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Citizens Advice Reigate and Banstead Limited

Financial Statements

Year ended 31 March 2021

Registered Charity Number: 1104970

Company Number: 5107133

Data Protection Registration Number: Z9103147

Citizens Advice Reigate and Banstead Limited

Financial Statements **Year ended 31 March 2021**

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Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and financial statements for the year ended 31 March 2021. The provisions of the Statement of Recommended Practice "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) and comply with the Charities Act 2011, the Companies Act 2006 and the Memorandum and the Articles of Association.

1. REFERENCE AND ADMINISTRATIVE DETAILS

Charity Name: Citizens Advice Reigate and Banstead Limited (CARB)

Charity Registration: 1104970

Company Registration: 5107133

Registered Office: The Horseshoe
Banstead
Surrey
SM7 2BQ

Chair: Richard Hoffman

Bank: HSBC Bank plc

On-line

Independent Examiner: David Wheeler FCCA
Braidwood Wheeler & Co.
Chartered Certified Accountants
Goodman House
13a West Street
Reigate
Surrey
RH2 9BL

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

2. DIRECTORS/TRUSTEES and COUNCIL REPRESENTATIVE

The following people were directors/trustees of the charity during the year and/or on the date of approval of the report:

DIRECTORS/TRUSTEES	ROLE	DATE APPOINTED	DATE RESIGNED
Leslie Anderson	Trustee	26.08.20	
David Blayney	Trustee	16.05.12	
Richard Hoffman	Chair	14.05.14	
Stephen Jebson	Trustee	26.08.20	
Brian Jenkins	Trustee	21.11.18	19.11.20
Josie Laidman	Trustee	26.08.20	
Peregrine Lavington	Trustee	20.04.04	18.08.21
Veronica Mihai	Trustee	26.08.20	
Vaishali Patel	Company Secretary	26.08.20	
Theodore Shearman	Trustee	15.02.21	
Trevor Stevens	Treasurer	15.02.12	
Jan Thornton	Trustee	24.03.18	
David Woodley	Trustee	02.08.19	
Femi Yusoof	Trustee	21.08.19	

REIGATE & BANSTEAD BOROUGH COUNCIL REPRESENTATIVE

Cllr Simon Parnall	Ward: Chipstead, Kingswood and Woodmansterne
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Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

3. STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Governing Document

Citizens Advice Reigate and Banstead Limited (CARB) is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. At 31 March 2021 the company had 13 Trustees (2020: 8) and 18 members (2020:7). The Company is governed by its Memorandum and Articles of Association.

The charity commenced operations in 1939 and was incorporated as a company limited by guarantee on 20 April 2004.

Recruitment, Appointment of Trustees

Trustees, who are also Directors of the Company, are appointed from the local community. A Committee made up of Trustees headed by the Chair is established to oversee the process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. At least two thirds of the Trustees must be elected by the members; the remainder may be co-opted by the Trustees. No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board.

Organisational Structure

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

CARB fully updated its Information Assurance Policy in August 2021 in line with Citizen's Advice guidance. The Trustee Board is satisfied that CARB is compliant with that policy and an acceptable level of risk has been achieved. RAIDs (Risks, Assumptions, Issues and Dependency) reviews are undertaken.

Related Parties

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

The charity also co-operates and liaises with a number of other advisory services, local charities and government departments on behalf of clients. Where one of the trustees is a

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

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

Included in external risks is the loss of funding. The effects of this have been minimised by procedures in place which have resulted in funding being secured from wider sources and costs adjusted as far as possible to match income. The charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charity. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

4. OBJECTIVES AND ACTIVITIES

Objects

The charity's objects are to promote any charitable purpose for the benefit of the community in Reigate and Banstead, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Aims, Objectives, Strategies and Activities for the Year

CARB aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community.

