

REGISTERED COMPANY NUMBER: 04770945 (England and Wales)
REGISTERED CHARITY NUMBER: 1099626

**Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31 March 2022
for
Citizens Advice Mole Valley**

Bullimores LLP
Chartered Accountants
Old Printers Yard
156 South Street
Dorking
Surrey
RH4 2HF

Citizens Advice Mole Valley

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for the Year Ended 31 March 2022**

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Citizens Advice Mole Valley
Report of the Trustees
for the Year Ended 31 March 2022

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and aims for the Public Benefit

The objectives of the charity are to provide free, impartial, comprehensive, confidential and professional information, advice, and advocacy services to all in Mole Valley and surrounding areas. The aims and principles of the service are to provide the advice people need for the problems they face; and to improve the policies and practices that affect people's lives.

The trustees confirm that they have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the Trust's aims and objectives and in planning future activities.

Citizens Advice Mole Valley (the Company) carries out these objectives by providing the advice service in the following office-based ways:

- by telephone
- by letter and email
- to personal callers on a drop-in basis
- by face to face appointment

The Company provides free, confidential and impartial advice to everybody regardless of race, gender, sexuality or disability.

STATEMENT OF INTERNAL CONTROL

The Company's trustee board oversees the information security of all personal information that is processed about our clients, staff, funders and strategic partners. Citizens Advice Mole Valley holds joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service.

An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the UK General Data Protection Regulation and Data Protection Act 2018

Citizens Advice Mole Valley

Report of the Trustees for the Year Ended 31 March 2022

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The Company continues to provide a high standard of service to all clients and successfully maintains membership of the National Association of Citizens Advice Bureaux (NACAB). Our offices have disabled access to the waiting rooms and interview rooms and can offer home visits by prior arrangement. Going forward, provision of services to home and face to face in the office is subject to ongoing safety reviews in the light of the coronavirus pandemic.

The Company received £120,000 core funding from Mole Valley District Council being the second year of a 3-year funding agreement.

We were delighted to have been awarded a 5-year grant totalling £297,485 from the National Lottery Community Fund starting on 1 January 2017. The total received in 2021-22 was £45,570. This five-year grant ended on 31st December 2021. A grant of £3,000 was received from Clarion Futures to provide advice to Clarion customers in the first quarter.

The Company received funding of £25,584 from Sutton and East Surrey Water Company to assist with the administration of the Water Support scheme.

Citizens Advice has been awarded a grant to provide access to help clients claim Universal Credit across the country. Citizens Advice Mole Valley received £66,010 in 2021-22 for this Help to Claim joint face to face and phone/webchat service.

As a member of Citizens Advice Surrey (CAS), which was dissolved in March 2021, a final grant was awarded to the Company for projects where CAS had obtained grant funding at a County level:

Surrey Crisis Fund (previously called Local Assistance Grant) an allocation of £3,552 to facilitate client access to the Surrey County Council scheme which provides cash payments and goods for people in crisis. Funding for the scheme has now ended.

Grants have also been received from:

Money and Pension Service MaPS - £1,281

Gamble Aware - £1,562

Dorking Foodbank provided funds to assist clients in need of help to travel to important appointments.

Alok Agarwal for his generous donation of IT support services.

The Trustees wish to thank all our funders for their support. Building up additional funding streams to replace those expiring this year, to provide additional related services and to help cover our costs remains a priority of the Company.

Areas of advice covered by the Company include welfare benefits, money advice, employment, housing, personal relationships and consumer issues. Welfare benefits (42%), debt (11.5%) and housing (11%) were the leading areas of enquiry during this period. The Company uses IT based case recording and reporting systems and web-based information systems to help deliver these services.

In the year 2021-22 the Company dealt with 15,643 issues raised by 3,927 new clients with 9,510 clients in total contacting the Company by telephone, emails, letter, home visits and in person visits to the Company offices. The Covid-19 pandemic continued to impact on both service delivery and areas of enquiry as we adjusted to working in the offices alongside an element of continued remote working. Service delivery has continued to adapt with all face to face delivery initially suspended and then gradually re-introduced as public confidence increased. Most members of the team returned to working in the offices as the year progressed alongside a steadily increasing numbers of in person client appointments. There were timely adjustments made to our service delivery to ensure clients continued to access high quality advice service delivery in a Covid-19 secure environment.

