23) but in outline for years two and three.

The four strategic goals are our vision of what we want to achieve over the next three years. Objectives have been identified to support these goals and the use of key measures against activities enable us to monitor progress against the objectives.

We review our goals, objectives, and activities each year and review progress at the quarterly Board meetings. The annual review seeks to examine our achievements and outcome. Together with the success of individual key projects and the benefits that have been born from them. In carrying out the review we are ensuring that that our goals, objectives and activities are in line with our stated purpose.

Our four strategic goals and the specific objectives for 2022/23 were as follows.

#### 1. Advice

We will radically improve the experience people have when they come to us for help, so everyone leaves with the knowledge and confidence they need to find a way forward.

*2022/23 Objective – Continue to meet more demand.*

#### 2. Research and Campaigns

We will be a stronger voice on the issues that matter most to the people who come to us for help.

*2022/23 Objective – Establish and develop a research and campaigns team.*

#### 3. Sustainability

We will be a sustainable, efficient, collaborative and effective organisation.

*2022/23 Objectives – Move premises and implement our delivery model for the future.*

*Explore options for working with our neighbouring local Citizens Advice.*



*Embed and improve the efficiency of our business support functions including contracts and technology.*

#### **4. People and Culture**

We will foster a culture that is collaborative, generous and empowering. Through this, we will promote well-being, champion equality, diversity and inclusion and challenge discrimination.

*2022/23 Objectives - none*

#### **Guildford, Ash and Waverley**

A paper was prepared by the Chair and Chief Officer of CAGA to support a decision of whether to proceed with the business case to merge with Citizens Advice Waverley. This paper was presented to the Board at their meeting on 8 August 2022. The paper outlined the main considerations for the merger as follows.

- Strategic drivers from the changing health and local government landscape.
- Operational drivers such as a strengthened board and the opportunity for specialisation.
- Ability to progress our strategic goals.

The paper was approved, and a working party was then established and consisted of the Chair, Chief Officer and an additional Trustee from both Guildford and Ash and Waverley plus a Strategic Change Consultant from national Citizens Advice. A period of due diligence was then undertaken as well as consideration of the structure of the merge, which recommended that due to existing liabilities Waverley transferred their asset and liabilities to CAGA. It was decided to appoint a third-party consultant to prepare the Business Case. The Business Case was completed by the end of 2022 and the CAGA Board met on 10 January 2023 to discuss the business case. Some of the key benefits were felt to be as follows.

- Citizens Advice all over the UK is facing huge and increasing demand and this is likely to continue far into the future. Our clients need us now more than ever, while at the same time the funding environment we are facing is, to say the least, challenging. A larger, stronger organisation would enable us to secure funding from additional sources as well as strengthen existing partnerships to secure the service for our clients.
- A merger would be a logical step mirroring the increasing collaboration of the main funders for our respective services – Guildford Borough Council and Waverley Borough Council, as well as Guildford and Waverley Health Care Alliance. This is already starting to be reflected in our funding with many of our casework services already covering Waverley.
- Together, we would also have a stronger voice to influence decision makers to improve support for our clients. As a single organisation, we'd be able to have stronger relationships with key officials for individual clients, as well as a single voice on Research and Campaigns local influencing.

At the meeting the Board unanimously approved to proceed with the merger, with the caveat that the following four criteria needed to be resolved before the merger could be completed.

1. The leases for the four Waverley offices to be agreed.
2. The TUPE processes to be followed and completed in full with staff.
3. The separation of the Domestic Abuse service from Citizens Advice Waverley to its own standalone charity
4. Securing the provision of additional resources to support the transition period.

It had been originally expected that the existing leases on the four premises occupied by Citizens Advice Waverley would be assigned over to CASWS. However, this was not the case, and new leases were required for three of the four properties. This extended the timescale and, despite best endeavors from all sides, the initial target date of 31 March 2023 could not be met. A new target date of 31 May was agreed and the merger took effect from 1 June 2023. The new organisation remains legally Citizens Advice Guildford but has adopted the trading name of Citizens Advice South West Surrey (CASWS). The name will be legally changed in due course.

### **How our activities deliver public benefit**

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the local Citizens Advice during the year. Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

## **3. Achievements and Performance**

### **Advice and Information Services**

The main areas of charitable activity are:

- the provision of general advice and information services; and
- the provision of specialist advice and casework services in the debt, housing, and welfare benefits categories of social welfare law.

Throughout the year we have continued to offer Advice and Information in the following ways.

- **Adviceline** – The line is between the hours of 10am and 4pm from Monday to Friday. Outside of these times or if an adviser is not available, clients can be supported by another local Citizens Advice.
- **Email and webform advice and information** – clients can email or complete a webform on our website. We will then either respond to them through email or, where we have permission, call them back to do a more detailed assessment ahead of giving advice.
- **Information and full advice from partner referrals** - general and specialist advice through our team of trained advisers and paid staff.
- **Face-to-face drop in and appointments** – following the COVID-19 pandemic we restricted our face-to-face service in line with government guidelines. Following the end of the restrictions, our face-to-face appointments are provided where the client chooses and/or the nature of the issue requires face-to-face support. We also offer a drop-in service on three days each week in each of our offices for those with an emergency, where help is needed accessing the service, or someone cannot phone/email.