CARB aims to positively influence the development of research and campaigns activity to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

The strategic priorities set for the year, including subsequent changes in timing of implementation or scope that were caused by the Covid-19 pandemic were:

- a) Secure permanent premises for the Redhill office with a minimum of 4 client interview rooms.
Work towards this strategic priority was on hold during 2020-21 because the current Redhill office had adequate space during 'Lockdown' and Government advice to 'work from home where possible'. This strategic priority will be reviewed in 2022-23
- b) Establish a revised client flow management process that maximises the use of Adviser and Supervisor resources

Report of the Directors and Trustees

4. OBJECTIVES AND ACTIVITIES (continued)

- c) Expand internal resources to enhance the provision of general advice including a sustainable and diverse pipeline of volunteer Advisers and paid Supervisors
- d) Build on quality and continuous improvement in client service and back-office function
- e) Generate a secure and adequate funding pipeline for the next 3-5 years
- f) Replace two servers and all other IT equipment.
The replacement of two servers and all other IT equipment was achieved during the year, but an urgent change of emphasis from server to Cloud was necessary to effectively work from home during 'lockdown' and Government advice to 'work from home where possible'. Working towards a wider IT strategic priority will be followed in 2021-22

Public Benefit

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

The principal activity of CARB remains the provision of free, confidential, independent and impartial advice and information for members of the public. Advice was provided through telephone, email and webchat and through permanent offices in Redhill and Banstead where client related postal correspondence was processed and distributed. Advice was provided to clients not able to effectively access advice directly through remote channels, by a dedicated outreach worker – a member of staff who met clients in covid-secure community spaces near to where the clients live.

In addition to generalist advice CARB also provided specialist debt casework and welfare benefits advisory services. A panel of 4 (2020: 6) solicitors offered pro bono legal appointments.

Contribution of Volunteers

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

52 (2020: 62) volunteers contributed 303 (2020: 305) hours per week to CARB during the year. The economic value of this help is estimated at £315,000 (2020: £314,400), (local salary scales – not Outer London), in respect of the year 2020-21.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

5. ACHIEVEMENTS AND PERFORMANCE

Charitable Activities

The key achievements in the year include:

- We successfully transformed the service to 'working from home' immediately the Covid-19 pandemic 'Lockdown' was implemented on 23 March 2020 without any pause to the service provided to clients. This was achieved despite uncertainty about the durability of processes and endurance of our staff and volunteers to work under such challenging conditions.
- We recruited 6 new Trustees in the year and this has added a richness of skills, diversity and experience to the Trustee management team.
- Initiatives were developed such as the formation of the Equality Diversity and Inclusiveness subcommittee, and the Research and Campaigns and Stakeholder Engagement subcommittee.
- Major initiatives in sustainability strategies were accelerated. All historic client paperwork required to be retained has been, or is scheduled, for scanning into the database and shredding by 31 December 2021. All current operations are filed in paperless format only. Purchasing of office and other supplies is on a 'just in time basis' so as to eliminate over-purchasing. All laptops acquired for working from home were pre-owned and refurbished.
- We helped 5,468 clients (2020: 4,640) with 16,714 issues (2020: 14,375). The increase in client numbers is largely due to the increased need for assistance by first time Universal Credit applicants, employment, housing and health and community care.
- We were able to secure new funding sources that enabled us to recruit and employ staff to meet the growing demand, in addition to using other recently acquired funding sources:
 - a. The National Lottery provided a 6-month grant during the year that enabled us to recruit two part-time debt casework staff and one part-time outreach casework member of staff for six months.
 - b. Money and Pension Service (MaPS) funding enabled us to recruit two part time (1FTE) debt casework staff members from November 2020.
 - c. Funding from the Department for Business Energy & Industrial Strategy (BEIS) enabled us to recruit two full-time staff members to work on Adviceline incoming calls from November 2020.
 - d. We continue to utilise funding from the Department of Work & Pensions (DWP) to fund the salaries of four part-time staff on the Universal Credit: Help to Claim project.
 - e. The second year of the Henry Smith Charity grant has enabled us to continue to employ a full time Advice Services Supervisor and manage costs during the year.
 - f. The second year of The Netherby Trust grant has enabled us to employ a staff member and manage costs to facilitate the continued support of clients living or working in Merstham.
- We successfully completed the third year of the Surrey County Council (SCC) funded Healthwatch Surrey project to provide independent advice and support to clients who have health or social care issues with NHS services. This led to an extension of the Service Level Agreement to 31 March 2022.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