Enquiries related to welfare benefits, debt and housing have returned to being largely in line with previous Covid 19 periods.

The service is provided by our staff including around 49 volunteers who are recruited locally and thoroughly trained to provide quality assured advice with an estimated value of volunteering of £254,521.

Citizens Advice Mole Valley
Report of the Trustees
for the Year Ended 31 March 2022

We would like to offer our sincere thanks to all members of our staff and volunteers for their continued support and commitment to our work enabling us to deliver such a high-quality advice service to our clients.

FINANCIAL REVIEW

Financial position

Incoming resources in the year 2021/22 were £285,442 (2020/21 £380,631).

A loss of £17,331 arose in the current year, compared with a surplus of £53,682 in 2020/21. As at 31 March 2022, total reserves were £184,021 of which £101,500 were designated funds, leaving general funds of £82,521.

Principal funding sources

The Directors extend their thanks to Mole Valley District Council for their continued support; for their generous grant to support our core funding across a 3-year period (£120,000 each year for the period 2020-23); and for the provision of rent-free accommodation and support services for our Dorking service.

Thanks also to our other grant funders who this year provided a total of £146,594 project funding. In addition, donations, interest, fundraising and related activities raised a further £16,472.

Citizens Advice Mole Valley did not have any borrowings outstanding, either during the financial year or at the balance sheet date.

Reserves policy

Citizens Advice Mole Valley is dependent on Mole Valley District Council for the provision of the bulk of the funding for core operating expenses. The Company also receives income from project grants that contributes significantly towards operating expenses as well as from minor grants and donations. The Trustees recognise that they are dependent upon MVDC and that this presents a particular risk to the Company's ongoing operation were MVDC forced to cut significantly or terminate the annual grant.

The Trustees continue to explore initiatives to bring income and expenditure into line each year but we have made a loss in the year 2021/22 with expenditure running ahead of the Company's income.

The Trustees have carried out a thorough review of the Designated Fund reserves and have determined the amount required at 31 March 2022 to be £101,500 (2021: £101,500) should funding be unexpectedly withdrawn and the charity need to be wound up. This reflects primarily outstanding contractual lease obligations on the Leatherhead office and operating and staff costs during any wind-up period.

Going concern

The Directors have not identified any significant material uncertainty which would cast doubt about the ability of the Company to continue as a going concern, subject to continuing receipt of the core grant, and adapting services to changes in funding.

FUTURE PLANS

The Trustees have in place a Business and Development Plan covering the period from April 2021 to March 2024, implementation of which seeks an overall objective to ensure, assuming continuation of adequate funding, that the Company continues to provide services to meet the needs of the local community (both residential and business), particularly the most vulnerable, and that resources are used efficiently and to best effect for that purpose.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

Citizens Advice Mole Valley is a company limited by guarantee incorporated on 20 May 2003 and is a registered charity. The maximum liability of each member is limited to one pound.

The activities are governed by the Memorandum and Articles of Association.

Citizens Advice Mole Valley

Report of the Trustees for the Year Ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Recruitment and appointment of new trustees

Trustees, who are also directors of the Company, are appointed in accordance with procedures set out in the company's Articles, being individuals from the local community able and willing to assist the Company in furthering its objects, in particular the maintenance of the Company as a centre to provide a free, confidential, independent and impartial service, information and counsel.

Trustee induction

Trustees are given appropriate induction training to enable them to assume their corporate responsibility and to contribute to the strategic direction of the Company.

Organisational structure

A local Citizens Advice has been providing advice and support to people of the large mixed urban/rural area covering North and Mid Surrey including Dorking and Leatherhead, called Mole Valley, for 83 years since 1939.

In its current form, Citizens Advice Mole Valley has been operating for over 19 years, serving the people of Leatherhead, Dorking and the surrounding districts.

It is an independent, voluntary organization offering a service that is available by visiting in person or by telephone, email or letter. We also participate in a regional 'Adviceline' whereby we and other Local Citizens Advice charities pool resources to field telephone enquiries more efficiently. This platform was upgraded during the pandemic and amongst other changes, clients are now able to access advice without incurring any telephone call costs.

