



**Arun &
Chichester**

Annual Report 2021-2022



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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?



Visit us:

Bognor Regis Advice Centre

Town Hall
Clarence Road
Bognor Regis
PO21 1LD

Opening Times

Monday, Tuesday & Thursday
10am-1pm
Booked Appointments 2-4.30pm

Chichester Advice Centre

East Pallant House
1 East Pallant
Chichester
PO19 1TY

Opening Times

Monday-Wednesday
10am-1pm
Booked Appointments 2-4.30pm

Littlehampton Hub

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

Opening Times

Monday—Booked
Appointments 2-4.30pm

Littlehampton Hub

Littlehampton Library
Maltravers Road
Littlehampton
BN17 5NA

Opening Times

Wednesday 10am-1pm

Littlehampton Hub

Wick Surgery
66 Clun Road
Littlehampton
BN17 7EB

Opening Times

Friday 10am-1pm
Booked Appointments 2-
4.30pm

Advice by phone:

Adviceline: 0808 278 7969

Website: www.arunchichestercab.org.uk

Administration Line: 01243 866233

Our core service

Advice options

Advice via Face to Face in Centre

We now have drop-in sessions in Bognor, Chichester & Littlehampton for people that cannot access us via other channels.

Advice by Telephone/Email/Webchat

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.

Video Advice Service:

You can book a video appointment using our easy-to-use platform. You can even add another person to the call, such as a family member or support worker, and we can include a foreign language or BSL interpreter. See our website: [www.arunchichestercab.org.uk/contact us/ getting advice](http://www.arunchichestercab.org.uk/contact-us/getting-advice) to request an appointment.

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

Arun & Chichester Citizens Advice remains a strong and valued member of the Local Community as it has for many years. It continues to support the most vulnerable members of our society, supporting their needs, covering a broad and varied range of issues, through a dedicated and professional team of staff and volunteers all of whom are experts in the services they provide. The service is delivered using a number of different channels and is constantly changing to meet the requirements of our clients which are being shaped by the tumultuous circumstances they face from issues such as Covid, Cost of Living Crisis and continuing impacts of Brexit. 2021-22 has seen another year of tremendous effort from the team and you will see from the detail contained within this report just how well our staff and volunteers have delivered, improving on our service levels whilst implementing new and much required additional support throughout another very difficult and challenging year.

This year has seen the welcomed but gradual and controlled return of our Face-to-Face service. This has been achieved through a phased return of clients across our main centres in Bognor, Littlehampton and Chichester following strict risk assessment and safety protocols. It remains a limited service as we manage our way back through Covid whilst ensuring the safety of our people and clients. Another issue we are facing, is the reduction in the number of volunteers following Lockdown. This is not unique to Citizens Advice as all volunteer charities are experiencing the same impact. Whilst our volunteer numbers are increasing, a larger percentage wish to work remotely using telephone, internet and web chat for example. That said, by working across these mediums in addition to the increasing Face-to-Face service and our Home Visiting we have managed to increase the service levels we provide to our client base. This has been witnessed across all our service range but especially in our targeted Hardship Schemes such as; Delivery of Fuel Vouchers, Energy Bill Payment schemes, Broadband Payment Schemes and supply of essential white goods.

Driven by our Strategic Priorities, we remain committed to providing the range of services required by our community and to developing those services that arise across the year. This year has seen us continue this approach fully embedded in the Partnerships we have with the County Council, Local Councils, GP surgeries and other partners and this year, whilst maintaining these partnerships, we have also strengthened our position through partnering with groups such as The Financial Impact Group (formed through the need for Covid response) and the Arun and Chichester Food Partnership.

Our overall performance metrics, driven by the CEO and his team, have once again been exceeded including our financial targets which enhances our fiscal stability and allows for development in the next Financial Year to provide even better service. Further details on this can be seen in our Financial Managers report.

As always, the Governance and oversight of the organisation is provided by the Trustee Board. All trustees are volunteers and come from varied backgrounds with a tremendous and varied set of skills and expertise which are used to support the CEO and his team as and when required. It has been a privilege to be part of this organisation and the people who work and volunteer in it.



Hugh Finlay
Chairman

Like our work?
Why not get involved?



See page 12
to find out about
volunteering

CEO's message

We ended the year with record levels of Omicron infections while trying to return to live a pre-Covid life.

For us, this meant that we had to regularly risk assess the situation and avoid putting any of our staff, volunteers and clients at risk.

We have therefore continued to expand our remote services while phasing the opening of our face-to-face services in order to ensure that people unable to access us remotely were still able to obtain the advice and assistance that they required.

During such uncertain times our staff and volunteers worked hard to continue advising and supporting the communities we serve and managed to help 11,028 clients with 25,354 issues.

Our top 5 enquiry areas were:

- Welfare Benefit (3493)
- Housing (1651)
- Financial services/capability (1050)
- Utilities and communication (968)
- Employment (964)

We were able to bring a staggering £2,268,912 of income gain for our clients.

As mentioned in my last report, partnership working is essential to overcome obstacles and deliver services that our communities need.

We therefore continued to be active members of various groups, including:

- Local Community Neighbouring Networks
- Arun & Chichester Food Partnership
- Arun & Chichester Financial Impact Group
- Sussex Affordable Warmth Partnership

Through our Tackling Fuel Poverty Together programme, we were able to expand the Energy Redress funded ,County-wide Single Point of Contact energy advice service, and partner with SGN, UKPN, SSEN and Southern Water to provide a wraparound service inclusive of energy and carbon monoxide safety advice to Arun and Chichester NICE vulnerable households and partnered with the Arun and Chichester District Councils to deliver the energy home services.

Due to our skills and knowledge in delivering energy advice we, together with Hasting Citizens Advice and Groundworks, were recognised as Best Energy Saving Network Southeast Regional Leads and delivered energy training to frontline workers.



Luca Badioli
Chief Executive

Our specialism in this field also led to us organising and running the first Citizens Advice Net Zero South East Conference , focusing on achieving a fair transition within the housing stock with speakers from the Department of Business Energy and Industrial Strategy, an academic specialised in Fuel Poverty, the Citizens Advice policy team and many more.

Due to the financially uncertain times that we have and are experiencing our Hardship Grant service has been in very high demand and we have, through schemes such as the Energy Redress Winter Fuel Vouchers project, the Household Support Fund phase 1 and others, been able to support many households facing destitution.

The ability to provide financial assistance combined with the advice required to deal with any underlying issue causing financial hardship is essential for many during such difficult times. With our partners we continue to look at what further support could be provided to the many in hardship.

We have a difficult year ahead, and we are all faced with cost-of-living pressures. These pressures are felt differently depending on individual personal financial circumstances and the vast majority of our clients who are seeking advice on benefit, housing, financial capability, energy or debt issues present to us in a crisis and having to make the difficult decisions on whether to pay the rent/mortgage or eat or heat the house.

It is therefore more essential than ever that resources are made available and that partnerships are strengthened to enable us all to support the many facing destitution.

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 2021-22

Summary -	Positive Responses
How easy or difficult did you find it to access the service?	74%
To what extent did the service help you to find a way forward?	84%
To what extent is your problem now resolved?	71%
How likely would you be to recommend the service?	86%

Finance Manager's message

We are pleased to report a surplus for the fourth year running, despite the unprecedented challenges we have faced over the last 2 years.

We have been very fortunate in being able to secure new project funding that has enabled us to support clients in the difficult times many have faced over the past year. One particular focus has been on energy issues and the funding we have received has meant we have implemented specially trained advisers who can support clients on saving energy and keeping their houses more energy efficient. Alongside this we have received funding that has allowed us to expand our admin team so that they can issue fuel vouchers to those in need.

