



ANNUAL REPORT

2019-2020

Contents

- 6 [Chair's message](#)
- 8 [Chief Executive's message](#)
- 11 [Finance Manager's message](#)
- 12 [Volunteering](#)
- 13 [Operation Manager's message](#)
- 14 [Project Manager's message](#)
- 19 [Organisation Chart](#)
- 20 [Statistics](#)
- 23 [Research and Campaigns](#)
- 25 [Case Study](#)
- 27 [Trustee Board](#)
- 28 [Financial Accounts](#)



Our service is invaluable to our local community and without our volunteers we would not have a service to offer.

Even though the volunteers role can be very demanding and at times stressful. Each and every person that volunteers gives more than is asked.

We would like to take this opportunity to thank our volunteers for their continued hard work and commitment.



Need advice?



Whoever you are...whatever the problem.

Visit us

Littlehampton Hub

Littlehampton Library
Maltravers Road
Littlehampton
BN17 5NA

Opening Times

Wednesday & Friday

Littlehampton Hub

Chilgrove House Community
Centre
Chilgrove House, Kimberry
Wick, Littlehampton
BN17 7JD

Opening Times

Tuesday & Thursday

Bognor Regis Advice Centre

Town Hall
Clarence Road
Bognor Regis
PO21 1LD

Opening Times

Monday—Friday
10:00am - 4:30pm

Chichester Advice Centre

East Pallant House
1 East Pallant
Chichester
PO19 1TY

Opening Times

Monday—Friday
10.00am - 4:30pm

Due to the pandemic, we are currently not offering a face to face service—please use our [phone lines below](#), [webchat](#) or visit our [website](#).

Advice by phone

Advice Line: 0344 477 1171

Mobile phone Advice Line: 03003 300650

Website: www.arunchichestercab.org.uk

Administration Line: 01243 866233

Our core service

Arun and Chichester Citizens Advice (ACCA) is an independent charity and a member of the National Association of Citizens Advice. We provide independent, impartial and confidential advice free of charge to all Arun & Chichester citizens. We deal with a wide range of matters including debt, benefit issues, employment, consumer, housing, immigration and relationship breakdown.

Trained volunteers assess the clients' needs and provide initial information and advice. We might arrange further telephone appointments if the issue is more complex.

During 2019-2020 Arun and Chichester Citizens Advice saw **9804 clients** with **23,925 issues**.



Advice options

Although face-to-face advice has always been the cornerstone of our service, due to the pandemic, we are currently not offering a face to face service.

Advice by Telephone/Email/Webchat

To make sure that people can still receive advice during these difficult times we have a dedicated team of staff and volunteers who man our Telephone Advice Line and, also, provide email and webchat advice. Our staff and volunteers can provide information, general advice, casework and even specialist advice through these channels.

Citizens Advice website

The Citizens Advice online guide <https://www.citizensadvice.org.uk/> is a comprehensive source of advice, available to anyone at anytime, offering practical and reliable information.



Chairman's message

For many years, Citizens Advice has been a constant source of advice and reassurance for the thousands of residents in Arun and Chichester who come to us for help each year. Whether dealing with a single issue or a more complex set of circumstances, we have always been there to provide free, confidential, impartial and independent advice to those who need it. Over time, we have evolved our original model of providing face-to-face advice in high street locations to include advice by telephone, e-mail and webchat and we have expanded our reach into the community so that we can help people in locations closer to where they live, including a home visiting service for the most vulnerable who cannot access our services any other way. We have combined the insights we have gained through dealing with real-life issues with additional research in the community to influence policy-making at local and national level which has had a real impact. We are a pillar of the local community and are proud of our record.

Looking back over 2019-20, the first 11 months went according to plan. Under our CEO's leadership, we expanded our range of services by securing additional project funding to supplement our core services, for example helping people manage Universal Credit through "Help to Claim" and expanding our energy advice and community outreach services. We also implemented a major re-organization of service delivery in Littlehampton to increase our reach to people in the community who need our services while reducing our costs. A key responsibility for the trustee board is financial solvency and I am pleased to report once again that we achieved our financial goals in 2019-20 and that we retain a healthy financial position. Further details are in the Finance Manager's report.

In the second half of March 2020, everything changed for the people in our community as the implications of the coronavirus pandemic became clear. We needed to shut down our face-to-face service overnight but, thanks to a sterling work by our CEO and his team, we were able, without interruption, to continue to deal with a substantial increase in demand with reduced staffing, with some of our staff and volunteers needing to self-isolate or provide care for others.

The fact that we have been able to meet that challenge and provided the critical help to our local communities in these times is a major achievement and a huge credit to everyone involved. Luca, our CEO, his leadership team, and our amazing staff and volunteers have all gone above and beyond in dealing with circumstances which no one fully anticipated. This truly has been a team effort with outstanding support from our funders in the county and district councils along with and the other community organizations and Citizens Advice colleagues that we work with. The trustees and I would like to thank everyone who has supported us through this period and for continuing to support us in the many difficult months ahead.

This report coincides with the end of my term as Chair although I will continue to serve as a trustee. I would like to add my personal thanks to everyone I have worked with over the past 6 years and I look forward to continuing to be part of this wonderful organisation which provides such a critical service to the local community. The trustees have elected Hugh Finlay, an experienced board member with outstanding credentials, as the new Chair and I am confident that the organization will continue to thrive and further develop with Hugh in this role.

Geoff Palmer
Chairman



**Like our work?
Why not get
involved?**



**See page 12
to find out about
volunteering**

CEO's message

The learning gained and finances secured through 2018-2019 allowed us to start the year in a very strong position.

Thanks to the Westcourt Medical Centre pilot and the relationship developed with health professionals and the CCG, in July 2019, we were able to start delivering a social prescribing service at GPs surgeries within the Rustington, East Preston, Angmering and Littlehampton (R.E.A.L.) area.

At Citizens Advice we are very aware of the benefit our advice service is to the wellbeing of the individual receiving it. Client wellbeing is at the heart of everything we do, and we are therefore very proud to be delivering the social prescribing service, enabling us to provide this extra level of support.

Due to the Anchor Springs lease ending in 2019, we took the opportunity to consider how we could restructure and develop our current service to be more efficient for the residents of the Littlehampton community.

We consulted our clients, our stakeholders, used findings from previous pilots and undertook surveys and concluded that we would be more financially sustainable and provide an improved service by reaching out to the community through a variety of different locations instead of waiting for clients to come to us.

With the support of Arun District Council and West Sussex County Council we set up drop-in hubs at the Chilgrove House Community Centre and at the Littlehampton Library. Access to our service was also still available through our advice line and webchat platform.

If clients needed more in-depth face to face advice, we booked them an appointment at one of the outreach venues nearer to them. These were strategically positioned to cover the whole Littlehampton area and to reach the most vulnerable.

We set up outreaches at East Preston Parish Council, Rustington Parish Council, Littlehampton Job Centre, Amber House Domestic Abuse Refuge, Littlehampton Baptist Church (then also housing the local foodbank), Wickbourne Children and Family Centre and Yapton and Ford Village Hall.

In order to deliver this effectively we centralised our admin team, invested in a new telephony system and learned to deliver remote supervision.

The knowledge gained through delivering this new Littlehampton service gave us a very good starting point in being able to plan our COVID19 response.

Thanks to the funding secured from the National Lottery we were also able to start delivering, in January 2020, an expanded home visiting advice service to disabled persons and/or their carers.

We also started a Dementia Support Advice outreach service at Sage House and a service focused on improving Children's wellbeing through providing advice to their families at Chichester Children and Family Centre.

Thanks to Chichester in Partnership we have also been able to look at addressing digital exclusion and together with Chichester District Council, the Richmond Fellowship and others, we have been part of the Technology Doesn't Byte service and provided digital money coach sessions to some of the many digitally excluded people in our area. This is an area that will need further finance and focus if we all want to effectively be able to deal with any future spike in coronavirus infections or any other similar threat.

The centralisation of our admin team also provided further opportunities and, thanks to Your Energy Sussex and the support from West Sussex County Council, East Sussex County Council and Brighton and Hove City Council, in January 2020, we were able to start to deliver, in partnership with all Citizens Advice in Sussex, a Sussex wide fuel voucher scheme.

Due to the numerous projects we have been delivering we restructured our management team and appointed Charlie Young as a Projects Manager. She, like many of our staff, was initially a volunteer who developed within the organisation.

Unfortunately, due to the coronavirus pandemic and the social distancing guidance, with the support of all our funders, on the 19th March 2020 we stopped delivering our face to face project funded services and outreaches and, on the 23rd March 2020, the rest of our face to face service. That evening the Prime Minister informed the nation of the need to lockdown.

By then we already had stopped our face to face service, implemented a COVID-19 response team and had a plan on how to deliver a working from home service.

Due to personal circumstances, many of our volunteers were unable to continue to provide a service from their home while in lockdown. We started the home working service with just paid members of staff and by week two with the support of the remaining volunteers (34 out of 119).

Due to the immense dedication of our staff and volunteers and the ability to quickly adapt we, without a day of interruption, have been able to deal with a very high level of demand. During the month of April we were advising and assisting more than 400 clients a week when previously, on average, we helped around 200.

Thanks to the funding received by the Sussex Community Foundation we were able to employ a FTE COVID19 Support Worker to support our staff and volunteers in dealing with the demand.

Between 23rd March and 22nd September 2020, we helped 6,327 people with 11,989 enquiries and our clients gained a financial outcome of £1,461,372.

Our organisation has shown extreme resilience and I am immensely proud of all that our staff and volunteers have achieved and of the level of support from our chair and other board members.

Danni, our Operational Manager, will say more on how we operationally managed to achieve such great results, what we have done to support our staff and volunteers and how thankful we are.

We are still here for our clients, we are still strong as an organisation and we continue to grow for the benefit of the communities we serve.

During lockdown the government put measures in place, such as suspending possession proceedings or debt recovery, to protect people from suffering severe hardship. Measures which are now being lifted.