5. ACHIEVEMENTS AND PERFORMANCE (continued)

- We aided clients to apply for assistance through the SCC Surrey Crisis Fund; 89 (2020: 210) referrals were made to this scheme on behalf of CARB residents. With the support of local food banks, 211 (2020: 177) referrals were made for grants from other charitable providers to assist some of our most vulnerable clients.
- We continue to support Raven Housing Trust tenants providing debt advice including applications for Debt Relief Orders (DRO) on their behalf.
- We continue to work with local community organisations. We receive referrals from and make client referrals to these organisations as appropriate.
- Training of staff and volunteers was provided through visually enabled technology and other communication tools.
- A new monthly newsletter initiative 'CARB Catch-up' commenced in January 2021.
- Staff and volunteer morale were high during the year, assisted by use of video enabled platforms and social events and the skills and endurance of the team
- We continue to experience an increasing length and complexity of client advice sought on welfare benefits and debt matters.

The main areas of advice issues were:

Advice issue	2020-21	2019-20	Increase/ (decrease)
Benefits and Tax Credits*	2,255	3,359	(32.9)%
Universal Credit*	3,484	2,155	61.7%
Consumer goods & services	513	404	27.0%
Debt	1,441	1,503	(4.1)%
Discrimination, hate & gender-based violence & abuse (GVA)	170	116	46.6%
Education	77	72	6.9%
Employment	2,120	1,120	89.3%
Financial services & capability	225	158	42.4%
Health& Community Care	1,059	307	245.0%
Housing	2,157	1,465	47.2%
Immigration & asylum	350	289	21.1%
Legal	563	561	0%
Other	758	1,241	(63.7)%
Relationship & family	1,045	1,113	(6.0)%
Tax	137	150	(8.6)%
Travel & Transport	181	226	(19.9)%
Utilities& communication	179	136	31.6%
Total issues dealt with	16,714	14,375	16.3%

Our client profile showed that 24% (2020: 36%) of clients had long term health conditions (Census 2011 RBBC: 14%); 22% (2020: 18%) of clients were from the black, Asian and minority ethnic communities (Census 2011 RBBC: 9%).

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

5. ACHIEVEMENTS AND PERFORMANCE (continued)

***The main Benefit issues** were:

Initial claim Universal Credit
Personal Independence Payments
Employment Support Allowance
Housing 'Element' & Housing Benefit
Council Tax reduction
Other welfare benefits

The key housing issues were actual homelessness 53 new clients (2020: 79) and threatened homelessness 104 clients (2020: 214). Local rental costs continue to be a significant factor in rent arrears, which compounded with sudden loss of employment and/or loss or delay in the payment of welfare benefits, can lead to unmanageable debt and/or homelessness.

We applied for 9 (2020: 49) Debt Relief Orders and continue to manage a significant level of debt on behalf of clients.

Principal Funding Sources and Grants

To obtain the necessary funding to provide services, applications are made to various local and national funding providers as opportunities arise.

The directors extend their gratitude to Reigate and Banstead Borough Council (RBBC) who continue to significantly support the core operating capacity of the charity. In addition, CARB express their gratitude for project-specific funding received:

- Department for Business Energy & Industrial Strategy (BEIS2) via National Citizens Advice) – funding for IT equipment to expand capacity to meet demand for services during the Covid-19 pandemic
- Department for Business Energy & Industrial Strategy (BEIS3) (via National Citizens Advice) – funding for expanding capacity to help meet demand for telephone advice via the 'Single Queue' Adviceline.
- Department of Work & Pensions (via National Citizens Advice) – funding of salaries and costs for Universal Credit: Help to Claim support
- Fidelity Investments Ltd (Kingswood) -donation of 16 pre-owned i-phones with prepaid sim card for year to 31st March 2022.
- Gamble Aware – funding for the education and training of staff and volunteers on gambling related issues and referral of clients to receive specialist help and care
- The Henry Smith Charity – funding of an Advice Session Supervisor salary and costs.
- Money and Pension Service (MaPS) - funding of trainee debt caseworker salaries
- Netherby Trust – funding the salary of a member of staff and costs to provide advice and support to Merstham residents.
- Raven Housing Trust – funding of debt caseworker salary and costs to work with tenants who have debt and/or rent arrears and/or tenancy issues and could be facing homelessness.
- Reigate and Banstead Borough Council – core grant funding

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

5. ACHIEVEMENTS AND PERFORMANCE (continued)

- Reigate and Banstead Borough Council – funding of the installation of fresh air ventilation in the Redhill office so that necessary back-office functions could take place safely during the Covid-19 pandemic.
- Surrey County Council – Healthwatch Surrey – funding of costs to collect and collate views and concerns and case studies on health and social care.
- Surrey County Council – Surrey Crisis Fund – funding of costs to help clients to make claims for local assistance for vital necessities
- Community Foundation Surrey – funding the salaries of Training Supervisors to provide induction and on-going training for new staff and volunteers. This funding to be utilised in 202
- The National Lottery – funding of two debt case workers and outreach caseworker salaries for 6 months.