Leading on from the previous Winter Grant Fund, we received income for the Household Support Fund project. This funding supported many clients who needed items such as bedding, blankets, and items to keep their homes warm such as curtains, rugs, and carpets etc. We were also able to arrange for energy efficient white goods to be delivered, warm clothing as well as paying utility bill arrears and boiler repairs.

Another new funding opportunity during 21/22 was our Food Poverty project which has made it possible for us to provide a support service to clients so that they can move from food reliance to food resilience.

All the above projects are continuing into 2022/2023 and they will be vital given the economic climate the community is facing.

As we continued to provide a hybrid service of remote advice and face-to-face support, we were able to make savings on staff and volunteer travel costs and had reduced premises costs as we were not using our office space full time.

Going forward into 22/23 we are looking to increase our face-to-face service alongside the remote ones, and will continue to make cost savings as many of our paid and volunteer workforce continue to work between their home and the office. Having this hybrid approach means we have more channels open for clients to access our services and flexible ways that staff and volunteers can work and support us.

Over the next year we will invest our surplus into strengthening our training team and providing a full-time supervisory role to support our expanding projects team.

Finally, as always, we need to thank our staff and volunteers for their dedication and hard work that they give us and the local community – we really couldn't do it 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 **80 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 would like further information, please visit our website:

www.arunchichestercab.org.uk/volunteer/volunteering

Volunteer stories

"I had been tempted to apply for a volunteer role at Citizens Advice for a long time then I decided to go for it. I was a bit worried if I would be accepted because I have Cerebral Palsy. I was delighted to find out that this was no problem at all.

I was surprised at the different ways that clients can access advice. I originally thought it was just telephone advice. I was so happy that I could be an adviser and give advice via email.

As an adviser, I work remotely and give clients advice on their issues on the email channel.

I have been with Citizen's Advice for 18 months now and have enjoyed every minute! The thing I enjoy most about my role is knowing that I am helping someone when I give advice.

Volunteering has made a huge difference to me. I really enjoy the routine of volunteering and I am more happy, confident and it has really helped me with my reading abilities."

To anyone thinking of volunteering at Citizens Advice Claire says:

"I would say go for it and give it a go! The training was enjoyable, and I learnt a lot about many interesting topics like employment, housing, benefits and loads more. The support you get here is great too. There is always someone to go to if you have any questions or need help with the advice you are giving."

My working life was spent as a practising high street solicitor. In that capacity, I was on a rota to provide legal advice free of charge to clients of Citizens Advice who needed it.

After retiring, I joined Citizens Advice as a volunteer, initially as an assessor, guiding clients to where they could find detailed advice on their situation, and referring them to a qualified adviser when appropriate. I then completed my training to be an adviser on a wide range of subjects, and provided advice to client for many years – in person and over the phone and by way of webchat. I found this very rewarding. The online resources available to the public and advisers from within Citizens Advice and elsewhere are extensive and in the great majority of cases enabled me, if not to resolve the client's problem, at least to put them on a path to enable them to do so themselves. Volunteer advisers are well supported by professional supervisors, who are extremely well-informed themselves.

I have now taken on a paid role within Citizens Advice, providing help and support for clients who struggle with online services and digital devices.

Operation Manager's message - Danni Colclough

During this year we have prioritised building on our volunteer numbers, and recruitment has been a big part of the work I have been doing as an Operational Manager. We have expanded our remote volunteering opportunities and have increased the roles available to volunteers looking to work from home rather than the traditional office volunteering, whilst at the same time ensuring those that want to be in office for the social side of volunteering are able to do so. We have reinvented our training programme to offer a more self-study package with full time equivalent training support, which can be offered both in person and remotely, dependent on the trainees' needs. We have further developed the training available to allow volunteers to start client work quicker and be more engaged in the rewards volunteering provides for them.

Before the pandemic we had already started exploring remote service delivery and were supervising advice remotely at Littlehampton.

With the use of softphones and Microsoft SharePoint we were able to further expand the support our teams can provide to volunteers and looked at how we can further expand to deliver phone and digital advice from home.

We have re-evaluated the way we deliver the service so that we can support clients over the phone and digital channels and prioritise in-person services for those who cannot access us by other channels.

We continue to offer our monthly information days via a video call, so potential volunteers can find out more about the organisation and the roles and consider whether it's what they are looking for, this has allowed us to be successful in continuing to recruit volunteers working from home and out of area. We have increased the diversity of our teams as a result, with homeworking providing more opportunities for those with protected characteristics and those with caring responsibilities. It has also meant that students can volunteer all year round rather than just term time. As we move into a new year, we will look to make more use of the homeworking volunteers and expand our services in remote areas, offering video appointments and additional digital capacity. We will also continue to find additional ways of bringing our volunteering teams together, whether they are in office or working from home. Continuing to prioritise recruitment of volunteers will allow us to continue to recover from the pandemic and expand our service offer to help more people in our community.

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

www.arunchichestercab.org.uk/volunteer/volunteering



Danni Colclough
Operations Manager

Project Manager's Message

It feels like I say this every year, but it has been another exciting and challenging year which saw our project work grow and adapt to the current needs of the community.

We continued to deliver our Social Prescribing, Energy and Home Visiting services, with some adaptations for lockdowns.

We once again became Big Energy Saving Network Champions but for the first time became Regional Leads with our partners in Citizens Advice 1066. The reputation of our energy service continued to grow and opened the door to new partnerships and funding opportunities, including our service for those most at risk from cold homes and a pilot service with national Citizens Advice for clients needing specialist energy support. We continued to deliver Energy Advice Programme sessions and expanded to deliver advice on the safety risks of Carbon Monoxide.

As well as administering multiple fuel voucher schemes across Sussex, we also delivered the Household Support fund with our partners Citizens Advice in West Sussex (North South East), the success of which has led to us also delivering phases 2 and 3 of this fund.

We engaged in a community project with Arun District Council, Voluntary Action Arun and Chichester and Age UK West Sussex, Brighton & Hove to ensure people from marginalised communities received accurate messaging about COVID-19.

We received funding from Chichester District Council to provide debt advice, linking closely with their teams awarding discretionary Council Tax support to ensure that those most in need were able to feel supported by both us and the local authority and recover financially from the impact of the pandemic. The Arun and Chichester Food Partnership chose our organisation to host 2 Development Officers and their work has already brought together food organisations across the districts and identify gaps and opportunities for development, as well as bringing us closer together with the members of the steering group.

Whilst there are clear challenges that the increased cost of living will bring to us all, we are already aware of exciting developments in 2022: an expansion of our dementia service, piloting support in a Mental Health clinic, delivering advice in foodbanks, dedicated support for Ukrainians and so much more. None of this would be possible without an incredible team of project workers whose passion and commitment to our service is exemplary. Alongside our brilliant administrators, supervisors and volunteers, we have a team that is well-equipped to support the community we serve and will continue to develop to meet local needs.



Charlie Young
Projects Manager

Dementia Support Partnership

Arun and Chichester Citizens Advice
January-March 2022



Projects

This is a quarterly report of our Dementia support initial pilot which formed part of our Reaching More People programme.

In this quarter, we were able to return to full face-to-face delivery and the service became more popular than ever. By the end of the quarter, appointments were being booked up more than a month in advance and we are looking at ways we can help meet this demand and reduce the waiting time in the coming quarter.

We have worked closely with Dementia Support and the Sage House staff, through training of our other project workers about the services they provide, attending events and promoting each other's services and engaging with the staff that plan to develop services in the Arun district.