This, together with the likelihood of some people losing their job due to the furlough scheme being replaced by a less generous Job Retention Scheme, is likely to lead to some households in our community suffering severe financial hardship and needing our services more than ever.

In order to deal with a recession during a pandemic we all must work closely together to minimise the impact caused by matters such as food and fuel poverty, digital exclusion and social isolation.

Together we are much stronger.



Luca Badioli
Chief Executive



Making the difference

Client satisfaction is part of the Arun and Chichester Citizens

Advice quality assured standards.

The views of people who use our services, help to shape the planning, delivery and evaluation of our services.

Arun & Chichester Client Experience survey 2019-20

Summary - April 2018 to March 2019	Positive Responses
How easy or difficult did you find it to access the service?	80.4%
To what extent did the service help you to find a way forward?	83.9%
To what extent is your problem now resolved?	77.6%
How likely would you be to recommend the service?	88.9%

Finance Manager's message

We are pleased that we have been able to report a surplus for the second year running, despite the challenges faced in obtaining additional funding to support our core service.

As mentioned in last years report, we used some of our reserves to work with local GP's to provide a Social Prescribing service. As a result of this successful project we have secured further funding for it to continue.

A successful National Lottery funding bid allowed us to expand our long running Home Visiting project which was previously funded by a private donor. This increased capacity has allowed us to reach many more vulnerable people who are unable to visit us in our centres.

There have been many changes to the way our back office runs too, with the centralisation of our administration team, who now all work from one centre using our new telephone system which we invested in during September 2020. Whilst this has helped us to make some savings on our costs, the service to our clients has improved as we are able to provide administrative support from 9am – 5pm every day which we did not have the capacity to do previously.

We also moved premises in Littlehampton and now have a smaller back office but with more outreach locations in the local area enabling us to reach more clients but at the same time reducing our costs.

By reducing our overheads, we can then use our reserves to expand our services by investing in additional IT services and equipment so that we can provide advice from more outreach locations, and also remotely via telephone, webchat, and email. These remote services were successfully put to the test towards the end of March 2020 when we had to temporarily stop face to face advice due to the Coronavirus pandemic.

We have learnt that we can adapt to change very quickly and at the time were able to use some of our reserves to provide IT equipment and mobile phones so that our paid staff and volunteers could continue to provide a reliable service from home.

As always, we are grateful to all our volunteers and paid staff for the support and dedication, they give us and the local community. None of the success over the past year and the transition to home working during the pandemic would have been possible without them.



Tracy Rablin

Finance Manager

Volunteers

Volunteers account for around 80% of the Citizens Advice service. Arun & Chichester Citizens Advice is fortunate to have the services of around **120 volunteers**, without whose energy, expertise and commitment we could not operate.

The volunteers help our clients to understand their rights and responsibilities and empower them to take control of their own situations by giving them the advice and information they need in order to make informed choices and decisions.

Many of our volunteers go into paid employment as a consequence of the training and support they receive as a volunteer, and some of that employment stays within Arun and Chichester Citizens Advice.

If you are interested in being part of our team, or want further information, please visit our website:

www.arunchichestercab.org.uk/volunteer/volunteering

Volunteer story

I first started volunteering for the Research and Campaigns team at Arun and Chichester in June this year. Because of lockdown, the training was done remotely, but I was lucky to have friendly and supportive colleagues to guide me through it, even if I only saw them on camera!

Since then, I have enjoyed the variety of the research I have been a part of - from specific policy issues to wide-reaching enquiries into how access to healthcare services has been affected by the pandemic.

I wanted to volunteer for R&C because I strongly believe in the dual aim of Citizens Advice to provide advice as well as campaign for change. I was also pleased to be able to contribute in a way that suited my skill set.

Working with the other R&C volunteers and members of staff at Arun and Chichester has been the highlight of my time so far. When researching difficult topics, it helps to have a friendly face nearby.

My role as a volunteer also led me to apply for a part-time paid role in Citizens Advice, and I'm now enjoying working on a separate project in tandem with R&C volunteering.

Operation Manager's message - Danni Colclough

2019 brought many changes for us operationally, starting with the centralisation of our administration team. This has meant that we were able to offer our team admin support 9am –4.30pm rather than just mornings and provided a more consistent administration line for our clients to contact us on. By using our recording system to allow tasks to be sent centrally to the admin team, it has also meant our contact with third parties has become more uniform, which makes our processes quicker and allows us to spend more time with clients. In order to centralise our admin team we had look at technology to allow our offices to be better connected, so we invested in a telephone up-grade and moved over to a VOIP system, allowing the transfer of calls not only between our centres but also to our out-reach locations . This meant we could start looking to expand our services to other more remote locations with ease. We also upgraded our IT system and moved to a cloud based one, meaning improved accessibility across our centres and out-reaches. Change is never easy, but our teams have supported these changes and continue to help us develop further processes that allow us to continuously improve.

When we expanded the service, moving out of Anchor Springs and into other locations that we felt would benefit our clients, the new challenge of remote supervision and support came. Again, we had much to learn and continue to do so, but our Littlehampton team have provided much feedback allowing us to improve the volunteering experience and provide an even better service to our clients, we particularly thank our volunteer champions who helped us roll out the changes. We would also like to thank our teams in our other centres for supporting the necessary changes too.

As the country entered the very different world of Covid, and restrictions were imposed, the changes we made allowed us to very quickly to move all our staff and volunteers into a remote world. This meant working from our makeshift offices at home, the VOIP system meant our phones were extremely easy to use remotely, and our admin teams centralisation meant procedures didn't need changing to allow for admin tasks. The lessons we had learnt from our remote supervision has meant we have been able to deliver a much-needed service to our clients. We have learnt about new ways of working that will allow us to again develop further as an organisation, and the daily catch up via video call using Microsoft teams has been invaluable. All of this just would not have been possible without the staff and volunteers who have been able to continue to work from home, despite personal challenges. To all of our Home Working team, we thank you for continuing to be supportive and committed to the service.



Danni Colclough
Operations Manager

Project Manager's Message

This year saw me join the management team as Projects Manager; a role that just a few years ago would not have been needed but demonstrates the ever-changing world in which we operate. The projects are now a huge part of what we do and have allowed us to fill the gaps left in client services, build relationships with other organisations and strengthen and develop our workforce.

Having tested a pilot service of "Help to Claim" during 2018 – 2019 (or "Universal Support", as it was originally known), we started delivery of the service that became a national contract across Citizens Advice. We were pleased to see that our ideas of how the service works were used, including our training materials, client contract and calculation sheets. These were adopted and edited by other LCAs (Local Citizens Advice) and the national team to share across the network. Unlike many LCAs, our delivery under the new contract started immediately, covering face-to-face, telephones and webchat to full advice. We worked closely with our Best Practice Leads to highlight the issues that both clients advisers were facing and raised evidence forms to advance our research and campaigns work around Universal Credit. Our Social Prescribing service started delivery in July 2019 for those living in Rustington, Angmering, East Preston and Littlehampton. This service involves us taking referrals directly from GP surgeries for clients that have underlying non-medical needs that affect their wellbeing. The team regularly receive positive feedback from their clients about their completely person-centred approach, allowing the clients to set their own goals and helping them on the journey to those goals. The team work flexibly with clients, communicating through text, email, phone calls, informal meet ups in community locations and much more. We have seen some fantastic outcomes, including clients being supported to engage with their medical support, mental health support, support from our advisory service, develop new hobbies and connect with people.

We were delighted to receive funding from the Community Fund for our new expanded Home Visiting service, which now offers 2 full time equivalent staff delivering advice in every subject to anyone with a disability, long-term health condition or caring commitments that would make it difficult for them to come to us. This service followed the success of our previous home visiting services and projects that tested the need for home visits for people of different ages and with issues other than benefits. We started taking referrals in January 2020 and immediately developed strong links with other organisations who had clients to refer to the service.

Other projects of note within the year include our pilot outreach at the Chichester Children and Family Centre, our financial capability support for those affected by domestic abuse and our energy projects, the Big Energy Saving Network and the Energy Advice Programme.

It's certainly been a busy year for the projects which has seen us to expand our provision to the most in-need clients, work in new ways and welcome new members to our team. With the challenges 2020 has already thrown at us, this year looks set to be another busy one, but we feel confident that we can both build and develop on last year's successes and continue to find new opportunities to support clients through these difficult times.



Charlie Young
Projects Manager

One of our Projects

Chichester Children and Family Centre Outreach Pilot Project

May-October 2019

Introduction and purpose

The project began on 1st May 2019.

The aim of the project was to set up an outreach service within the Chichester Children and Family Centre and see the value of supporting people who would be unlikely to access our main centre in Chichester, clarify the resources required for an ongoing service with a view to gathering data that could be used to support future bids for a similar service.

It was anticipated that some clients would not be able to access our main centre due possible difficulties in waiting with children present. As there is a nursery at the same location Children and Family Centre and a primary school situated next door, it was thought that this would make it easier for parents to get advice.

What the service looked like

The funding allowed for 1 member of staff to work 1 day per week throughout the 6-month period. Only 2 sessions did not run due to annual leave.

As it was anticipated that there may have been some clients who attended on multiple occasions, an appointment slot was available first thing and, in the afternoon, (timed with school drop offs and pick-ups) with a drop-in service available in between.

The adviser was able to offer full advice in all subject areas to a range of different clients. Some clients also brought along a support worker. Some clients had dropped their children off to school or nursery and some brought their children with them and they were able to be part of the groups or play in the open area whilst their parents received advice.

The service was open to anyone who needed advice.

Some referrals were received by WSCC workers who in some cases, attended alongside their clients.

Clients were asked to complete a survey following their visit to understand if they were happy with the service, if they thought it would benefit them/their family and if they would have accessed our services had we not been at the Children and Family Centre.