The charity is staffed predominantly by volunteers who give their time for free and are committed not only to the provision of the service to the public but also to a rigorous schedule of training to keep up to date with a constantly changing legislative and regulatory environment.

Our small team of paid staff manages and administers the charity on a day-to-day basis and ensures that a high-quality service is provided.

The members of the voluntary Board of Trustees are the directors of the Company and govern the organisation, making overall policy and defining future strategy. They also monitor the work of the Company management.

A register of members' interests is maintained and reviewed quarterly to ensure there is no potential conflict of interest.

The Company considers the wider impact of advice is just as important; that is what we achieve as a result of solving problems and providing support. Maximising the income for those clients we advise, helps to prevent more costly intervention and helps reduce financial difficulty, promotes inclusion and benefits the economy.

The Company believes that if problems are left unsolved, they do not simply affect the individual but impact on the wider community and solving them creates considerable value to society.

Citizens Advice facilitates an HM Treasury approved model to evidence the Company's added value.

For every £1 invested in our service in 2021/22 the Company generated:

£ 5.64 in savings to government and public services. (fiscal benefits)

£36.87 in wider economic and social benefits. (public value)

£19.87 in financial value to the people we help (specific outcomes to individuals)

All clients are invited to provide feedback on the service they have received. Feedback across all advice channels evidences high levels of client satisfaction with 79% of clients agreeing it was easy to access the service; 82% of clients felt they were supported in finding a way forward; 76% of clients felt their issue was resolved following advice; and 88% of clients would recommend the service.

Citizens Advice Mole Valley

Report of the Trustees for the Year Ended 31 March 2022

STRUCTURE, GOVERNANCE AND MANAGEMENT

Related parties

Citizens Advice Mole Valley is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which operates a framework for standards of advice and casework management as well as monitoring progress on a regular basis against those standards. However, the actual day-to-day operating procedures are determined locally within the requirements of the national membership requirements.

The Company also works closely with many local charities and other advisory services on behalf of its clients.

Citizens Advice Mole Valley is an active participant in working co-operatively with other local Citizens Advice in Surrey and on various levels: trustee, senior manager and social policy work. The Board of Trustees acknowledges the beneficial aspects of networking with other local Citizens Advice members.

Risk management

The Board of Trustees has conducted its own review of the major risks to which the charity is exposed, and systems have been established to mitigate those risks, this includes the financial Reserve Policy. Internal risks are minimized by the implementation of procedures detailed in the Office Manual 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.

REFERENCE AND ADMINISTRATIVE DETAILS

Registered Company number

04770945 (England and Wales)

Registered Charity number

1099626

Registered office

Lyons Court
Dorking
Surrey
RH4 1AB

Trustees

	First appointed	Next 3-year anniversary
Mr Alok Agarwal	29 September 2009	29 September 2024
Mrs Alison Jane Lippiatt	15 June 2016	Resigned 17 May 2021
Mr Keith Hutton	21 May 2018	Resigned 08 September 2021
Ms Sarah Marsh	21 March 2022	21 March 2025
Mr Ian Lovelock	26 October 2017	26 October 2023
Mr Steven Charles Phillips	28 February 2017	28 February 2023
Mr Timothy Richard Prideaux	26 October 2017	26 October 2023
Mr Matthew Cowlard	18 November 2019	Resigned 28 June 2021
Ms Janice Persad	20 July 2020	20 July 2023
Ms Christine Mary Dixon	15 November 2021	15 November 2024

Retirement of Trustees

There were three resignations of trustee directors in 2021/22, Mr Matthew Cowlard, Mr Keith Hutton and Mrs Alison Lippiatt

Trustee Status

Two new trustee directors joined the trustee board in 2021/22, Ms Christine Dixon and Ms Sarah Marsh. One trustee had their appointment renewed at the AGM in December 2021 for a further 3 years, Mr Alok Agarwal.