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

Donations and fundraising activities

We are grateful for generous donations from several individuals and clients which helped mitigate the loss of income arising from our inability to organise participative fundraising activities because of the Covid-19 pandemic.

Principal Funding Sources and Grants

Relocation

Reigate and Banstead Borough Council provided additional financial support during 2019-20 to enable us to relocate following the Compulsory Purchase Order and loss of our free accommodation at 24 High Street, Redhill. These funds are designated to assist the charity to stabilise long term accommodation.

Investment Activities

The charity does not hold investments other than cash deposits with HSBC Bank Plc.

Factors Affecting the Achievement of Objectives

CARB understands the financial pressures experienced by Reigate & Banstead Borough Council and is taking active measures to seek additional sources of funding. Attention on transforming the service from office-based to home-based, raising funds through grant applications and building capacity through recruiting and training salaried staff to meet the increased demand absorbed management efforts during the year. This was achieved without interruption of services to clients.

We continue to be the only agency providing welfare benefit and general advice in the local area.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

6. FINANCIAL REVIEW

Financial Position

Incoming resources in the year were £445,121(2020: £382,817) and of these £327,699 (2020: £273,134) related to restricted project activities.

A surplus of £88,551 was recorded for the year (2020: £98,282); £43,479 of this surplus for the year is held in restricted funds because it was provided to fund specific future activities and consequently the funds were received in advance of the related expenditure. At 31 March 2021 total reserves were £227,496 (2020: £138,945) of which reserves of £62,573 (2020: £86,945) represent restricted funds and £164,923 (2020: £52,000) represent unrestricted reserves.

Reserves Policy

CARB is required to ensure that free monies are available in each financial year to meet any reasonably foreseeable contingency. CARB reviews a projection of income for the future year and beyond and will endeavour to see this continues to be derived from as wide a variety of sources possible. Trustees will take all necessary steps to ensure that at no time within the future year would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed in order to continue to provide a best value advice service.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustees have determined to aim that 'minimum free' reserves equivalent to at least 3 months operating expenditure should be maintained. This will be reviewed again at the time of the next annual report, or earlier if considered necessary. At 31 March 2021 unrestricted reserves stood at £164,923 which is more than 3 months unrestricted operating expenditure and in compliance with the reserves policy.

Investment Policy

Under its Memorandum and Articles of Association and in furtherance of its objects and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being, be imposed or required by law. CARB did not hold any such investments at the year end.

7. FUTURE PLANS

CARB aims to continually improve access to its service and intends wherever possible to extend its service to a wider participation and access in the community through the provision of website information, telephone, webchat and email advice and an outreach caseworker to support those with difficulties in accessing the service remotely or who struggle to attend the offices.

Report of the Directors and Trustees

7. FUTURE PLANS (continued)

The Covid-19 pandemic brought significant changes to the way services were provided during the year. The Redhill and Banstead offices were closed to the public throughout the year and the service was delivered entirely by email, telephone and webchat by staff and volunteers working from home. In line with Government guidelines and when the infection rates of Covid-19 reflect sufficiently lowered risk levels to our staff, volunteers and clients CARB will implement a phased return to the offices alongside retaining a hybrid model of working from home and office attendance as opted for by individual staff and volunteers. In the immediate future only clients with appointments will be seen face to face and only if it is essential. The 'drop-in' method of clients seeking advice face to face will not be restored and clients who 'turn up' at the offices will be requested to seek advice by telephone or other remote means, however, clients with absolute emergencies who 'turn up' at the offices will be assisted.

