

Citizens Advice Reigate and Banstead Limited

Financial Statements

Year ended 31 March 2022

Registered Charity Number: 1104970

Company Number: 5107133

Data Protection Registration Number: Z9103147



Citizens Advice Reigate and Banstead Limited

Financial Statements

Year ended 31 March 2022

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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 2022. 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

Independent Examiner: David Wheeler FCCA
Cheeld Wheeler & Co
Chartered Certified Accountants
Redhill Chambers
2d High Street
Redhill
Surrey
RH1 1RJ

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	
Josie Laidman	Trustee	26-08-20	21-02-22
Peregrine Lavington	Trustee	20-04-04	18-08-21
Veronica Mihai	Trustee	26-08-20	
Vaishali Patel	Company Secretary	26-08-20	18-11-21
Theodore Shearman	Trustee	15-02-21	21-02-22
Trevor Stevens	Treasurer	15-02-12	21-02-22
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

3. STRUCTURE, GOVERNANCE AND MANAGEMENT

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 2022 the company had 8 Trustees (2021: 13) and 13 members (2021:18). The Company is governed by its Memorandum and Articles of Association.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

3. STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

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 and must either reside or work in the UK. 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.

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 July 2022 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.

Pay policy for senior staff

The CEO and advice service managers constitute the key management personnel of the company. The pay and remuneration of the CEO is set at a rate significantly below market rates for equivalent roles because of lack of available funding for non-advice-giving roles. The pay and remuneration of the advice service managers personnel is reviewed annually by the trustees having regard to their performance and market rates for equivalent roles.

Related parties

CARB is a member of Citizens Advice (CiTA), the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board 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 trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

3. STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

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 and 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 were:

1. Continuously improve the client flow operations process to maximise the use of volunteer adviser, administration and Supervisor staff resources, with services delivered predominantly by telephone, email and webchat with Outreach face-to-face or video enabled support for vulnerable clients.
2. Build on volunteer and staff training, staff development and progression opportunities in particular senior administrative support for the CEO, either as a Deputy CEO or near equivalent. This will also generate a possible succession plan to replace the CEO within 18 months.
3. Pursue funding to maintain and grow, as far as possible, the services provided and to preserve the staff and volunteer resources that have been built up.
4. Maintain financial viability by applying a resource reduction strategy to the extent necessary to maintain reserves in accordance with CARB Reserves Policy.
5. Subject to resources, retain premises in Redhill and Banstead to maintain CARB community profile.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

4. OBJECTIVES AND ACTIVITIES (continued)

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 3 (2021: 4) 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.

48 (2021: 52) volunteers contributed 222 (2021: 303) hours per week to CARB during the year. The economic value of this help is estimated at £230,700 (2021: £315,000), (local salary scales – not Outer London), in respect of the year 2021-22.

5. ACHIEVEMENTS AND PERFORMANCE

Charitable activities

CARB grew capacity through targeted funding to employ staff and helped more clients than in previous years. CARB achievements include:

Clients

- We helped 5,562 clients (2021: 5,468) with 18,358 issues (2021: 16,714). The increase in client numbers is largely due to the increased need for assistance with State benefits, debt and housing. A summary of client issues is shown below on page 9.
- We steadfastly supported our clients throughout lockdowns & back to office rotas without any pause in service despite uncertainties of challenging Covid-19 conditions. We assisted vulnerable clients through proactive contact and by Outreach activities.

Partnerships

- We continued to work with local community organisations. We received referrals from and made client referrals to these organisations as appropriate. We aided clients to apply for assistance through the SCC Surrey Crisis Fund; we made referrals to local food banks, and for grants from other charitable providers to assist some of our most vulnerable clients. We worked with RBBC to distribute fuel poverty payments to those in need.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

5. ACHIEVEMENTS AND PERFORMANCE (continued)

Charitable activities (continued)