Summary

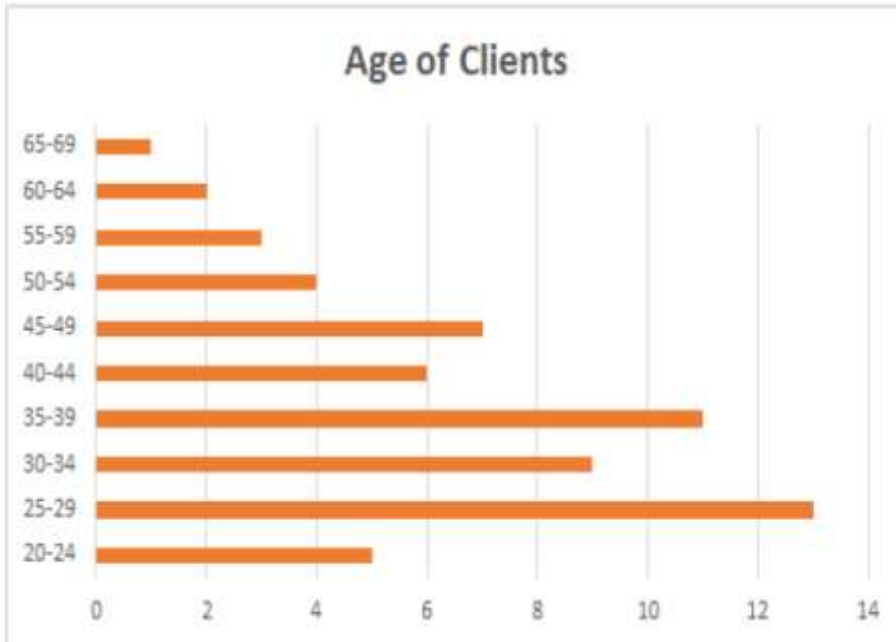
- 63 unique clients were helped by this project
- 176 issues in 16 advice areas
- 86% of clients would not have accessed our services had we not been at the Children and Family Centre
- 71% felt the advice/service benefitted their family/ children financially
- 100% felt the advice/service improved their wellbeing
- 100% felt the advice/service benefitted their family/ children's overall wellbeing



Projects

Chichester Children and Family Centre Outreach Pilot Project cont...

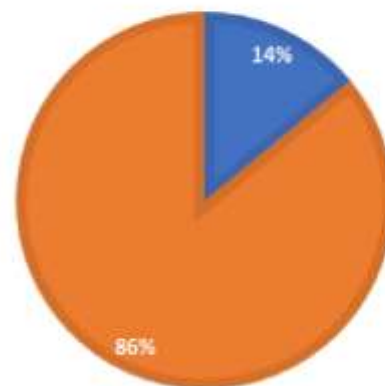
Who did we help?



Clients ranged from 20-69 with the largest client group being 25-29 year olds. In the same period, the client group helped most by our core service was 50-54 year olds. This demonstrates that by being in a different location, we are able to assist a different client demographic.

GENDER

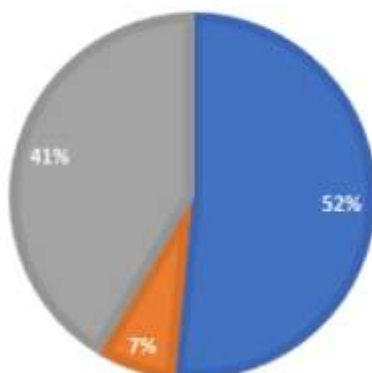
■ Male ■ Female



In the pilot, 86% of clients were female in contrast to the 57% of clients that accessed our core service in the same period.

HEALTH CONDITION

■ No health condition ■ Disabled ■ Long-term health condition



41 of the 63 clients helped allowed to record health information. Of those, 52% did not have either a disability or long-term health condition. This matches very closely with our core service. This suggests that a health condition may not be the only barrier to people accessing our service in our main centres.

Projects

Chichester Children and Family Centre Outreach Pilot Project cont...

Issue	Number
Benefits and tax credits	51
Benefits - Universal Credit	12
Debt	22
Discrimination/hate/GVA	4
Education	4
Employment	11
Financial Services & Capability	2
Health & Community Care	1
Housing	29
Immigration	5
Legal	4
Other	3
Relationships & Family	16
Tax	1
Travel & Transport	6
Utilities and Communications	5

Generally, the advice areas follow the pattern of our core service. However, there were twice the amount of education and discrimination/domestic abuse queries under the project compared to our core service.

Our advice took a variety of forms but included:

Benefits / Universal Credit – 36%

- Checking entitlement
- Helping with initial applications including online, telephone or paper forms
- Mandatory Reconsiderations
- Appeals
- Submissions to tribunals
- Improving digital skills through claiming Universal Credit

Housing – 16%

Understanding rights to stay in accommodation

- Checking tenancy agreements
- Eligibility for social housing
- Working out bedroom entitlement
- Liaising with local authority

Debt – 13%

Maximising income

- Reducing expenditure
- Dealing with bailiffs and debt collectors
- Getting debts written off
- Negotiating payment terms
- Putting debts on hold

Projects

Chichester Children and Family Centre Outreach Pilot Project cont...

Relationships and family—9%

- Understanding divorce
 - Receiving child maintenance
- Making arrangements for child contact

Outcomes

Type	Amount
Expected income gain	£52,178
Re-imbursments, services, loans	£23
Other expected financial	£5,799
Other non-financial outcomes	£24
Total	£58,000

Much of the expected financial gain was achieved through new benefit awards and is reflective of one year only. Most of the benefit awards will actually be awarded for three years. This is important as this will reduce the ongoing risk of poverty for individuals and their families and children.

Some of the non-financial gains included blue badge applications, suspending bailiff action, averted homelessness and improved capacity to manage.

Comments received in the feedback survey included “excellent service, please keep it!”, “I am very grateful for Michelle’s time and advice” and “her advice was very useful, and I will definitely go to her again in the future”.



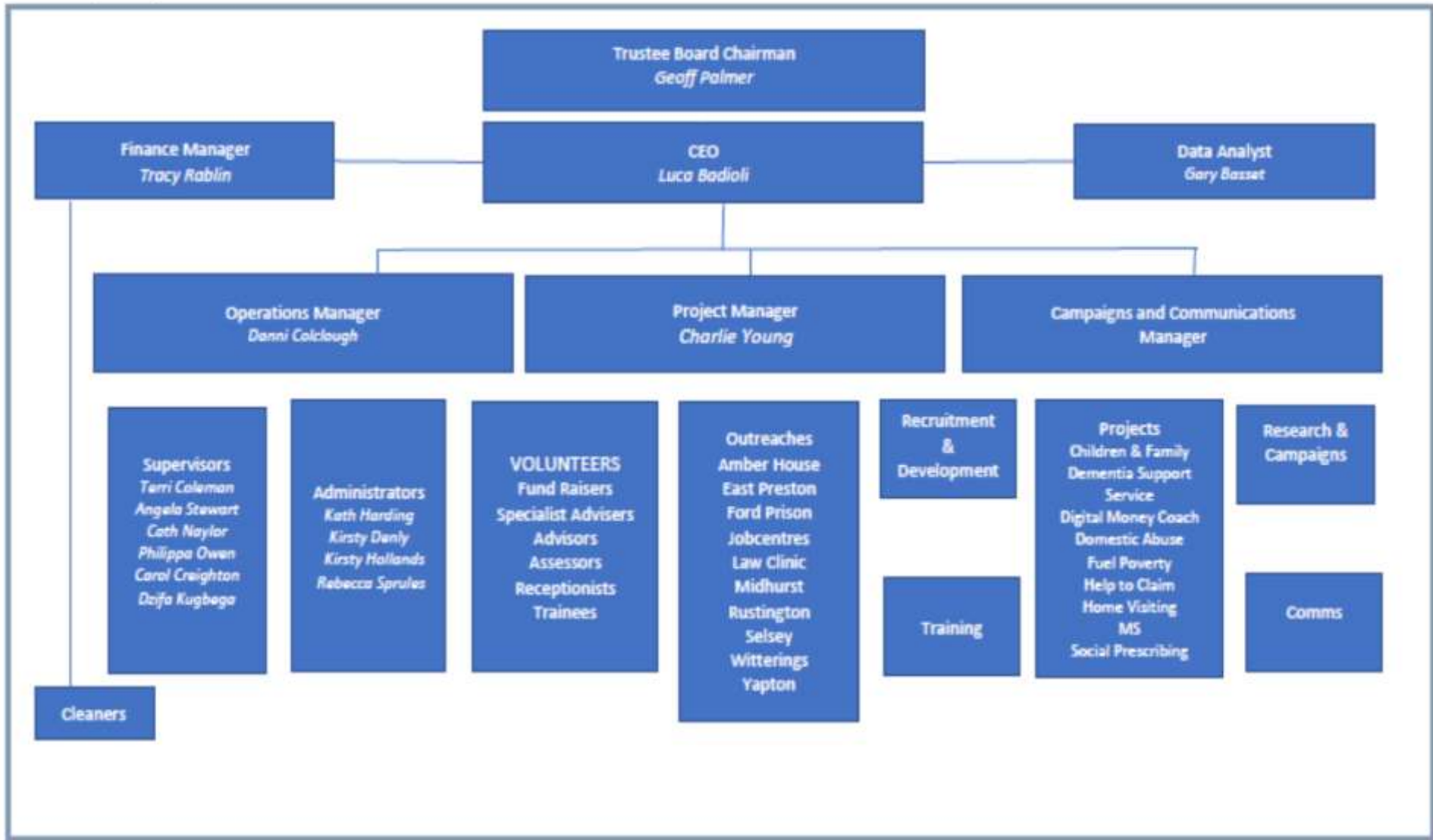
Case Study

Client is a 38-year-old single parent living in a Housing Association property. Client has rent arrears and water arrears; she is a survivor of domestic abuse and found finances difficult to handle alone. The client was unable to attend our offices in town as she could not afford parking. The client has also struggled to feed her children and was desperate to fund after-school clubs for her children. With our support, the client received information about a Social Fund Tariff which will cap her water meter to £79.04pa saving her £98pa. We also helped her to apply to the water arrears assistance program. We helped her to write to the HA offering payments to clear her arrears, which was a relief for her as she was worried about not having a home for her children. We also provided budgeting advice and income maximisation assistance to the client and helped her to manage her finances to the point where she has available funds to allow her children to attend after-school clubs.



