

## **TRUSTEES REPORT** V2.3

The trustees (who are directors of the charity for the purposes of the Companies Act) present their report together with financial statements for the year ended 31 March 2020. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014.

### **Reference and administrative details**

Trustees at 31 March 2020, all of whom, except as noted below, served throughout the year were:

Mike King (Chair) (appointed 20 May 2019)  
Mike Alexander – Treasurer and Company Secretary  
Mark Beer (appointed 4 April 2019)  
Jo Booth (appointed 4 April 2019)  
Hilary Fenton  
Rashi Ghandi-Dawson (appointed 26 February 2020)  
Graham Matthews  
Christine Murphy (appointed 4 April 2019)  
David Nochar  
Tom Smith  
Andrew Wright

Nick Green and Sally Bailey served as trustees until their resignations on 10 July 2019. David Gaulton and Wendy Dant also served as trustees until their resignations on 8 May 2019 and 13 October 2019 respectively. Antonio Rasura served as a trustee from 4 April 2019 (the date of his appointment) until his resignation on 13 January 2020

No trustees are due to retire by rotation at the Annual General Meeting.

Citizens Advice West Oxfordshire operates from two premises in Witney and a number of outreach locations across West Oxfordshire. The Old Print House, Marlborough Lane, Witney is the main administrative office and from which the Chief Officer, Teresa Archer, takes responsibility for the day to day running of the organisation.

These financial statements have been audited and our auditors are Just Audit & Assurance Ltd.

Our bankers are Barclays Bank.

The company, which is a company limited by guarantee, is registered with number 4361560 and is a registered charity with the number 1092539.

## **TRUSTEES REPORT (CONTINUED)**

### **Structure, governance and management**

#### Governing document

Citizens Advice West Oxfordshire (“CAWO”) is a company limited by guarantee and a registered charity governed by its memorandum and articles of association. It also aims to comply with the principles laid down by the National Association of Citizens Advice Bureaux. The directors of the charity, who are appointed by the members in general meeting, nominated by member organisations or co-opted by the Trustee Board, are its trustees for the purposes of charity law and throughout this report are collectively referred to as the trustees.

#### Recruitment and appointment of trustees

The directors of the company are also charity trustees for the purposes of charity law. They are elected at an annual general meeting and serve for a three-year period after which they may be re-elected. New Trustees are recruited mainly from applicants volunteering through REACH. The local Volunteer Link-Up and personal recommendations may also be a source. Candidates are interviewed by the chairman, one other trustee and the chief officer. If acceptable, the candidate then attends a Trustee Board Meeting as an observer and is encouraged to speak on the issues under examination. At the end of the meeting the trustees vote on whether or not to appoint the candidate. Although not prescribed by its articles of association one trustee is nominated by West Oxfordshire District Council in recognition of their key role as one of CAWO’s major funders.

#### Trustee induction and training

New Trustees receive localised induction in-house from the chair, the chief officer and the training officer, and are given a handbook detailing their responsibilities which includes several important governance documents. After this, new trustees attend structured training provided by the national organisation Citizens Advice around Citizens Advice policies and procedures and the responsibilities of trustees.

#### Risk management

Trustees have worked on a Corporate Risk Management exercise. A risk management strategy and risk register were agreed by the Trustee Board. The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end we are continually monitoring and managing our risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate the key risks.

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

## **TRUSTEES REPORT (CONTINUED)**

### Organisational structure

The Trustee Board meets a minimum of four times a year and is supported by sub committees for Finance, HR, Governance and Technology and Infrastructure, together with working groups for Equality and Diversity and Research and Campaigns, which also meet a least quarterly. Between meetings the Chief Officer, who is responsible for ensuring that CAWO delivers the services specified and that the key performance indicators and the requirements of funders are met, consults with the Chair and Trustee Board members responsible for finance, information technology, health and safety, publicity and media, legal and social policy as appropriate to ensure the continued smooth running of the bureau.