As well as general advice, the organisation also provides the following specialist and targeted services.

- **Cancer Welfare Benefits (Macmillan and Fountain Centre)** - gives welfare benefits advice and casework to people affected by cancer.
- **Mental Health** - gives advice and casework to people under or recently discharged from secondary mental health services.

- Homelessness Prevention Money Advice - provides advice and casework to people at risk of homelessness in Guildford. We also offer a dedicated service for those who are homeless.
- No-one Left Behind - advice and casework support in communities to help relieve poverty.
- Debt Advice - specialist debt support to help manage money and debts

## **Progress against Objectives**

There were five key objectives set for the year and the progress against each was as follows.

### **1. Advice - Continue to meet more demand**

We continued to progress our work on meeting more demand this year, including training groups to increase volunteer numbers, as well as diversifying our roles. This included developing new Advice Assistant roles and clear learning pathways and sign off processes for receptionists, caseworkers, and progress from assessor to adviser. We also invested in 2 (1.6 FTE) paid trainee assessor/adviser to help increase capacity and support succession planning for future roles in the organisation. These roles are ongoing, but we've already seen an impact from the staff supporting clients.

Whilst we had aimed to increase our volunteer numbers and have had a significant number of new starters trained this year, we continue to struggle with increasing our overall numbers due to higher turnover than pre-pandemic with many volunteers working with us for shorter periods than previously. The impact of increasing demand for our services and the Cost-of-Living crisis has also impacted our ability to increase the overall percentage of client calls we can answer despite the absolute number answered locally increasing by 24% in 2022/23 (21/22 2,262 vs 22/23 2,805). We have also increased the overall number of clients supported across the service this year by 8%.

### **2. Research and Campaigns - Establish and develop a research and campaigns team**

After a long period of not finding the right candidate, we were finally successful in recruiting a Research, Development and Campaigns Officer. This had a positive impact on raising awareness of issues, both internally and externally. Evidence forms have continued to be completed and advice issue codes are captured to enable meaningful analysis. We achieved a rating of '4' = good, in the R&C area of the Leadership Self Assessment.

### **3. Sustainability - Move premises and implement our deliver model for the future**

As described above, the merger and the transfer of additional premises impacted on the work already completed on the Service Delivery Model. As a result, the search for new premises was put on hold whilst the merger completed. Prior to this, a number of premises were inspected with one in particular appearing to be ideal. However, a covenant on the lease meant that we were unable to progress this, and no other premises were as suitable. This work is one of the projects which has been assigned to the additional transition resource.

### **4. Sustainability – Explore options for working with our neighbouring local offices**

As described above, the merger with Citizens Advice Waverley took effect from 1 June 2023. Greater ties have been formed with the Chief Officers and Chairs from the other Surrey Local Citizens Advice as evidenced by the Chief Officer being appointed as Chair of the Surrey LCA CO forum at the beginning of 2023.

## **5. Sustainability – Embed and improve the efficiency of our business support functions including contracts and technology**

Following the merger with Citizens Advice Ash, a number of improvements were made to the efficiency of our business support functions including:

- consolidating our IT support to a single provider after a tendering exercise between CAGA and Citizens Advice Ash's providers; and
- implementing PeopleHR as an HR database to enable self-service for staff to their information, streamlining the booking and recording of leave and enabling the sharing of information more efficiently; and standardising processes for facilities management, including health and safety.

### **Contribution of volunteers and paid staff**

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and Senior Management Team recognise the tremendous contribution made by the charity's volunteers in advising our clients and administering the service, without which the organisation could not operate.

Throughout 2022/23 the service employed 24 paid workers (17.9FTE) (2021/22: 22 paid workers, 15FTE), and had 45 volunteers (2021/22: 54 volunteers).

Volunteers represent the indispensable core of the service for without them there would not be a Citizens Advice service. The volunteers contribute, on average, 270 hours per week. This may be expressed as an annualised value of £160,540. However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment.

CAGA continue to work hard to review our approach to attracting and keeping volunteers, including through our partnership with University of Surrey and University of Law, as well as diversifying where we have advertised and recruited volunteers from. It is our intention to consistently monitor our approach to training, to provide an accessible and welcoming place to volunteer.

### **Who used and benefited from our services?**

During the reporting year 4,343 clients (2021/22: 4,232) benefited from the services of CAGA generating 26,197 activities (2021/22: 20,683). We supported people with 14,923 issues (2021/22: 13,209) and advised on any issue that they may face, however, our most common enquiry area was welfare benefits and tax credits which makes up a total of 45% of the issues we have supported on.