Organisational Chart

Lines of responsibility



Organisation Chart

Arun and Chichester Citizens Advice

Key Statistics 2019-20

Key Statistics

Arun & Chichester (member)

01/04/2019 31/03/2020



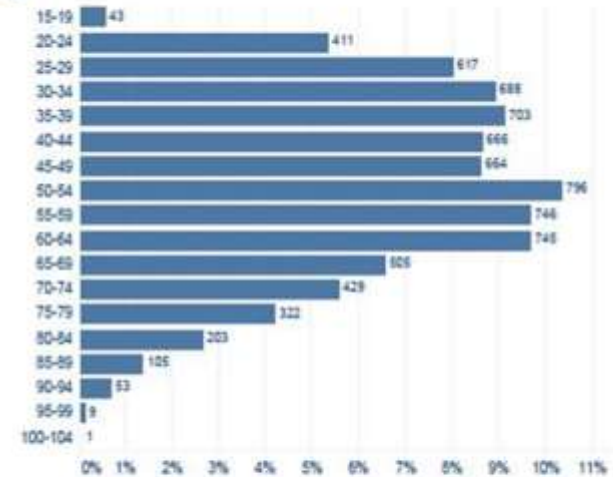
Summary

Clients	9,069
Quick client contacts	734
Issues	23,925
Activities	22,256
Cases	9,703
Outcomes	
Income gain	£1,220,773
Re-imbursements, services, loans	£36,388
Debts written off	£139,456
Repayments rescheduled	£4,903
Other	£40,025

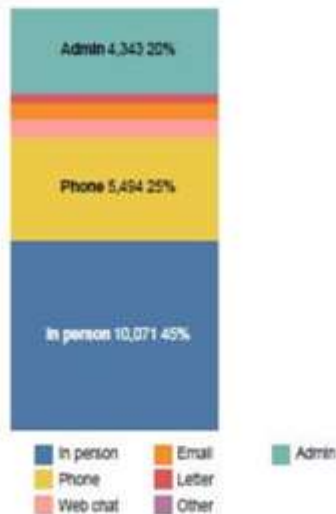
Issues

	Issues	Clients
Benefits & tax credits	5,363	2,443
Benefits Universal Credit	4,051	1,861
Consumer goods & services	702	421
Debt	3,067	1,188
Discrimination & Hate & GVA	183	134
Education	61	39
Employment	1,849	1,084
Financial services & capability	496	327
Health & community care	901	481
Housing	2,384	1,374
Immigration & asylum	367	233
Legal	997	563
Other	924	566
Relationships & family	1,525	925
Tax	218	158
Travel & transport	439	303
Utilities & communications	438	236
Grand Total	23,925	

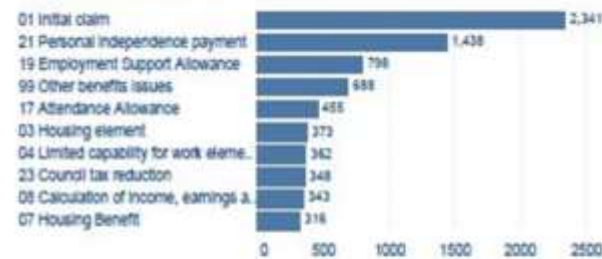
Age



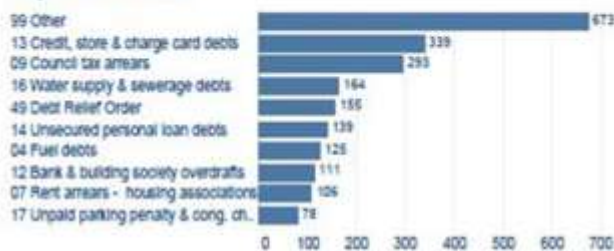
Channel



Top benefit issues



Top debt issues



Gender



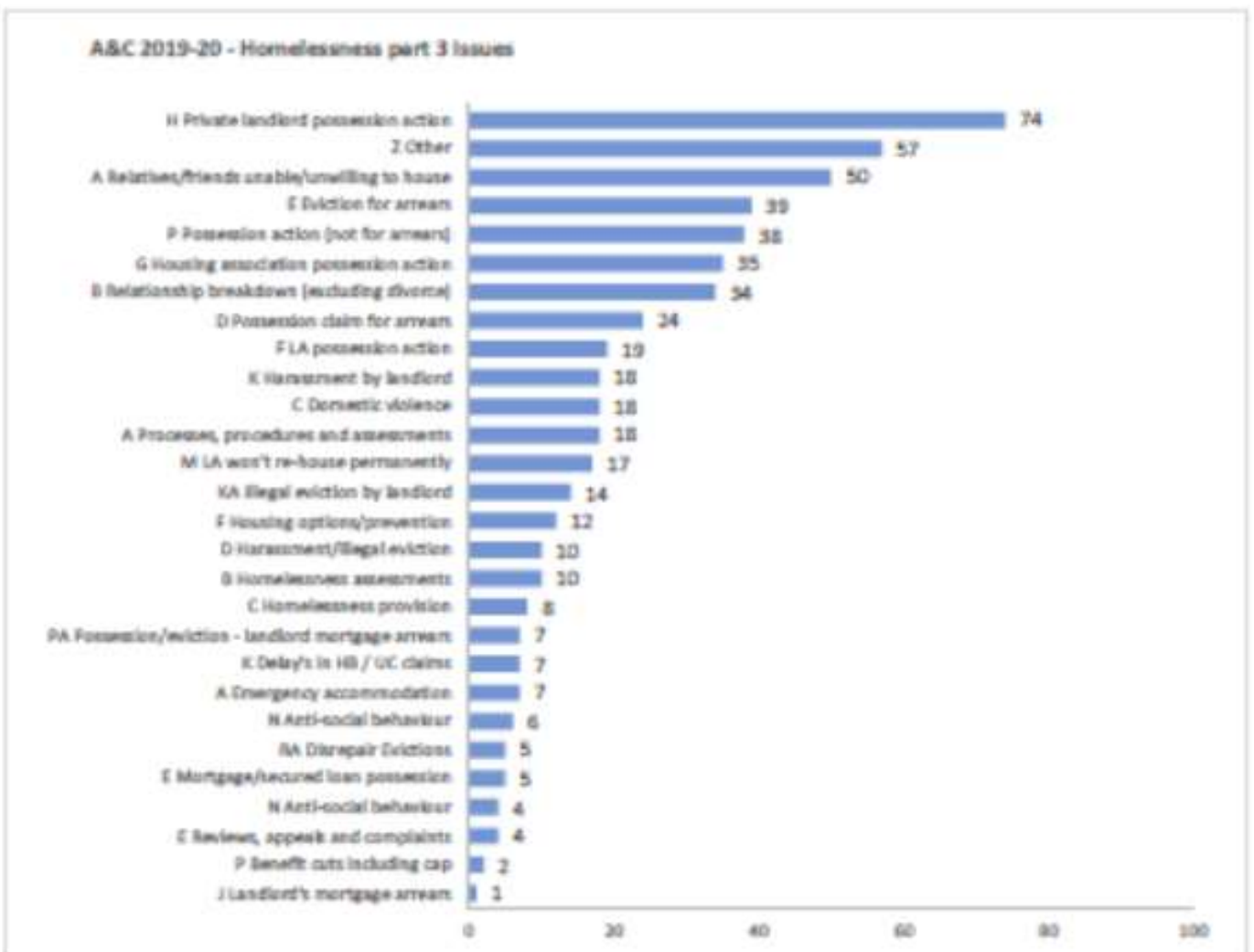
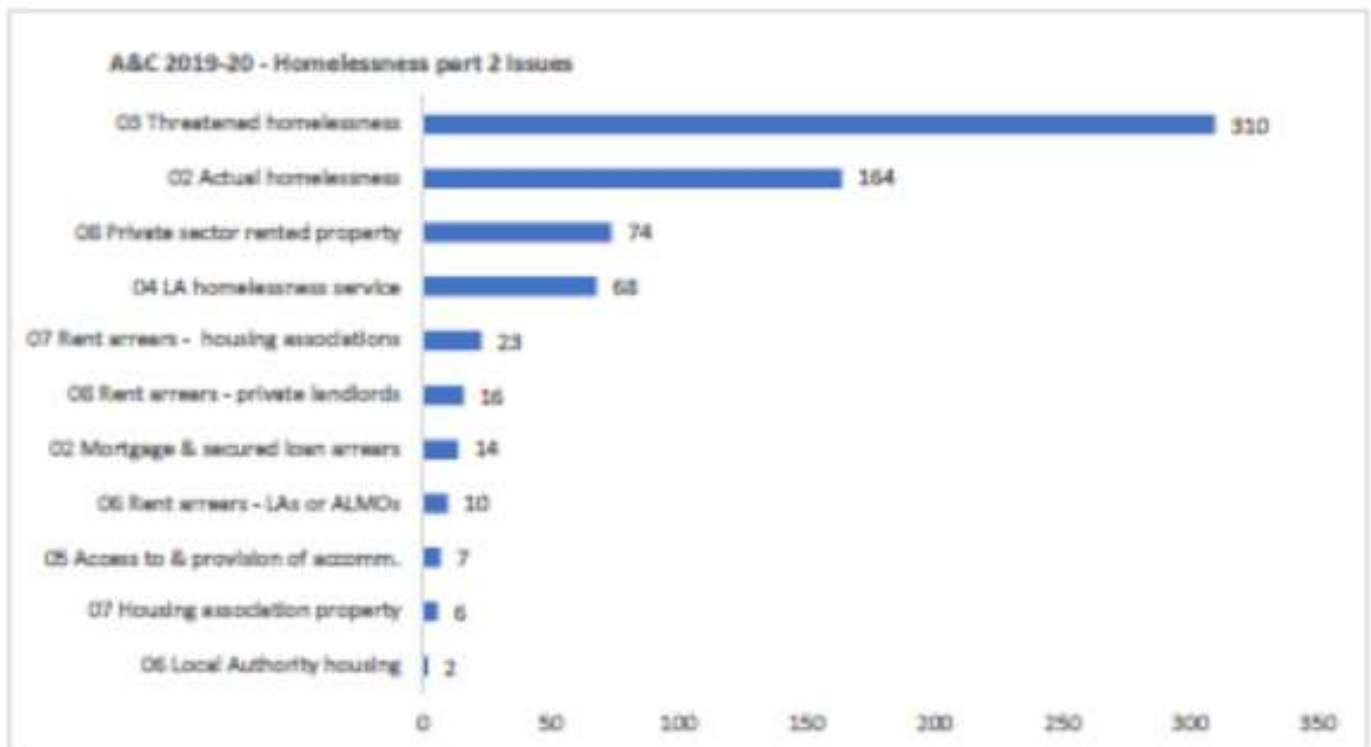
Disability / Long-term health