It is paramount that we operate within Government guidelines and ensure the ongoing health and safety of our volunteers, staff and clients which is of the utmost importance. We intend to continue providing services to clients through telephony, emails and visually enabled technology. CARB will be exploring the use of visually enabled technology as a meeting mechanism and the use of screens positioned between advisers and clients for face to face meetings will be considered alongside a consideration of the changing Covid-19 infection rate risk levels.

As a result of the expansion of our operational teams we will need to expand our back-office capacity work and aim to recruit a Deputy CEO over the next twelve months.

The demand for advice by telephone has become the preferred channel by the majority of clients and as a consequence CARB will continue to build capacity in this workstream. The need to build capacity rapidly requires the deployment of dedicated paid staff. This will continue as long as funding permits this course of action.

CARB will continue to seek to participate in Government initiatives for the employment and development of young people, such as the 'Kickstart' scheme, as long as funding that provides a financial contribution to support the recruitment and salaries of these paid staff continues.

CARB will continue to take measures to build resource capacity to help clients in need of support to deal with unmanageable debts as long as funding permits this course of action.

CARB will continue to work towards the highest quality advice and develop staff and volunteers through careful and bespoke training that adds a wealth of transferable skills and development opportunities to each person in the team.

CARB will work towards finding resources to upgrade and enhance the website and deliver a valuable social media contribution through communication of research and campaigning issues and other matters concerning social justice.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

7. FUTURE PLANS (continued)

CARB values its relationships with partners in the community and seeks to continue to work collaboratively with other organisations.

CARB will continue to promote equality, diversity and inclusion in all that it does.

8. DIRECTORS' RESPONSIBILITIES

The trustees (who are also directors of CARB for the purposes of Company Law) are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice). Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including income and expenditure, of the charity for that period. In preparing these financial statements, the trustees are required to:

- (a) select suitable accounting policies and apply them consistently,
- (b) observe the methods and principles in the Charities Statement of Recommended Practice (SORP),
- (c) make judgements and estimates that are reasonable and prudent,
- (d) state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements and
- (e) prepare the financial statements on the 'going concern' basis unless it is inappropriate to presume that the charity will continue in operation.
- (f) The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Companies Act 2006.
- (g) The trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.
- (h) The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity website.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

8. DIRECTORS' RESPONSIBILITIES (continued)

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities and in accordance the provisions applicable to companies subject to the small companies' regime.

Signed... 

Chair of trustees: Richard Hoffman

10 November 2021

Independent Examiner's report to the Trustees of Citizens Advice Reigate and Banstead Limited

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2021, set out on pages 15 to 26.

Responsibilities and basis of report

As the charity's trustees of the Company, (who are also the directors of the company for the purposes of company law), you are responsible for the preparation of the accounts in accordance with the requirements of Charities Act 2011 (the Act), and the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the accounts of the charity are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 (the 2011 Act)

In carrying out my examination I have followed all applicable Directions given by the Charity Commission under section 145(5)b of the 2011 Act.

Independent examiner's statement

As the charity's 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 the Association of Chartered Certified Accountants, which is one of the listed bodies

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

- accounting records were not kept in accordance with section 130 of the Act and section 386 of the Companies Act 2006; and
- that the accounts do not accord with those records; or
- that the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in Charities (Accounts and Reports) Regulations 2008 and comply with the accounting requirements of section 396 of the Companies Act 2006 other than any requirement that the accounts show a 'true and fair' view, which is not a matter considered as part of an independent examination; or
- the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities applicable to charities preparing their accounts in accordance with Financial reporting Standard applicable in the UK and Republic of Ireland (FRS102).

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 accounts to be reached.

Signed  D Wheeler FCCA

Date 18 November 2021

Braidwood Wheeler & Co.
Chartered Certified Accountants
Goodman House
13a West Street, Reigate, Surrey, RH2 9BL