The service helps clients to secure successful outcomes to their problems. 73% of clients told us that the support we provided helped them find a way forward, and two thirds said this wouldn't have been possible without the support we gave. Client outcomes were up from £2.6 million in 2021/22 to £9.1 million in 2022/23. This includes £4.9million written off for a single client through bankruptcy. Even when excluding this outcome, this represents a 40% increase in outcomes this year across the service.

For every £1 invested this represented £2.50 in fiscal benefits, £17.50 in public value and £8.98 in value to the people we help. The service helps clients to secure successful outcomes to their problems.

Clients continue to present with multiple problems and on average clients are presenting with 3.4 issues each. On average, we undertake 6 activities for every client, this includes all contacts with the client as well as action with any third parties.

Alongside the financial benefits to clients, information and advice has a significant impact on improving people's health. In 2021/22, 72% of clients told us as a result of our help they felt less stressed, depressed or anxious, and 46% said the help we gave improved their physical health.

### **Factors affecting the achievement of objectives**

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we invest in fundraising through the development of our friends of group and continue to diversify our approach to ensure we are delivering the most cost-effective service we possibly can. This is not about simply cutting costs, it is about delivering a service that genuinely meets clients' needs to make us as cost effective as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. This has been a particular challenge this year with increases in people needing support due to the cost of living, as well as challenge where often our support cannot solve negative budgets beyond solving debts and crisis support. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary this can be resource intensive.

We also continue to be impacted by recruitment challenges both for staff and volunteers. This is particularly acute for recruiting staff who are already trained and as a result we have been training more people in-house.

## **4. Financial Review**

The financial results of the company for the year are set out in detail on pages 17 to 31. Total income in the year was £722,268 (2021/22 £693,592). Of this £420,246 (2021/22 £289,164) related to project restricted activities.

A surplus of £12,974 was made in the year (2021/22: surplus £186,013). At 31 March 2023, total reserves were £580,041 (2021/22: £567,067) of which £367,427 represented unrestricted funds (2022: £387,218).

### **Principal funding sources**

The trustees extend their gratitude to Guildford Borough Council who continue to support the core operating capacity of the organisation, but which unfortunately do not meet the entire operating costs of the charity.

To meet these costs in full, CAGA is dependent upon the receipt of additional project-specific funding from other sources, or donations, in order to supplement local authority funding. The trustees also extend their gratitude to Macmillan Cancer Support, Surrey Heartlands Health and Care Partnership,

Guildford and Waverley Healthcare Alliance, The Money and Pensions Service, the Fountain Centre, Surrey County Council and The Brain Tumour Charity. The trustees believe that at present the charity has sufficient resources to fulfil its charitable obligations. However, they appreciate there is an unfulfilled need for the charity's services.

### **Designated funds**

The trustees regularly review the requirements for the development of the organisation. The designated funds are used to where specific key areas of development expenditure have been identified. The current areas for investment are: investment in developing our research and campaigning activity, succession planning for advice resources, a move from the office at Haydon Place to more suitable accommodation and additional development expenditure anticipated as a result of the merger with Citizens Advice Waverley which took place after the balance sheet date. Information on the movement in the designated funds is included in note 11 to the accounts. It is expected that these funds will be spent over the next one-two years.

### **Reserves policy**

The trustees have established a policy which is reviewed annually, whereby the unrestricted funds not committed or invested in tangible fixed assets ('the free reserves') held by the charity should represent the equivalent of 5-6 months of annual expenditure, equates to approximately £304k to £365k (2022: £314k to £377k). At this level, the Trustee Board feel that they would be able to continue, at least temporarily, the current activities of the charity in the event of a significant drop in funding. In these circumstances it would obviously be necessary to consider how additional funding could be secured or alternatively the organisation's activities restricted in order to reduce expenditure. Total funds held at year end are £580,041 (2022: £567,067) comprising unrestricted reserves £367,427 (2022: £387,218), restricted reserves £53,903 (2022: £33,228) and designated reserves £158,710 (2022: £146,621). Free reserves at the year end, as described above, are £366,619 (2022: £385,733). Although this is slightly higher than the target it is anticipated that the surplus will be utilised in the next year. Restricted reserves held at the year-end represent funding for on-going projects in accordance with agreements with funders. The use of any unspent funds at the end of a project has to be agreed with funders and may have to be repaid.

### **Proposed dividends**

The Memorandum of Association does not permit the payment of a dividend.

### **Taxation status**

The company is a registered charity and, as such, is entitled to exemption from United Kingdom taxation under the Income and Corporation Taxes Act 1988.

### **Going Concern**

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

## 5. Future Plans

CAGA aims to continually improve access to its services and meet the needs of its clients whilst maintaining a high-quality service. Developing a sustainable service that meets the needs of our clients remains the priority of the Trustee Board for 2023/24.

The focus on the coming year will be the transition from two organisation to one, post-merger. It has been recognised, from our experience with the Ash merger, that there needs to be a period of familiarisation and learning before any significant changes should be made. Therefore, in their first strategy meeting as a new organisation, the new Board agreed that whilst maintaining the current service levels, the objectives for 23/24 should focus on bringing the two organisations together. To achieve this, the following four objectives were identified for 2023/24.