Citizens Advice Mole Valley

Report of the Trustees
for the Year Ended 31 March 2022

REFERENCE AND ADMINISTRATIVE DETAILS

Company Secretary

Mr Ian James Lovelock

Independent Examiner

Mr Patrick Casey

Institute of Chartered Accountants in Ireland

Bullimore's LLP

Chartered Accountants

Old Printers Yard

156 South Street

Dorking

Surrey

RH4 2HF

Bankers

HSBC

67 West Street

Dorking

Surrey

RH4 1BW

EVENTS SINCE THE END OF THE YEAR

Information relating to events since the end of the year is given in the notes to the financial statements.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees (who are also the directors of Citizens Advice Mole Valley for the purposes of company law) are responsible for preparing the Report of the Trustees and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity SORP;
- make judgements and estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by order of the board of trustees on 21/11/2022 and signed on its behalf by:



Mr Steven Charles Phillips - Trustee

**Independent Examiner's Report to the Trustees of
Citizens Advice Mole Valley**

Independent examiner's report to the trustees of Citizens Advice Mole Valley ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

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

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can confirm that I am qualified to undertake the examination because I am a registered member of Institute of Chartered Accountants in Ireland which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities (applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Pat Casey

Mr Patrick Casey
Institute of Chartered Accountants in Ireland
Bullimores LLP
Chartered Accountants
Old Printers Yard
156 South Street
Dorking
Surrey
RH4 2HF

Date: *8/12/2022*

Citizens Advice Mole Valley

**Statement of Financial Activities
(Incorporating an Income and Expenditure Account)
for the Year Ended 31 March 2022**

	Notes	Unrestricted funds £	Restricted funds £	31.3.22 Total funds £	31.3.21 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	3	18,557	-	18,557	14,674
Charitable activities					
General Advice	5	125,149	-	125,149	120,522
Mole Valley CAB Outreach (Big Lottery Fund)		-	-	-	60,318
Clarion Housing (formerly Circle Housing)		-	3,000	3,000	12,000
Local Assistance Scheme		-	-	-	1,485
Sutton and East Surrey Water		-	25,584	25,584	25,851
Big Lottery Fund		-	45,570	45,570	-
UC H2C f2f		-	-	-	25,952
UC H2C phone & webchat		-	66,010	66,010	55,727
BWGA		-	-	-	17,614
COVID-19		-	-	-	27,760
Gamble Aware		-	-	-	2,000
MaPs		-	1,281	1,281	16,015
Investment income	4	291	-	291	713
Total		<u>143,997</u>	<u>141,445</u>	<u>285,442</u>	<u>380,631</u>
EXPENDITURE ON					
Raising funds		2	(2)	-	-
Charitable activities					
General Advice	6	161,326	-	161,326	81,727
Mole Valley CAB Outreach (Big Lottery Fund)		-	45,571	45,571	60,318
Clarion Housing (formerly Circle Housing)		-	3,000	3,000	12,000
Local Assistance Scheme		-	-	-	1,485
Sutton and East Surrey Water		-	25,585	25,585	25,851
UC H2C f2f		-	-	-	25,952
UC H2C phone & webchat		-	66,010	66,010	55,727
BWGA		-	-	-	17,614
COVID-19		-	-	-	27,760
Gamble Aware		-	-	-	2,000
MaPs		-	1,281	1,281	16,015
Other activities		-	-	-	500
Total		<u>161,328</u>	<u>141,445</u>	<u>302,773</u>	<u>326,949</u>
NET INCOME/(EXPENDITURE)		<u>(17,331)</u>	<u>-</u>	<u>(17,331)</u>	<u>53,682</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		201,352	-	201,352	147,670
TOTAL FUNDS CARRIED FORWARD		<u><u>184,021</u></u>	<u><u>-</u></u>	<u><u>184,021</u></u>	<u><u>201,352</u></u>

The notes form part of these financial statements

Citizens Advice Mole Valley

**Balance Sheet
31 March 2022**

	Notes	Unrestricted funds £	Restricted funds £	31.3.22 Total funds £	31.3.21 Total funds £
CURRENT ASSETS					
Debtors	12	4,250	-	4,250	6,375
Cash at bank and in hand		249,078	-	249,078	200,954
		<u>253,328</u>	-	<u>253,328</u>	<u>207,329</u>
CREDITORS					
Amounts falling due within one year	13	(69,307)	-	(69,307)	(5,977)
		<u>184,021</u>	-	<u>184,021</u>	<u>201,352</u>
NET CURRENT ASSETS					
		<u>184,021</u>	-	<u>184,021</u>	<u>201,352</u>
TOTAL ASSETS LESS CURRENT LIABILITIES					
		<u>184,021</u>	-	<u>184,021</u>	<u>201,352</u>
NET ASSETS					
		<u>184,021</u>	-	<u>184,021</u>	<u>201,352</u>
FUNDS					
	15				
Unrestricted funds:					
General fund				82,521	99,852
Designated Fund				101,500	101,500
				<u>184,021</u>	<u>201,352</u>
TOTAL FUNDS					
				<u>184,021</u>	<u>201,352</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2022.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2022 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for