Whilst this organisation is independent and self-managed many policies and procedures are laid down by Citizens Advice nationally, particularly to ensure that advice given is of the highest possible quality. Audits are carried out by them to ensure that relevant standards are being met.

### Related parties

Mike Alexander is a trustee board member of Citizens Advice Oxfordshire

## **Objectives and activities**

The company is a charity and exists to promote any charitable purpose for the benefit of the community in West Oxfordshire by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

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.

The 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 charity's aims are to:

- deliver an efficient service within the funds deemed by the Board to be available for the year and which meets the perceived needs of West Oxfordshire
- seek a very high client satisfaction rating and a strong performance in the Citizens Advice audits, which take place every three years, and cover compliance with Citizens Advice procedures and quality of advice
- extend the core service to provide specialist advice and case work in areas which address perceived local needs e.g.: pensions, rural problems, debt, etc. and whose funding contributes to CAWO's overheads
- devote particular attention to the training and development of staff and volunteers

## **TRUSTEES REPORT (CONTINUED)**

- structure the Trustee Board so that its members provide a range of skills which assist in the charity's efficient performance and development. These skills comprise: human resource management, finance, law, business, information technology, publicity and media, planning, health & safety and fund raising.
- develop an effective fund-raising ability within the charity so that essential capital projects may be undertaken which ensure that the charity can have adequate accommodation and modern office equipment.
- Identify, research and act upon local issues and contribute towards Citizens Advice national research and campaigns

### **Public benefit**

The trustees have had regard to the guidance issued by the Charity Commission on public benefit. Our objective is to provide free advice for all and to help improve social policies. This report, particularly the 'Achievements and performance' section below, amply demonstrate the very real difference we make to the lives of the people of West Oxfordshire.

We believe that our activities help toward achieving the following public benefits:

- the prevention or relief of poverty
- the advancement of citizenship or community development
- the advancement of human rights, conflict resolution or reconciliation, the promotion of racial harmony and equality and diversity
- the relief of those in need by reason of youth, age, ill-health, disability, financial hardship or other disadvantage

### **Achievements and performance**

CAWO delivers our core advice service throughout West Oxfordshire, and our additional projects and contracts cover a wider area in line with the requirements of our specific funders.

During the year, CAWO delivered services to over 7,500 people and we advised on 7,658 new cases. Residents of West Oxfordshire received a service from Citizens Advice on a whole range of issues including Universal Credit, employment, consumer, housing, discrimination, debt and welfare, pensions guidance and of course Coronavirus became a major topic of concern in the last few weeks of the year.

54% of our clients were seen face to face, and we made over 400 home visits during the year. 40% were handled by telephone, and 6% were assisted through our digital services (webchat and email).

## **TRUSTEES REPORT (CONTINUED)**

Clients often have a combination of issues and brought over 19,850 separate issues to us in 2019-20, an average of 2.6 per person. By far the biggest issue area for CAWO is benefits, tax credits and universal credit. In this area, the number of issues per client has dropped to an average of 2.5 issues from 2.9 last year. For debt, this rises to 3.1 issues per client, for housing, an average of 1.8 and finally employment has an average of 2.1 issues per client.

We have continued to see an increase in the need for support with Universal Credit (UC) in 2019-20, particularly with the introduction of our Help to Claim service. There has been a slight decrease in all other benefit issues, but overall we have seen 270 more clients with issues across all benefits. Personal Independence payments issues are still significantly higher than most other issues, with the exception of Universal Credit initial claims.

Women continue to use our services more than men, 55% of clients are women. 44% state they have a disability or long term health condition, and 15% of those say they have poor mental health.