1. Coming together so it feels like one organisation.
2. Continuing to improve services by learning from each other and developing a shared delivery model for local communities.
3. Building our relationships and community profiles as CASWS.
4. Improving our financial stability through securing funding and bringing together seamless support services.

The specific activities to achieve these objectives have been described in detailed workplans that are updated regularly by the Senior Management Team and reviewed by the Board at their quarterly meetings. Most of the activities have defined outputs.

In addition, 21 performance indicators have been defined to monitor progress of service delivery (ten indicators), organisational performance (eight) and research and Campaigns (three).

The annual report was approved by the trustees of the charity on 3/10/23 and signed on its behalf by

  
PlJarrett (Oct 3, 2023 14:49 GMT+1)  
.....  
Paul Jarrett  
Chair of Trustees



## Statement of trustees' and directors' responsibilities

The trustees and directors are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company and charity law requires the trustees and directors to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Company law requires that the trustees and directors must not approve the financial statements unless they give a true and fair view of the state of affairs of the company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- a) select suitable accounting policies and then apply them consistently;
- b) make judgements and estimates that are reasonable and prudent;
- c) state whether applicable accounting standards have been followed subject to any material departures disclosed and explored in the financial statements;
- d) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business;
- e) that the trustees and directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the charity and that enables them to ensure that the financial statements comply with the Companies Act;
- f) that the trustees and directors are responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities; and that, where appropriate the trustees and directors are responsible for the maintenance and integrity of the corporate and financial information included on the charity's website.

In preparing this report, the Trustees have taken advantage of the small company's exemptions provided by section 415A of the Companies Act 2006.

Approved by the trustees of the charity on .....<sup>3/10/2023</sup>and signed on its behalf by:

  
PLJarrett (Oct 3, 2023 14:49 GMT+1)  
.....

Paul Jarrett  
Chair of Trustees



## Independent Examiners Report

I report to the trustees (who are also Directors for the purpose of company law) on my examination of the financial statements of Citizens Advice Guildford and Ash ('the charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and related notes.

This report is made solely to the charity's trustees, as a body, in accordance with section 145 of the Charities Act 2011. My work has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in this report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my work, for this report, or for the opinions I have formed.

### Responsibilities and basis of report

As the trustees of charitable company you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act'). Having satisfied myself that the financial statements of the charitable company are not required to be audited under Part 16 of the Act and are eligible for independent examination, I report in respect of my examination of the charitable company's financial statements carried out under section 145 of the Charities Act 2011 ('the 2011 Act') and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act. An independent examination does not involve gathering all the evidence that would be required in an audit and consequently does not cover all the matters that an auditor considers in giving their opinion on the financial statements. The planning and conduct of an audit goes beyond the limited assurance that an independent examination can provide. Consequently I express no opinion as to whether the financial statements present a 'true and fair' view and my report is limited to those specific matters set out in the independent examiner's statement.

### Independent examiner's statement

Since the charitable company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of ICAEW, which is one of the listed bodies.

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- accounting records were not kept in respect of the charitable company as required by section 386 of the 2006 Act; or
- the financial statements do not accord with those records; or
- the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the financial statements give a 'true and fair view' which is not a matter considered as part of an independent examination; or
- the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

A handwritten signature in black ink, appearing to be 'AM Skilton', written over several horizontal lines.

AM Skilton ACA  
Brewers, Chartered Accountants  
Bourne House, Queen Street, Gomshall, Surrey GU5 9LY  
Date: 16th October 2023

# Statement of Financial Activities

## Incorporating the income and expenditure account current year

No separate statement of Total Recognised Gains and Losses has been presented as all such gains and losses have been dealt with above. The results for the year derive from continuing activities.

		2023	2023	2023	2023	2022
	Notes	Restrict ed Funds £	Designat ed Funds £	Unrestrict ed Funds £	Total £	Total £
<b>INCOME FROM:</b>						
Donations and Legacies	3	-	-	9,680	9,680	128,716
Charitable activities	4	420,074	-	287,595	707,669	547,732
Other	5	172		4,747	4,919	17,144
<b>TOTAL INCOME</b>		420,246	-	302,022	722,268	693,592
<b>EXPENDITURE ON:</b>						
Charitable activities		399,544	34,562	275,188	709,294	507,579
Other		-	-	-	-	-
<b>TOTAL EXPENDITURE</b>	6	399,544	34,562	275,188	709,294	507,579
<b>NET (EXPENDITURE)/INCOME</b>		20,701	(34,562)	26,834	12,974	186,013
Transfer Between Funds		(26)	46,651	(46,625)	-	-
<b>NET MOVEMENT IN FUNDS</b>		20,675	12,089	(19,791)	12,974	186,013
Total Funds Brought Forward		33,228	146,621	387,218	567,067	381,054
<b>TOTAL FUNDS CARRIED FORWARD</b>		53,903	158,710	367,427	580,041	567,067