Summary

- We supported 31 clients (up from 26 in the last report) with 30 issues and the main issues were welfare benefits, health and community care, travel and transport, housing and legal matters
- Average outcomes per client of £2,223 (which totals £68,913 when applied to all clients)
- Other outcomes include benefit checks, improved understanding of the care system, helped access suitable accommodation and obtain blue badges
- Consistently fully booked week on week
- Feedback from clients that they would not have accessed our service had it not been within Sage House
- Regular communication with Wayfinders has allowed us to understand what other support the client has and allow for re-referral if new issues present
- Attended events with Dementia Support and connected them to other organisations in the community to expand their offer

Projects (cont.)

Who did we help?

Gender



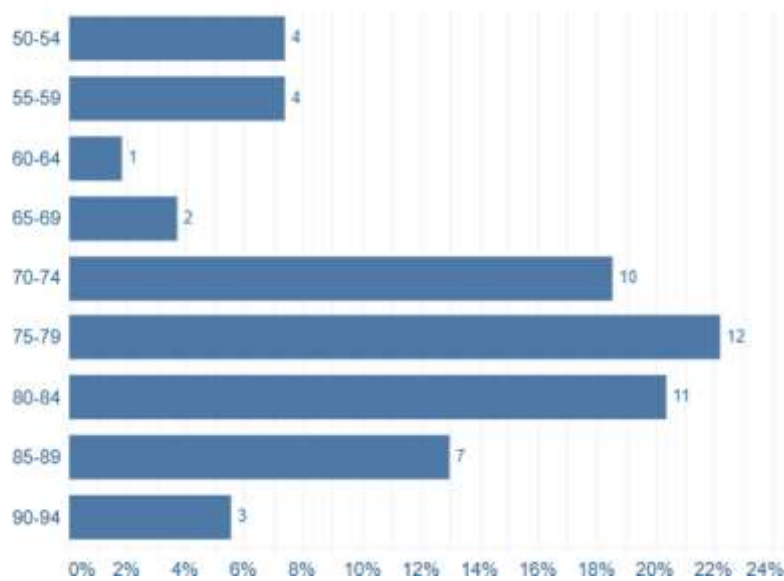
- Female
- Male

Disability / Long-term health



- Disabled
- Long-term health condition
- Not disabled/no health problems

Age



Projects (cont.)

Case study

The client and their partner were both of pension age, living in a property they owned outright. They also offered supported lodgings to a young adult being supported by social services.

The client's partner approached us for support as they had noticed a decline in their partner's memory and had been informed that they may be entitled to Attendance Allowance. The client's partner had been working but was concerned about their financial situation if they had to give up work.

We assisted the client and their partner to complete the Attendance Allowance form and were able to help them gain the higher rate (from April, this is £92.40pw, £4,804.80 annually). We also explained to the partner that as they cared for the client for more than 35 hours per week, they would be classed as a carer and even if unable to receive Carers' Allowance, may be entitled to other passported benefits, as well as being entitled to a Carers' Assessment as well as a Care Assessment for the client.

Learning and future plans

We will continue to work with Sage House to understand the demand for our service and consider funding sources that could allow us to expand this service, particularly in consideration and Dementia Support also want to expand the reach of their service beyond Sage House.

We will consider how our other projects can also support the clients that attend Sage House to ensure they are able to receive specialist advice in other areas, such as energy and keeping safe at home.

It is clear that the current cost of living crisis will adversely affect carers and disabled people, potentially in a greater way than non-marginalised groups, and so we will continue to ensure that we look beyond just Attendance Allowance applications, by ensuring the clients and carers have their full financial needs met, alongside any physical and emotional support.

This project was initially funded by a private donor and it has now expanded thanks to the financial commitment of WSCC and NHS Sussex.

Arun and Chichester Citizens Advice Key Statistics 2021-22



Key Statistics

Arun & Chichester (member)

01-04-2021 - 31-03-2022

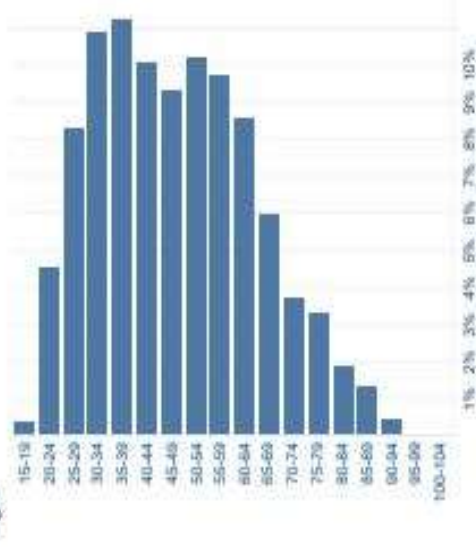
Summary

Clients	10,554
Quick client contacts	474
Issues	25,360
Activities	40,729
Cases	9,485
Outcomes	
Income gain	£1,567,044
Re-entrustments, services, loans	£48,508
Debts written off	£240,875
Repayments restructured	£1,421
Not recontacted/not applicable	£207,518

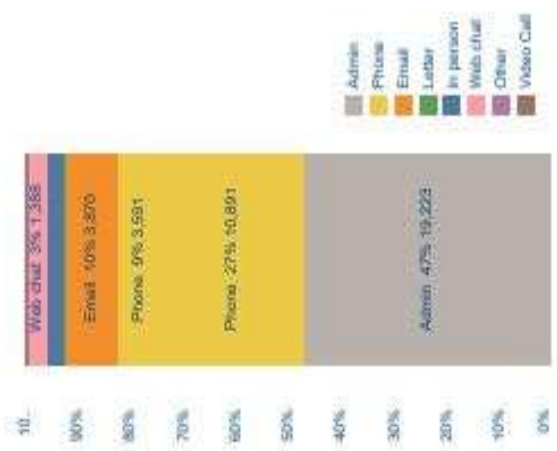
Issues

Issues	Issues all	Clients
Benefits & tax credits	4,520	2,221
Benefits Universal Credit	2,742	1,272
Consumer goods & services	1,070	583
Debt	2,800	935
Education	90	66
Employment	1,580	964
Financial services & capability	1,504	1,051
DVA & Home Crime	122	79
Health & community care	1,783	580
Housing	2,783	1,851
Immigration & asylum	485	303
Legal	695	515
Other	1,016	644
Relationships & family	1,198	808
Tax	140	123
Travel & transport	298	238
Utilities & communications	2,478	960
Grand Total	25,360	