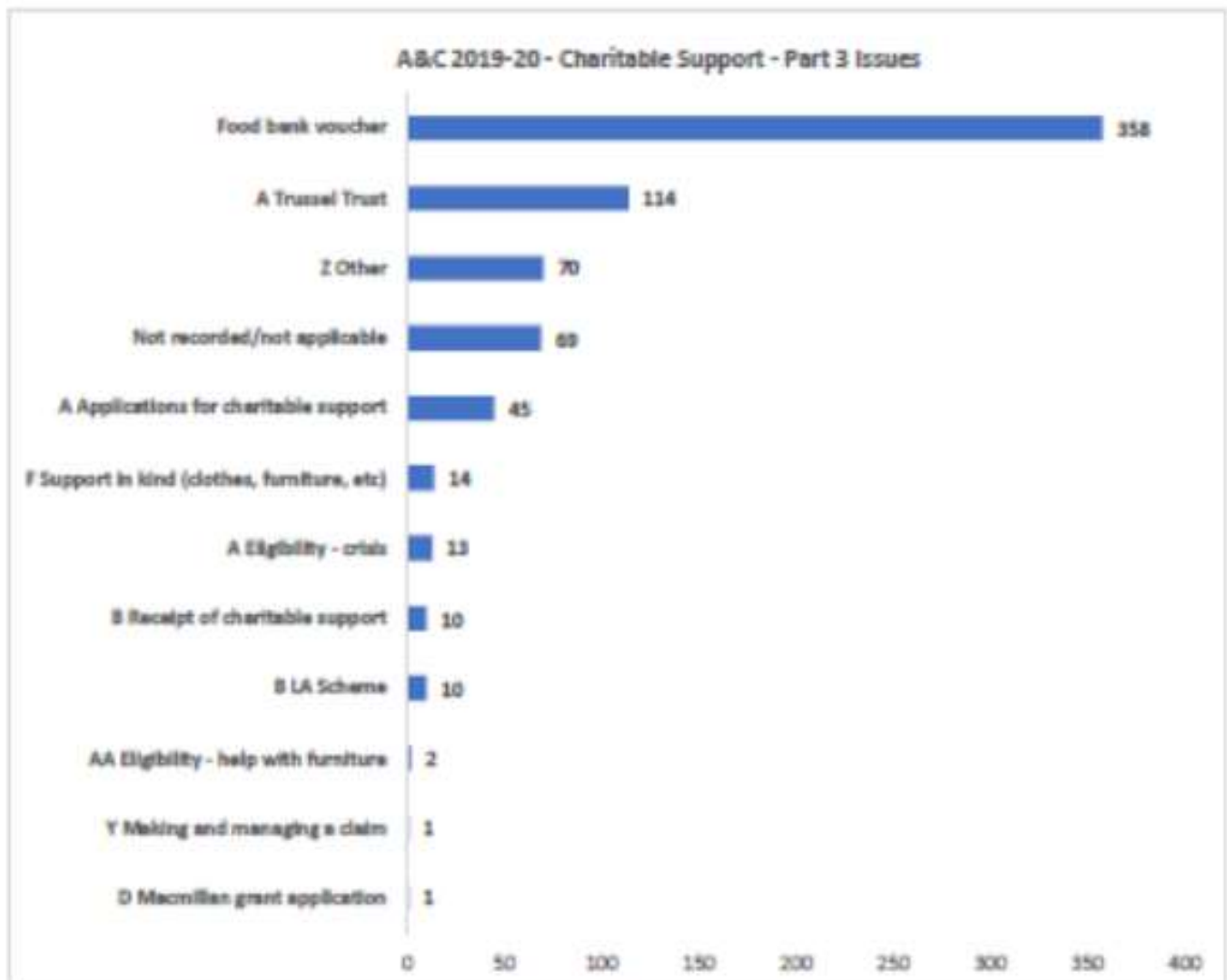
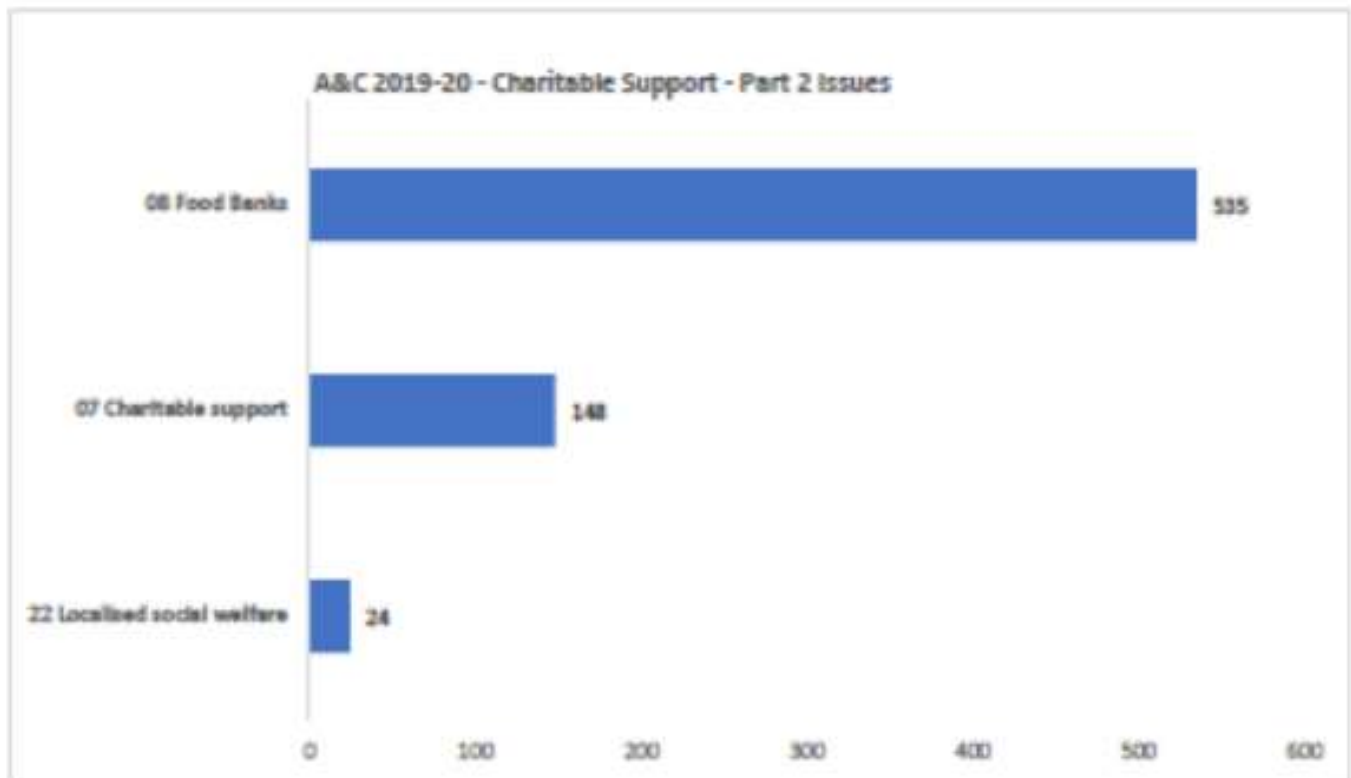
Ethnicity



Vulnerable Clients Homelessness- April 2019 to March 2020



Vulnerable Clients Charitable Support – April 2019 to March 2020



Research & Campaigns

What is Research & Campaigns?

Research & Campaigns (R&C) is the integral part of deliver the twin aim of Citizens Advice. Providing advice isn't where it stops.



Our aim is to speak up and improve the policies and practices which affect people's lives, creating a fairer society.

As a service we hold a huge amount of insight and data about the problems our clients and their wider communities face. And, with **2 million clients**; nationally, each year, this evidence is hard to ignore.

We use this insight and data to do several things:

- **To help research** issues further
- **To campaign to raise awareness** and get decision makers to listen and make changes or improvements for those who are may be facing problems due to policies and practices.
- **To influence and guide** decision makers into investigating and improve/change policies and practices that effects people's lives, every day

How we use data and insight

When people's voices need to be heard we come together to campaign on the big issues. Arun & Chichester Citizens Advice Research & Campaign Team, has become very effective by researching our rich client data and forming partnerships with other agencies and statutory bodies for the betterment of our community.

The R&C team works to positively enhance the reputation of Arun & Chichester Citizens Advice. Any evidence gathered is usually used anonymously.

Due to the importance of our research and campaigns work we are happy to inform that we have now appointed Paul Davies as a Campaigns & Communication Manager to improve this area of our work.

We continue to work on matters such as Brexit, Universal Credit, impact of COVID19. If you want to get involved or find out more about our research and campaigns work please email Paul Davies at p.davies@arunchichestercab.org.uk.

Research & Campaigns

Examples of awareness campaigns undertaken

Scam awareness

During the 2019 we did various events to raise awareness of Scams with the motto of - Don't miss a trick - Be scam aware.

