

citizens^{uk}



ANNUAL REPORT 2022

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CITIZENS UK CHARITY AND SUBSIDIARY
(A company limited by guarantee)

**ANNUAL REPORT AND
FINANCIAL STATEMENTS
31 MARCH 2022**





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Introduction from our Chair

REVD CANON KAREN ROOMS **CHAIR OF TRUSTEES**

The last year has seen significant and surprising changes in the world: the war in Ukraine, political scandals, shifts in the labour market, and now huge swings in fuel prices and the cost-of-living crisis. Still reeling off the back of a pandemic, nothing, it seems, is stable. The consistency held in the tools of community organising, rooted in listening to and understanding what people care about, has continued to ensure the work of Citizens UK turns this volatility and uncertainty into the justice that is needed.

As we deal with complex situations which can be hard to read or predict, having reliable fellow trustees and inspiring staff in the organisation has made navigating this year relatively straightforward. There have been puzzles to wrestle with that have many solutions, and the endpoint is not always clear, particularly as the organisation is adapting to this turbulent environment and continuing to reorganise for good growth.

I would like to thank my fellow trustees and Citizens UK staff for all the work undertaken

this past year. I have been impressed as new organisational practices have been embedded and are bearing fruit regarding our well-being and equity and inclusion agendas. I am equally encouraged by the work of Organisers across the country, working with institutions that are themselves navigating momentous change. They do not waver in maintaining their commitment to organising for justice through building relationships with others and recruiting new institutions. I am proud of Citizens UK's financial resilience, the trust that partners, funders and businesses place in the organisation, and its responsiveness to rapidly changing circumstances and community needs.

I am confident that further change, rooted in the organising tradition in which we operate, will enable Citizens UK to keep flexing and growing, like a strong tree in unpredictable weather. I look forward to continuing to work with my fellow trustees as we discharge our oversight and governance responsibilities, and as the organisation continues to deliver real impact and adapt to the future.



Introduction from our Executive Director

MATTHEW BOLTON EXECUTIVE DIRECTOR

There is something special about the work of Citizens UK. You can feel it when the low-paid care worker, alongside her union and community, successfully challenges the care provider to pay the real Living Wage, winning an extra £19m wages per year for her and her colleagues. Or when young children, who are excluded from free school meals because of their parents' immigration status, take action with their school community to persuade MPs to change the rules, ensuring tens of thousands of children escape daytime hunger. Our work enables people whose voices are not heard to develop as leaders, strengthen communities, and make real change.

Successes like these, whether they are hyper-local or UK-wide, encourage our leaders, allies and staff to keep plugging away through difficult times, and inspire new communities and partners to get involved in our work. Our work has never been more needed, and the organisation is growing quicker than ever before in response. Since last year, we have developed new projects and campaigns such as Living Wage Regions, Communities for Ukraine, School-based Counselling, Living Pensions, and Refugees for Justice. Our community membership has grown from 500 to 550 and our Living Wage Employer network from 9,000 to over 10,000.

Good growth requires a special effort, starting with our values. Living out our kindness value, we have made staff wellbeing and tackling overwork a top priority, making clear that however urgent the causes we are fighting for, we need to look after ourselves and each other to ensure our

growth is sustainable. I want to thank our HR team and our staff networks for their continued work in developing and implementing extensive wellbeing and workload measures. Prioritising our inclusion value, we have embedded 'power, privilege & oppression' into our organising training, created a step-change in our flexible working, and invested in our first dedicated Diversity & Inclusion Manager to help us make further progress on this journey.

We have also put time and resource into a process of learning and change, so that we can strengthen our identity and method, enabling us to have an even bigger impact in years to come. This has involved both honouring the distinctiveness of our broad-based community organising approach and embracing innovation and collaboration. We have refreshed our sense of history, mission, strategic aims and theory of change. The next phase is to embed this across the whole organisation and build an energising vision for what we can achieve over the coming five years.

One thing that will remain at the heart of Citizens UK's work is the commitment to enable people experiencing injustice to have power and agency in our collective efforts to make change. Whether it's the care worker fighting for the Living Wage, the student campaigning against exclusion from free school meals, or the many other examples that follow, I hope this report provides some fuel for you to keep going in your work for change.



MISSION AND STRATEGIC AIMS

MISSION

Our mission is to build people's power to lead change for the common good in their community and country, and to strengthen the institutions of civil society.

Strategic Aims

We have three strategic aims which all parts of our organisation contribute to:

DEVELOP LEADERS

We identify people with the appetite or potential to lead change and provide them with opportunities and support to become more powerful and effective. These people might be experiencing injustice themselves; they may be a leader from a civic institution; or they might come from the public or private sector. Our contribution to their development may be about the growth of their following, confidence and skills; or offering them new experiences of public action and innovative partnerships; or broadening their self-interest to include additional issues and relationships.

STRENGTHEN INSTITUTIONS

We support institutions to grow and become more effective at making change together. Our primary purpose with this aim is to strengthen civil society to achieve a better balance of power between civil society, the market, and the state, so mostly the institutions we work with are civic, for example our member schools and faith institutions. But we also engage with the private and public sectors to develop allies who can help deliver our mission.

MAKE CHANGE

We make change on the issues that matter to our members through winning concrete commitments from public and private sector decision-makers. We do this on a wide range of justice issues, from the real Living Wage, to resettling refugee families, making improvements in parent and baby health, and many other local and UK-wide issues from street crossings to school-based counselling to affordable housing.



DEVELOPING LEADERS

Developing people to be more effective community leaders is a vital part of Citizens UK's mission – and our training is key to making sure more and more people have access to Community Organising skills.

Nottingham Better Books Campaign

"As the campaign leader of the Better Books campaign, I learnt a lot about the ways in which organisations can work more effectively together for the common good, rather than take action on their own."

JEROME EDWARDS
NOTTINGHAM-BASED
CHARITY MATTHEW 25:40

The awful reality is this; children from BAME backgrounds rarely see themselves represented in the books they read. The Nottingham Citizens Better Books campaign was launched with a single goal - to equip every Nottingham Primary School with a set of racially and culturally diverse reading books.

The leaders making this happen came from a variety of institutions and backgrounds. They had anger, passion, and energy. Judaea Williams, a student at Nottingham Girls Academy said; "Communities must always fight and work to gain equal status with the rest of the world, and I wonder when the fight will stop. Rights and privileges should be an automatic entitlement anyone should be able to experience, and as part of Nottingham Citizens I am doing all I can to make this a reality."

Judaea and dozens of others were united by this drive for a more equal world. They were also united by their inexperience, with many of the team new to community organising and at an early stage of understanding their leadership potential. Together, they built relationships across the city, engaged in meetings with city decision-makers and led public actions. We saw incredible growth in their confidence and competence as they progressed through the campaign.

Jerome Edwards, from Nottingham-based charity Matthew 25:40, was new to organising and reflected: "As the campaign leader of the Better Books campaign, I learnt a lot about the ways in which organisations can work more effectively together for the common good, rather than take action on their own"

The campaign smashed its £10,000 target, raising over £25,000 with almost eighty schools benefitting from the books that were purchased. The team also secured a commitment from Nottingham City Council to increase the spending for diverse books for the children's book stock of the new city centre library.

Team members are already thinking about the next generation of leaders and how they can invest in them. As Naomi Lake from Trent Vineyard put it; "The thought of what my daughters' generation could do fills me with the excitement and encouragement to keep at this work, because what it could do, would be beneficially life-changing for everyone."



Parents and Communities Together (PACT)

– Dana's Story

Despite it being the most financially challenging year in the life of the project, PACT supported 691 parents, 254 of whom joined during the year. A total of 82 volunteers actively supported across all activities, 36 of whom are parents themselves.