Operational team

- Our operational team displayed high spirits and morale during challenging times. Our team prioritised service to our clients and worked with agility operating from home or office or Outreach as Covid-19 conditions changed. The team showed resilience & endurance throughout the variations in working regulations.
- We continued to develop our expertise through training and development of the operational team so as to enable them to help clients with the increasing length and complexity of client advice needed on welfare benefits & debt. We held our first face to face operational Training Day since the Covid-19 'lockdowns' on 06 September 2021 and a second event on 29 March 2022. Training of staff and volunteers continued throughout the year through visually enabled technology and other communication tools.
- Two staff employed as trainee advisers in 2020-21 have become qualified Advisers are promoted to Supervisors from 01 April 2022.
- We participated in the Kickstart Scheme introduced by the Department of Work and Pensions to fund 6 months' salary costs of employing young people under age 25 years who had been claiming Universal Credit. During the year ended 31 March 2022 CARB provided meaningful employment with training and development to 8 young people in positions ranging from communications, administration and 'early stage' advisers.
- Our 'back to office' rota instigated and well embedded with agile and immediate response to Government advice to Work from Home in December 2021, and then 'back to office' rota again.

Sustainability and agility

- Our sustainability initiatives & strategies were accelerated during the year. 7,675 historic client files had been scanned into our digital client record system and the original document shredded by 31 March 2022. CARB now operates a completely paperless filing regime. This has enabled us to decommission and recycle 10 filing cabinets. Purchasing of office and other supplies is on a 'just in time basis' so as to eliminate over-purchasing. This has resulted in a more agile organisation which facilitates decision making and situational responses.

Funding and operational targets

- Diverse funding secured from a range of sources during the year enabled us to employ staff to meet growing client demand.
- Longer term funding secured from The National Lottery of £414,505 over 5 years, enabling key posts to be recruited, trained and effectively operating in post during the year.
- We were successful in securing funding from Nationwide Building Society that enabled us to employ part-time specialist housing advice supervisors for 2 years.
- We were successful in a competitive tender and secured a three year-contract for delivering debt advice to tenants of Raven Housing Association from 01 April 2022.
- We continued to utilise funding from the Department of Work & Pensions (DWP) to pay the salaries of four part-time staff on the Universal Credit: Help to Claim project.
- The third 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.
- The third year of the Netherby Trust grant has enabled us to provide advice services and continued support of clients living or working in Merstham.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

5. ACHIEVEMENTS AND PERFORMANCE (continued)

Charitable activities (continued)

Funding and operational targets (continued)

- We achieved the reporting targets set out in the Service Level Agreement of the Surrey County Council (SCC) funded Healthwatch Surrey project which provided independent advice and support to clients with health or social care issues with NHS services. This was achieved despite difficulties in obtaining inputs because of lockdowns and restricted face-to-face contact with clients during parts of the year.

Leadership and governance

- We received confirmation in December 2021 that CARB achieved a score of 44 out of a possible 45 points from an independent CiTA operational audit covering the following nine areas of leadership: governance; strategic planning; management of: risk, finance, people, operational performance; partnerships; research & campaigns; equality leadership

Main areas of advice provided:

Advice issue	2021-22	2020-21	2019-20
Benefits and Tax Credits*	3,314	2,255	3,359
Universal Credit*	3,331	3,484	2,155
Consumer goods & services	483	513	404
Debt	1,909	1,441	1,503
Discrimination, hate & gender-based violence & abuse (GVA)	118	170	116
Education	90	77	72
Employment	1,589	2,120	1,120
Financial services & capability	282	225	158
Health & Community Care	853	1,059	307
Housing	2,288	2,157	1,465
Immigration & asylum	412	350	289
Legal	696	563	561
Other	1,182	758	1,241
Relationship & family	1,062	1,045	1,113
Tax	120	137	150
Travel & Transport	292	181	226
Utilities & communication	337	179	136
Total issues dealt with	18,358	16,714	14,375

Our client profile showed that 35% (2021: 24%) of clients had a disability and/or long-term health conditions (Census 2011 RBBC:14%); 13% (2021: 22%) of clients were from the black, Asian and minority ethnic communities (Census 2011 RBBC: 9%).