In partnership with the Arun Patient Group we run a very successful event at the Victoria Institute in Arundel where speakers from WSCC Community Safety & Wellbeing team, Natwest Community Banking, Trading Standards and the Police joined us to raise awareness of scams.

We also had events at local supermarkets where we spoke to over hundreds of people, extensive social media coverage through Twitter/Facebook, press articles in the local media, radio interviews and much more.

At the events we came across people who had fallen victim to a doorstep scams and a particular lady that was scammed over £30,000. We also heard that Tesco staff had managed to stop a lady being the victim of an Amazon Voucher Scam which she believed would lead her to a Tax Rebate.

Big Energy Saving Week

This year we ran 5 events between the 20th and 24th of January 2020.

We had stands at the following venues:

1. Our Bognor Regis office reception area
2. Chichester District Council
3. Chichester Children and Family Centre
4. Chilgrove House Community Centre
5. Littlehampton Library



The aim of the week is to get people to Check, Switch and Save. We raised awareness of how to switch energy supplier or tariff to get the best deal, access discounts and grants, and make homes energy efficient.

Outcomes

£5,601.73 in energy-related savings (switching tariff/supplier or receiving a Warm Home Discount) -

£17,332 gained overall (annually) through direct contact (inclusive of benefit outcomes)



How our service helps clients.



Case study

How we helped the client.

Our Social Prescribing team first dealt with this client upon referral from his GP. Client suffers with mental health problems and this was being exacerbated because he was struggling with accessing benefits as well running into debt with his energy provider. Due to his anxiety he was unable to call the people he needed to and could not resolve his problems.

With the help of one of our social prescribers we were able to help the client manage more things on his own and our social prescriber also referred him to a member of the home visiting team for advice and assistance.

One of our Home Visiting team were able to help the client complete a complaint to the DWP and request a mandatory reconsideration for his Personal Independence Payment. He has now been awarded the standard rate for care and mobility which has substantially helped the client's financial position.

They were also able to help the client in contacting National Energy Action. Due to the client's situation he was awarded a grant which enabled the client to clear his energy debt.

The client told us that he is very grateful that we have been able to help him with the all of the above. He feels that he is more financially stable and will not get in debt again and with continuing help from the social prescribing team he feels more relaxed and able to continue to improve his situation.

Our Aims and Principles

Our service aims:

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

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Our Vision Statement

To be the first port of call: support and empowerment for a positive future.

We seek to:

- Continue to develop a high quality advice service, which meets the needs of the communities we serve.
- Develop and maintain a workforce that is engaged and motivated, through training and support.
- Raise awareness of our social policy work internally and externally, and contribute to researching and campaigning in respect of local and national issues.
- Build a strong foundation for the future by continuing to stabilise our financial position.
- Sustain a vision for the future which demonstrates honesty, integrity and a team spirit.

Trustee board

We are grateful to the Trustees and others who have served on the Trustee Board:

Chair Geoff Palmer - Elected

Vice Chair Rodney Clare - Elected

Treasurer Louise Martin - Elected

Trustees Claire Armstrong - (Resigned 31/12/19)

Nicola Cutler - Co-opted 12/8/20

Hugh Finlay - Elected

Andrew Hall - Elected

Winnie Man - (Resigned 19/11/19)

Ken Porter - Co-opted 1/6/20

Kate Prager - Elected

Jack Wheale - Elected

Acknowledgements

The Trustees, Management, Staff and Clients would like to thank the individuals and organisations who have assisted and supported us in the past year.

Our special thanks go to:

Members and Officers of Arun District Council, Chichester District Council and West Sussex County Council.

The Councillors of our Town and Parish Councils

Our MP's, Sir Peter Bottomley, Nick Gibb, Andrew Griffith and Gillian Keegan

MS Society

Citizens Advice Central Office staff

Citizens Advice West Sussex (North, East, South)

Clinical Commissioning Group

The R.E.A.L. Primary Care Network

Sussex Community Foundation

The National Lottery

Members of the Warmer Sussex board

The Law Clinic pro-bono solicitors

The London Legal Support Trust

Private Donor supporting our Dementia Support Service

Our public, clients and staff for their generous donations

**ARUN AND CHICHESTER CITIZENS ADVICE
BUREAU**

(The Company is Limited by Guarantee)

OPERATING AS:-

ARUN AND CHICHESTER CITIZENS ADVICE

**TRUSTEES' REPORT AND AUDITED FINANCIAL
STATEMENTS**

YEAR ENDED 31 MARCH 2020

Company No. 04787378

Registered Charity No. 1099640

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU "The Company"

ANNUAL REPORT 2019/2020

Trustees' Report

The Trustees present their report together with the audited financial statements for the year ended 31 March 2020. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS102) in preparing the annual report and Financial Statements of the Company.

The Financial Statements have been prepared in accordance with accounting policies set out in the notes to the Financial Statements and comply with the Company's governing document, the Charities Act 2011 and 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 published on 2 February 2016.

Status and Administration

The Company is a registered charity (charity number 1099640) and a company limited by guarantee (company number 04787378). The maximum liability of each member is limited to £1. At 31 March 2020 the Bureau had 7 members.

The Company is governed by its Memorandum and Articles of Association issued on incorporation on 4 June 2003 and as amended in 2009. The Directors of the Charitable Company are its Trustees for the purposes of Charity Law.

Decision Making

The Company is governed by its Board of Trustees who set the policy of the charity. Policies are implemented by passing resolutions at the Annual General Meeting. The Board consists of elected Trustees and appointed Trustees. Elected Trustees are elected at Annual General Meetings and appointed Trustees are appointed at Ordinary meetings of the Board. The Board meets at least 6 times a year.

Trustee training and Induction

Potential new Trustees are sent details of the charity and a short Charity Commission brochure explaining trustees' responsibilities. New Trustees are provided with an induction pack which includes a fuller Charity Commission brochure and details of the charity. The Board looks to recruit Trustees who have skills helpful to the charity and offers training as required.

Review of Financial Position

At 31 March 2020, the Company held reserves of £249,825 (2019: £230,906) of which £249,825 (2019: £230,906) were unrestricted, representing the charities free reserves.

Unrestricted funds are funds raised, or grants awarded, to the charity with no restriction on use other than they must be used in furtherance of the charity's objectives and comply with the charity's normal financial management requirements.

Unrestricted Reserves Policy

The Trustees believe that the charity should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs

of clients in the event of unforeseen and potentially financially damaging circumstances arising.

The Trustees consider that it would be prudent to set aside an amount equivalent to four months' (£189,154 as at 31st March 2020) operating expenditure.

Restricted reserves

The funds are restricted by the donor or funder and cannot be used for the general purposes of the charity. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the charity's financial year and the funding year of the project concerned.

The reserves policy is monitored and reviewed by the Trustees annually.

ARUN AND CHICHESTER CITIZENS AD- VICE BUREAU

ANNUAL REPORT 2019/2020

Risk Management

The Trustees assess the major risks to which the company may be exposed and include operational, financial, regulatory, external and governance risks. This involves identifying the types of risk and putting systems in place to ensure that significant risks are recorded for subsequent monitoring. The Trustees remain satisfied that all insurable risks have been identified and adequately dealt with and that the company's exposure to other risks is kept at a minimum by good working practice by the management team, paid staff and volunteers.

Public Benefit

The current activities of the Company are detailed in the annual report. The Trustees confirm that they have referred to the guidance contained in the Charity Commission guidance on public benefit when reviewing the charity's aims and objectives in planning future activities.

Trustees' Responsibilities

The Trustees, who are also the directors of the Company for the purpose of company law, are responsible for preparing the Trustees' Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

The law applicable to charities 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 the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;

- observe the methods and principles in the Charities SORP 2019 (FRS102);

- make judgements and estimates that are
- reasonable and prudent;

- state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements;

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the Company and enable them to ensure that the accounts comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Company and hence for taking

reasonable steps for the prevention and detection of fraud and other irregularities

Salary Policy

The Company has an internal pay structure for the various roles with each salary calculation being based on a collection of pay grades per hour relating to the specific role and capabilities. The pay structure provides a transparent framework for managing employees' salary, pay increases and career progression, as well as ensuring equal pay. There is an annual pay review but this does not guarantee an annual salary increase. If appropriate, and funding is available, an annual pay award may be made, which can:

- prevent the gap developing between current pay rates and market rates;
- stay in line (or close to) inflation rates where possible; and
- reward staff in the event of an organisational change.

Disclosure of information to the auditor

In so far as the Trustees are aware;

- There is no relevant audit information of which the Charitable Company's auditor is unaware; and
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

The report of the Trustees has been prepared in accordance with the special provisions relating to small companies within Part 15 of the Companies Act 2006 and was approved by the board on

20th October 2020

and signed on its behalf by:

Geoff Palmer - Chairman

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

Opinion

We have audited the financial statements of Arun and Chichester Citizens Advice Bureau for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Balance Sheet, Cash Flow Statement and the related notes. The financial reporting framework that has been applied in their preparation is applicable law and including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable Company's affairs as at 31 March 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

Other information

The trustees are responsible for the other information. The other information comprises the information included in the trustees' annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the annual trustees' report.

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

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 2, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

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

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion of the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditors' Report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditors' Report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**INDEPENDENT AUDITOR'S REPORT
TO THE MEMBERS OF ARUN AND CHICHESTER CITIZENS ADVICE BUREAU**

Use of our report

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

**Kreston Reeves LLP
Statutory Auditor
A2 Yeoman Gate Yeoman Way Worthing West Sussex BN13 3QZ**

Kreston Reeves LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU
STATEMENT OF FINANCIAL ACTIVITIES
(including income and expenditure account)

FOR THE YEAR ENDED 31 MARCH 2020

		Unrestricted			
	2018/19	Accumulated	Restricted	2019/20	
	Note	Fund	Funds	Total	Total
		£	£	£	£
Income and endowments from:-					
	2				
Donations and legacies		10,570	-	10,570	4,898
Charitable activities		354,304	235,626	589,930	533,267
Investments		1,552	-	1,552	994
Other Trading Activities		10,328	-	10,328	2,684
Total Income		376,754	235,626	612,380	541,843
Expenditure on	3				
Charitable activities		332,726	260,735	593,461	511,136
Total Expenditure		332,726	260,735	593,461	511,136
Net Income/(Expenditure)		44,028	(25,109)	18,919	30,707
Transfers between Funds	12	(25,109)	25,109	-	-
Net movement in funds		18,919	-	18,919	30,707
Reconciliation of funds					
Fund Balances brought forward					
At 1 April 2019	10	230,906	-	230,906	200,199
Fund Balances carried forward					
At 31 March 2020	10	249,825	-	249,825	230,906

All income and expenditure derive from continuing activities.