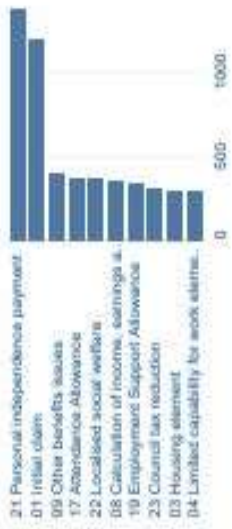
Age



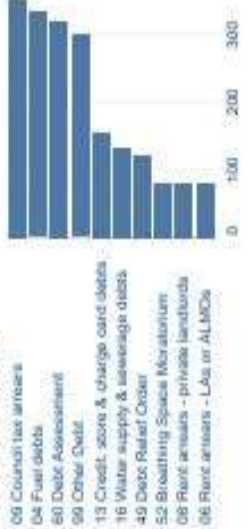
Channel



Top benefit issues



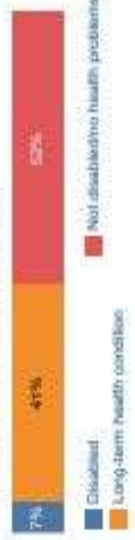
Top debt issues



Gender



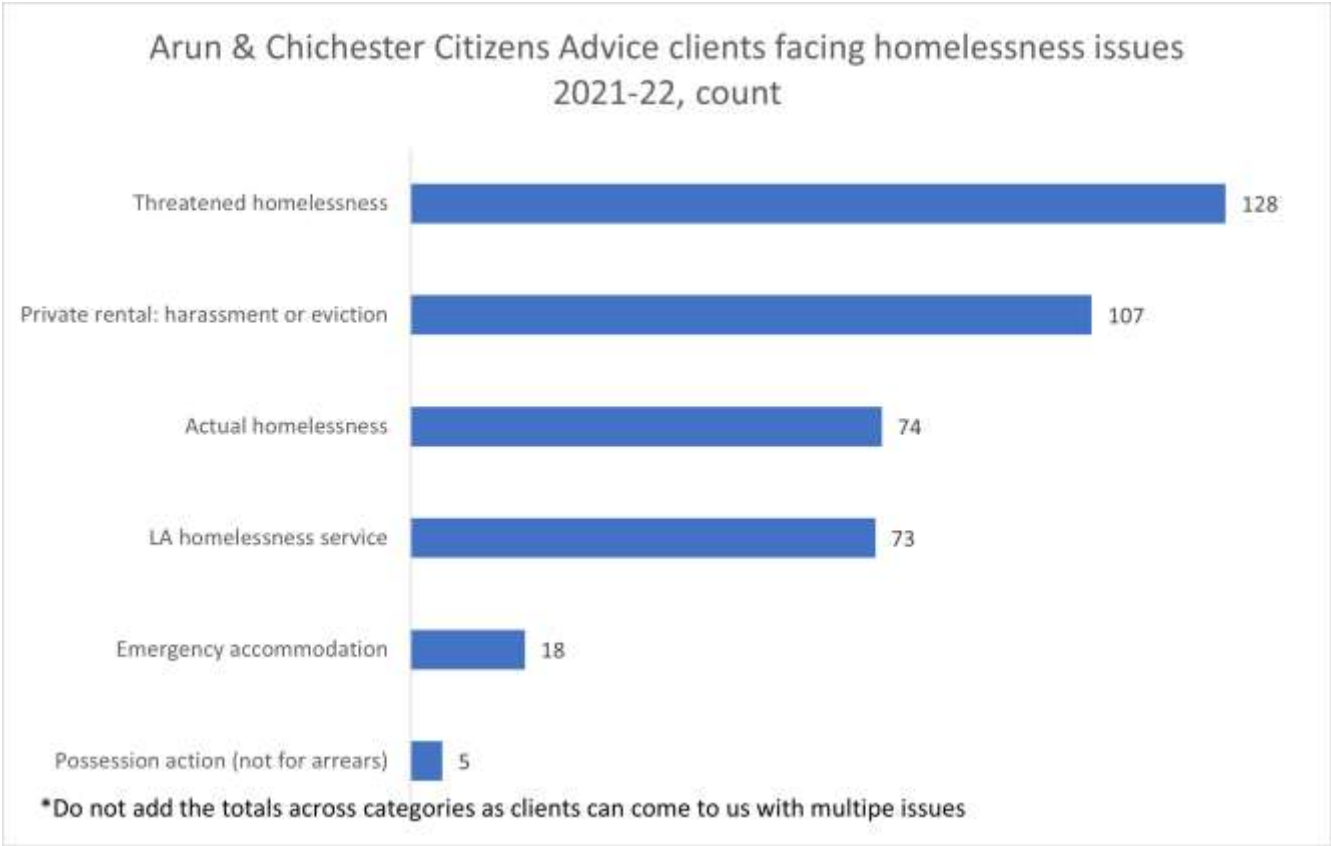
Disability / Long-term health



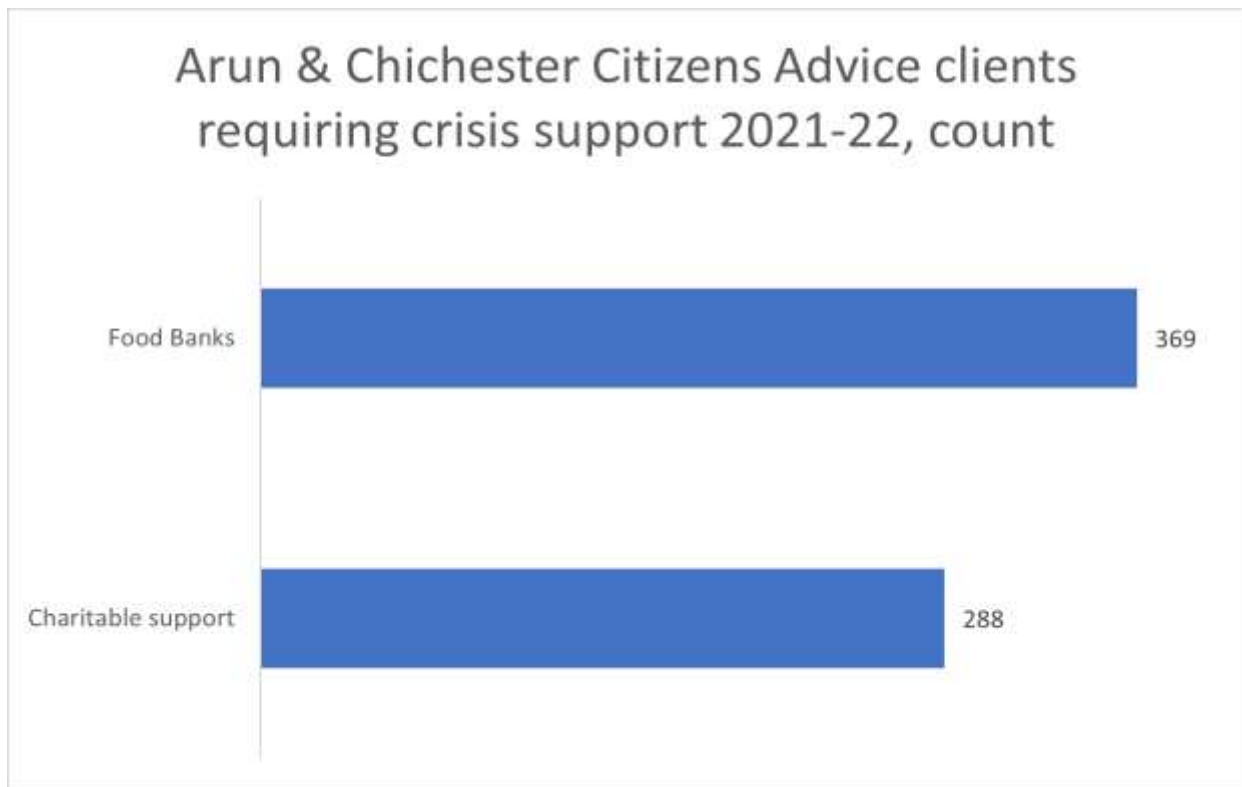
Ethnicity



Vulnerable Clients Homelessness April 2021–March 2022



Vulnerable Clients Charitable Support April 2021—March 2022



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.

Context

2021-22 could be characterised by post-covid recovery including the termination of policies in place throughout the pandemic. Many of the schemes came to an end in the autumn of 2021. Energy bills and inflation had started to increase in the autumn and winter. The cost-of-living crisis started to reach new heights when Russia invaded Ukraine in February 2022. The end of 2021-22 was marked by a substantial increase in the energy price cap at the beginning of April.

Research and Campaigns Lead Alex Bailey started in September 2021. At that time, campaigning was focussed on stopping the removal of the £20 uplift to Universal Credit and the impact of post-Brexit immigration policies, particularly around the EU Settlement Scheme.

Campaigns

#KeeptheLifeline campaign (August / September) Campaign to maintain the £20 uplift to Universal Credit. ACCA participated in national news stories, radio interviews and sent briefings to local MPs.