- (a) ensuring that the charitable company keeps accounting records that comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

Citizens Advice Mole Valley

Balance Sheet - continued
31 March 2022

These financial statements have been prepared in accordance with the provisions applicable to charitable companies subject to the small companies regime.

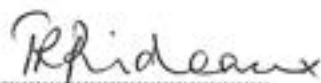
The financial statements were approved by the Board of Trustees and authorised for issue on

21/11/2022

and were signed on its behalf by:



Mr Steven Charles Phillips - Trustee



Mr Timothy Richard Prideaux - Trustee

Citizens Advice Mole Valley

Notes to the Financial Statements for the Year Ended 31 March 2022

1. STATUTORY INFORMATION

The Company is limited by guarantee, registered in England and Wales and also a registered charity. The Charitable Company's registered numbers and registered office address can be found on page 4 in the administrative details of the Trustees report.

2. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Other than reliance on core funding, as mentioned in the Trustees report, there are no material uncertainties about the Company's ability to continue.

Financial reporting standard 102 - reduced disclosure exemptions

The charitable company has taken advantage of the following disclosure exemptions in preparing these financial statements, as permitted by FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland':

- the requirements of Section 7 Statement of Cash Flows.

Income

All incoming resources are included in the Statement of Financial Activities when the charity is legally entitled to the income and the amount can be quantified. Donations and fundraising are recognised in the accounts on receipt. No amounts are included in the accounts for the services donated by volunteers.

IT support services donated during the year by a trustee are included in donations received and expensed in IT support.

Grants have been recognised in the accounts in the period in which they are receivable and are reflected in restricted or unrestricted funds depending on the conditions attached to them.

Expenditure

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs relating to the category. Where costs cannot be directly attributed to particular headings, they have been allocated to activities on a basis consistent with use of resources. Management and administration costs are those incurred in connection with the administration of the charity and compliance with constitutional and statutory requirements.

Governance costs

Governance costs comprise all costs involving the public accountability of the charity and its compliance with regulation and good practice. These costs include costs related to Independent Examination and legal fees.

Allocation and apportionment of costs

Overhead and support costs have been allocated between charitable activities on a time basis and are analysed in Notes 7 and 8.

Taxation

The Company is a registered charity and is exempt from United Kingdom income and corporation tax on its charitable activities. No trading activities are undertaken by the Company.

Citizens Advice Mole Valley

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

2. ACCOUNTING POLICIES - continued

Fund accounting

The general fund is an unrestricted fund which is available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which has not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

Donated services

The offices at Dorking are provided by Mole Valley District Council at a peppercorn rent until October 2026.

3. DONATIONS AND LEGACIES

	Unrestricted funds	Restricted funds	31.3.22 Total funds	31.3.21 Total funds
	£	£	£	£
Donations	16,472	-	16,472	14,674
Gift aid	2,085	-	2,085	-
	<u>18,557</u>	<u>-</u>	<u>18,557</u>	<u>14,674</u>

4. INVESTMENT INCOME

	Unrestricted funds	Restricted funds	31.3.22 Total funds	31.3.21 Total funds
	£	£	£	£
Deposit account interest	291	-	291	713
	<u>291</u>	<u>-</u>	<u>291</u>	<u>713</u>

5. INCOME FROM CHARITABLE ACTIVITIES

	Activity	31.3.22 £	31.3.21 £
Grants	General Advice	125,149	120,522
Grants	Mole Valley CAB Outreach (Big Lottery Fund)	-	60,318
Grants	Clarion Housing (formerly Circle Housing)	3,000	12,000
Grants	Local Assistance Scheme	-	1,485
Grants	Sutton and East Surrey Water	25,584	25,851
Grants	Big Lottery Fund	45,570	-
Grants	UC H2C fzf	-	25,952
Grants	UC H2C phone & webchat	66,010	55,727
Grants	BWGA	-	17,614
Grants	COVID-19	-	27,760
Grants	Gamble Aware	-	2,000
Grants	MaPs	1,281	16,015
		<u>266,594</u>	<u>365,244</u>