Citizens Advice Reigate and Banstead Limited

Statement of financial activities for the year ended 31 March 2021

Incorporating the Income and Expenditure Account

	Note	Unrestricted funds £	Restricted funds £		2021 £	2020 £
Income						
Income from charitable activities	2	111,264	327,699	▶	438,963	376,745
Donations and legacies	3a	6,105	-	▶	6,105	482
Investment income	3b	53	-		53	110
Fundraising income	3c	-	-		-	1,480
Other income		-	-		-	-
Total Income		<u>117,422</u>	<u>327,699</u>		<u>445,121</u>	<u>382,817</u>
Expenditure						
Charitable activities	4	72,041	283,136	▶	355,177	283,220
Governance costs	4	309	1,084	▶	1,393	1,315
Total Expenditure	4	<u>72,350</u>	<u>284,220</u>		<u>356,570</u>	<u>284,535</u>
Net income/(expenditure) and movement in funds for the year	5	45,072	43,479		88,551	98,282
Reconciliation of funds						
Transfers		67,851	(67,851)		-	-
Balances brought forward	10	52,000	86,945		138,945	40,663
Balances carried forward	10	<u>164,923</u>	<u>62,573</u>		<u>227,496</u>	<u>138,945</u>

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

All activities derive from continuing activities.

Citizens Advice Reigate and Banstead Limited

Balance Sheet as at 31 March 2021

		Unrestricted funds £	Restricted funds £	2021 £	2020 £
Current Assets					
Debtors	7	26,931	-	26,931	27,588
Cash at bank and in hand		154,285	62,573	216,858	123,393
		<u>181,216</u>	<u>62,573</u>	<u>243,789</u>	<u>150,981</u>
Liabilities					
Creditors - falling due within one year	8	16,293	-	16,293	12,036
Net assets		<u>164,923</u>	<u>62,573</u>	<u>227,496</u>	<u>138,945</u>
Represented by:					
Funds of the Charity					
Accumulated funds	9	164,923	-	164,923	52,000
Restricted Funds	9	-	62,573	62,573	86,945
Total charity funds		<u>164,923</u>	<u>62,573</u>	<u>227,496</u>	<u>138,945</u>

Approval of the financial statements by the directors:

The charity is entitled to exemption from audit under section 477 of the Companies Act 2006 for the year ended 31 March 2021.

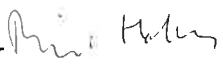
The members have not required the charity to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- ensuring that the charity keeps accounting records which comply with sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the charity as at the end of each financial year and of its profit and loss for each financial year in accordance with the requirements of section 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.

The financial statements have been prepared in accordance with the provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Financial Reporting Standard 102.

The financial statements were approved by the Board on 18 November 2021 and signed on their behalf by:

Chair  ...Richard Hoffman

Treasurer  ...Trevor Stevens

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2021

1. Accounting policies

a) Accounting basis

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland, the Charities Act 2011 and the Companies Act 2006. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

b) Income

i.Grants receivable

Grants made to finance the activities of the CARB are credited to the income and expenditure account in the period to which they relate.

ii.Bank interest

Bank interest is included in the income and expenditure account on receipt.

iii.Other income

Other income, including donations, gifts and covenants are included when received.

iv.Gifts and Intangible income

In addition, the charity receives help and support in the form of voluntary assistance to advise the public. The value of this is not included in the financial statements but it has been estimated and disclosed in section 4 of the directors' report.

v.Deferred income

Grants received in advance of the period in which the funder requires the expenditure to be applied are reflected in deferred income within the balance sheet.

c) Expenditure

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated to activities as appropriate. Where such costs relate to more than one cost category they have apportioned split on salary costs (Notes to the financial statements Note 4).

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2021

1. Accounting policies (continued)

d) Fixed assets and depreciation

Where funding is secured to cover the cost of equipment and other assets the cost is written off to the Income and Expenditure account in the year of acquisition. Otherwise assets with a cost in excess of £2,000 per item are capitalised and depreciated over their expected useful lives.

e) Restricted funds

Income received for restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

f) Pension

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the income and expenditure account in the period in which they are incurred.

g) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

h) Irrecoverable VAT

CARB is not registered for VAT and is therefore unable to recover VAT.

i) Cash Flow Statement

The charity has taken advantage of the exemptions in the Statement of Recommended Practice: Accounting and Reporting by Charities, from the requirement to prepare a cashflow statement, as the charity qualifies as a small charity.

j) Going concern

The financial statements have been prepared on the assumption that the charity continues to operate as a going concern. The charity has secured core funding for the following financial year plus additional funding from other sources. The trustees are of the opinion that the charity is able to continue to operate and meet its financial obligations as they fall due.