Whilst the Chancellor did not maintain the £20 uplift to Universal Credit, there was a £2 billion investment in Universal Credit through reductions in the taper and changes to the work allowance. Citizens Advice played a key role in putting pressure on the Government around Universal Credit. Local MPs in Arun and Chichester responded to our communications and contacted lead decision makers in government with our concerns.

Post-Brexit immigration issues campaign (August – March) As part of ACCA's focus on the impact of Brexit, the R&Cs Team researched post Brexit immigration issues, particularly in relation to the EU Settlement Scheme policy. We collected evidence on particular issues arising in relation to the scheme.

Fuel Poverty Day (3rd December) ACCA co-wrote a press release with regional partners to highlight fuel poverty in West Sussex and the help available.

Big Energy Saving Winter, (October – March) As part of the national movement the Big Energy Saving Network, we supported vulnerable consumers to take action to reduce their energy bills and improve their homes/ energy efficiency. We delivered several events to groups of vulnerable energy consumers and front-line workers to promote our specialist energy advice service and refer clients.

Consumer Week (w/c 6th December) ACCA promoted national Citizens Advice resources along with other local offices in Sussex and trading standards. ACCA and Hastings Citizens Advice co-designed a leaflet to promote awareness. This year's campaign focussed on tackling misleading environmental products.

Cost of living crisis (November – ongoing) Increasing energy bills, rising inflation, cuts to Universal Credit and tax increases in April 2022 were compounding factors in the cost-of-living crisis. The team has sent a series of newsletters to local MPs and Councillors highlighting local trends and case studies.

Research & Campaigns

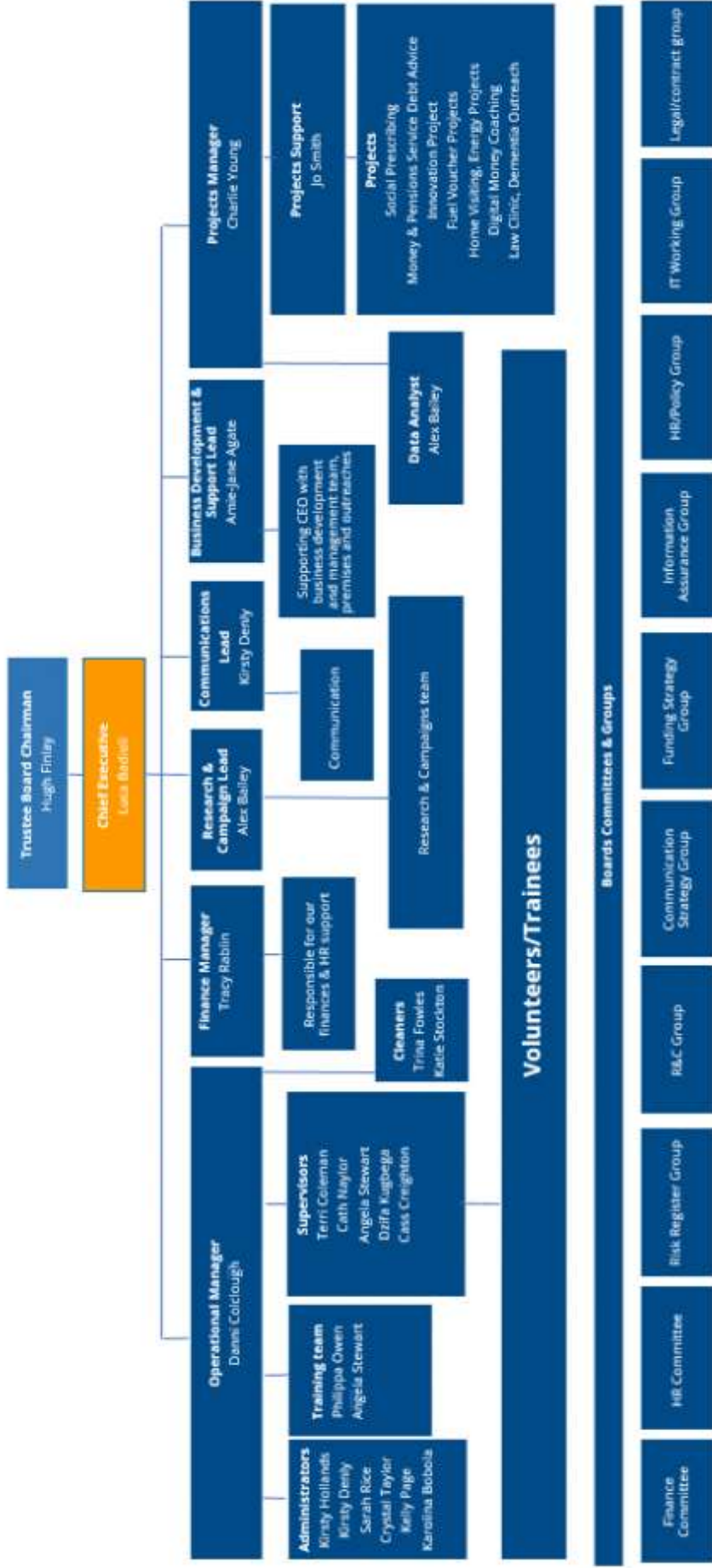
The research and campaigns team also:

- Issued a survey of ACCA volunteers and staff, collated responses and issued a joint response to Arun District Council's consultation on their strategic priorities
- Created monthly reports from September 2021 monitoring the financial impact of covid-19 and the developing cost of living crisis
- Released a 6 month report from October 2021 – March 2022 looking at changes in clients pre and post pandemic.
- Submitted a response to the government's consultation on regulation of the Insolvency profession with evidence and examples from our clients

2022-23

The research and campaigns team continues to research and monitor the financial impact of covid-19 and the cost of living crisis.

Arun & Chichester Citizens Advice



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 Hugh Finlay- Elected
Vice Chair Jack Wheale- Elected
Treasurer Louise Martin - Elected

Trustees

Rodney Clare- Elected (Resigned 16/9/22)
Nicola Cutler - (Resigned 20/9/21)
Andrew Hall - Elected
Jane Lewis - (Resigned 20/9/21)
Sarah Merwood (Resigned 7/2/22)
Charles Mackendrick - Co-opted 18/2/22
Geoff Palmer Elected
Ken Porter - (Resigned 8/11/22)
Kate Prager 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
Citizens Advice Central Office staff
Clinical Commissioning Group
The A C F Primary Care Network
Sussex Community Foundation
The National Lottery
Members of the Tackling Fuel Poverty Together Program
Members of Arun and Chichester Food Partnership
Energy Savings Trust
The Law Clinic pro-bono solicitors
The London Legal Support Trust
Private Donor supporting our Dementia Support Service
All local Citizens Advice in West Sussex
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 2022

Company No. 04787378

Registered Charity No. 1099640

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

“The Company”

ANNUAL REPORT 2021/2022

Trustees' Report

The Trustees present their report together with the audited financial statements for the year ended 31 March 2022. 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 effective 1 January 2019

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 2022 the Bureau had 9 members.