Citizens Advice Mole Valley

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

5. INCOME FROM CHARITABLE ACTIVITIES - continued

Grants received, included in General Advice above, are as follows:	31.03.21	31.03.20
	£	£
Mole Valley District Council	120,000	100,000
Other	522	981
	<u>120,522</u>	<u>100,981</u>
Total General Advice	<u>120,522</u>	<u>100,981</u>

6. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 7) £	Totals £
General Advice	162,346	(1,020)	161,326
Mole Valley CAB Outreach (Big Lottery Fund)	30,940	14,631	45,571
Clarion Housing (formerly Circle Housing)	-	3,000	3,000
Sutton and East Surrey Water	18,891	6,694	25,585
UC H2C phone & webchat	18,304	47,706	66,010
MaPs	1,959	(678)	1,281
	<u>232,440</u>	<u>70,333</u>	<u>302,773</u>

7. SUPPORT COSTS

	Management £	Expenses cross charged £	Governance costs £	Totals £
General Advice	58,153	(68,981)	9,808	(1,020)
Mole Valley CAB Outreach (Big Lottery Fund)	2,181	12,450	-	14,631
Clarion Housing (formerly Circle Housing)	-	3,000	-	3,000
Sutton and East Surrey Water	190	6,504	-	6,694
UC H2C phone & webchat	-	47,706	-	47,706
MaPs	-	(678)	-	(678)
	<u>60,524</u>	<u>1</u>	<u>9,808</u>	<u>70,333</u>

Citizens Advice Mole Valley

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

7. **SUPPORT COSTS - continued**

Support costs, included in the above, are as follows:

Governance costs

	31.3.22	31.3.21
	General Advice	Total activities
	£	£
Insurance	3,575	2,997
Accountancy and Payroll	5,430	5,398
Legal fees	703	-
Management committee costs	25	322
Bank charges	75	82
	<u>9,808</u>	<u>8,799</u>

8. **NET INCOME/(EXPENDITURE)**

Net income/(expenditure) is stated after charging/(crediting):

	31.3.22	31.3.21
	£	£
Independent examiners fee	2,730	2,610
Accountancy and payroll services	2,700	2,788
Rental lease payments	17,000	17,000
	<u>22,430</u>	<u>22,400</u>

9. **TRUSTEES' REMUNERATION AND BENEFITS**

None of the trustees received any remuneration or benefits during either the current or the previous year.

Trustees' expenses

No trustees' expenses were paid to a trustee during the year to 31 March 2022

10. **STAFF COSTS**

	31.3.22	31.3.21
	£	£
Wages and salaries	213,062	218,379
Social security costs	8,926	10,664
Other pension costs	3,122	3,319
	<u>225,110</u>	<u>232,362</u>

The average monthly number of employees during the year was as follows:

	31.3.22	31.3.21
Advisors (voluntary)	37	40
Administrative staff (voluntary)	4	7
Trustees (voluntary)	8	8
Staff (paid)	15	15
	<u>64</u>	<u>70</u>

No employees received emoluments in excess of £60,000.

Citizens Advice Mole Valley

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

10. STAFF COSTS - continued

Most individuals worked part time, the full time equivalent in 2021-22 was 16 staff (2020-21: 16 staff)

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES (2020-21)