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2021

2 Income from charitable activities

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
Government and public authority contracts	111,264	225,292	336,556	257,684
Other paid advisory services	-	102,407	102,407	119,061
	<u>111,264</u>	<u>327,699</u>	<u>438,963</u>	<u>376,745</u>

3 Income

	Unrestricted £	Restricted £	2021 Total £	2020 Total £
a Donations and legacies				
Donations	6,105	-	6,105	482
	<u>6,105</u>	<u>-</u>	<u>6,105</u>	<u>482</u>
b Investment income				
Bank Interest received	53	-	53	110
	<u>53</u>	<u>-</u>	<u>53</u>	<u>110</u>
c Fund Raising Activities				
Fund raising	-	-	-	1,480
	<u>-</u>	<u>-</u>	<u>-</u>	<u>1,480</u>

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2021

4. Expenditure

	General Advisory Services £	Henry Smith £	HTC £	National Lottery £	Other projects £	2021 Total £	2020 Total £
Costs directly allocated to activities							
Staff costs	64,066	45,951	64,080	41,847	73,308	289,252	205,400
Other direct costs	-	-	674	2,511	26,733	29,918	41,389
	<u>64,066</u>	<u>45,951</u>	<u>64,754</u>	<u>44,358</u>	<u>100,041</u>	<u>319,170</u>	<u>246,789</u>
Support costs allocated to activities							
Office, IT & communications	3,765	2,700	3,766	2,459	4,309	16,999	30,649
Premises & other	4,210	3,020	4,211	2,750	4,817	19,008	5,782
	<u>7,975</u>	<u>5,720</u>	<u>7,977</u>	<u>5,209</u>	<u>9,126</u>	<u>36,007</u>	<u>36,431</u>
Charitable activities	72,041	51,671	72,731	49,567	109,167	355,177	283,220
Governance costs	309	221	309	202	352	1,393	1,315
Total Expenditure	<u>72,350</u>	<u>51,892</u>	<u>73,040</u>	<u>49,769</u>	<u>109,519</u>	<u>356,570</u>	<u>284,535</u>

Support costs allocated on salary basis.

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2021

5. Income/(Expenditure) for the year

	2021 £	2020 £
This is stated after charging:		
Examiners fees	1,260	1,260

6. Information regarding Directors and Employees

	2021 £	2020 £
Wages and salaries	259,189	184,867
Social security costs	15,630	9,977
Pension costs	14,434	10,556
	<u>289,253</u>	<u>205,400</u>

The average number of employees full time equivalents), analysed by function was:

	2021	2020
Charitable purposes	8	6
Management and administration of charity	1	1
	<u>9</u>	<u>7</u>

Two employees received remuneration in the range £30,001 to £35,000.

Staff numbers increased over the year with 19 employees at the year end (2020 : 11).

The full time equivalent of these 19 employees at 31st March 2021 is 11.4 (2020:6.8)

Expenses amounting to £0 (2020: £67) were reimbursed to 0 (2020:1) members of the Trustee Board. No trustee indemnity insurance was purchased.

The charity paid £985 during the year ended 31 March 2021 for various insurance services. Professional indemnity cover is provided through membership of National Citizens Advice.

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2021

7 Debtors

	2021 £	2020 £
Prepayments	4,714	5,852
Accrued Income	22,217	21,736
	<u>26,931</u>	<u>27,588</u>

8 Liabilities

Creditors - falling due within one year

	2021 £	2020 £
Deferred income (grants received in advance)	9,500	2,020
Other creditors including tax and social security	2,135	8,449
Accruals	4,658	1,567
	<u>16,293</u>	<u>12,036</u>

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2021

9 Analysis of net assets between funds

	General Funds £	Restricted Funds £	Other Funds £	Total Funds
Tangible Fixed Assets	-	-	-	-
Current Assets	181,216	62,573	-	243,789
Current Liabilities	16,293	-	-	16,293
Net Assets	164,923	62,573	-	227,496