As a parent-led project, we asked parents the question: if PACT was still running a year from now, what would you want the focus of our work to be? Over 300 parents took part in this listening. Unsurprisingly, reducing isolation and improving mental health came out on top. Improving access to services was a close second and for the first time, parents specifically asked PACT to develop them as leaders with lived experience.

Here, Dana shares her journey through PACT:

My path in PACT has been a real blessing! I started attending sessions a few years ago when my second baby was born. My GP recommended I go to the Espacio Mama group because I was struggling emotionally. My first contact was with Grace. I felt charged. She's a great person like all PACT staff members. Everyone in PACT has great energy, and their welcome was very warm. They instantly made me feel at home.

Soon after I joined, I had the opportunity to attend a CUK community organising course for five

weeks and was only able to attend because I could leave my baby in the creche. This is one of the wonderful things that PACT has – the support that we get enables parents to attend and focus on activities knowing that our children can be cared for by professionals.

**"Good support
is rooted in
understanding
from people
around you."**



Minnie was the Volunteer Coordinator at the time, and she always encouraged me to participate in activities where I was able to speak, write, and stay connected. Through these activities, I made good progress with my English (Spanish is my first language). One of the great assets in my development within PACT is to have the opportunity to explore my creativity through Media Mums. I get opportunities to contribute to blogs, illustrations, photography, participating in meetings and talking; all this has been a great pillar to create more confidence and belief in myself and the people around me. Earlier this year, I was invited to work with Citizens UK's



comms team to cover a special event when the Duchess of Cambridge visited the Tuesday MumSpace group at PACT. I had the great opportunity to meet the Duchess personally and to take some endearing photos full of beautiful feelings and memories for the community. I did a photo session for the mothers and collaborators in the event which was wonderful!

I was also part of the Family Food Club set up to tackle childhood obesity. Along with other mothers, we were trained to teach other parents and their children how to cook healthy meals. We obtained certificates in food safety and nutrition, which was amazing.

I have had so many other opportunities through PACT, participating in mental health activities and at the PACT allotment in Camberwell. All the children and parents have assisted in the growing of vegetables, caring for and watering the garden and sharing the harvest! I supported Layla to apply for the Southwark fund to continue with the allotment project and it was a success. Layla also connected me with the Citizens UK climate change campaign. I have had the opportunity to be part of something good and positive for the city of London. Within that team, I have been in contact with other members of the community who are working hard to make London greener. The staff team

have always encouraged me to continue, and it has been wonderful to work with them.

During the PACT Assembly, organised by members and mothers, we were all able to contribute with dishes from different countries and arrange different activities. I had the opportunity to record a video where parents shared their stories. During the pandemic, I was trained and participated in the PACT community audit calling parents to find out how they were doing and if they were facing any difficulties due to Covid-19 to provide the correct support for them.

In 2019, I applied for university supported by members of the PACT team and completed my Level 4 Certificate of Higher Education in Skills for Workplace Leadership and Management course during the pandemic. Thanks to the learning and the skills learned through PACT, I was able to develop many of my assessments and make presentations in public. When I finished that course, I was able to apply to another university for my dream course for a career in fashion. I have been studying for a year, and I am very happy! For these achievements, I give a thousand thanks to all the support received so far, and I could not be more grateful for the authentic courage that everyone at PACT has given me not only to pursue my dreams, but to see difficulties as motivation to be a better person and mother for my children.



Developing undocumented migrants

– Elsie's Story



My name is Elsie Mumah, I'm the Associate Organiser for the Together We Can project and I'm working on the Settle Our Status campaign. Before becoming a Community Organiser, I was a leader campaigning on issues affecting people in my community.

As a leader, I didn't have the legal rights to work in the UK and life was horrible and traumatic. I was suffering with poor mental health and felt suicidal at some points. I had no one to talk to, and I isolated myself because I didn't trust anyone. I created my own lonely world, and this affected my mental health a lot. Life without papers in the UK means living in constant fear, with sleepless nights, feeling vulnerable and in some cases enduring domestic violence which can't be reported to the police for fear of being deported. It also means living in chains and in lockdown, not knowing when you will be liberated or set free from the heavy burden of the lack of status.

"My motivation has always been my horrible experience. I am determined to use this anger to contribute to changing the immigration system so that those coming after me won't have to go through what I went through."

ELSIE MUMAH
COMMUNITY ORGANISER & MUM

I used to think that when I finally got my papers, I would jump and scream for joy – but it wasn't the case. I was worn out from the suffering and pain. There was a lot of anger in me – anger to change the system. God being so good, there was a new position for Associate Organiser for Together We Can being advertised at Citizens UK. I applied for the job and got it.

I started by reaching out to all those I knew in my community that didn't have a settled status. I used to attend a Citizens UK's parent support group in the community called Parents and Communities Together (PACT), so I knew parents in the community. I am a mum to a beautiful 3.5-year-old daughter, and it was good to associate with other mums especially when you are new in a foreign land with no family.

I started by building a core team made of leaders without a settled status as well as those that have been through the immigration system. The idea was to bring these leaders together so that we could all exchange ideas on how we could contribute to changing the system.

I started with just 20 leaders. I'm now 11 months into this role and we now have more than 70 leaders engaged in the Settle Our Status Campaign. We ran a storytelling training with the aim of building confidence in our leaders as well as giving them hope for the future. I always encourage leaders to share their stories in each session. I tell the leaders that the campaign is not about me as the Organiser, but about all of us. That's why we say 'Together We Can' in our campaign framing.

I can see a positive shift in leaders' behaviour through the training. Building trust with the leaders is the most important aspect of this work. It takes patience, time, energy, and love to build trust. Most of the leaders joined this campaign with so much fear in them as they trusted no one. What I have been able to do is to treat each leader as a family member and this has been very successful as the leaders now trust me and have built confidence in themselves. Shy leaders are now outspoken and confident, which makes me so happy. My motivation has always been my horrible experience. I am determined to use this anger to contribute to changing the immigration system so that those coming after me won't have to go through what I went through.

From learning to leading – Rachel's Story

My main passion is campaigning for the Living Wage in Social Care. It's a case of dignity, for care workers and care users alike. As a care user, I'm really affected by the effects of low pay in the sector.

RACHEL FLINT
CITIZENS UK LEADER, LEEDS



Rachel Flint is a Citizens UK leader from Leeds. Since joining her local Chapter in 2020 and attending national Community Leadership training, she has gone from developing her own leadership skills to developing others and strengthening institutions. Her organising has made a significant local and national impact, bringing a new institution into membership, and building our collective power around the national priority campaign for a Living Wage in Health and Social Care.

Rachel describes 'Learning Thursdays', Citizens UK's free, online training series for leaders, as pivotal in forming her first tentative steps into community organising.

"Citizens' emphasis on storytelling, particularly through the practice of one-to-one meetings, has had a profound impact on me. My confidence has grown, and I have been amazed at how quickly common ground has been found and genuine connections formed. The fact that Learning Thursdays is an online seminar is brilliant for me as it removes any worries I may have regarding travelling and accessibility."

Rachel took her learning a step further by working to bring a local institution, Leeds Disabled People's Organisation, into membership. Together, they delivered their own training for leaders on 'Disabled People Leading Change' as part of Citizens UK's 'Winning Justice Through Diversity' series.

She has since also led on a campaign close to her heart, saying: "My main passion is campaigning for the Living Wage in Social Care. It's a case of dignity, for care workers and care users alike. As a care user, I'm really affected by the effects of low pay in the sector."

She learned spokesperson skills through the Living Wage Leadership Academy and has used these on a speaking tour via Zoom to encourage more chapters to seek out stories from both care workers and care recipients. When discussing why she is so passionate about this work, Rachel said: "What's happened in the last two years has been equivalent to society being put on pause. We need to use this time as an opportunity to rethink things and move towards a fairer society that pays everyone their due. Right now, the sky is the limit."