*The main Benefit issues were:

Initial claim Universal Credit
 Personal Independence Payments
 Employment Support Allowance
 Housing 'Element' & Housing Benefit
 Council Tax reduction
 Limited capability for work element
 Localised social welfare

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

5. ACHIEVEMENTS AND PERFORMANCE (continued)

Main areas of advice provided (continued)

The key housing issues were: actual homelessness 97 (of which RBBC: 28) (2021: 79 (34)) and threatened homelessness 170 (of which RBBC: 83) (2021: 126 (61)). Local rental costs continue to be a significant factor in rent arrears, which compounded with 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 22 (2021: 9) 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:

- Community Foundation Surrey – funding the salaries of training supervisors to provide induction and on-going training for new staff and volunteers.
- Department of Work & Pensions (via National Citizens Advice) – funding of salaries and costs for Universal Credit: Help to Claim support
- Department of Work & Pensions (via National Citizens Advice) – funding of 6 months salaries of 'kickstart' employees
- Money and Pension Service (MaPS) - funding of trainee debt caseworker salaries
- Nationwide Building Society – contribution towards housing supervisor salary
- Netherby Trust – funding to provide advice and support to Merstham residents.
- Raven Housing Trust – contribution to funding of debt casework salary and costs to work with tenants who have debt and/or rent arrears and/or tenancy issues and could be facing homelessness.
- Surrey County Council – funding of an outreach service
- 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
- The Henry Smith Charity – funding of an advice session supervisor salary and costs.
- The National Lottery – funding of two debt case workers and outreach caseworker salaries.

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.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

5. ACHIEVEMENTS AND PERFORMANCE (continued)

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 RBBC and is taking active measures to seek additional sources of funding. Attention has focused on building capacity through recruiting and training salaried advice-giving staff to meet the increased client demand and this continues to absorb management efforts. Progress continues to be hampered by the lack of funding to pay for non-operational staff which, were they in post, could make more applications for funding. The CEO, employed at 0.6FTE was the only non-operational staff during the year.

A number of experienced volunteer advisers with great skill and expertise retired during the Covid-19 pandemic and have not been fully replaced by new entrants coming forward. CARB has set in motion a volunteer recruitment strategy to rebuild volunteer adviser numbers. The training team has been strengthened. A new and comprehensive training plan has been devised. The additional training resource and new plan will enable a faster pace of new volunteer deployment.

During the year ended 31 March 2022 CARB helped 5,562 clients (2021: 5,468) with 18,358 issues (2021: 16,714) by carrying out 19,845 activities (2021: 17,731). The increase in activities (11.9%) and issues (9.8%) has been greater than the increase in clients (1.7%). This represents multi-faceted problems that clients bring and require more problem assessment, more phone calls and emails and more follow up. There is an urgent & pressing need is to raise funds to maintain current operational staff levels and to recruit more volunteer advisers.

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

6. FINANCIAL REVIEW

Financial position

Incoming resources in the year were £563,761 (2021: £445,121) and of these £429,334 (2021: £327,699) related to restricted project activities.

A surplus of £84,174 was recorded for the year (2021: £88,551); £76,445 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 2022 total reserves were £311,670 (2021: £227,496) of which reserves £139,018 (2021: £62,573) represent restricted funds and £172,652 (2021: £164,923) represent unrestricted reserves.

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

6. FINANCIAL REVIEW (continued)

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 2022 unrestricted reserves stood at £172,652 (2021: £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

Clients

- 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.
- Face-to-face contact with clients is rationalised because of adviser resource issues. Meetings with clients will be restricted to clients with appointments and will only be offered 'on-demand' if the issues are urgent and essential. Clients presenting in person at CARB offices will initially be helped to seek advice through Adviceline, webchat or email; appointments will follow if necessary.
- 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.

Partnerships

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

Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

7. FUTURE PLANS (continued)

Operational team

- The operational team will function with 'hybrid' working from home and office for the short term. In the longer term the majority of the team will work from CARB offices or outreach in the community.
- The ongoing health & safety of our staff, volunteers and clients is of the utmost importance. Screens positioned between advisers and clients for face to face meetings are available for those advisers and /or clients requiring their use.
- 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.

Sustainability and agility

- Subsequent to the year-end CARB surrendered the lease on its Redhill office effective 24 June 2022. This creates savings of rent and service charge payments of £15,830 per annum. On 01 July 2022 CARB entered into a licence to occupy 72-74 Station Road Redhill RH11PN as its new Redhill office, the terms of which are that either party is able to give 14 days' notice to terminate the arrangement. CARB is sufficiently agile to be able to manage should the licensor initiate such short notice. CARB pays rent including service charges of £3,600 per annum for the new premises
- CARB will work towards finding resources to upgrade and enhance its website and deliver a valuable social media contribution through communication of research and campaigning issues and other matters concerning social justice.