Below are some of the successes that CAWO has had in 2019-20:

- We achieved 'Excellent' across all 7 elements of our organisational audit for the second year in a row.
- We have continued to increase the number of Adviceline calls taken in 2019-20, meeting the needs of 14% more people who want to contact us by phone.
- We have installed a new VoIP telephone system, providing better facilities for staff and volunteers, as well as providing savings on our call costs.
- We implemented our new Universal Credit Help to Claim service.
- We celebrated 80 years of Citizens Advice

## **Financial review**

### Principal funding sources

The charity is entirely dependent upon its funders for its continuance. Our foremost funder is West Oxfordshire District Council, without whose support the charity would not be able to continue its activities. Donations toward core costs are also received from Town and Parish councils throughout West Oxfordshire. A variety of Restricted fund projects and contracts extend the core activities principally funded by West Oxfordshire District Council.

### Results for the year

We are pleased that this year has produced a surplus of £5,487 (compared to a deficit of £15,781 in 2018/19). Investment made in the two previous years together with robust management action has transformed the originally budgeted deficit to this small surplus.

Incoming resources have increased by 7% from £511,615 to £546,479. There were increases in the level of activity from several of our projects with that from PensionWise being the most significant.

## **TRUSTEES REPORT (CONTINUED)**

In parallel, cost increases have been kept down to just 3% from £527,476 to £540,992.

Our balance sheet remains strong and we believe that we have sufficient resources for our current level of activity.

### Reserves policy

The charity holds reserves to ensure that it can meet all of its future commitments as they fall due. Unrestricted free reserves at 31 March 2020 amounted to some £260,000. The trustees have considered the monies which would need to be expended in the event that the organisation had to close due to its funding being withdrawn and also to the level of essential overhead and capital costs that will be incurred, on an ongoing basis, in the forthcoming months. Bearing in mind the need of the trustees to operate prudently, and the guidance on this subject provided by the Charity Commission, they believe that this amount is satisfactory as of 31 March 2020.

The trustees are satisfied that the charity's assets attributable to each of its individual funds are available and adequate to fulfil its obligations in relation to those funds.

### Investment policy

Apart from retaining a prudent amount in reserves each year most of the charity's funds are to be spent in the short term so there is little need for a long-term investment strategy. Surplus funds are invested with Scottish Widows.

## **Plans for future periods**

We published our 3 year strategy and business development plan in 2019 and continue to work on our action plans which we review annually. Our high-level objectives remain:

- |                       |   |
|-----------------------|---|
| <b>Advice</b>         | Provide high quality advice and support to more people through the channels that meet their needs |
| <b>Advocacy</b>       | Influence and lobby on local issues that matter to the people of West Oxfordshire                 |
| <b>Sustainability</b> | Manage our finances well - for now and the future   |
| <b>Culture</b>        | Be a great place to work and volunteer  |
| <b>Partnership</b>    | Build strong partnerships to support our plans  |

## **TRUSTEES REPORT (CONTINUED)**

### **Trustees' responsibilities for the financial statements**

The trustees are responsible for preparing the trustees' report and the financial statements in accordance with general applicable law and United Kingdom Accounting Standards (United Kingdom General Accepted Accounting Practice).

The law applicable to charities in England and Wales 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 of the charity for that period. 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;
- make judgments and estimates that are reasonable and prudent;
- state whether applicable 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 charity will continue in business.

The trustees are responsible for keeping proper accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act, the Charities (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safekeeping the assets of the charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The trustees are responsible for the maintenance and integrity of the charity and financial information included on the charity's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

### **Statement of disclosure of information to Auditors**

The directors of the company who held office at the date of approval of these financial statements as set out above each confirm that:

- so far as they are aware, there is no relevant audit information (information needed by the company's auditors in connection with preparing their report) of which the company's auditors are unaware; and
- they have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that the company's auditors are aware of that information.

### **Auditors**

A resolution will be proposed to the Annual General Meeting that Just Audit & Assurance Ltd be appointed as our auditors for the ensuing year.