STRENGTHENING INSTITUTIONS

Citizens UK's campaigns not only seek to win on systemic issues which affect our communities but also aim to develop campaigns as a means to train leaders and strengthen institutions. While most organisations are attracted to Citizens UK by our social justice wins and our leadership training, those that stay for the long-term are the ones that work out how their membership helps them to better live out their own vision and mission.

OXFORD DIOCESE

The Diocese of Oxford has been a Strategic Partner of Citizens UK since 2019, investing £150,000 over five years to establish civil society alliances for social justice in Reading and Oxford to support action in rural contexts, and to join these with the pre-existing and very effective Citizens Milton Keynes to form Thames Valley Citizens. The founding assembly was held on Zoom in June 2020.

The Diocese works with Citizens UK to help them build capacity not only to mitigate the effects of poverty and disadvantage, such as through food banks and winter night shelters, but also to challenge the underlying causes and take action for the common good.

The Diocese of Oxford has been closely involved with other Citizens UK local chapters across the country to listen to the experiences of the most vulnerable in lockdown and to articulate and take action on emerging injustices highlighted by COVID-19, for example, a national campaign to tackle working poverty by seeking the real Living Wage for care workers.

Emergent activities in Reading and Oxford have so far reached over 70 organisations: churches, mosques, Hindu and Jewish communities; schools, colleges, universities, and community groups. It is proving to be a diverse and intergenerational bringing of communities together for social justice.

Now the Diocese is working on a training programme to share the methodology and tools of community organising across the organisation. Through refugee resettlement with Citizens UK, the Diocese of Oxford has developed leaders and strengthened the capacity of its local institutions to make an impact on social injustice. There are a number of community sponsorship groups connected to the Diocese of Oxford, and by working with Citizens UK on the Communities for Ukraine programme, they have identified hundreds of hosts in their congregations and wider communities who will be welcoming Ukrainian guests in the months to come.



KING'S COLLEGE LONDON

Since its conception, the strategic partnership between Citizens UK and King's College London (KCL) has taken significant strides to redefine what it means to be a civic university; one that is not only applying the practices of community organising internally, but that is also organising alongside local communities to win local and systemic change.

Over the years, university leaders from across faculties and departments have adopted the principles of organising and taken action on climate change, the refugee crisis, migration justice, mental health, a real Living Wage and many more. The interventions range from projects like Conversations About Race, which tackles institutional racism within the university, to the founding of Empoderando Familias; a Spanish-speaking parent group that supports parents in navigating the education system and organising for the future of their families.

This past year, the partnership took their institutional and local organising to the next level. In Lambeth, KCL's local alliance, the Widening Participation department funded and contributed to the Lambeth Social Mobility

Strategy. We listened to over 1,000 people about what is keeping young people from becoming who they want to become. The ambitious campaign became a multidimensional strategy with strands on the real Living Wage, mental health, anti-racism, and access to information. Students and staff from across KCL contributed their personal stories and professional wisdom. Significant wins were secured in the local election assembly, but neither KCL nor Lambeth Citizens will rest until the Social Mobility Strategy is adopted and delivered.

Institutionally, KCL and Citizens UK designed King's First Year; a pioneering module that will introduce students from across the university to community organising. The pilot will train twenty members of staff, who will then train 750 students over the course of a year. By next year, the ambition is to scale and reach every single first-year student in KCL; that is 8,000 people every year that will know the potential and the tools of building relational power.



STRENGTHENING SCHOOLS

When the Business School joined Citizens Cymru Wales, the local Community Organisers spent time understanding the Public Value Mission, and how Community Organising could help them deliver that. The result of that dialogue is a pioneering 'Society and Economy' module run in collaboration with Citizens Cymru Wales Organiser Fiona Meldrum, in which each year 300 first-year undergraduates are trained in Community Organising as part of a Public Value Leadership Academy.

CITIZENSHIP AND INTEGRATION

Over the past years, schools across South London have been developing links between each other and with external partners such as Coram Children's Legal Centre. Funded as part of the Citizenship and Integration Initiative at London's City Hall, over the last four years South London Community Organisers and leaders have been organising with primary schools to build teams of parents who have been through, or are going through, the immigration system.

We started with St Mary's CE Primary School in Lewisham, and Surrey Square Primary School in Southwark, and are now expanding to six more schools across Lambeth, Lewisham, Newham, Barking and Dagenham, and Islington. Community Organisers have been working to train staff and parents in organising and have been working alongside legal experts at Coram Children's Legal Centre to provide high-quality legal advice to parents. Some of the immediate results have been important – immigration status for families who were previously undocumented, broken-down taboos among parents and pupils, more confidence in the staff at supporting families with immigration issues – but also some of our biggest national wins grew from these schools. Both our Free School Meals campaign, securing Free School Meals and Pupil Premium funding for all children in need regardless of immigration status, and the Children Into Citizens campaign, which recently celebrated the win of an affordability fee waiver for child citizenship fees, grew from the primary schools involved in the Schools Citizenship and Integration Pilot.



SCHOOL-BASED COUNSELLING

This year the School-Based Counselling campaign has grown in strength and influence, with Citizens chapters across the country taking action locally to secure better mental health provision for young people in schools. Ultimately, the aim of the campaign is to secure a commitment from the Government to invest the £55m needed to ensure every school in England has an adequately trained counsellor available to support young people in need. We have secured a key ally in this campaign, with NASUWT teachers' union becoming a strategic partner of Citizens UK.

Citizens UK leaders and Community Organisers have been working with NASUWT to map what current provision looks like across the country and to train union members to use tools such as power analysis to help understand how to build the influence needed at a national level to secure the funding we need from the Department of Education.

Meanwhile, chapters including Peterborough Citizens, Tyne & Wear Citizens, and Brighton & Hove Citizens have been building strategic relationships with their local MPs, ensuring that this issue is on the radar of every major political party. This strategy led to an opposition day debate in November 2022, where Peterborough MP Paul Bristow read a speech on School-Based Counselling written

for him by students at schools in membership of Peterborough Citizens.

In May 2022, because of the relationships we have built across Parliament, we managed to secure a meeting with the then Children and Families Minister Will Quince. He agreed with leaders from Brighton & Hove Citizens, Tyne & Wear Citizens, and Peterborough Citizens that in principle, every student in England should have access to a school-based counsellor. He committed to attending a national Citizens UK Summit on mental health in the autumn and expressed a desire to collaborate with Citizens UK to make a compelling evidence-based argument for School-Based Counselling. He also committed to reviewing the data on the current provision, which has not been updated since 2017.

The young leaders from Peterborough schools who attended the meeting spoke movingly about their own mental health challenges and left the meeting feeling excited and powerful, as well as looking forward to the summit and the next step towards winning this campaign.

Whilst many often talk about the importance of winning on the issues we focus on, at Citizens UK, the learning process for leaders is just as important. The relationships built through the development of our campaigns are such that our member institutions benefit in ways which make them feel more relevant and connected to their local communities.



MAKING CHANGE

Our work is powered by the people in our membership and it is their experiences that set our priorities. Across the Citizens network, there are hundreds of local projects with local leaders campaigning for a zebra crossing outside a school or welcoming a refugee family through community sponsorship. Here are just a few examples of leaders making change.



LIVING WAGE FOUNDATION

A record 2,846 new employers became Living Wage accredited last year, and we reached our 10,000th Living Wage Employer in 2022.

75,000 more people received pay rises through the Living Wage, up from 32,000 last year and more than double the record 35,500 in 2016. This included 126 accreditations in social care resulting in 7,000 pay rises, with nearly three-fifths of all pay rises in social care occurring in the past two years. As a result, the campaign has now provided a pay rise to over 350,000 people since it began.