The Statement of Financial Activities includes all gains and losses recognised during the year.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

Company registration no. 04787378

BALANCE SHEET**AS AT 31 MARCH 2020**

	Notes	2020	2019
		£	£
Current assets			
Debtors and prepayments	8	57,036	20,153
Cash at bank and in hand		236,584	246,557
		<hr/>	<hr/>
		293,620	266,710
Creditors: amounts falling due within one year	9	43,795	35,804
		<hr/>	<hr/>
Net current assets		249,825	230,906
		<hr/>	<hr/>
Net assets		249,825	230,906
		<hr/> <hr/>	<hr/> <hr/>
Funds			
Unrestricted accumulated fund			
General Fund		249,825	208,406
Designated Funds	15	-	22,500
		<hr/>	<hr/>
Total unrestricted funds		249,825	230,906
Restricted funds	12	-	-
		<hr/>	<hr/>
		249,825	230,906
		<hr/> <hr/>	<hr/> <hr/>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006.

For the year ending 31 March 2020 the Company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but as this Company is a charity, a voluntary audit has been requested under the Companies Act 2006.

Directors' responsibilities:

- The members have not required the Company to obtain an audit of its accounts for the year in question in accordance with section 476;
- The Directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

The financial statements were approved by the board and authorised for issue on 20th October 2020 and signed on behalf of the board by:

Geoff Palmer - Trustee

Louise Martin - Trustee

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU
Company registration no. 04787378

CASH FLOW STATEMENT
AS AT 31 MARCH 2020

	2020	2019
	£	£
Cash flows from Operating activities (note 1)		
Cash flows from financing activities:	(11,525)	26,721
Bank interest	1,552	994
	<hr/>	<hr/>
Net cash provided by financing activities.	1,552	994
Change in cash and cash equivalents in the year	(9,973)	27,715
Cash and cash equivalents at the beginning of the year	246,557	218,842
	<hr/>	<hr/>
Cash and cash equivalents at the end of the year	236,584	246,557
	<hr/> <hr/>	<hr/> <hr/>

Note 1 – reconciliation of net income to net cash flow from operating activities

	2020	2019
	£	£
Net Surplus (as per the Statement of Financial Activities)	18,919	30,707
Bank interest	(1,552)	(994)
(Increase) in debtors	(36,883)	(8,354)
Increase in creditors	7,991	5,362
	<hr/>	<hr/>
Net cash provided by operating activities	(11,525)	26,721
	<hr/> <hr/>	<hr/> <hr/>

Net Debt note – The change in debtors figure for 2019/2020 relates to a portion of core income funding that is now paid in arrears.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2020

1 Accounting Policies

Basis of accounting

The financial statements have been prepared on a going concern basis under the historical cost convention, and in accordance with the Statement of Recommended Practice "Accounting and Reporting by Charities" (SORP FRS102) the Financial Reporting Standard applicable in the United Kingdom and the Republic of Ireland (FRS102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice as it appears from 1 January 2019. The Financial Statements are prepared in sterling which is the functional currency of the charity and rounded to the nearest £. The significant accounting policies applied in the preparation of the Financial Statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

Going concern

The financial statements have been prepared on a going concern basis. The core funding in 2019/2020 amounted to £310,866 which is 53% of the charities income. A Core funding contract is in place for the next three years covering until 2022 on a 1+1+1 basis. This basis means the funder will review annually and confirm the following years funding by the end of each calendar year.

COVID -19 – All funders have been advised how service has changed to remote support via telephones, email, and webchat during the pandemic. There has been no indication to date from any funders that this will have a detrimental impact on income due.

Income and endowment

All incoming funds are included in the Statement of Financial Activities when the Charity is legally entitled to the income and the amount can be quantified with reasonable accuracy and it is probable that the income will be received.

Grants are recognised in the year in which they are receivable.

Other trading activities include the provision of office accommodation at a reduced rent.

No amount is included in the financial statements for volunteer time in line with the SORP (FRS102).

Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to a category. All costs have been allocated on a basis consistent with the use of the resource.

Expenditure on equipment

Expenditure of £2,500 or less on any individual equipment is charged as an expense in the Statement of Financial Activities. Computer upgrades and furniture/equipment replacements are written off in the year of purchase.

Apportionment of expenses and support allocation

Expenditure has been apportioned to charitable expenditure on the basis of direct apportionment. Where allowed under the terms of the grant, volunteer costs are included as an expense apportioned on a percentage of full-time equivalents. Support costs are allocated to each fund based on the full time equivalent of staff working on that fund. This percentage is applied to the cost incurred.

Pension contributions

The Company make pension contributions to one employee on a defined contribution basis and the Auto enrolment pension scheme (NEST) is provided for all other eligible employees and is charged to the Statement of Financial Activities for the year in which they are payable to the scheme. Differences between contributions payable and contributions actually paid are shown as either accruals or prepayments at the year-end.

Taxation

The Company is a registered charity and is exempt from taxation (except for Value Added Tax) on its income and capital gains applied for charitable purposes.

Fund accounting

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity. Restricted funds are used in accordance with specific restrictions imposed by the donors. The purpose of each restricted fund is set out in note 12.

Leasing

Rentals applicable to operating leases where substantially all of the benefits and the risks of ownership remain with the lessor are reflected in the Statement of Financial Activities.

Deferred Income

Deferred income represents the amounts receivable for the future periods, as specified by the donors or grant makers, and is related to incoming resources in the period for which it has been received.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

FOR THE YEAR ENDED 31 MARCH 2020

Accounting Policies continued

Deferred Income

Deferred income represents the amounts receivable for the future periods, as specified by the donors or grant makers, and is related to incoming resources in the period for which it has been received.

Debtors and creditors receivable/payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from this impairment are recognised in expenditure.

Going concern

The Trustees are pleased to have secured funding for the 2019/20 financial year. However, as with many grant funded charities we are reliant on successful tendering for future periods. The Trustees are confident that they will be able to secure this funding.

2	Income	Unrestricted £	Restricted £	2019/20 Total £	2018/19 Total £
	<u>Donations and legacies</u>	10,570	-	10,570	4,898
	<u>Charitable activities</u>				
	Grants and other funding:				
	Grants:-				
	Local Authorities and Councils:				
	West Sussex County Council (WSSC)	113,772	-	113,772	113,772
	WSSC (Community Initiative)	-	-	-	1,800
	WSSC LAN Project	-	11,667	11,667	23,000
	WSSC Fuel Voucher Scheme	-	5,000	5,000	-
	Arun District Council	117,020	-	117,020	117,020
	Arun District Council (DWP – Universal Credit)	-	-	-	12,798
	Arun District Council (Warm Home Pilot)	-	-	-	1,912
	Chichester District Council	80,074	-	80,074	74,000
	Chichester District Council (DWP – Universal Credit)	-	-	-	3,835
	Chichester District Council (Law Clinic)	-	2,500	2,500	2,083
	Chichester District Council (Digital Money Coach)	-	2,129	2,129	-
	City, Town and Parish	11,575	-	11,575	14,790
	East Preston Parish Council (Outreach)	-	1,583	1,583	-
	Notional Rents - Benefit in Kind	26,000	-	26,000	26,000
	Grants:-				
	Big Lottery	-	-	-	8,708
	Bognor Bags of Help	-	2,000	2,000	-
	Chichester Family Centre	-	4,990	4,990	-
	Citizens Advice (Energy – EAP/BESW/BESN)	-	23,640	23,640	21,321
	Citizens Advice (Help to Claim)	-	71,847	71,847	63,923
	Dementia Outreach	-	3,000	3,000	-
	Domestic Violence (Financial Capability)	-	4,050	4,050	-
	Home visiting	-	15,000	15,000	20,000
	MS Society	-	6,488	6,488	6,488
	Midhurst Bags of Help	-	1,833	1,833	-
	National Lottery (Home Visiting)	-	25,614	25,614	-
	Other Grants (including Ford, Hastoe, CitA)	5,863	-	5,863	5,373
	Rampion	-	-	-	9,869
	Retrofit Works	-	7,200	7,200	1,850
	Social Prescribing	-	47,085	47,085	-
	Sussex Community Foundation	-	-	-	4,725
	Total Charitable activities	354,304	235,626	589,930	533,267
	<u>Investment income</u>	1,552	-	1,552	994

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020**

<u>Other Trading Activities:</u>				
Rent and room hire	1,488	-	1,488	1,600
Salary Secondment	-	-	-	548
Student Placements	1,624	-	1,624	536
Fundraising Activities	7,066	-	7,066	-
Lloyds Bank – Goodwill gesture	150	-	150	-
	<u>10,328</u>	<u>-</u>	<u>10,328</u>	<u>2,684</u>
Total Income	<u>376,754</u>	<u>235,626</u>	<u>612,380</u>	<u>541,843</u>

Where appropriate, the rent and grant income figures include the value of free or subsidised accommodation. The only restricted income in 2019/20 is in respect of charitable activities and this totalled £235,626. In 2018/2019 the only restricted income related to charitable activities and totalled £182,312.