The Company is governed by its Memorandum and Articles of Association issued on incorporation on 4 June 2003 and as amended in 2009 12 September 2011, 21 November 2016 and 30 October 2018 per Charity Commission. 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 2022, the Company held reserves of £469,604 (2021: £327,691) of which £469,604

(2021: £327,691) 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' (£314,438 as at 31st March 2022) 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 ADVICE BUREAU

ANNUAL REPORT 2021/2022

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 16th September 2022

and signed on its behalf by:



Hugh Finlay - 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 2022 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 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Capability of the audit in detecting irregularities, including fraud

Based on our understanding of the charity and the sector as a whole, and through discussion with the Trustees and other management (as required by auditing standards), we identified that the principal risks of non-compliance with laws and regulations. We considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Charities SORP (FRS 102) Second Edition (released October 2019), the Companies Act 2006 and other relevant charity legislation. We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit. We evaluated Trustees' and management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks related to posting inappropriate journal entries to increase income or reduce expenditure. Audit procedures performed by the engagement team included:

- Discussions with management and assessment of known or suspected instances of non-compliance with laws and regulations and fraud, and review of the reports made by management; and
- Assessment of identified fraud risk factors; and
- Challenging assumptions and judgements made by management in its significant accounting estimates; and
- Performing analytical procedures to identify any unusual or unexpected relationships, including related party transactions, that may indicate risks of material misstatement due to fraud; and
- Confirmation of related parties with management, and review of transactions throughout the period to identify any previously undisclosed transactions with related parties outside the normal course of business; and
- Reading minutes of meetings of those charged with governance; and
- Review of significant and unusual transactions and evaluation of the underlying financial rationale supporting the transactions; and
- Identifying and testing journal entries, in particular any manual entries made at the year end for financial statement preparation

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.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an 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 charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Signed

Kreston Reeves LLP

Kreston Reeves LLP

Statutory Auditor

Chichester

Date: 8 December 2022

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

FOR THE YEAR ENDED 31 MARCH 2022

	Note	Unrestricted Accumulated Fund £	Restricted Funds £	2021/22 Total £	2020/21 Total £
Income and endowments from:-					
	2				
Donations and legacies		2,095	-	2,095	2,594
Charitable activities		371,717	1,653,800	2,025,517	1,040,132
Investments		585	-	585	967
Other Trading Activities		3,466	10,100	13,566	9,370
Total Income		377,863	1,663,900	2,041,763	1,053,063
Expenditure on					
Charitable activities	3	231,109	1,668,741	1,899,850	975,197
Total Expenditure		231,109	1,668,741	1,899,850	975,197
Net Income/(Expenditure)		146,754	(4,841)	141,913	77,866
Transfers between Funds	12	(4,841)	4,841	-	-
Net movement in funds		141,913	-	141,913	77,866
Reconciliation of funds:					
Fund Balances brought forward					
At 1 April 2021	10	327,691	-	327,691	249,825
Fund Balances carried forward					
At 31 March 2022	10	469,604	-	469,604	327,691

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 2022

	Notes	2022 £	2021 £
Current assets			
Debtors and prepayments	8	237,723	90,547
Cash at bank and in hand		919,033	406,976
		<u>1,156,756</u>	<u>497,523</u>
Creditors: amounts falling due within one year	9	687,152	169,832
		<u>469,604</u>	<u>327,691</u>
Net current assets		<u>469,604</u>	<u>327,691</u>
Net assets		<u>469,604</u>	<u>327,691</u>
Funds			
Unrestricted accumulated fund			
General Fund		469,604	327,691
Designated Funds	15	-	-
Total unrestricted funds		<u>469,604</u>	<u>327,691</u>
Restricted funds	12	-	-
		<u>469,604</u>	<u>327,691</u>

The entity was entitled to exemption from audit under section 477 of the Companies Act 2006.

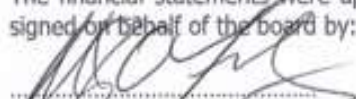
The members have not required the Company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006.

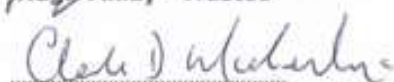
However, an audit is required in accordance with section 144 of the Charities Act 2011.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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.

The financial statements were approved by the board and authorised for issue on 16th September 2022 and signed on behalf of the board by:


.....
Hugh Finlay - Trustee


.....
Charles Mackendrick - Trustee

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU
 Company registration no. 04787378

CASH FLOW STATEMENT
AS AT 31 MARCH 2022

	2022	2021
	£	£
Cash flows from Operating activities (note 1)	511,472	169,425
Cash flows from financing activities:		
Bank interest	585	967
Net cash provided by financing activities.	585	967
Change in cash and cash equivalents in the year	512,057	170,392
Cash and cash equivalents at the beginning of the year	406,976	236,584
Cash and cash equivalents at the end of the year	<u>919,033</u>	<u>406,976</u>

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

	2022	2021
	£	£
Net Surplus (as per the Statement of Financial Activities)	141,913	77,866
Bank interest	(585)	(967)
Decrease in debtors	(147,176)	(33,511)
Increase in creditors	517,320	126,037
Net cash provided by operating activities	<u>511,472</u>	<u>169,425</u>

Note 2 – analysis of net debt

	At 1 April 2021	Cashflows	At 31 March 2022
	£		£
Cash	<u>406,976</u>	<u>512,057</u>	<u>919,033</u>

**ARUN AND CHICHESTER CITIZENS ADVICE BUREAU
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022**

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 effective 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.

Arun and Chichester Citizens Advice Bureau meets the definition of a public benefit entity under FRS102.

Going concern

The financial statements have been prepared on a going concern basis. The core funding in 2021/2022 amounted to £312,891, which is 15% of the charity's income. A Core funding contract was in place until March 2022 and has been extended until September 2022. A new contract has been agreed with WSCC for funding of up to 7 years from October 2022. At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future and therefore have prepared the financial statements on a going concern basis.

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.

**ARUN AND CHICHESTER CITIZENS ADVICE BUREAU
FOR THE YEAR ENDED 31 MARCH 2022**

1 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.

**ARUN AND CHICHESTER CITIZENS ADVICE BUREAU
FOR THE YEAR ENDED 31 MARCH 2022**

2	Income	Unrestricted £	Restricted £	2021/22 Total £	2020/21 Total £
	<u>Donations and legacies</u>	2,095	-	2,095	2,594
	<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 Fuel Voucher Scheme - Your Energy Sussex	-	-	-	6,500
	WSSC Crisis Fund – Fuel Vouchers	-	68,000	68,000	32,000
	WSSC /DWP – Winter Grant Scheme	-	93,486	93,486	213,556
	WSSC/Household Support Fund	-	757,462	757,462	-
	Arun District Council (Arun DC)	117,020	-	117,020	117,020
	Arun DC - Arun Wellbeing Energy	-	5,650	5,650	-
	Arun DC – EU Settlement Fund	-	10,000	10,000	-
	Arun DC – Social Prescribing Community Champions	-	19,699	19,699	-
	Chichester District Council (Chi DC)	82,099	-	82,099	82,099
	Chichester DC – Law Clinic	-	-	-	417
	Chichester DC - Digital Money Coach	-	8,420	8,420	8,478
	Chichester DC – Debt Adviser	-	20,500	20,500	-
	Chichester DC – Energy Service	-	13,000	13,000	-
	City, Town and Parish	15,820	-	15,820	11,550
	VAAC & Arun DC – Food Poverty	-	40,625	40,625	-
	Notional Rents - Benefit in Kind	26,000	-	26,000	26,000
		354,711	1,036,842	1,391,553	611,392
	Grants:-				
	Citizens Advice - (Energy –BESN/BESN Energy Lead/ - EAP/EAP Consumer/ CO advice)	-	65,023	65,023	22,158
	Citizens Advice - Help to Claim	-	74,955	74,955	74,391
	Citizens Advice - BEIS Innovation	-	8,333	8,333	16,667
	Citizens Advice - BEIS Remote Working	-	-	-	7,630
	Citizens Advice - BEIS Advice Line/Webchat	-	-	-	29,200
	Citizens Advice - MaPS Debt Advice	-	39,936	39,936	19,878
	Citizens Advice - Single Queue	10,000	-	10,000	-
	Citizens Advice - TSB Volunteering Pilot	1,600	-	1,600	-
	Dementia Outreach	-	7,200	7,200	7,200
	Domestic Violence - Financial Capability	-	-	-	1,950
	DWP – Kick Start Scheme	-	10,949	10,949	-
	Energy Redress - Round 8 - Tackling Fuel Poverty	-	151,912	151,912	52,194
	Energy Redress - Fuel Vouchers	-	80,121	80,121	40,050
	Energy Redress – Winter Energy	-	14,510	14,510	-
	Good Things Foundation	-	1,330	1,330	-
	MS Society	-	-	-	5,032
	National Lottery (Home Visiting)	-	75,143	75,143	76,276
	Sussex Community Foundation – (Coronavirus Crisis Fund)	-	10,000	10,000	14,721
	Tackling Fuel Poverty (SSEN, SGN, UK Power, Sthn, Wtr)	-	26,432	26,432	-
	Tesco Bags of Help	-	833	833	167
	Social Prescribing	-	50,281	50,281	56,574
	Other Grants (including Ford, CitA)	5,406	-	5,406	4,652
	Total Charitable activities	371,717	1,653,800	2,025,517	1,040,132