Midway through the year, we launched the 'Making London a Living Wage City' project, funded by Trust for London. Since September 2021, there have been over three hundred accreditations of London-based organisations, employing over 113,000 staff and resulting

in pay rises for 20,000 workers. Notable accreditations include Capita, Brompton, IBM, University of the Arts, UCL, Getir, Fujitsu, M&G, the Excel Centre, Petrofac, and the *Financial Times*.

We produced a range of research on the impact of low pay and the Living Wage including research on the impact of low pay on workers, the scale of low pay throughout the UK, the scale of low pay in the Third Sector, and the growth of insecure work.

Our communications and campaigns work, in conjunction with our research and intelligence gathering, has led to 5000+ mentions in national, local and trade media with an estimated ad value equivalency of £4.6m, including coverage across all national newspapers and national broadcast outlets.

LIVING WAGE FOR HEALTH AND SOCIAL CARE

In November 2021, the Leadership Team, representing all seventeen chapters, agreed to our first national campaign prioritisation – to secure the real Living Wage for health and social care workers. We ended the year with our first in-person national action since the pandemic began, led by care workers in Parliament Square. 350 leaders gathered for a tea party and the biggest national action we have run for three years.

Leaders from every local chapter joined in solidarity with care workers who deserve to be paid the real Living Wage. 20 MPs came down to the square to meet with care workers and hear first-hand the effects of low pay on the sector. Leaders were out in force on social media too, asking MPs if they #CareForACuppa, with the hashtag reaching nearly 400,000 timelines (#LivingWage4SocialCare was over 600,000). We secured twelve pieces of press coverage, including a segment on ITV London, the Daily Express, and a detailed write-up from The Mirror both in print and online. Fredlyn from Nottingham Citizens said;

“The bills are unbelievable, the cost of living - everything is on the rise. It's really killing me, I'm always on my feet. I have to work these hours

to keep up with the bills - I have to do seven days a week sometimes. Of course it causes me stress, the challenge is so much. But I also do it for the joy, to see the smile on people's faces. I see it as a calling, this is my duty - to serve these people. A real Living Wage would mean a lot to me, it would bring joy not only to me but also my family because I would see them more because I wouldn't have to work such long hours.”

The action followed a number of successes already achieved. Thanks in part to colleagues in Wales Cymru Citizens, the Welsh government will be providing Welsh local authorities and Health Boards with £43 million to implement a real Living Wage in the care industry. This is already happening in Scotland, and Northern Ireland stated that from June 2022, any company delivering services for Government will have to pay staff working on that contract the real Living Wage. Additionally, with Greater Manchester Citizens successfully securing the accreditation of one of the region's largest care providers, Anchor Hanover, Greater Manchester Combined Authority has recently announced they will be the first city-region in England to commit to paying a real Living Wage to adult social care workers.



Scotts Park, Tyne and Wear Citizens

This is one example of hundreds of local campaigns that enable people to take leadership and make change.

The importance of access to good quality green spaces was highlighted during the pandemic. They became vital to both our physical and mental health during successive lockdowns. But as with many things in the pandemic, there was a divide and difference in experience; some communities were quite simply offered more than others. Those living in affluent areas had access to well-maintained and well-resourced green spaces, whilst those in less affluent areas did not.

The community around Scott's Park, North Shields, listened, organised, and acted to make change happen. A listening campaign at Mum's Space by PACT North Tyneside revealed a problem area in a park with no play equipment, no bins, littered with rubbish and not maintained, making it unusable for local people.

Following reluctance from the Local Authority to act and pessimism that local communities simply did not care about the park, a day of action was organised. To comply with lockdown

restrictions, thirty people gathered from the local Primary School, churches, PACT, and neighbourhoods to litter pick; several bags of rubbish were generated. It led to more conversations about the use of the park and what the community wanted and needed from this space. Leaders wrote to local councillors, council officers and the Mayor of North Tyneside to meet to discuss solutions.

Meetings took place in the park, where local parents put forward asks to North Tyneside Council and disputed claims that local dogs "had eaten the swings". Since then, swings have been installed, benches painted, hundreds of trees planted, with plans in place for more play equipment to follow. It is now a place filled with people and the sound of children playing. By taking action together (even during a lockdown with restrictions in place), we can make change. We want to make our planet green, fair and healthy. The community chose not to accept the way things were, to work together and to hold those in office accountable.



Free School Meals for thousands of migrant children and millions of extra funding for schools

In 2019, eight member schools across London and UCL's Institute of Education began a listening campaign into the impact of immigration issues on schools. This involved house meetings with parents, whole school assemblies and class activities, a national survey reaching another 50 schools, and many 1-2-1 meetings at the school gates — all shared in a report on the key issues. One of the key issues that emerged was the barriers families face in accessing Free School Meals due to the parents' immigration status, and the way that impacts the schools' Pupil Premium funding (the £1,300 per child that schools get for children eligible Free School Meals). Some schools estimated they were missing out on as much as £100,000 per year and had tens or even hundreds of hungry children unable to access Free School Meals.

The schools and university decided to call on the Children's Minister, marching from Parliament to the Department for Education, but at the time struggled to get a meeting. Meanwhile, Lewisham Citizens took action locally, with members St Mary's CE Primary School and Lewisham Refugee and Migrant Network campaigning successfully for Lewisham Council to fund Free School Meals for families who could not access them.

When the pandemic hit, the possibilities changed and we joined forces with The

Children's Society, Food Foundation, and others to push the government to expand Free School Meals to families with No Recourse to Public Funds (an immigration condition on parents that was preventing them accessing the lunches). This was successful, and for the past two years children whose parents have No Recourse to Public Funds have been able to access those meals through school.

Concerned about what would happen once the pandemic support faded, we joined forces with The Unity Project, RAMP, Praxis, and a cross-party group of MPs to push once more for the permanent expansion of this scheme.

On 24th March 2022, Minister Will Quince announced the permanent expansion of Free School Meals to include not only migrant families with No Recourse to Public Funds (up to 150,000 children) but also children in families without documents at all (up to 100,000 children). Further still, the announcement confirmed that schools would now be able to access Pupil Premium funding for those families too, which at £1300 per child per year will have a real tangible impact on the schools and their ability to support their pupils. In total, this is a win of tens of millions of pounds for families and schools, and a message that regardless of their immigration status or that of their parents, all children deserve to be fed and educated.



In total, this is a win of tens of millions of pounds for families and schools, and a message that regardless of their immigration status or that of their parents, all children deserve to be fed and educated.

HR SUMMARY



During the financial year 21/22, over 50 new employees joined Citizens UK, growing the staff team by around 20%. This is no mean feat to recruit so many new joiners. Our existing employees pulled together to welcome, train, and embed new colleagues. Our values help steer us in how we work together and the decisions we make. To bring this to life, we have categorised some of our recent work through our values below, although most actions impact more than one value.

RELATIONAL

Employee Participation – This is an important pillar of our development work at Citizens UK, which shows through our involvement of staff in everything we do. For example, during lockdown, we transferred from quarterly in-person 'All Staff Meetings' to online meetings every 2 months. At each meeting, we have

adopted a value as a theme and groups of employees from different teams work with Matthew Bolton our Executive Director, to co-chair and develop the agenda. This keeps the meetings fresh and gives different colleagues a chance to get to work together. The change of delivery helped our employees based all around the UK feel more part of the organisation.

Change Management – As lockdown lifted, clear guidance was shared to support employees as they started to meet internally and externally. We consulted employees and designed a Return to Better approach which included updating our Flexible Working Policy and introducing a Home Working Policy. We improved our ability to implement hybrid working efficiently and introduced core working days and hours to improve engagement, plus introduced compressed hours to enable full-time employees to enjoy some flexible work too.