### **ON BEHALF OF THE TRUSTEES**

M King Trustee  
23 September 2020

**Independent Auditors' Report to the members of Citizens Advice West Oxfordshire**

**Opinion**

We have audited the financial statements of Citizens Advice West Oxfordshire (the 'charitable company') for the year ended 31 March 2020, which comprise the Statement of Financial Activities, Balance Sheet, and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2018) - (Charities SORP (FRS 102)).

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 and section 144 of the Charities Act 2011 and regulations made under section 154 of that Act. 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.

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 and the Charities Act 2011

**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 as applied to public interest entities, 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' 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.

### **Opinion 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' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and Charities Act 2011 require us to report to you if, in our opinion:

- adequate and proper 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 trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement (set out on page 7), 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**

We have been appointed auditor under the Companies Act 2006 and section 151 of the Charities Act 2011 and report in accordance with those Acts.

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 on the effectiveness of the charitable company's internal control.
- evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- conclude on the appropriateness of the trustees' 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 charitable 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 auditor's 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 auditor's report. However, future events or conditions may cause the charitable 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.

Jonathan Russell (Senior Statutory Auditor)  
For and on behalf of Just Audit & Assurance Ltd, Statutory Auditor

37 Market Square  
Witney  
Oxfordshire  
OX28 6RE

29 September 2020

## **PRINCIPAL ACCOUNTING POLICIES**

### **Basis of preparation**

The financial statements have been prepared under the historical cost convention with items recognised at cost. The financial statements have been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 and with the Charities Act 2011.

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

The financial statements present a true and fair view and the principal accounting policies of the charity. These remain unchanged from the previous year and are set out below.

No significant changes to accounting estimates or prior year errors have been identified.

### **Incoming resources**

#### **Recognition of income**

Income is included in the Statement of Financial Activities (SoFA) when:

- the charity becomes entitled to the resources;
- it is more likely than not that the trustees will receive the resources; and
- the monetary value can be measured with sufficient reliability.

There has been no material offsetting of assets and liabilities, or income and expenses.

Grants and donations are only included in the SoFA when the general income recognition criteria (as set out above) are met.

In the case of performance related grants, income is only recognised to the extent that the charity has provided the activity required to enable it to claim entitlement to the grant.

Gift Aid receivable is included in income when there is a valid declaration from the donor. Any Gift Aid amount recovered on a donation is considered to be part of that gift and is treated as an addition to the same fund as the initial donation unless the donor or the terms of the appeal have specified otherwise.

Contractual income and performance related grants are only included in the SoFA once the charity has provided the related services or met the performance related conditions.

The value of any voluntary help received is not included in the accounts but is described in the trustees' annual report.

Interest income is included when receipt is probable and the amount receivable can be measured reliably.

## **PRINCIPAL ACCOUNTING POLICIES (CONTINUED)**

### **Resources expended**

Expenditure is recognised where it is more likely than not that there is a legal or constructive obligation committing the charity to pay out resources and the amount of the obligation can be measured with reasonable certainty. It includes VAT which the charity is unable to recover which is reported as part of the expenditure to which it relates.

- costs of generating funds comprise the costs incurred in fund raising;
- charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be directly attributed to the activity as well as those costs of an indirect nature which are necessary to support them;
- governance costs comprise all costs involving public accountability of the charity and its compliance with regulation and good practice.
- a contribution to core (unrestricted) costs from restricted funds is determined by reference to budgets agreed with funders whereby costs for general management and office overheads are recovered. The SORP requires a breakdown of costs into the various activities of the charity. Some analysis has been provided in the SoFA where there is a breakdown between the unrestricted (core) activities of the charity and those of the restricted funds. All activities are carried out together in the charity's premises with shared physical, management and administrative resources and many client groups overlap. Salary and travel costs (i.e. the majority of costs incurred) are specifically allocated to each project.

### **Fund accounting**

Restricted funds are to be used for specified purposes laid down by the donor. Expenditure for those purposes is charged to the fund, together with a fair allocation of overheads and support costs.