Funding and operational targets

- 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 sustainable capacity requires the deployment of dedicated paid staff. CARB will continue to seek funding to pay the salaries of advice-giving operational staff to carry out this vital work.

Leadership and governance

- As a result of the expansion of our operational teams CARB needs more back-office capacity and aims to obtain the funding and recruit a Deputy CEO by 2023-24.
- 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,

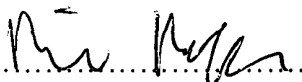
Citizens Advice Reigate and Banstead Limited

Report of the Directors and Trustees

8. DIRECTORS' RESPONSIBILITIES (continued)

- (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.

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

28 September 2022

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 2022, set out on pages 15 to 24.

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 an 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 David Wheeler D Wheeler FCCA

Date 28 September 2022

Cheeld Wheeler & Co
Chartered Certified Accountants
Redhill Chambers
2d High Street
Redhill
Surrey
RH1 1RJ

Citizens Advice Reigate and Banstead Limited

Statement of financial activities for the year ended 31 March 2022

Incorporating the Income and Expenditure Account

	Note	Unrestricted funds £	Restricted funds £	2022 £	2021 £
Income	1b				
Income from charitable activities	2	131,850	429,334	561,184	438,963
Donations and legacies	3a	2,567	-	2,567	6,105
Investment income	3b	10	-	10	53
Total income	10	134,427	429,334	563,761	445,121
Expenditure					
Charitable activities	4	171,578	306,629	478,207	355,177
Governance costs	4	497	883	1,380	1,393
Total expenditure	4	172,075	307,512	479,587	356,570
Net income/(expenditure)	5	(37,648)	121,822	84,174	88,551
Transfer between funds		45,377	(45,377)	-	-
Net movement in funds		7,729	76,445	84,174	88,551
Reconciliation of funds:					
Balances brought forward	10	164,923	62,573	227,496	138,945
Balances carried forward	10	172,652	139,018	311,670	227,496

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

Company Registration: 5107133

Balance Sheet as at 31 March 2022

	Note	Unrestricted funds £	Restricted funds £	2022 £	2021 £
Fixed Assets					
Tangible assets	7	-	-	-	-
Current Assets					
Debtors	8	4,172	2,207	6,379	26,931
Cash at banks and in hand		171,026	136,811	307,837	216,858
		175,198	139,018	314,216	243,789
Current Liabilities					
Creditors – falling due within one year	9	(2,546)	-	(2,546)	(16,293)
Net assets	10	172,652	139,018	311,670	227,496
Represented by:					
Funds of the Charity					
Unrestricted funds	11	172,652	-	172,652	164,923
Restricted funds	11	-	139,018	139,018	62,573
Total charity funds		172,652	139,018	311,670	227,496

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 2022.

The members have not required the charity to obtain an audit of its financial statements for the year ended 31 March 2022 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 28 September 2022 and signed on their behalf by:

Chair  Richard Hoffman

Trustee  Jan Thornton

Citizens Advice Reigate and Banstead Limited

Statements of Cash Flows year ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities		90,969	93,412
Interest received		10	53
Change in cash and cash equivalents in the year		90,979	93,465
Cash and Cash equivalents at 1 April		216,858	123,393
Cash and Cash equivalents at 31 March		307,837	216,858

All of the cash flows are derived from continuing operations during the above two periods

Reconciliation of net income/expenditure to net cash flow from operating activities

		2022 £	2021 £
Net income/(expenditure) for the year		84,174	88,551
Adjustments for:			
Interest received		(10)	(53)
(Increase)/decrease in debtors and other receivables		20,552	657
Increase/(decrease) in creditors		(13,747)	4,257
Net cash provided by operating activities		90,969	93,412

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2022

The charitable company is a private company, limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found on page 3.

The charitable company constitutes a public benefit entity as defined by FRS 102.

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, (Charities SORP (FRS 102), 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. In 2021-22 all grant funds were recognised in the year they were received.