INTEGRITY

Hybrid Working – During lockdown we enabled employees to comfortably work from home, sourcing office furniture and giving the £26 per month tax-free allowance. Our Return to Better internal programme encompassed a whole host of initiatives that would give employees a chance to better balance home and work, which goes to the heart of inclusion, especially for carers. We ensure transparent use of our policies to ensure all employees have access to what they need to work effectively whether this is in the office, at home or on the move. We will continue to work on improving our employee experience.

KINDNESS

Wellbeing – Like many organisations our employees struggled with lockdown and the pressures it brought both personally and professionally. In turn, we made employee wellbeing one of our three organisational priorities and arranged numerous wellbeing activities and initiatives, including mental health training for line managers and a reporting process to track and measure how employees are feeling and tackle overwork.

Managing Workload – The recent growth in headcount was in response to winning funding for important community work. There is often a time delay in being able to resource growth, and the time to recruit and onboard a new joiner, this impacts on staff and we have been looking

at ways we can reduce this impact, for example through quicker recruitment approvals and improving onboarding.

SOLIDARITY

Employee Voice – We have an active Trade Union group that meets regularly with our Executive Team on all people-related matters. We also have employee networks for LGBTQ+ staff, people of colour, and women, which allies can attend too. Our employees pull together to support large actions, our various assemblies and to contribute to internal learning sessions throughout the year. Our retention of employees has been good, with a voluntary turnover rate of 11.3%, which is below the industry benchmark.

COURAGE

Learning & Development – We have the courage to admit that whilst we develop leaders within the communities, we also need to ensure we develop our staff too. Our approach to L&D covers three main areas:

- **compliance training** – e.g., health & safety, safeguarding
- **technical skills** – e.g., IT, systems, guild skills for Community Organisers, marketing and press, project management and time management skills
- **development** – e.g., moving into management, coaching and confidence





A YEAR IN NUMBERS

125
COMMUNITY
SPONSORSHIP
GROUPS
SUPPORTED



68 REFUGEES WELCOMED IN 2021/22



691
PARENTS
SUPPORTED
THROUGH
PARENTS AND
COMMUNITIES
TOGETHER
(PACT)

254
OF WHOM
JOINED
DURING
2021/22

82
VOLUNTEERS
ACTIVELY
SUPPORTED
ACROSS
ALL PACT
ACTIVITIES

36
OF WHOM
ARE PARENTS
THEMSELVES.



495

MEMBERSHIP
INSTITUTIONS

3,568

PEOPLE TOOK
ACTION FOR
CHANGE

10,677

PEOPLE BUILT
THEIR CONFIDENCE
AND SKILLS



10,000

EMPLOYERS PROVIDING A
PAY RISE TO MORE THAN

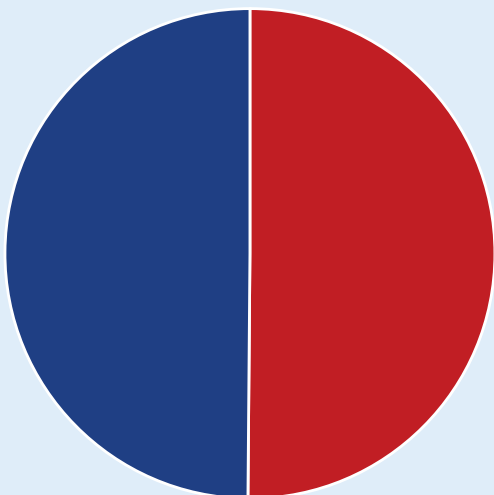
350,000

PEOPLE SINCE THE CAMPAIGN
FOR A REAL LIVING WAGE BEGAN



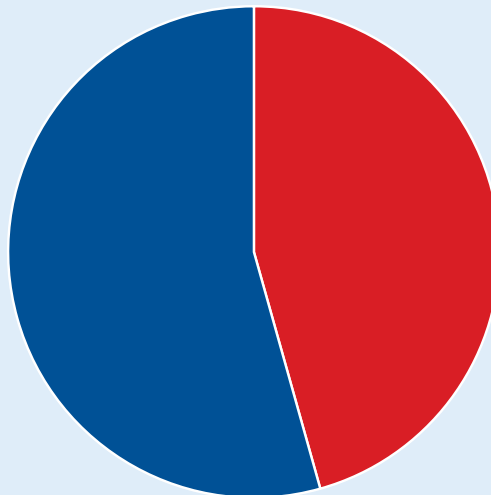
FINANCIAL SUMMARY

2022 TOTAL INCOME: £7,752,440



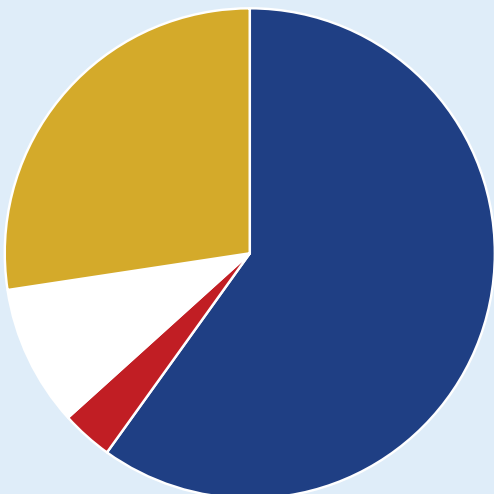
■ Hard – (Dues & Accreditation) **£3,886,463**
■ Soft – (Grants and Others) **£3,865,977**

2021 TOTAL INCOME: £6,517,999



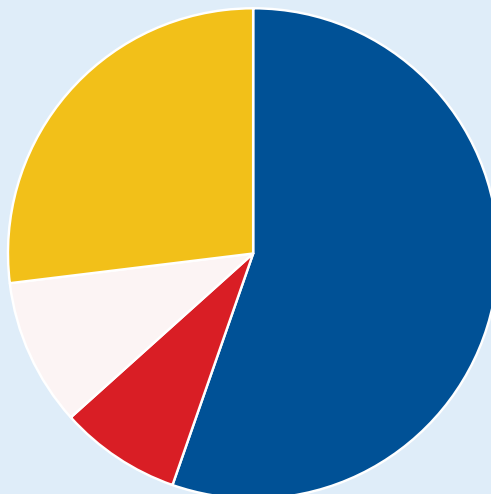
■ Hard – (Dues & Accreditation) **£2,975,244**
■ Soft – (Grants and Others) **£3,542,755**

2022 TOTAL EXPENDITURE: £6,435,318



■ Staff Costs **£3,855,250**
■ Activity Cost **£218,704**
■ Fundraising **£598,510**
■ Others **£1,762,854**

2021 TOTAL EXPENDITURE: £5,630,941



■ Staff Costs **£3,116,013**
■ Activity Cost **£451,314**
■ Fundraising **£547,034**
■ Others **£1,516,580**

CITIZENS UK CHARITY AND SUBSIDIARY OFFICERS AND PROFESSIONAL ADVISERS

The directors of the charitable company ('the charity') are its Trustees for the purpose of charity law and throughout this report are collectively referred to as the Trustees. The charity has Trustees who are elected annually by the Members of the company at the Annual General Meeting.

Charity name	Citizens UK Charity	
Working name	Citizens UK	
Website	www.citizensuk.org	
Members of the Board of Trustees	Revd Canon Karen Rooms Saba Abid Shafi Meriel Barclay David Edward Canham Ranjit Sondhi OBE Rt Hon John Dominic Battle Noeleen Cohen James Pickering Lindsay Jane Driscoll Clive Foster Dr Mahera Ruby Sheikh Nuru Mohammed Stuart Wright Sally Rush	Chair Leicester Citizens* Treasurer* CUK Birmingham* Leeds Citizens* Vice-Chair North London Citizens* South London Citizens* Appointed 9 October 2021 Appointed 12 October 2021

* Indicates a link to a Chapter and that the trustee is therefore from a member institution.