Unrestricted funds are donations and other incoming resources received or generated for expenditure on the general objectives of the charity.

Designated funds are unrestricted funds which have been designated for specific purposes by the Trustees.

### **Tangible fixed assets and depreciation**

Tangible fixed assets are stated at cost, net of depreciation.

Depreciation is calculated to write down the cost of all tangible fixed assets by equal annual instalments over their estimated useful economic lives. The periods generally applicable are:

**PRINCIPAL ACCOUNTING POLICIES (CONTINUED)**

Office equipment and furniture	4 years
Computer equipment	3 years
Improvements and adaptations to leasehold property	period of the lease.

**Retirement benefits**

The charity participates in a defined benefit scheme. An estimate of the excess of its share of the liabilities over its share of the assets is shown as a reserve on the balance sheet. The pension costs charged in the Statement of Financial Activities are the contributions payable to the scheme in respect of the accounting year.

**STATEMENT OF FINANCIAL ACTIVITIES** (incorporating an income and expenditure account) **FOR THE YEAR ENDED 31 MARCH 2020**

	Note	Unrestricted funds £	Restrict ed funds £	Total 2020 £	Total 2019 £
<b>Income</b>					
<b>Incoming resources</b>					
<b>Income from:</b>					
Donations		17,297	2,190	19,487	33,455
Charitable activities	1				
Generalist advice		68,612	-	68,612	85,190
Social policy work		7,623	-	7,623	9,465
Specialist advice		-	450,501	450,501	383,257
Investment income - interest		256	-	256	328
<b>Total incoming resources</b>		<b>93,788</b>	<b>452,691</b>	<b>546,479</b>	<b>511,695</b>
<b>Expenditure</b>					
<b>Expenditure on:</b>					
Charitable activities	2				
Generalist advice		76,274	-	76,274	117,660
Social policy work		8,417	-	8,417	13,073
Specialist advice		-	453,691	453,691	383,246
Sundry projects				-	11,022
				<b>538,382</b>	<b>525,001</b>
Governance costs					
Audit fee		1,710	-	1,710	1,575
Other		900	-	900	900
<b>Total resources expended</b>		<b>87,301</b>	<b>453,691</b>	<b>540,992</b>	<b>527,476</b>
<b>Net incoming/(outgoing) resources</b>		<b>6,487</b>	<b>(1,000)</b>	<b>5,487</b>	<b>(15,781)</b>
<b>Funds at 1 April 2019</b>		<b>12,742</b>	<b>6,485</b>	<b>19,227</b>	<b>35,008</b>
<b>Funds at 31 March 2020</b>		<b>19,229</b>	<b>5,485</b>	<b>24,714</b>	<b>19,227</b>

**BALANCE SHEET AT 31 MARCH 2020**

	Note	2020 £	2019 £
<b>Fixed assets</b>			
Tangible assets	6	<u>5,354</u>	11,464
<b>Current assets</b>			
Debtors	7	31,558	26,543
Cash at bank and in hand		<u>272,285</u>	290,717
		<b><u>303,843</u></b>	<u>317,260</u>
<b>Creditors: amounts falling due within one year</b>	8	<u>41,483</u>	66,497
<b>Net current assets</b>		<b>262,360</b>	250,763
<b>Net assets</b>		<u><b>267,714</b></u>	<u>262,227</u>
<b>Income Funds</b>			
Unrestricted funds		19,229	12,742
Restricted funds	10	5,485	6,485
Pension reserve	9	<u>243,000</u>	243,000
		<u><b>267,714</b></u>	<u><b>262,227</b></u>

The financial statements were approved by the Board of Trustees on 23 September 2020.