3	Expenditure on	Unrestricted	Restricted	2019/20	2018/19
		£	£	£	£
	<u>Charitable activities</u>				
	Salaries, NI and Employer's Pension contribution	224,395	198,375	422,770	333,152
	Staff and volunteer costs	25,644	-	25,644	28,371
	Office plus premises expenses	45,973	62,360	108,333	116,309
	Nominal Rent	26,000	-	26,000	26,000
	Governance costs (note 4)	7,081	-	7,081	6,627
	Publicity & Promotional	75	-	75	677
	80 th Birthday Gala	3,558	-	3,558	-
		<u>332,726</u>	<u>260,735</u>	<u>593,461</u>	<u>511,136</u>

4	Governance costs	2019/20	2018/19
		£	£
	Audit fees	5,880	5,430
	Other	538	424
	Bank Charges	166	246
	Legal and Professional fees	497	389
	Trustee Expenses (detailed below)	-	138
	Total	<u>7,081</u>	<u>6,627</u>

Trustee Expenses:- Travel costs £Nil (2019: £138)

5	Staff Costs	2019/20	2018/19
		£	£
	Wages and salaries	389,055	311,343
	Social security costs	26,552	17,134
	Pension costs	7,163	4,675
		<u>422,770</u>	<u>333,152</u>

Staff costs include Salaries, Employers National Insurance Contributions and Employers Pension Contributions. The average monthly number of employees during the year.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020**

5 Staff Costs - Continued

	Full time equivalent		Total staff numbers	
	2019/20	2018/19	2019/20	2018/19
	Number	Number	Number	Number
General / Admin staff	9.85	10.8	12	10
Home Visiting	2.01	0.46	4	2
LAN 1	0.58	0.58	2	2
Energy Projects	0.50	1.35	2	2
Help to Claim	1.94	5.30	4	7
Social Prescribing	1.92	-	2	-
Other small projects	0.70	0.50	2	2
Totals	17.5	18.99	28	25

No remuneration was paid, or other benefits received by any trustee or any person connected with any trustee.

The Trust considers its key management personnel comprise of the Chief Executive Officer, Finance Manager, Operations Manager and Projects Manager. The total employment benefits including employer pension contributions of the key management personnel were £122,099 (2019 £108,217). No employees had employee benefits in excess of £60,000 (2019:none)

6 Net income/(expenditure) for the year	2019/20	2018/19
	£	£
Auditor's remuneration:		
Audit fees	(5,880)	(5,430)
Bank interest	1,552	994
Operating leases – equipment	(35,043)	(15,780)

7 Pension Commitments

An auto Enrolment Workplace Pension with NEST is provided for all eligible employees. The pension cost shown in note 5 to the accounts for the period represents contributions payable by the company and amounts to £7,163 (2019 £4,675).

8 Debtors and prepayments	2019/20	2018/19
	£	£
Debtors	52,301	16,680
Deposit on lease	1,725	-
Prepayments	3,010	3,473
	<u>57,036</u>	<u>20,153</u>

9 Creditors: Amounts falling due within one year	2019/20	2018/19
	£	£
Trade creditors	7,230	6,360
Accruals	6,949	5,700
Taxation and social security costs	7,489	6,575
Deferred Income	22,127	17,169
	<u>43,795</u>	<u>35,804</u>
Deferred income		
As at 1st April 2019		17,169
Amounts released from previous years		(17,169)
Resources deferred during the year		22,127
		<u>22,127</u>

Deferred income relates to income received during the year that relates to projects carried out post year end.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020**

10 Funds

	Unrestricted Accumulated Funds £	Restricted Funds £
As at 1 April 2019	230,906	-
Net movement in funds	18,919	-
<u>At 31 March 2019</u>	<u>249,825</u>	<u>-</u>

11 Analysis of net assets between funds

	Unrestricted £	Restricted £	Total £
Current assets	293,620	-	293,620
Creditors: amounts falling due within one year	(43,795)	-	(43,795)
	<u>249,825</u>	<u>-</u>	<u>249,825</u>

Restricted fund assets are held in an appropriate form to enable each fund to be applied in accordance with the restrictions imposed. (See note 12)

12 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations held, to be applied for specific purposes.

Movement in Funds 2019/2020	Balances 01.04.19	Incoming Funds	Expended Costs	Apportioned	Transfers between funds	Balances 31.3.20
Best Energy Savings Network	-	7,000	(5,612)	(1,451)	63	-
Big Energy Savings Week	-	2,000	(1,694)	(317)	11	-
Bognor & Midhurst Bags of Help	-	3,833	(3,043)	(806)	16	-
Chichester Family Centre	-	4,990	(3,948)	(1,140)	98	-
Dementia Outreach	-	3,000	(2,594)	(414)	8	-
Digital Money Coach	-	2,129	(1,690)	(443)	4	-
Domestic Violence – Financial Capability	-	4,050	(3,179)	(997)	126	-
East Preston Outreach	-	1,583	(1,310)	(298)	25	-
Energy Advice Programme	-	14,640	(11,988)	(2,698)	46	-
Help to Claim (CitA)	-	71,847	(57,158)	(16,798)	2,109	-
Fuel Voucher Scheme	-	5,000	(4,157)	(848)	5	-
Home Visiting	-	15,000	(11,091)	(3,917)	8	-
LAN Project	-	11,667	(9,526)	(2,149)	8	-
LAW Clinic	-	2,500	(1,893)	(615)	8	-
MS Society	-	6,488	(6,148)	(350)	10	-
National Lottery	-	25,614	(20,601)	(5,046)	33	-
Retrofit Works	-	7,200	(6,309)	(922)	31	-
Social Prescribing	-	47,085	(55,442)	(14,143)	22,500 (Designated Funds)	-
TOTALS	-	235,626	(207,383)	(53,352)	25,109	-

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020**

12 Restricted Funds – Continued

<u>Movement in Funds</u> <u>2018/2019</u>	<u>Balances</u> <u>01.04.18</u>	<u>Incoming</u> <u>Funds</u>	<u>Expended</u> <u>Costs</u>	<u>Apportioned</u>	<u>Transfers</u> <u>between</u> <u>funds</u>	<u>Balances</u> <u>31.3.19</u>
Home Visiting	-	20,000	(14,754)	(5,306)	60	-
LAN Project	-	23,000	(18,402)	(4,627)	29	-
Universal Support (CitA)	-	63,923	(49,329)	(14,620)	26	-
Universal Credit (DWP)	-	16,633	(13,504)	(3,246)	117	-
MS Society	-	6,488	(6,145)	(350)	7	-
EBDX	-	17,321	(13,644)	(3,861)	184	-
Big Energy Savings Week	-	4,000	(3,539)	(474)	13	-
Energy Projects	-	11,781	(9,692)	(2116)	27	-
Domestic Violence – Financial Capability	-	15,233	(12,435)	(2867)	69	-
Other small, restricted projects	-	3,933	(3,211)	(805)	83	-
TOTALS	-	182,312	(144,655)	(38,272)	615	-

Expended Costs

Costs where monies are paid out by or to other organisations or clients.
These include:-
Direct and apportioned salaries and direct expenses against the projects.

Apportioned costs

Costs are based on allocating expenses, office/IT and premises costs on the ratio of employees directly managing each project compared to the total number of full-time employees.

Transfers between funds

These represent amounts transferred from unrestricted accumulated funds to finance any deficit on a restricted fund.

The purpose of the restricted funds is as follows:

- **Best Energy Savings Network** - Delivering energy advice and information.
- **Big Energy Savings Week** - To hold external events to provide consumers assistance on such matters as energy tariffs, benefits and support available, ways to minimise bills and maximise energy efficiency.
- **Bags of Help** - Bognor – Support to Bognor Regis residents with Universal Credit queries. Midhurst – Outreach advice service to Midhurst residents.
- **Chichester Family Centre** - Outreach at the Chichester Children and Family Centre.
- **Dementia Outreach** - Outreach service at Sage House Dementia support hub.
- **Digital Money Coach** - Workshops to provide digital skills to help clients manage their money online.
- **Domestic Violence- Financial Capability** - Financial capability support at local safe houses/refuges to those affected by domestic violence.
- **East Preston Outreach** - Outreach providing advice to residents of East Preston at local Parish Council office.
- **Energy Assistance Programme** - One to one advice to clients in fuel poverty or are in a fuel poverty risk group.
- **Fuel Voucher Scheme** - Administrative support in issuing fuel vouchers to those facing a financial crisis.
- **Home Visiting** - Visiting clients who are unable to visit a centre. Project ended December 2019.
- **Law Clinic** - Contribution to provision of administrative support to referrals made to the Law Clinic for residents in the Chichester district.
- **LAN Project** - Working with other organisations to support clients since the cessation of the Crisis Loan.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2020**

12 Restricted Funds – Continued

- **MS Society** – For those with Multiple Sclerosis who require benefits advice either in one of our centres or with a home visit.
- **National Lottery** – A home visiting service for those who are unable to visit a centre.
- **Retrofit Works** – A Department for Business, Energy and Industrial Strategy funded project, bringing together various organisations as a cooperative to improve home energy efficiency in the can pay market and reduce carbon emissions.
- **Social prescribing** – Working with local G.P’s in the Rustington, East Preston, Angmering and Littlehampton area providing a community centred, non-medical approach to improve client’s health and well-being with the support of a Social Prescribing link worker.

13 Constitution

The Company is limited by guarantee and has no share capital. Every member of the charity undertakes to contribute to the assets of the charity in the event of it being wound up while he is a member or within one year after he ceases to be a member, such amount as may be required not exceeding £1.

14 Commitments under operating leases

At 31 March 2020 the Company had annual commitments under non-cancellable operating leases as follows:

	Land and buildings 2020	Other 2020
	£	£
Expiry date:-		
Within one year	26,809	9,933
Between two and five years	53,067	24,322
	<u>79,876</u>	<u>34,255</u>

15 Designated Funds

Social Prescribing - This was designated by the Trustees for the purposes of our contribution towards the new Social Prescribing Project. The project began in May 2019, with funding matched by the CCG. This has led to confirmed funding for a further 4 years.

	Balances 2019	Incoming Funds	Expended Funds	Transfer between funds	At 31 March 2020
At 1 April	22,500	0	22,500	0	0
Totals	22,500	0	22,500	22,500	0

15 Related Party Information

There are no related party transactions which require disclosure under FRS102 SORP 2019.