Company Secretary **Matthew Bolton**

Key Management Personnel

The following served for part or all of the year ended 31 March 2022:

Matthew Bolton	Executive Director
Katherine Chapman	Director, Living Wage Foundation
Jonathan Cox	Deputy Director
Jawed Neshat	Director of Finance and Operations (Resigned 28 February 2022 and reappointed 1 August 2022)
Elizabeth Gutfreund-Walmsley	Director of Communications, Membership and Campaigns (Appointed 28 July 2021)

CITIZENS UK CHARITY AND SUBSIDIARY OFFICERS AND PROFESSIONAL ADVISERS

**Registered Office and
Operational address**

136 Cavell Street
Citizens UK

**Registered Charity Number
Registered Company Number**

1107264
05268071

Auditor

Scrutton Bland LLP

Chartered Accountants and Statutory Auditor
820 The Crescent
Colchester Business Park
Colchester
CO4 9YQ

Bankers

HSBC Bank PLC

75 Whitechapel Road
London
E1 1DU

Solicitors

K & L Gates LLP

110 Cannon Street
London
EC4N 6AR

CITIZENS UK CHARITY AND SUBSIDIARY REPORT OF THE EXECUTIVE DIRECTOR AND TRUSTEE BOARD

The Trustees are pleased to present their report, together with the audited financial statements for the year ended 31 March 2022.

The legal and administrative information set out on pages 25 and 26 forms part of this report. Similarly, the Annual Report set out on pages 4 to 23 also forms part of this report. The Trustees confirm that the financial statements comply with current statutory requirements, the Memorandum and Articles of Association, and the Statement of Recommended Practice (SORP) Accounting and Reporting by Charities (issued in October 2019) and FRS102.

SMALL COMPANY PROVISIONS

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

OUR AIMS AND OBJECTIVES

PURPOSES AND AIMS

The Charity's purposes are set out in the Articles of Association and they are:

- to develop the capacity and skills of the members of socially and economically disadvantaged communities in such a way that such members are better able to identify and help meet their needs and to participate more fully in society,
- to assist by directly promoting the more effective working of charitable community capacity building organisations designed to pursue that aim,
- to advance the voluntary sector,
- to advance physical and mental health,
- to relieve poverty, unemployment, or those in need by reason of youth, age, ill-health, disability, financial hardship or another disadvantage,
- to advance environmental protection or improvement and sustainable development,
- to advance the arts, culture, heritage or science, and
- to further such exclusively charitable objects according to the laws of England and Wales as the Trustees in their absolute discretion from time to time determine. Sustainable development means "development which meets the needs of the present without compromising the ability of future generations to meet their own needs."

The aims of our Charity are to develop the capacity of the 'organised' people of the United Kingdom to participate more effectively in public life, and to strengthen their civil society institutions in the process. We work with and for civil society institutions including education, faith, trade union and voluntary associations. We believe that strengthening these institutions and teaching citizens how to work together for the common good is vital for a healthy democracy with civil society at its heart.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

The Trustees have considered the obligations of the Charities Act 2011 and are satisfied that Citizens UK (CUK) complies with this Act, in particular with Section 4 concerning 'public benefit' and pays due regard to the public benefit guidance issued by the Charity Commission.

CITIZENS UK CHARITY AND SUBSIDIARY

REPORT OF THE EXECUTIVE DIRECTOR AND TRUSTEE BOARD

FINANCIAL REVIEW

FINANCIAL PERFORMANCE

CUK's total (consolidated) income for the year ended 31 March 2022 was £7.752m with expenditure totalling £6.435m, resulting in a surplus for the year of £1.317m. When added to the historic balances brought forward at the start of the year, our overall year-end reserves were £3,505k which will be applied to our charitable activities in the future. This figure comprises £796k of restricted funds and £2,709k of unrestricted funds, including those that have been internally designated.

RESERVES POLICY

The Trustees have examined the Charity's requirements for reserves in light of the main risks to the organisation.

In October 2017 CUK introduced a new Reserves Policy that has an underlying steer towards building reserves to address the risk of any unplanned occurrences.

The Trustees want to ensure that in an unlikely event of the organisation ceasing its operations, CUK has enough reserves for its winding down costs. These would include employee redundancies, liabilities towards suppliers and the legal costs of winding down. Whilst this is the absolute minimum, the Trustees aspire to building additional reserves to protect the organisation from any short-term funding volatility and to enable CUK to be able to fund any short-term but critically important activities.

The present levels of reserves available to the Charity (at group level) of £800k are generally in-line with our target level of undesignated unrestricted funds. The strategy is therefore to maintain significant reserves through planned operating surpluses.

TRUSTEES' INDEMNITY INSURANCE

The Charity took out an indemnity insurance to cover its Trustees for 2021/22. The premium for the year was circa £1,800.

STRUCTURE, GOVERNANCE AND MANAGEMENT

GOVERNING DOCUMENT

The organisation is a charitable company limited by guarantee, incorporated on 25 October 2004 and registered as a Charity on 14 December 2004 (previously named the Citizens Organising Foundation, registered in 1989). The company was established under a Memorandum of Association, which determined the objects and powers of the charitable company and is governed under its Articles of Association. A new set of Articles of Association was adopted at the CUK Annual meeting on 23rd February 2021.

CITIZENS UK CHARITY AND SUBSIDIARY REPORT OF THE EXECUTIVE DIRECTOR AND TRUSTEE BOARD

Every Member undertakes to contribute the sum of £1 to the assets of the Charity in the event of its being wound up during the time that s/he is a member or within one year afterwards for payments of debts and liabilities of the Charity contracted before s/he ceased to be a Member and of the costs, charges and expenses of winding up the same and for the adjustment of the rights of the contributories amongst themselves.

MEMBERSHIP

CUK has two categories of membership:

1. The Trustees (A Trustee shall become a Member on becoming a Trustee), and the Chapter Representatives, elected at the Annual Meeting of each Chapter.
2. Organisations (mosques, churches, synagogues, GP practices, universities, schools, charities, health trusts etc) who pay membership dues and receive benefits in return.

INTERNAL GOVERNING DOCUMENT

There are a further three documents that form part of the internal governing documents, and which set out the roles and responsibilities of the separate layers of the organisation. These are:

1. Memorandum of Understanding

Internal document describing what a local chapter can expect to receive from CUK and what is expected of the Leadership Group.

2. Letter of Understanding

Internal document setting out what a Member Institution can expect to gain from membership of a CUK chapter and what they are expected to commit on their side.

3. Management Manual

- Internal document that offers guidance to Leadership Groups about best practice in the operation of chapters, in relation to Trustees, organisers and the CUK Council.
- Details of the CUK governance.
- The legal duties of the Trustees to ensure chapters understand their responsibilities and to protect the whole organisation from regulatory and other risks.

CITIZENS UK CHARITY AND SUBSIDIARY REPORT OF THE EXECUTIVE DIRECTOR AND TRUSTEE BOARD

RECRUITMENT AND APPOINTMENT OF BOARD OF TRUSTEES

The directors of the company are also Charity Trustees for the purposes of Charity law and under the company's articles. Under the requirements of the Articles of Association Trustees serve for a term of 3 years from the date of their election or appointment and are eligible for re-election or re-appointment provided that no Trustee may continue to serve after nine years (three terms) in office without a period of at least a year out of office. Retiring Trustees shall step down at the CUK Annual Meeting held in the year that they are due to retire.

The Board of Trustees consists of not less than three and no more than ten persons elected by the Members against criteria set by the Board of Trustees and not more than ten persons appointed by the Board of Trustees.

TRUSTEE INDUCTION AND TRAINING

Upon appointment all Trustees are given a copy of the Articles of Association and Charity Commission guidance, The Essential Trustee (CC3).