M King      Trustee

**NOTES TO THE FINANCIAL STATEMENTS**

**1. INCOMING RESOURCES FROM CHARITABLE ACTIVITIES**

	Unrestricted funds £	Restrict ed funds £	Total 2020 £	Total 2019 £
West Oxfordshire District Council				
Contract	-	79,640	79,640	39,820
Grant	56,000	-	56,000	82,000
Helen Roll trust	10,000	-	10,000	10,000
Parish council grants	4,085	-	4,085	2,655
Rural advice project	-	-	-	10,000
RAF Brize Norton	-	2,183	2,183	-
Pension Wise	-	165,165	165,165	144,888
MS Society	-	2,886	2,886	2,956
Energy projects	-	13,680	13,680	21,759
Benefits in Practice	-	17,000	17,000	17,000
Oxford Specialist Advice Service	-	55,014	55,014	61,464
Cottsway Debt and Benefit	-	50,000	50,000	50,000
GreenSquare	-	12,500	12,500	12,500
Community Connect	-	21,864	21,864	20,052
Universal Credit – Help to Claim	-	30,569	30,569	2,818
Citizens Advice Oxfordshire shared staff member	6,150	-	6,150	-
	<b>76,235</b>	<b>450,501</b>	<b>526,736</b>	<b>477,912</b>

Unrestricted funds are allocated as to 90% for generalist advice and 10% for social policy work. All restricted fund projects are used to provide targeted advice services

These incoming resources have been allocated as follows:

	2020 £	2019 £
Generalist advice	68,612	85,190
Social policy work	7,623	9,465
Restricted fund projects – Targetted advice	450,501	383,257
	<b>526,736</b>	<b>477,912</b>



**NOTES TO THE FINANCIAL STATEMENTS**
**2. CHARITABLE ACTIVITIES COSTS**

	2020				2019
	Generalist Advice	Social policy work	Targeted advice	Total	Total
	£	£	£	£	£
Employee costs	143,601	15,956	261,367	420,924	405,102
Travel and subsistence	3,920	436	16,189	20,545	24,361
External training	1,680	187	-	1,867	1,183
Recruitment	-	-	40	40	-
Rent	17,000	1,889	11,876	30,765	15,541
Insurance	2,980	331	-	3,311	4,015
Repairs and renewals	6,309	701	-	7,010	12,991
Utilities and rates	4,189	465	-	4,654	4,030
Telephone	5,398	600	2,984	8,982	9,319
Office supplies	4,649	517	1,400	6,566	6,909
Postage	1,178	131	210	1,519	1,718
Information systems	2,846	316	-	3,162	3,166
Computer support	8,708	968	5,864	15,540	14,130
Professional fees	-	-	-	-	1,026
Citizens Advice membership fee	3,685	409	-	4,094	5,942
Miscellaneous	1,041	57	2,195	3,293	9,407
Depreciation	5,499	611	-	6,110	6,161
Reallocation of costs	(136,409)	(15,157)	151,566	-	-
<b>TOTAL</b>	<b>76,274</b>	<b>8,417</b>	<b>453,691</b>	<b>538,382</b>	<b>525,001</b>

Employee costs have been allocated on the basis of time spent and other costs on an estimated basis in accordance with resources used.

**3. PAYMENTS TO TRUSTEES AND CONNECTED PERSONS**

No trustee or person with a family or business connection with a trustee received remuneration in the year, directly or indirectly, from either the charity or an institution or company controlled by the charity.

**NOTES TO THE FINANCIAL STATEMENTS**

**4. RETIREMENT BENEFITS**

The charity participates as an admitted body in the Oxfordshire Pension Fund which is administered by Oxfordshire County Council. The assets of this fund, which exceed £1,450 million, are administered by trustees in a fund independent from the charity.

Pension costs are assessed in accordance with the advice of a qualified actuary.

The pension cost charge for the year covering 3 employees was £4,775 at a contribution rate of 18.1%.