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

2	Income – continued	Unrestricted £	Restricted £	2021/22 Total £	Total £
	<u>Investments</u>	585	-	585	967
	<u>Other Trading Activities:</u>				
	Admin costs-	-	10,100	10,100	6,994
	Student Placements	3,016	-	3,016	2,376
	Insurance Claim	450	-	450	-
		<u>3,466</u>	<u>10,100</u>	<u>13,566</u>	<u>9,370</u>
	Total Income	<u>377,863</u>	<u>1,663,900</u>	<u>2,041,763</u>	<u>1,053,063</u>

Where appropriate, the rent and grant income figures include the value of free or subsidised accommodation. The restricted income in 2021/22 is in respect of charitable activities and this totalled £1,653,800 and other trading activities restricted income of £10,100. In 2020/21 the restricted income was in respect of charitable activities and this totalled £685,039 and other trading activities restricted income of £6,544.

3	Expenditure on	Unrestricted £	Restricted £	2021/22 £	2020/21 £
	<u>Charitable activities</u>				
	Salaries, NI and Employer's Pension contribution	184,334	586,240	770,574	588,526
	Staff and volunteer costs	3,616	-	3,616	3,902
	Office plus premises expenses	9,827	77,853	87,680	90,719
	Nominal Rent	26,000	-	26,000	26,000
	Governance costs (note 4)	7,332	-	7,332	7,096
	Publicity & Promotional	-	2,404	2,404	-
	Fuel Vouchers (Redress/EUG WSCC/ East Sussex)	-	126,110	126,110	58,742
	Winter Grant Scheme	-	88,757	88,757	181,399
	Energy Redress	-	56,869	56,869	18,762
	Energy Redress – Winter Energy	-	12,250	12,250	-
	EAP Consumer	-	12,520	12,520	-
	Tackling Fuel Poverty	-	12,666	12,666	-
	Household Support Fund	-	693,072	693,072	-
	Technology Doesn't Byte	-	-	-	50
		<u>231,109</u>	<u>1,668,741</u>	<u>1,899,850</u>	<u>975,196</u>

In 2020/21 the only restricted expenditure related to charitable activities and totalled £693,872.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

4	Governance costs	2021/22	2020/21
		£	£
	Audit fees	6,480	6,330
	Other	218	141
	Bank Charges	112	103
	Legal and Professional fees	522	522
	Total	<u>7,332</u>	<u>7,096</u>

5	Staff Costs	2021/22	2020/21
		£	£
	Wages and salaries	706,491	538,336
	Social security costs	51,281	39,911
	Pension costs	12,982	10,279
	Total	<u>770,574</u>	<u>588,526</u>

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

	Full time equivalent		Total staff numbers	
	2021/22	2020/21	2021/22	2020/21
	Number	Number	Number	Number
General / Admin staff	13.45	14.00	17	10
National Lottery -Home Visiting	2.01	2.01	4	4
Household Sppt /Winter Grant	3.20	3.20	5	4
Help to Claim	1.50	1.50	3	3
Energy Projects	3.8	2.50	6	6
Social Prescribing	2.3	1.92	3	2
Other small projects	2.7	2.20	3	3
Totals	28.9	27.3	41	32

No remuneration was paid, or other benefits received by any trustee, or any person connected with any trustee. There were no expenses reimbursed to trustees.

The Trust considers its key management personnel comprise of the Chief Executive Officer, Finance Manager, Operations Manager, Projects Manager and Campaigns & Communications Manager. The total employment benefits including employer pension contributions of the key management personnel were £173,137 (2021: £172,566). No employees had employee benefits in excess of £60,000 (2021: none)

6	Net income/(expenditure) for the year	2021/22	2020/21
		£	£
	Auditor's remuneration:		
	Audit fees	(6,480)	(6,330)
	Bank interest	585	967
	Operating leases – equipment	<u>(19,517)</u>	<u>(24,584)</u>

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022**

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 £12,982 (2021: £10,279).

8 Debtors and prepayments	2021/22	2020/21
	£	£
Debtors	226,727	84,634
Deposit on lease	-	1,725
Prepayments	10,996	4,188
	<u>237,723</u>	<u>90,547</u>

9 Creditors: Amounts falling due within <u>one year</u>	2021/22	2020/21
	£	£
Trade creditors	499,120	41,194
Accruals	6,240	7,996
Taxation and social security costs	14,163	11,715
Deferred Income	167,629	108,927
	<u>687,152</u>	<u>169,832</u>

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

10 Funds

	Unrestricted Accumulated Funds £	Restricted Funds £
As at 1 April 2021	327,691	-
Net movement in funds	141,913	-
At 31 March 2022	<u>469,604</u>	<u>-</u>

11 Analysis of net assets between funds

Current year	Unrestricted £	Restricted £	Total £
Current assets	1,156,757		1,156,757
Creditors: amounts falling due within one year	(687,153)	-	(687,153)
	<u>469,604</u>	<u>-</u>	<u>469,604</u>

Prior year	Unrestricted £	Restricted £	Total £
Current assets	497,523		497,523
Creditors: amounts falling due within one year	(169,832)	-	(169,832)
	<u>327,691</u>	<u>-</u>	<u>327,691</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)

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

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.