All elected Trustees are expected to attend Citizen UK's six-day National Training. Trustees who are nominated are encouraged to attend the six-day or the two-day Introduction to Leadership.

Trustees are encouraged to participate in CUK activities as well as staff training.

An induction programme has been put in place based on the Code of Governance.

RISK MANAGEMENT

The Charity Trustees have given consideration to the major risks to which the Charity is exposed and satisfied themselves that systems or procedures are established in order to manage those risks.

The CUK Risk Register is tailored to fit the circumstances of CUK's work and defines and addresses areas of significant risk: Funding, Capability, Information Security, Reputation, Safeguarding, Membership and Leadership Engagement.

The responsibility for managing each risk is allocated to individuals within the Senior Management Team who have specialist knowledge of their area of work and is reviewed on a bi-annual basis by the Finance, Risk and Audit (FRA) Sub-Committee and the full board of Trustees.

ORGANISATIONAL STRUCTURE

TRUSTEES

CUK has a Trustee board of up to 20 members who meet quarterly and are responsible for the strategic direction and policy of the Charity. The Board seeks to draw members from a variety of professional backgrounds relevant to the work of the Charity.

CITIZENS UK CHARITY AND SUBSIDIARY REPORT OF THE EXECUTIVE DIRECTOR AND TRUSTEE BOARD

CUK also has 4 sub-committees: Personnel and Safeguarding, Finance, Risk and Audit and Mission, Membership and Governance and Nominations, all 4 of which meet quarterly in advance of Trustee meetings. Comprised of up to five Trustees with specialist knowledge in the field as well as members of the Senior Management Team, they are able to scrutinise in more depth matters that fall into their remit.

The Board has delegated the day-to-day running and decision making of the Charity to the Senior Management Team.

CUK LEADERSHIP TEAM

The CUK Leadership Team comprises of several delegates from each Chapter, and encourages idea sharing and co-operation across the network on common priorities. They meet monthly online to plan national campaigns and organise the annual UK Delegates Assembly.

CHAPTERS AND LEADERSHIP GROUPS

Within the Charity there are Chapters that further the objects of the Charity at a local level. Member institutions sign a Letter of Understanding with the Charity, the terms of which govern its membership of the local Chapter. Each Chapter shall have a Local Leadership Group which shall consist of not less than 8 and not more than 15 persons elected by member institutions.

The Local Leadership Group shall have delegated powers to administer the business of the Chapter and shall sign a Memorandum of Understanding with the Charity. Each Local Leadership Group may co-opt up to three additional members. A representative of the Local Leadership Group ("Chapter Representative") shall be elected at the Annual Meeting to represent and exercise the Chapter's vote at the CUK Annual Meeting.

RELATED PARTIES

CUK includes its various regional Chapters, all of whom operate under its oversight and control.

CITIZENS UK CHARITY AND SUBSIDIARY REPORT OF THE EXECUTIVE DIRECTOR AND TRUSTEE BOARD

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees, who are also Directors of CUK Charity for the purposes of company law, are responsible for preparing the Report of the Executive Director and Trustee Board and 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 period 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 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 and statements of recommended practice have been followed, subject to any material departures disclosed and explained in the financial statements; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Trust will continue in existence.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and 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.

The Trustees confirm that so far as they are aware, there is no relevant audit information of which the charitable company's auditors are unaware. They have taken all the steps that they ought to have taken as trustees in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

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

AUDITOR

A resolution to re-appoint Scrutton Bland LLP as auditor of the Trust will be put to the Trustees.

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

Signed for and on behalf of the Trustees:

Revd Canon Karen Rooms, Chair of the Board of Trustees *Karen Rooms*

Approved by the Trustees on *26/10/22*

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CITIZENS UK CHARITY

OPINION

We have audited the group and parent company financial statements of CUK Charity for the year ended 31 March 2022 which comprise the consolidated statement of financial activities (including the group income and expenditure account), group and company balance sheets, statements of changes in equity, statement of cash flows and consolidated statement of cash flows and related notes to the financial statements, including a summary of significant accounting policies. The relevant financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

IN OUR OPINION THE FINANCIAL STATEMENTS:

- give a true and fair view of the state of the group's and parent company's affairs as at 31 March 2022 and of the group's 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 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

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the entity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CITIZENS UK CHARITY

OTHER INFORMATION

The trustees are responsible for the other information. The other information comprises the information included in the Annual Report and the Report of the Executive Director and Trustee Board other than the 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 MATTER 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 Report of the Executive Director and Trustee Board for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Report of the Executive Director and Trustee Board 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the narrative reporting which comprises the Report of the Executive Director and Trustee Board, the Officers and Professional Advisers information and the Annual Report.

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

- adequate accounting records have not been kept by the parent company, or returns adequate for our audit have not been received from branches not visited by us; or
- the parent company 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 exemption in preparing the narrative reporting and from the requirement to prepare a Strategic Report.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CITIZENS UK CHARITY

RESPECTIVE RESPONSIBILITIES OF TRUSTEES AND AUDITOR

As explained more fully in the trustees' responsibilities statement set out on page 32, 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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience, through discussion with the trustees (as required by auditing standards), inspection of the Charitable Company's regulatory and legal correspondence and discussed with the trustees the policies and procedures regarding compliance with laws and regulations. We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit. The potential effect of these laws and regulations on the financial statements varies considerably.

Firstly, the Charitable Company is subject to laws and regulations that directly affect the financial statements including financial reporting legislation and taxation legislation and we assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.

Secondly, the Charitable Company is subject to many other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statements, for instance through the imposition of fines or litigation. We identified the following areas as those most likely to have such an effect: safeguarding, employment law, health and safety and GDPR. Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the trustees and other management and inspection of regulatory and legal correspondence, if any.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CITIZENS UK CHARITY

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS (CONTINUED)

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: enquiries of management and those charged with governance as to whether the charitable company complies with such regulations; enquiries of management and those charged with governance concerning any actual or potential litigation or claims, inspection of any relevant legal documentation, review of board minutes, testing the appropriateness of journal entries and the performance of analytical review to identify any unexpected movements in account balances which may be indicative of fraud.

No instances of material non-compliance were identified.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements, the less likely we would become aware of it. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditresponsibilities. This description forms part of our audit's report.

USE OF OUR REPORT

This report is made solely to the charity'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 charity'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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Scrutton Bland LLP

Timothy O'Connor (Senior Statutory Auditor)

For an on behalf of

SCRUTTON BLAND LLP

Chartered Accountants and Statutory Auditor

Statutory Auditor

820 The Crescent
Colchester Business Park
Colchester
Essex
CO4 9YQ

Date: 15/11/22

CITIZENS UK CHARITY AND SUBSIDIARY CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES THE GROUP INCOME AND EXPENDITURE ACCOUNT YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Income from:					
Donations and legacies	4	692,643	3,173,334	3,865,977	3,474,870
Donations and grants in kind		19,229	-	19,229	15,613
Charitable activities:					
Membership dues		1,094,013	-	1,094,013	1,002,158
Training services		84,702	-	84,702	52,272
Other trading activities:					
Projects and other income		2,688,519	-	2,688,519	1,973,086
Total income		4,579,106	3,173,334	7,752,440	6,517,999
Expenditure on:	5				
Raising funds:					
Fundraising costs for grants and donations		598,510	-	598,510	547,034
Charitable activities:					
Capacity building for community organising		2,653,578	3,183,230	5,836,808	5,083,907
Total expenditure		3,252,088	3,183,230	6,435,318	5,630,941
Net income for the year	6, 7	1,327,018	(9,896)	1,317,122	887,058
Balances brought forward at 1 April 2021		1,381,883	806,409	2,188,292	1,301,234
Balances brought forward at 31 March 2022	18	£ 2,708,901	£ 796,513	£ 3,505,414	£ 2,188,292

See note 24 for the comparative consolidated statement of financial activities analysed by fund.