Further information about this scheme and the treatment of the charity's share of the total assets and liabilities is contained in note 9

**5. EMPLOYEES**

	<b>2020</b>	2019
	£	£
Wages and salaries	<b>381,180</b>	362,441
Social security costs	<b>20,653</b>	22,695
Pension contributions	<b>19,991</b>	19,966
	<b><u>421,824</u></b>	<b><u>405,102</u></b>

The average number of employees (FTE) during the year was:

	<b>2020</b>	2019
	Number	Number
Managers	<b>3</b>	3
Advice coordinators, training officers and project workers	<b>11</b>	11
Administration	<b>1</b>	1
	<b><u>15</u></b>	<b><u>15</u></b>

Included in total employee costs of £421,824 is £900 (2019: £900) which has been allocated to governance costs. No employee earned £60,000 per annum or more in the current or preceding year.

**NOTES TO THE FINANCIAL STATEMENTS**

**6. TANGIBLE FIXED ASSETS**

	Leasehold Improvements £	Office equipment and furniture £	Computer equipment £	Total £
Cost				
At 1 April 2019 and 31 March 2020	<b>73,784</b>	<b>492</b>	<b>24,030</b>	<b>98,306</b>
Depreciation				
At 1 April 2019	73,784	492	12,566	86,842
Provided in the year	-	-	6,110	6,110
At 31 March 2020	<b>73,784</b>	<b>492</b>	<b>18,676</b>	<b>92,952</b>
Net book amount at 31 March 2020	<u>-</u>	<u>-</u>	<u><b>5,354</b></u>	<u><b>5,354</b></u>
Net book amount at 31 March 2019	<u>-</u>	<u>-</u>	<u><b>11,464</b></u>	<u><b>11,464</b></u>

All tangible fixed assets were used for charitable purposes.

**7. DEBTORS**

	2020 £	2019 £
Grants	<b>30,053</b>	25,553
Sundry debtors	<b>1,505</b>	-
Prepayments	-	990
	<u><b>31,558</b></u>	<u><b>26,543</b></u>

**8. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR**

	2020 £	2019 £
Grants received in advance	<b>10,164</b>	39,820
Other creditors	<b>31,219</b>	26,677
	<u><b>41,483</b></u>	<u><b>66,497</b></u>

**NOTES TO THE FINANCIAL STATEMENTS**

**9. DEFINED BENEFIT PENSION SCHEME**

As is stated in Note 4 the charity participates as an admitted body in the Oxfordshire Pension Fund which is administered by Oxfordshire County Council. An actuarial report has been obtained of the financial position of the charity's portion of the assets and liabilities of the scheme at 31 March 2017 and is the most up to date information to hand.

One of the assumptions used in this actuarial report is that salary increases from 31 March 2017 will be at a rate of 4.2% pa. Salary increases have been awarded at both 1 April 2017 and 1 April 2018. These were both at the rate of 1%pa and thus throw some doubt on the appropriateness of this assumption and consequently the conclusions reached by the actuaries.

The actuaries concluded that on the basis of a cessation of the charity's activities there would be an excess of pension liability over related assets for the charity's part of the scheme amounting to £243,000.

In accordance with the requirements of FRS 102 this has been incorporated into the balance sheet.

**10. RESTRICTED FUNDS**

	<b>At 1 April 2019</b>	<b>Incoming resources</b>	<b>Expenditu re</b>	<b>At 31 March 2020</b>
	£	£	£	£
WODC contract	-	79,640	79,640	-
Pension Wise	-	165,166	165,166	-
RAF Brize Norton	-	2,183	2,183	-
GreenSquare	-	12,500	12,500	-
Benefits in Practice	-	17,000	17,000	-
Community Connect	-	21,864	21,864	-
Universal credit	-	30,568	30,568	-
Oxford Specialist Advice Service	-	55,014	55,014	-
Energy projects	-	13,680	13,680	-
Cottsway Debt and Benefit	-	50,000	50,000	-
MS Society	-	2,886	2,886	-
Friends of WOCA	6,485	2,190	3,190	<b>5,485</b>
<b>Total</b>	<b>6,485</b>	<b>452,691</b>	<b>453,691</b>	<b>5,485</b>

## **NOTES TO THE FINANCIAL STATEMENTS**

### **10. RESTRICTED FUNDS (Continued)**

Details of these restricted funds are as follows:

**West Oxfordshire District Council contract and grant** – services are provided to WODC for debt, housing, benefits and employment under the terms of a negotiated contract. In addition, we provide wider generalist advice services to those that need us through an unrestricted grant awarded by WODC.