## Statement of financial activities

### Incorporating the income and expenditure account prior year

	Notes	2022 Restrict ed Funds £	2022 Designat ed Funds £	2022 Unrestricted Funds £	2022 Total £	2021 Total £
<b>INCOME FROM:</b>						
Donations and Legacies	3	5,678	-	123,038	128,716	34,769
Charitable activities	4	283,486	-	264,246	547,732	401,077
Other	5	-	-	17,144	17,144	2,329
<b>TOTAL INCOME</b>		289,164	-	404,428	693,592	438,175
<b>EXPENDITURE ON:</b>						
Charitable activities		266,769		240,810	507,579	364,522
Other		-	-	-	-	-
<b>TOTAL EXPENDITURE</b>	6	266,769	-	240,810	507,579	364,522
<b>NET (EXPENDITURE)/INCOME</b>		22,395	-	163,618	186,013	73,653
Transfer Between Funds		9,516	59,621	(69,137)	-	-
<b>NET MOVEMENT IN FUNDS</b>		31,912	59,621	94,480	186,013	73,653
Total Funds Brought Forward		1,316	87,000	292,738	381,054	307,401
<b>TOTAL FUNDS CARRIED FORWARD</b>		33,228	146,621	387,218	567,067	381,054

## Statement of cash flows

	2023	2022
	£	£
<b>Net cash used in operating activities</b>		
Net movement in funds for the reporting period	12,974	186,013
Adjustments for:		
Depreciation Charges	677	1,702
Decrease/(increase) in debtors	8,978	(23,429)
(Decrease)/increase in creditors	(50,007)	4,412
<b>Net cash (used by)/provided by operating activities</b>	(27,379)	168,698
<b>Cash flows from investing activities</b>		
Purchase of office equipment	-	(1,175)
Proceeds of fixed asset disposals	-	(1,175)
<b>Total net cash (used by)/provided by operating and investing activities</b>	(27,379)	167,523
Cash and cash equivalents at the beginning of the year	698,687	531,164
<b>Total cash and cash equivalents at the end of the year</b>	671,309	698,687

## Balance sheet current year

	Notes	2023 £	2022 £
FIXED ASSETS			
Tangible fixed assets	7	808	1,485
CURRENT ASSETS			
Debtors	8	37,800	46,778
Cash at bank		671,309	698,687
		<u>709,109</u>	<u>745,465</u>
CREDITORS: amounts falling due within one year	9	<u>(129,876)</u>	<u>(179,883)</u>
NET CURRENT ASSETS		<u>579,233</u>	<u>565,582</u>
TOTAL NET ASSETS		<u><u>580,041</u></u>	<u><u>567,067</u></u>
FUNDS			
Unrestricted Income funds	11	367,427	387,218
Designated funds	11	158,711	146,621
Restricted Income funds	11	<u>53,903</u>	<u>33,228</u>
TOTAL CHARITY FUNDS	11	<u><u>580,041</u></u>	<u><u>567,067</u></u>

For the year ended 31 March 202 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies. The members have not required the charitable company to obtain an audit of its accounts for the year in question in accordance with s476 of the Act. At the last Annual General Meeting on 31 October 2022 the members required the company to obtain an independent examination in accordance with section 145 of the Charities Act 2011. The Trustees acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company. These financial statements have been prepared in accordance with the provisions applicable to companies subject to the Small Companies regime.

Approved by the board of trustees on  
and signed on its behalf by:

P Jarrett  
P Jarrett (Oct 3, 2023 14:49 GMT+1)  
P Jarrett – Chair  
Company Registration No. 03258272  
Charity Registration No. 1061067

Clare Johns  
Clare Johns (Oct 3, 2023 20:33 GMT+1)  
C Johns – Treasurer

## NOTES TO THE FINANCIAL STATEMENTS

### 1. LEGAL STATUS

Citizens Advice Guildford and Ash (the operating name of Citizens Advice Guildford) is a charitable company limited by guarantee and has no share capital. The registered address is 15-21 Haydon Place, Guildford, GU1 4LL. The company was incorporated in England and Wales and meets the definition of a public benefit entity under FRS 102.

### 2. ACCOUNTING POLICIES

#### Basis of Accounting

The financial statements have been prepared under the historical cost convention and in accordance with applicable accounting standards, the Statement of Recommended Practice: Accounting and Reporting by Charities SORP (FRS102) and the Companies Act 2006. The financial Statements are prepared in sterling which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

#### Preparation of the Accounts on a Going Concern Basis

At the time of approving the financial statements, based on the projections for at least the next 12 months, the trustees have a reasonable expectation that the organisation has adequate resources to continue in operational existence for the foreseeable future. Therefore, the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

#### Income

All grants and donated income are accounted for where there is entitlement, probability of receipt and the amount can be measured with reliability. Such income is only deferred when (i) the donor has imposed conditions which must be met before the charity has unconditional entitlement, or (ii) when the donor specifies that the grant or donation must only be used in future accounting periods.