	Unrestricted funds £	Restricted funds £	Total funds £
INCOME AND ENDOWMENTS FROM			
Donations and legacies	14,674	-	14,674
Charitable activities			
General Advice	120,522	-	120,522
Mole Valley CAB Outreach (Big Lottery Fund)	-	60,318	60,318
Clarion Housing (formerly Circle Housing)	-	12,000	12,000
Local Assistance Scheme	-	1,485	1,485
Sutton and East Surrey Water	-	25,851	25,851
UC H2C £2f	-	25,952	25,952
UC H2C phone & webchat	-	55,727	55,727
BWGA	-	17,614	17,614
COVID-19	-	27,760	27,760
Gamble Aware	-	2,000	2,000
MaPs	-	16,015	16,015
Investment income	713	-	713
Total	135,909	244,722	380,631
EXPENDITURE ON			
Charitable activities			
General Advice	81,727	-	81,727
Mole Valley CAB Outreach (Big Lottery Fund)	-	60,318	60,318
Clarion Housing (formerly Circle Housing)	-	12,000	12,000
Local Assistance Scheme	-	1,485	1,485
Sutton and East Surrey Water	-	25,851	25,851
UC H2C £2f	-	25,952	25,952
UC H2C phone & webchat	-	55,727	55,727
BWGA	-	17,614	17,614
COVID-19	-	27,760	27,760
Gamble Aware	-	2,000	2,000
MaPs	-	16,015	16,015
Other activities	500	-	500
Total	82,227	244,722	326,949
NET INCOME	53,682	-	53,682
RECONCILIATION OF FUNDS			
Total funds brought forward	147,670	-	147,670

Citizens Advice Mole Valley

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

11. COMPARATIVES FOR THE STATEMENT OF FINANCIAL ACTIVITIES (2020-21) - continued			
	Unrestricted funds £	Restricted funds £	Total funds £
	<u>£</u>	<u>£</u>	<u>£</u>
TOTAL FUNDS CARRIED FORWARD	<u>201,352</u>	<u>-</u>	<u>201,352</u>
12. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		31.3.22	31.3.21
		£	£
Other debtors		-	6,375
Prepayments and accrued income		<u>4,250</u>	<u>-</u>
		<u>4,250</u>	<u>6,375</u>
13. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR		31.3.22	31.3.21
		£	£
Social security and other taxes		2,635	-
Other creditors		7,887	1,678
Accrued expenses		3,785	4,299
Grants received in advance		<u>55,000</u>	<u>-</u>
		<u>69,307</u>	<u>5,977</u>
14. LEASING AGREEMENTS			
Minimum lease payments under non-cancellable operating leases fall due as follows:			
		31.3.22	31.3.21
		£	£
Within one year		<u>17,000</u>	<u>17,000</u>
15. MOVEMENT IN FUNDS			
	At 1.4.21	Net movement in funds	At 31.3.22
	£	£	£
Unrestricted funds			
General fund	99,852	(17,331)	82,521
Designated Fund	101,500	-	101,500
	<u>201,352</u>	<u>(17,331)</u>	<u>184,021</u>
TOTAL FUNDS	<u>201,352</u>	<u>(17,331)</u>	<u>184,021</u>

Citizens Advice Mole Valley

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

15. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	143,997	(161,328)	(17,331)
Restricted funds			
Clarion Housing (formerly Circle Housing)	3,000	(3,000)	-
Mole Valley CAB Outreach (Big Lottery Fund)	45,570	(45,570)	-
Sutton and East Surrey Water	25,584	(25,584)	-
UC H2C phone & webchat	66,010	(66,010)	-
MaPs	1,281	(1,281)	-
	<u>141,445</u>	<u>(141,445)</u>	<u>-</u>
TOTAL FUNDS	<u>285,442</u>	<u>(302,773)</u>	<u>(17,331)</u>

Comparatives for movement in funds

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.21 £
Unrestricted funds				
General fund	42,670	53,682	3,500	99,852
Designated Fund	105,000	-	(3,500)	101,500
	<u>147,670</u>	<u>53,682</u>	<u>-</u>	<u>201,352</u>
TOTAL FUNDS	<u>147,670</u>	<u>53,682</u>	<u>-</u>	<u>201,352</u>

Citizens Advice Mole Valley

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

15. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	135,909	(82,227)	53,682
Restricted funds			
Clarion Housing (formerly Circle Housing)	12,000	(12,000)	-
Mole Valley CAB Outreach (Big Lottery Fund)	60,318	(60,318)	-
Surrey Crisis Fund	1,485	(1,485)	-
Sutton and East Surrey Water	25,851	(25,851)	-
UC H2C f2f	25,952	(25,952)	-
UC H2C phone & webchat	55,727	(55,727)	-
BWGA	17,614	(17,614)	-
Covid-19	27,760	(27,760)	-
Gamble Aware	2,000	(2,000)	-
MaPs	16,015	(16,015)	-
	<u>244,722</u>	<u>(244,722)</u>	<u>-</u>
TOTAL FUNDS	<u>380,631</u>	<u>(326,949)</u>	<u>53,682</u>