**Pension Wise** is a project funded by the Department of Work and Pensions through Citizens Advice. It provides pension guidance on defined contribution pensions following the significant changes to pensions legislation effective on 1 April 2015.

The **RAF Brize Norton** project is funded mainly by a grant from the RAF Benevolent Fund and allows CAWO to provide 18 hours of weekly outreach services for serving and contracted personnel at RAF Brize Norton and their families at the RAF base in Brize Norton, and in Carterton.

**GreenSquare Debt and money advice** is a project funded by GreenSquare Housing Association and is delivered in partnership with Citizens Advice Oxford. It provides money and debt advice and support to Greensquare tenants in West and North Oxfordshire.

**Benefits in Practice** is a project funded by Public Health which provides advice sessions in GP surgeries in Shipton-under-Wychwood and at Broadshires Health Centre in Carterton.

**Community Connect** is a social prescribing service delivered in partnership with Citizens Advice North Oxfordshire and South Northants. It is funded for 4 years from 2018-19 through the national Health and Wellbeing Fund, Oxfordshire Clinical Commissioning Group, Cherwell District Council and West Oxfordshire District Council.

**Help to Claim (Universal Credit)** is a service funded by DWP to assist claimants that need support through the universal credit claim process to first payment.

**Oxford Specialist Advice Service** is a project funded by Oxfordshire County Council delivered in partnership with Age UK, Citizens Advice Oxford and Oxfordshire Welfare Rights. The project provides advice on benefits and debt by telephone, email and home visits to people throughout Oxfordshire whom are eligible for assessment and support by Social Care.

**Energy Advice Programme.** Funded through Citizens Advice this project provide one to one advice sessions for consumers to enable them to understand the energy market, switch providers and become more energy efficient.

**Cottsway Debt and Benefits Project** is funded by Cottsway Housing and provides a telephone and face to face debt and benefits advice service for tenants of Cottsway living in Oxfordshire, Gloucestershire and Wiltshire.

## NOTES TO THE FINANCIAL STATEMENTS

### 10. RESTRICTED FUNDS (Continued)

**MS Society.** Funded by the Multiple Sclerosis Society we provide generalist and specialist advice and support to people with MS in West Oxfordshire.

**Friends of WOCA** have provided funds to improve working conditions in our Digital Hub, to provide guest wifi for volunteers and clients at our main Advice Centre, and have assisted us to upgrade our telephone system to a Voice over Internet Protocol (VoIP) system at our Head Office. This improved telephone system will also provide ongoing savings on our overhead costs.

### 11. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total £
Tangible fixed assets	5,354	-	5,354
Current assets	298,358	5,485	303,843
Current liabilities	(41,483)	-	(41,483)
	<u>262,229</u>	<u>5,485</u>	<u>267,714</u>

### 12. LEASING COMMITMENTS

Operating lease payments amounting to £17,000 (2019: £17,000) are due in the next twelve months, all of which is in respect of a lease for land and buildings which expires in more than five years. Under the terms of this lease the charity is committed to further payments amounting to £109,089 after 31 March 2020.

### 13. CAPITAL COMMITMENTS AND CONTINGENT LIABILITIES

The charity had no capital commitments or contingent liabilities at 31 March 2020 or 31 March 2019

### 14. INDEMNITY INSURANCE

The charity holds a trustee indemnity insurance policy. The cost cannot be determined as it is part of a larger combined insurance policy.

### 15. MEMBERS GUARANTEES

Members of the company are obliged to each pay an amount of £1 in the event of the company's insolvency.