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.

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2022

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, individual 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) 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 2022

2. Income from charitable activities

	Unrestricted £	Restricted £	2022 £	2021 £
Government and public authority contracts	131,850	260,234	392,084	336,556
Other paid advisory services	-	169,100	169,100	102,407
	131,850	429,334	561,184	438,963

3. Income from other sources

	Unrestricted £	Restricted £	2022 £	2021 £
a. Donations and legacies Donations	2,567	-	2,567	6,105
b. Investment income Bank interest received	10	-	10	53
	2,577	-	2,577	6,158

4. Expenditure

	General Advisory Services	The National Lottery Community Fund	The Henry Smith Charity	Universal Credit: help to Claim	Other projects	2022 Total	2021 Total
	£	£	£	£	£	£	£
Costs directly allocated to activities							
Staff costs	152,238	52,663	36,889	58,805	121,714	422,309	289,252
Other direct costs	-	-	-	1,801	447	2,248	29,918
Total direct costs	152,238	52,663	36,889	60,606	122,161	424,557	319,170
Support costs allocated to activities							
Office IT, Comms	12,380	4,283	3,000	4,782	9,898	34,343	16,999
Premises & other	6,960	2,408	1,687	2,688	5,564	19,307	19,008
Charitable activities costs	171,578	59,354	41,576	68,076	137,623	478,207	355,177
Governance costs	497	172	121	192	398	1,380	1,393
Total expenditure	172,075	59,526	41,697	68,268	138,021	479,587	356,570

Premises and other costs include office rent £15,000 (2021: £15,000)

Support and governance costs are allocated on a salary basis.

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2022

5. Income (Expenditure) for the year

	2022 £	2021 £
Net income is stated after charging: Independent Examiner fees	1,380	1,260

6. Information regarding Directors and Employees

	2022 £	2021 £
Wages and salaries	375,423	259,189
Social security costs	26,458	15,630
Pension costs	20,427	14,434
	422,308	289,253
The average number of full-time equivalent employees analysed by function was:		
	2022	2021
Charitable purposes	11	8
Management and administration of the charity	1	1
	12	9

Two employees received remuneration in the range £30,001 to £35,000 (2021:2).
Staff numbers remained stable over the year with 18 employees at the year-end (2021: 19).
The full time equivalent of these 18 employees at 31 March 2022 was 12.1 (2021: 11.4).

Expenses amounting to £0 (2021: £0) were reimbursed to 0 (2021:0) members of the Trustee Board. No trustee indemnity insurance was purchased.

The charity paid £1,099 during the year ended 31 March 2022 (2021: £985) for various insurance services. Professional indemnity cover is provided through membership of National Citizens Advice.

7. Fixed Assets

The charity has no fixed assets (2021: 0).

8. Debtors

	2022 £	2021 £
Prepayments	4,172	4,714
Accrued income	2,207	22,217
	6,379	26,931

9. Liabilities

Creditors – falling due within one year

	2022 £	2021 £
Deferred income (grants received in advance)	-	9,500
Other creditors including tax and social security	1,226	2,135
Accruals	1,320	4,658
	2,546	16,293

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2022

10. Analysis of net assets between funds

	General funds £	Restricted funds £	Other funds £	2022 Total funds £	2021 Total funds £
Tangible fixed assets	-	-	-	-	-
Current assets	175,198	139,018	-	314,216	243,789
Current liabilities	(2,546)	-	-	(2,546)	(16,293)
Net assets	172,652	139,018	-	311,670	227,496