#### Investment Income

Interest has been accounted for on a receivable basis.

#### Expenditure

Direct charitable expenditure comprises all expenditure directly relating to the charity's objectives. All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Support costs (including Governance costs) have been apportioned on the basis of direct staff and volunteer's time as shown in note 6a.

#### Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

#### Fixed Assets

Fixed assets are included at cost and depreciation is provided to write off the cost less the estimated residual value of tangible fixed assets by equal instalments over their estimated useful lives as follows:

Leasehold improvements	unexpired period of lease
Fixtures, fittings and furniture	5 years
Office equipment	4 years

Expenditure below £1,000 (2022: £1,000) on an individual asset is not capitalised and impairment reviews are

considered annually.

### **Pension Costs**

The pension costs represent the contributions made to personal pension schemes for staff members. Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due. The pension cost for the year was £11,091 (2022: £7,797).

### **Fund Accounting**

Unrestricted funds can be used in accordance with the charitable objects at the discretion of the trustees. Designated funds are unrestricted funds which the trustees have decided to set aside to use for a specific purpose. Restricted funds comprise income received for a restricted project and against which appropriate expenditure is allocated.

### **Critical judgements**

In the application of the company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

It is considered that a critical judgement having the most significant effect on amounts recognised in the financial statements is in relation to the allocation of support costs across general advice services and projects. Support costs are allocated in proportion to the direct charitable activity costs.



### 3. DONATIONS AND LEGACIES

	Restricted	Unrestricted	2023	2022
	£	£	£	£
<b>Donations and Legacies</b>				
Donations and gifts	-	9,680	9,680	128,716
	-	9,680	9,680	128,716

2022 donated goods and services included £123,808 of assets that were donated to the charity from Ash Citizens Advice Bureau. On 1st January 2022, the assets and liabilities of Ash Citizens Advice Bureau were transferred over to Citizens Advice Guildford.

### 4. INCOME FROM CHARITABLE ACTIVITIES

	Restricted	Unrestricted	2023	2022
	£	£	£	£
Generalist Advice	10,000	287,595	297,595	289,246
Cancer Support	135,621	-	135,621	128,152
Mental Health Support	68,000	-	68,000	48,000
Homelessness Prevention	109,861	-	109,861	-
Help to Claim - From National Citizens Advice	825	-	825	27,788
Money Advice	95,767	-	95,767	54,546
Total income from charitable activities	420,074	287,595	707,669	547,732

Local authority grants totalling £275,000 were received from Guildford Borough Council who continue to support the core operating capacity of the charity.

### 5. OTHER INCOME

	Restricted	Unrestricted	2023	2022
	£	£	£	£
<b>Other unrestricted income</b>	172	2,755	2,927	15,563
<b>Investment income</b>				
Bank interest received	-	1,992	1,992	331
Rent	-	-	-	1,250
	172	4,747	4,919	17,144

Other income includes income from fundraising activities such as the Legal Walk and quiz night.

## 6. ANALYSIS OF EXPENDITURE

Charitable Activity	Restricted £	Unrestricted £	Total 2023 £	Restricted £	Unrestricted £	Total 2022 £
General Advice	4,829	309,750	314,578	24,931	240,810	265,741
Cancer Support	125,592	-	125,592	102,564	-	102,564
Mental Health Support	67,227	-	67,227	50,196	-	50,196
Homelessness Prevention	108,305	-	108,305	-	-	-
Help to Claim	-	-	-	28,811	-	28,811
Money Advice	93,592	-	93,592	60,267	-	60,267
	399,544	309,750	709,294	266,769	240,810	507,579

### 6a ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES - CURRENT YEAR

	Allocation* /Apportionment** Basis	General Advice £	Cancer Support £	Mental Health Support £	Homeless ness Preventio n £	Money Advice £	2023 £
<b>Direct costs</b>							
Salaries (including temp staff)	Direct*	113,690	86,487	45,671	73,555	55,801	375,204
Staff & volunteers	Direct*	6,753	1,318	894	104	1,035	10,103
Office costs	Direct*	4,977	573	401	1,031	1,696	8,677
Governance costs	Direct*	5,464	-	-	-	-	5,464
Other Costs	Direct*	2,178	-	-	-	9	2,187
		133,062	88,378	46,965	74,690	58,540	401,635
<b>Support Costs</b>							
Salaries (including temp staff)	Staff & volunteer hours**	92,354	18,949	10,235	17,285	18,012	156,836
Staff & volunteers	Staff & volunteer hours**	3,576	706	415	587	616	5,900
Office costs	Staff & volunteer hours**	34,431	7,049	3,857	6,405	6,718	58,460
Governance costs	Staff & volunteer hours**	4,416	873	502	856	913	7,561
Other Costs	Staff & volunteer hours**	46,739	9,637	5,254	8,481	8,793	78,903
		181,517	37,214	20,262	33,615	35,052	307,659
<b>Total Expenditure on charitable activities</b>							
		314,579	125,592	67,227	108,305	93,592	709,294

## ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES - CURRENT YEAR continued

	Direct Charitable Activities	Support Activities	2023 Total	2022 Total
<u>Expenditure on Charitable Activities</u>	£	£	£	£
General Advice	127,598	177,101	304,699	257,885
Cancer Support	88,378	36,341	124,719	101,817
Mental Health Support	46,965	19,760	66,725	49,753
Homelessness Prevention	74,690	32,759	107,449	-
Help to claim	-	-	-	28,443
Money Advice	58,540	34,139	92,679	59,707
Total Expenditure on Charitable Activities	396,171	300,099	696,270	497,606
<u>Other</u>				
Governance Costs			13,024	9,973
TOTAL			709,294	507,579

## NATURAL CLASSIFICATION OF RESOURCES EXPENDED

	2023 £	2022 £
Staff	532,040	354,792
Premises	80,834	70,679
Telephone	6,922	1,367
Travel	1,350	293
Training	5,541	8,436
Other	47,078	43,249
Depreciation	677	1,702
IT	34,852	27,061
TOTAL	709,294	507,579

## GOVERNANCE COSTS

	2023 £	2022 £
Strategic Management	7,580	5,374

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Independent Examiner's Fee	4,840	4,120
AGM and Other Expenses	604	478
	<hr/>	
TOTAL	13,024	9,973
	<hr/>	

## 7. TANGIBLE FIXED ASSETS

	Unrestricted Funds Office Equipment £	Unrestricted Funds Fixtures & Fittings £	Total £
Cost 1 April 2022	7,823		7,823
Addition	-	-	-
Disposals	-	-	-
Cost 31 March 2023	<u>7,823</u>	<u>-</u>	<u>7,823</u>
Depreciation 1 April 2022	6,338	-	6,338
Charge for the year	677	-	677
Disposals	-	-	-
Depreciation 31 March 2023	<u>7,015</u>	<u>-</u>	<u>7,015</u>
NBV as at 31 March 2023	<u>808</u>	<u>-</u>	<u>808</u>
NBV as at 31 March 2022	<u>1,485</u>	<u>-</u>	<u>1,485</u>

## 8. DEBTORS

	2023 £	2022 £
Debtors	29,116	37,453
Prepayments	2,340	9,325
Other Debtors	6,343	-
	<u>37,800</u>	<u>46,778</u>

## 9. CREDITORS

	2023 £	2021 £
Accruals	48,025	31,460
Other	80,140	141,180
Taxes and Social Security Costs	1,710	7,243
	<u>129,876</u>	<u>179,883</u>

## 10. INFORMATION REGARDING TRUSTEES, DIRECTORS AND EMPLOYEES

No employees (2022: 0) received remuneration in excess of £60,000. The average weekly number of employees paid by the organisation during the year was 24 (2022: 17), calculated on the basis of full-time equivalents this is 19 (2022:12). The total weekly number of employees paid by the organisation was 31 (2022: 27).

	2023	2022
	£	£
Wages and Salaries	486,711	326,243
Social security costs	34,237	20,751
Pension costs	11,091	7,797
	<u>532,040</u>	<u>354,792</u>

Pension costs are allocated between restricted and unrestricted funds according to the employee's role within the organisation.

	2023	2021
	£	£
Pension Costs Allocation to Funds:		
Unrestricted	3,963	3,086
Restricted	7,128	4,711
	<u>11,091</u>	<u>7,797</u>

The key management personnel comprise the trustees, Chief Officer, deputy managers, office administrator and supervisors. The total employee benefits of the key management personnel were £167,211 (2022: £138,619).

None of the trustees/directors received any remuneration during the period for their services to the Charity. However, one trustee has claimed a total of £32 (2022: £0) for reimbursement of expenses incurred while performing services for the Charity.

## 11. MOVEMENT IN FUNDS

	Balance at 31/03/2022	Income	Expenditure	Transfer	Balance at 31/03/2023
	£	£	£	£	£
Restricted funds:					
General Advice	69	10,000	4,829	-	5,240
Cancer Support	25,589	135,621	125,592	-	35,618
Mental Health Support	-	68,090	65,253	-	2,837
Mental Health Project: CFS	1,175	-	1,974	799	-
Homelessness Prevention	-	109,861	108,305	-	1,556
Help to Claim	-	825	-	(825)	-
Money Advice: MaPS	-	45,767	44,063	-	1,704
Money Advice: Other	6,396	50,082	49,529	-	6,948
<b>Restricted Funds</b>	<b>33,228</b>	<b>420,246</b>	<b>399,544</b>	<b>(26)</b>	<b>53,903</b>
<b>Designated Funds</b>	<b>146,621</b>	<b>-</b>	<b>34,562</b>	<b>46,651</b>	<b>158,711</b>
<b>Unrestricted Funds</b>	<b>387,218</b>	<b>302,022</b>	<b>275,188</b>	<b>(46,625)</b>	<b>367,427</b>
<b>TOTAL FUNDS</b>	<b>567,067</b>	<b>722,268</b>	<b>709,294</b>	<b>-</b>	<b>580,041</b>

### Restricted Funds: grants and donations given for specific purposes.

Cancer Support: advice to cancer patients and their families funded by Macmillan Cancer Support and The Fountain Centre.