<u>Movement in Funds</u> <u>2021/2022</u>	<u>Balances</u> <u>01.04.21</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>31.3.22</u>
Arun Wellbeing Home Energy	-	5,650	(5,027)	(689)	66	-
BEIS – Innovation	-	8,333	(7,821)	(500)	(12)	-
BESN Energy & Energy Lead	-	13,488	(12,552)	(1,036)	100	-
Carbon Monoxide Advice	-	5,685	(5,584)	(217)	116	-
CDC Debt Adviser	-	20,500	(18,396)	(2,114)	10	-
CDC Energy Service	-	13,000	(11,967)	(1,066)	33	-
Connect Up	-	1,330	(1,211)	(139)	20	-
Dementia Outreach	-	7,200	(6,504)	(710)	14	-
Digital Money Coach	-	8,420	(7,665)	(774)	19	-
Energy Advice Programme	-	10,080	(9,447)	(737)	104	-
Energy Advice Programme - Consumer	-	35,770	(33,622)	(2,168)	20	-
Energy Redress (Round 8)	-	151,912	(144,464)	(7,407)	(41)	-
EU Settlement Scheme	-	10,000	(9,220)	(959)	179	-
Food Poverty	-	40,625	(37,775)	(2,963)	113	-
Fuel Voucher Scheme – East Sussex	-	8,300	(7,911)	(508)	119	-
Fuel Vouchers Energy Redress (Round 7)	-	81,921	(81,097)	(963)	139	-
Help to Claim (CitA)	-	74,955	(68,516)	(6,633)	194	-
Household Support Fund	-	757,462	(751,487)	(6,109)	134	-
Kickstart	-	10,949	(9,558)	(1,398)	7	-
Littlehampton Bags of Help	-	833	(827)	(73)	67	-
MaPS	-	39,936	(36,391)	(3,667)	122	-
National Lottery – Home Visiting	-	75,143	(68,259)	(6,890)	6	-
Redress Winter Energy	-	14,510	(14,130)	(439)	59	-
Social Prescribing	-	50,281	(48,619)	(4,250)	2,588	-
Social Prescribing – Community Champions	-	19,699	(16,962)	(2,748)	11	-
Sussex Community Foundation	-	10,000	(8,840)	(1,355)	195	-
Tackling Fuel Poverty	-	26,432	(25,302)	(1,236)	106	-
Winter Grant Scheme	-	93,486	(93,224)	(499)	237	-
WSCC/EUG – Fuel Vouchers	-	68,000	(67,441)	(675)	116	-
TOTALS	-	1,663,900	(1,609,819)	(58,922)	4,841	-

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

12 Restricted Funds – Continued

Movement in Funds 2020/2021	Balances 01.04.20	Incoming Funds	Expended Costs	Apportioned	Transfers between funds	Balances 31.3.21
BEIS – Advice Line & Webchat		29,200	(27,639)	(1,765)	204	-
BEIS – Equipment		7,630	(7,630)	-	-	-
BEIS – Innovation		16,667	(15,514)	(1,237)	84	-
Best Energy Savings Network	-	7,048	(6,524)	(523)	(1)	-
Big Energy Savings Winter	-	2,000	(1,888)	(126)	14	-
Coronavirus Crisis Fund	-	14,721	(13,837)	(1,031)	147	-
Dementia Outreach	-	7,200	(6,843)	(457)	100	-
Digital Money Coach	-	8,478	(8,035)	(519)	76	-
Domestic Violence – Financial Capability	-	1,950	(1,891)	(96)	37	-
Energy Advice Programme	-	13,110	(12,360)	(852)	102	-
Energy Redress (Round 8- Tackling fuel poverty)	-	52,194	(50,637)	(1,720)	163	-
Fuel Voucher Scheme (all)	-	85,093	(83,467)	(1,679)	53	-
Help to Claim (CITA)	-	74,391	(69,367)	(5,051)	27	-
LAW Clinic	-	417	(469)	(6)	58	-
MaPS	-	19,878	(18,741)	(1,186)	49	-
Midhurst Bags of Help	-	167	(169)	(2)	4	-
MS Society	-	5,032	(4,887)	(234)	89	-
National Lottery – Home Visiting	-	76,276	(71,553)	(4,851)	128	-
Social Prescribing	-	56,574	(53,987)	(3,431)	844	-
Winter Grant Scheme	-	213,556	(211,541)	(2,127)	112	-
TOTALS	-	691,582	666,979	26,893	2,290	-

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.

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

The purpose of the restricted funds is as follows:

- **Arun Wellbeing Energy** - To work with households to move them out of fuel poverty or prevent them from falling into Fuel Poverty (particularly as a result of COVID-19 impacts) by providing home energy advice, support and guidance to improve health and wellbeing.
- **BEIS - Innovation (Cit A)** - To increase capacity and test new services to meet increased demand for advice across all channels during the pandemic.
- **BESN Energy & Lead** - Hold events providing consumers assistance with energy tariffs, benefits, and support available, ways to reduce energy bills and maximise energy efficiency.
- **Carbon Monoxide Advice Project** - Providing Carbon monoxide (CO) awareness discussions to clients and advising on tariff/supplier switching, fuel bill renegotiation and payment options for fuel debt.
- **CDC Debt Adviser** - Working with clients in council tax arrears and high-level debt to provide support, guidance to improve overall financial position.
- **CDC Energy Service** - To work with households to provide home energy support and guidance on well-being, to help people in fuel poverty or prevent people from falling into fuel poverty.
- **Connect Up** - Delivering the digital skills support sessions for 45 older people and arranging and running the weekly online meet ups for 45 older people.
- **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.
- **Energy Assistance Programme** - One to one advice to clients in fuel poverty or are in a fuel poverty risk group.
- **Energy Assistance Programme Consumer Project** - A referral pathway between the Consumer webchat advisers to a specialist energy adviser within local Citizens Advice.
- **Energy Redress Round 8** - Developing a regional energy advice service single point of contact. Training given to our core service advisers to upskill them in delivering energy advice and to make sure that they can recognise fuel poverty and offer light touch energy advice or refer to specialists if needed.
- **EU Settlement Scheme** - Helping clients to apply to the EUSS including late applications, challenging decisions and looking at alternative options and connecting to support.
- **Food Poverty** - Develop food coordination and support services to enable a move from food reliance to food resilience.
- **Fuel Voucher Scheme (East Sussex)** - Administrative support to Hastings LCA in issuing fuel vouchers to those facing a financial crisis.
- **Fuel Vouchers – Energy Redress round 7** - Administrative support in issuing fuel vouchers to those facing a financial crisis.
- **Help to Claim** - Providing face to face and telephone support to assist clients with their claims for Universal Credit.
- **Household Support Fund** - Grants to support those at risk of fuel poverty by helping with costs of fuel & water debts, providing warm clothing / household items & energy efficient white goods.
- **Kickstart** - Grants to support young people to get into work by providing a 6 month Fixed Term Contract with ACCA.
- **Littlehampton Bags of Help** – Supporting clients in the Littlehampton area.
- **MaPS** - Deliver debt advice to clients leading on to specialist case work.
- **National Lottery Home Visiting** - Home visits to provide advice to clients who are unable to visit a centre.
- **Redress Winter Energy** - Administrative support for the provision of fuel vouchers.
- **Social Prescribing** - Link workers, based in GP surgeries in Littlehampton, Rustington, East Preston and Angmering, to provide a holistic approach to patient's wellbeing.

ARUN AND CHICHESTER CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

Continued - The purpose of the restricted funds is as follows:

- **Social Prescribing – Community Champions** - Working with partner organisations to develop relationships & build trust across Arun communities & organisations to recruit & supervise community champions who will provide prescribed Coronavirus information to other residents.
- **Sussex Community Foundation** - Supervisor support for increased number in project workers and remote supervision as a result of Covid-19.
- **Tackling Fuel Poverty** - Joint project with Hastings LCA to provide a dedicated team of experienced utility advisors working in partnership with Health and Social care teams to provide practical and financial support to households in poverty. Including registration to the PSR, energy advice, access to key utility services including social tariffs, providing CO safety advice and access to CO alarms.
- **WSCC.EUG Fuel Vouchers** - Administrative support in issuing fuel vouchers.
- **Winter Grant Scheme** - Grants to support those at risk of fuel poverty by helping with costs of fuel and water debts, providing warm clothing/household items and energy efficient white goods

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 2022 the Company had annual commitments under non-cancellable operating leases as follows:

	Land and buildings 2022	Other 2022
Expiry date: -	£	£
Within one year	5,857	7,643
Between two and five years	-	8,370
	<u>5,857</u>	<u>16,014</u>
	Land and buildings 2021	Other 2021
Expiry date: -	£	£
Within one year	24,273	9,755
Between two and five years	7,211	14,864
	<u>31,484</u>	<u>24,619</u>

15 Designated Funds

There were no designated funds during 2021/2022.

16. Related Party Information

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