11. Movement in funds

	At 01-04-21 £	Incoming resources £	Outgoing resources £	Transfers £	At 31-03-22 £
Restricted reserves					
The National Lottery	-	90,924	59,526	-	31,398
Universal Credit: Help to Claim	2,939	60,973	68,268	4,356	-
Surrey County Council	-	50,000	-	-	50,000
Nationwide Building Society	-	50,000	9,489	-	40,511
The Henry Smith Charity	9,489	47,200	41,697	-	14,992
Kickstart	-	41,139	50,508	9,369	-
Raven Housing Trust project	-	27,000	28,089	1,089	-
The Netherby Trust	173	25,400	11,637	(11,819)	2,117
Community Foundation Surrey	-	19,500	29,015	9,515	-
Healthwatch Surrey	-	8,829	1,382	(7,447)	-
Money & Pension Service (MaPS)	-	8,369	7,901	(468)	-
BEIS 111 Adviceline	15,181	-	-	(15,181)	-
Relocation	34,791	-	-	(34,791)	-
Total restricted funds	62,573	429,334	307,512	(45,377)	139,018
Unrestricted funds					
General funds	164,923	131,000	172,075	45,377	169,225
Surrey Crisis fund fee	-	686	-	-	686
DRO fee income	-	164	-	-	164
Donations & legacies	-	2,567	-	-	2,567
Investment income	-	10	-	-	10
Total unrestricted	164,923	134,427	172,075	45,377	172,652
Total movement in funds	227,496	563,761	479,587	-	311,670

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2022

12. Purposes of restricted funds

Funder	Purpose	£
The National Lottery	3 FTE debt workers/Outreach workers	90,924
Department of Work & Pensions (via National Citizens Advice) Universal Credit: Help to Claim	Funding of salaries and costs for Universal Credit: Help to Claim support.	60,973
Surrey County Council	1 FTE outreach worker & supporting costs.	50,000
Nationwide Building Society	Contribution for 2 years towards the salary of 1 FTE Housing Supervisor & supporting costs to help clients with housing issues including actual or threatened homelessness.	50,000
The Henry Smith Charity	Funding of an Advice Session Supervisor salary and costs. The grant was for three years & expires 31-07-22.	47,200
Department of Work & Pensions Kickstart scheme	Funding for 6 months towards the cost of employing 9 young people aged under 25 years and who were claiming Universal Credit. This funding expires June 2022.	41,139
Raven Housing Trust project	Contribution towards a debt caseworker's salary and supporting costs to work with tenants who have debt and/or rent arrears and/or tenancy issues & could be facing homelessness.	27,000
The Netherby Trust	Contribution towards salaries & costs to provide advice and support to Merstham residents. The grant was for three years & expires April 2022.	25,400
Community Foundation Surrey	1. Contribution towards the salary of a Training Supervisor to provide induction and on-going training for new staff and volunteers. 2. Contribution towards the salary of 1 FTE Adviceline Adviser for 5 months.	19,500
Healthwatch Surrey	Contribution towards supporting costs 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. This funding expired March 2022.	8,829
Money & Pension Service (MaPS)	Funding of trainee debt caseworker salaries. This funding ended June 2022 when the trainee caseworkers left their employment with CARB.	8,369
Department for Business Energy & Industrial Strategy (via National Citizens Advice) (BEIS 111 Adviceline)	Funding for expanding capacity to help meet demand for telephone advice via the 'Single Queue' Adviceline. The funding was carried forward from the previous year and was fully utilised before 31 March 2022 in paying the salaries of Adviceline staff.	-
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 were designated to assist the charity to stabilise long term accommodation and have been utilised in paying relocation costs and a contribution towards rent of £3,750 per quarter for 10 quarters for the period 01 January 2020 to 30 June 2022. The balance of the funds has been transferred to unrestricted reserves at 31 March 2022.	-

Citizens Advice Reigate and Banstead Limited

Notes to the financial statements for the year ended 31 March 2022

13. Contribution of volunteers

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

48 (2021: 52) volunteers contributed 222 (2021: 303) hours per week to CARB during the year. The economic value of this help is estimated at £230,700 (2021: £315,000), (local salary scales – not Outer London), in respect of the year 2021-22.

14. Financial Commitments

Capital Commitments

At the balance sheet date there were no capital commitments.

Operating lease commitments

During the year the charity occupied premises in Redhill under a lease which enabled each party to give 6 weeks' notice to terminate. The charity ceased to occupy the premises on 24 June 2022. Rent was payable in advance and at the year-end the charity had no commitments (2021: £1,731).

15. Related party transactions

National Citizens Advice provided professional indemnity insurance to CARB amounting to £1,572 (2021: £840). This is part of the subscription levied. There were no other related party transactions during the year.

16. Taxation

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

17. 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.

Employer 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 £20,427 (2021: £14,434).