Mental Health Project: provision of advice to people with mental health problems funded by Surrey Heartlands CCG, Guildford and Waverley Integrated Care Partnership and the Community Foundation for Surrey.

Money Advice: increased capacity funding to train a specialist debt adviser funded by MaPS and support to people at risk of homelessness funded by Guildford Borough Council.

### Designated Funds

In previous years the trustees reviewed the requirements for development of the organisation and identified three key areas, investment in developing our research and campaigning activity, succession planning for advice resources and a move from the office at Haydon Place to more suitable accommodation. The estimated cost of these three projects totalled £146,621.

In the year to 31 March 2023 there was a total of £34,562 of expenditure on these projects. It is expected that expenditure on these projects will continue in the following 1 to 2 years.

An additional amount of £46,651 has been allocated to designated funds as at 31 March 2023. This is intended to cover costs associated with the merger with Citizens Advice Waverley which is not considered to be part of the normal operational expenditure of the organisation. Information about the merger, which took place after the balance sheet date, is included in the Trustees' report.

### Unrestricted Funds

The core service income includes funding from Guildford Borough Council for the provision of a general advice service in the Guildford area.

## 12. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestrict ed Funds £	Designated Funds £	Restrict ed Funds £	2023 Total £	2022 Total £
Funds are represented by:					
Tangible fixed assets	808			808	1,485
Current assets	355,314	158,711	195,083	709,109	745,466
Current liabilities	(64,736)		(65,140)	(129,876)	(179,883)
	<u>291,386</u>	<u>158,711</u>	<u>129,943</u>	<u>580,041</u>	<u>567,067</u>

## 13. TAXATION

The company is a registered charity and, as such, for taxation purposes, is entitled to exemption from United Kingdom taxation under the Income and Corporation Taxes Act 1988 and may recover income tax deducted from its investment income.

## 14. RELATED PARTY TRANSACTIONS

There have been related party transactions during the year between Guildford Citizens Advice Bureau and Citizens Advice in relation to information services. None of the trustees received any remuneration during the year and none claimed reimbursement of travel expenses (see note 11).

## 15. MEMBERS' LIABILITY

The company is limited by guarantee – all members having a liability not exceeding £1 per member.

## 16. OPERATING LEASE COMMITMENTS

At the reporting date, the company had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2023 £	2022 £
Within one year	<u>53,400</u>	<u>53,400</u>

A total of £53,400 (2022: £44,265) was expensed in the year relating to the lease of Haydon Place, Guildford at £41,400, and payment to Ash Parish Council at £12,000.

The lease at Haydon Place was renewed on 1 January 2021 for a three-year term with a break clause allowing us to serve three months' notice after 12 months. The lease at the Ash Centre was renewed on 1 January 2022 for a five-year term with a break clause allowing us to serve six months' notice after 18 months.



## 17. CONTINGENT LIABILITIES

There were no contingent liabilities on 31 March 2023 or 31 March 2022.

## 18. FINANCIAL INSTRUMENTS

At the balance sheet date the Charity held the following financial instruments:

	2023	2022
	£	£
<b>Financial assets measured at amortised cost</b>		
Net Trade Debtors	29,116	37,454
Other Debtors	6,343	-
Cash at bank and in hand	671,309	698,687
<b>Financial liabilities at amortised cost</b>		
Trade creditors	-	-
Accruals	48,025	31,460
Other creditors	80,140	141,180

Income, expense, gains and losses in respect of these financial instruments were:

	2023			2022		
	£	£	£	£	£	£
	Income	Expense	Gains/ (losses)	Income	Expense	Gains/ (losses)
<b>Financial assets at amortised cost</b>						
Interest on cash balances	1992	-	-	331	-	-











# Year End Statutory Accounts to 31 March 2023

Final Audit Report

2023-10-03

Created:	2023-10-03
By:	Rachel Saffrett (rachel.saffrett@guildfordcab.org.uk)
Status:	Signed
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-  Email viewed by clare.johns@casws.org.uk  
2023-10-03 - 5:24:19 PM GMT- IP address: 31.94.73.118
-  Signer clare.johns@casws.org.uk entered name at signing as Clare Johns  
2023-10-03 - 7:33:52 PM GMT- IP address: 81.108.41.234
-  Document e-signed by Clare Johns (clare.johns@casws.org.uk)  
Signature Date: 2023-10-03 - 7:33:54 PM GMT - Time Source: server- IP address: 81.108.41.234
-  Agreement completed.  
2023-10-03 - 7:33:54 PM GMT