10 Movement in funds

	At 1 April 2020 £	Incoming Resources £	Outgoing Resources £	Transfers £	At 31 March 2021 £
Restricted Funds					
Raven Housing	-	27,000	16,021	(10,979)	-
Healthwatch	-	9,294	2,091	(7,203)	-
LAS/Surrey Crisis	-	4,097	-	(4,097)	-
CFS	8,248	-	2,263	(5,985)	-
Merstham	6,011	25,400	16,976	(14,262)	173
HTC	-	75,978	73,039	-	2,939
Henry Smith	31,032	46,300	51,892	(15,951)	9,489
National Lottery	-	51,571	49,769	(1,802)	-
MaPs	-	20,075	15,492	(4,583)	-
Gamble Aware	-	3,707	445	(3,262)	-
BEIS -2	-	16,360	16,633	273	-
BEIS -3	-	46,000	30,819	-	15,181
RBBC Ventilation	-	1,917	1,917	-	-
Relocation-RBBC	34,791	-	-	-	34,791
IT/Phones- Fidelity/RBBC	6,863	-	6,863	-	-
Total Restricted Funds	86,945	327,699	284,220	(67,851)	62,573
Unrestricted Funds					
General funds	52,000	117,422	72,350	67,851	164,923
Total unrestricted funds	52,000	117,422	72,350	67,851	164,923
Total funds	138,945	445,121	356,570	-	227,496

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2021

11. Purposes of restricted funds

Department of Work & Pensions (via National Citizens Advice) Universal Credit: Help to Claim (£75,978)	Funding of salaries and costs for Universal Credit: Help to Claim support
The National Lottery (£51,571)	Funding of two debt caseworkers and outreach caseworkers salaries and costs for 6 months.
The Henry Smith Charity (£46,300)	Funding of an Advice Session Supervisor salary and costs. The grant is for three years.
Department for Business Energy & Industrial Strategy (via National Citizens Advice) (BEIS 3) (£46,000)	Funding for expanding capacity to help meet demand for telephone advice via the 'Single Queue' Adviceline. The funding has been used to pay salaries of Adviceline staff
Raven Housing Trust (£27,000)	Funding of debt caseworker salary and costs to work with tenants who have debt and/or rent arrears and/or tenancy issues and could be facing homelessness.
Netherby Trust (£25,400)	The salary of a member of staff and costs to provide advice and support to Merstham residents. The grant is for three years.
Money and Pension Service (MaPS) (£20,075)	Funding of trainee debt caseworker salaries
Department for Business Energy & Industrial Strategy (via National Citizens Advice) (BEIS 2) (£16,360)	Funding for IT equipment to expand capacity to meet demand for services during the Covid-19 pandemic
Healthwatch Surrey (HWS) (via Surrey County Council) (£9,294)	Funding to cover to collect and collate views and concerns and case studies on health and social care to enable evidence-based feedback to be provided to commissioners and providers to influence, inform and challenge, if necessary, decisions and plans.
Surrey Crisis fund (via Surrey County Council) (£4,097)	Funding of costs to help clients to make claims for local assistance for vital necessities
GambleAware (£3,707)	Funding for education and training of staff and volunteers on gambling related issues and referral of clients to receive special help and care

Citizens Advice Reigate and Banstead Limited

**Reigate and Banstead
Borough Council (RBBC)**
(£1,917)

Funding of the installation of fresh air ventilation in the Redhill office so that necessary back-office functions could take place safely during the Covid-19 pandemic.

**Community Foundation
(Surrey)**

Funding the salaries of Training Supervisors to provide induction and on-going training for new staff and volunteers. This funding will be utilised in 2021-22

12. Financial Commitments

Capital Commitments

At the balance sheet date there were no capital commitments.

Operating lease commitments

At 31 March 2021 the company had commitments of £1,731 under a lease for premises in Redhill (2020: £15,000). The lease ended on 31 March 2021 and continues on a rolling basis whereby each party may give 6 weeks to terminate.

13. Related party transactions

There have been related party transactions in relation to insurance and information services between CARB and National Citizens Advice. There were no other related party transactions during the year.

14. Taxation

The charity is exempt from corporation tax as all income is applied to charitable purposes.

15. Pension costs

CARB contributes to pension schemes for employees and is operated on a defined contributions basis. The scheme was changed on 1 February 2016 to comply with auto-enrolment regulations. This is open to all eligible employees at any time.

Company contributions are 6% and employee contributions are 2% of eligible salary. The assets of the individual members' schemes are held separately from those of the company in independently administered funds. The pension cost shown in the accounts for the year represents contributions payable by the company and amounted to £14,434 (2020: £10,556).