A current year 12 months and prior year 12 months combined position is as follows:

	At 1.4.20 £	Net movement in funds £	Transfers between funds £	At 31.3.22 £
Unrestricted funds				
General fund	42,670	36,351	3,500	82,521
Designated Fund	105,000	-	(3,500)	101,500
	<u>147,670</u>	<u>36,351</u>	<u>-</u>	<u>184,021</u>
TOTAL FUNDS	<u>147,670</u>	<u>36,351</u>	<u>-</u>	<u>184,021</u>

Citizens Advice Mole Valley

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2022**

15. MOVEMENT IN FUNDS - continued

A current year 12 months and prior year 12 months combined net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	279,906	(243,555)	36,351
Restricted funds			
Clarion Housing (formerly Circle Housing)	15,000	(15,000)	-
Mole Valley CAB Outreach (Big Lottery Fund)	105,888	(105,888)	-
Surrey Crisis Fund	1,485	(1,485)	-
Sutton and East Surrey Water	51,435	(51,435)	-
UC H2C fzf	25,952	(25,952)	-
UC H2C phone & webchat	121,737	(121,737)	-
BWGA	17,614	(17,614)	-
Covid-19	27,760	(27,760)	-
Gamble Aware	2,000	(2,000)	-
MaPs	17,296	(17,296)	-
	<u>386,167</u>	<u>(386,167)</u>	<u>-</u>
TOTAL FUNDS	<u>666,073</u>	<u>(629,722)</u>	<u>36,351</u>

The funding from Clarion Housing provides help for local Clarion residents.

The fund donated by the Big Lottery Fund provided for a caseworker in North Leatherhead and South Dorking and administrative support.

The grant from Sutton and East Surrey Water funded an administrator for their water support and watersure scheme.

The Surrey Crisis Fund is a discretionary fund run by Surrey County Council for emergency help to Surrey residents, formerly known as the Local Assistance Scheme.

UC H2C is funding from the Department of Work and Pensions to assist local people to claim support with Help to Claim from the national Universal Credit scheme.

BWGA (Be Wise Get Advice) and MaPS (Money and Pensions Service advice) are grants to help fund the provision of money advice including for pensions and debt.

One off Covid 19 grants were received to assist with office and IT adaptation to assist safer and remote working during the Covid 19 pandemic.

A Gamble Aware grant to increase public awareness of the risks and harm caused by gambling.

The Designated Fund is a provision against redundancy costs and the cost of the rent, management and insurance fees and end of lease repairs relating to the lease of the Leatherhead office.

Citizens Advice Mole Valley

Notes to the Financial Statements - continued
for the Year Ended 31 March 2022

16. CAPITAL COMMITMENTS

	31.3.22	31.3.21
	£	£
Contracted but not provided for in the financial statements	-	-

17. RELATED PARTY DISCLOSURES

During the year Mr Alok Agarwal donated £12,500 (2021 - £12,000) of IT support services.

18. POST BALANCE SHEET EVENTS

Since the pandemic began, Citizens Advice Mole Valley has continued to offer services to Mole Valley through remote delivery systems such as phone, email and website channels. Demand for our services has, as expected, been high despite the difficulties of not being able to meet face to face.

Mole Valley District Council continues to support our Core service grant application for 2020-23 at the level of £120,000 annually. We have been awarded a new 5 year grant from the Lottery Community Fund beginning in October 2022.

We continue to build our capability post covid to serve clients remotely, through remote delivery systems such as phone, email and website channel technology, as well as returning to some face to face, in Leatherhead and Dorking.

19. COMPANY LIMITED BY GUARANTEE

Every member of the company undertakes to contribute such amount as may be required, not exceeding £1, to the company's assets if it should be wound up while they are a member or within one year after they cease to be a member

- for the payment of the Company's debts and liabilities contracted before they ceased to be a member
- for the costs, charges and expenses of winding up, and
- for the adjustment among themselves of the rights of persons who have contributed to the Company's assets

20. PUBLIC BENEFIT ENTITY

Citizens Advice Mole Valley is a public benefit entity.