The Statement of Financial Activities includes all gains and losses for the year. All incoming resources and resources expended derive from continuing activities.

The charitable company has taken advantage of section 408 of the Companies Act 2006 not to publish its own Statement of Financial Activities.

The notes on pages 41 to 60 form part of these financial statements.

CITIZENS UK CHARITY AND SUBSIDIARY GROUP AND COMPANY BALANCE SHEETS AS AT 31 MARCH 2022

	Notes	The Group		The Company	
		2022 £	2021 £	2022 £	2021 £
Fixed assets					
Tangible assets	11	-	-	-	-
Investments	12	-	-	100	100
		-	-	100	100
Current assets					
Debtors	13	1,848,159	1,045,518	1,470,955	984,034
Cash and cash equivalents		2,828,005	1,782,522	2,763,847	1,587,657
		4,676,164	2,828,040	4,234,802	2,571,691
Creditors: amounts falling due within one year	14	1,016,239	489,632	601,870	276,284
Net current assets		3,659,925	2,338,408	3,632,932	2,295,407
Total assets less current liabilities		3,659,925	2,338,408	3,633,032	2,295,507
Creditors: amounts falling due after one year	15	154,511	150,116	127,618	107,215
Net assets		£ 3,505,414	£ 2,188,292	£ 3,505,414	£ 2,188,292
Charity Funds	18				
Unrestricted funds:					
Designated funds		1,908,901	791,548	1,908,901	791,548
General funds		800,000	590,335	800,000	590,335
		2,708,901	1,381,883	2,708,901	1,381,883
Restricted funds	17	796,513	806,409	796,513	806,409
		£ 3,505,414	£ 2,188,292	£ 3,505,414	£ 2,188,292

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

Net income for the year of Citizens UK Charity was £1,317,122 (2021: £887,058).

The financial statements were approved and authorised for issue by the Trustee Board on. 26/10/22

Revd Canon Karen Rooms, Chair of the Board of Trustees

Company registration number: 05268071

Charity registration number: 1107264

The notes on pages 41 to 60 form part of these financial statements

Karen Rooms

CITIZENS UK CHARITY AND SUBSIDIARY

STATEMENTS OF CHANGES IN EQUITY

YEAR ENDED 31 MARCH 2022

Group	Unrestricted Funds £	Restricted Funds £	Total £
As 1 April 2020	1,112,683	188,551	1,301,234
Net income for the year	269,200	617,858	887,058
At 31 March 2021	1,381,883	806,409	2,188,292
Net income for the year	1,327,018	(9,896)	1,317,122
At 31 March 2022	£ 2,708,901	£ 796,513	£ 3,505,414

Charity	Unrestricted Funds £	Restricted Funds £	Total £
As 1 April 2020	1,112,683	188,551	1,301,234
Net income for the year	269,200	617,858	887,058
At 31 March 2021	1,381,883	806,409	2,188,292
Net income for the year	1,327,018	(9,896)	1,317,122
At 31 March 2022	£ 2,708,901	£ 796,513	£ 3,505,414

The notes on pages 41 to 60 form part of these financial statements

CITIZENS UK CHARITY AND SUBSIDIARY

STATEMENT OF CASH FLOWS AND CONSOLIDATED

STATEMENT OF CASH FLOWS YEAR ENDED 31 MARCH 2022

	Notes	The Group		The Company	
		2022 £	2021 £	2022 £	2021 £
Cash flows from operating activities					
Net movement in funds		1,317,122	887,058	1,317,122	887,058
Depreciation of tangible assets		-	604	-	604
Loan interest paid		1,756	-	878	-
(Increase)/decrease in debtors		(802,641)	33,988	(486,921)	19,064
Increase/(decrease) in creditors		546,974	(53,882)	349,538	(92,943)
Net cash generated from operating activities		1,063,211	887,955	1,180,617	833,970
Cash flows from financing activities					
Loan repayments		(15,972)	-	(3,549)	-
Loan interest paid		(1,756)	-	(878)	-
Net cash used in financing activities		(17,728)	-	(4,427)	-
Increase in cash and cash equivalents in the year		1,045,483	867,768	1,176,190	813,783
Cash and cash equivalents brought forward		1,782,522	914,754	1,587,657	773,874
Cash and cash equivalents carried forward	23	£ 2,828,005	£ 1,782,522	£ 2,763,847	£ 1,587,657

The notes on pages 41 to 60 form part of these financial statements

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

1. GENERAL INFORMATION

Citizens UK is a company limited by guarantee, registered in England and Wales, registration number 05268071. The registered office address is 136 Cavell Street, London, E1 2JA. It is also a registered charity, registration number 1107264.

2. ACCOUNTING POLICIES

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year.

Basis of accounting

The financial statements have been prepared under the historical cost convention. The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Charities Act 2011.

The financial statements include the result of the Company and its wholly owned subsidiary, Centre for Civil Society Limited (Company number: 07333734) made up to 31 March 2022. Intra group transactions are eliminated on consolidation. Information about the subsidiary undertaking is provided in note 21 to the accounts.

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

The financial statements are prepared in pounds sterling and are rounded to the nearest £1.

Going concern

Having reviewed the charity and group forecasts and projections, the Trustees have a reasonable expectation that there are adequate resources to continue in operational existence for the foreseeable future. The entity therefore continues to adopt the going concern basis in preparing its own and consolidated financial statements.

Consolidation

The consolidated financial statements incorporate the financial statements of the charitable company and its wholly owned subsidiary. The results of the subsidiary undertaking are consolidated on a line by line basis. As a consolidated statement of financial activities is published, a separate statement of financial activities for the parent company is omitted from the group financial statements by virtue of section 408 of the Companies Act 2006.

Comparative figures

Certain comparatives have been restated to ensure comparability with the current year. This has not affected the overall result for the prior year or the net closing position brought forward at 1 April 2021.

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

2. ACCOUNTING POLICIES - (continued)

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Any unrestricted funds that have been set aside by the trustees for particular purposes would be treated as designated funds.

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

Further details regarding unrestricted funds and restricted funds can be found in the relevant notes to the financial statements.

Income

All income is included in the statement of financial activities when the charity is entitled to the income and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Grants and donations are included in full in the statement of financial activities when receivable. Dues receivable from member organisations are recognised when payment is requested. Donated goods and services are assessed, and where material, are recognised in both income and expenditure.

Income from investments is included when receivable.

Income is deferred where relevant, including situations in which there are performance criteria attached to the conditions of the funding.

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes VAT which cannot be recovered and is reported as part of the expenditure to which it relates.

Expenditure on raising funds are those costs incurred by the charity in generating income, and principally comprise staff time spent preparing and submitting grant applications and maintaining relationships with funders.

Expenditure on charitable activities 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 allocated directly to such activities and those costs of an indirect nature necessary to support them.

All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly; others are apportioned on an appropriate basis e.g. estimated usage.

CITIZENS UK CHARITY AND SUBSIDIARY NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2022

2. ACCOUNTING POLICIES - (continued)

Tangible fixed assets and depreciation

Assets with a cost of less than £350 are expensed. Fixed assets are stated at cost less accumulated depreciation. Depreciation is calculated so as to write down to estimated residual value the cost of all other tangible fixed assets over their estimated useful lives as follows:

Leasehold improvements	-	over the term of the lease.
Office and IT equipment	-	25% straight line.

Operating leases

Rentals paid under operating leases are charged to income on a straight line basis over the lease term.

Investments

Investments are stated at cost less provision for any diminution in value.

Cash and cash equivalents

Cash equivalents are recognised as such and included with other cash balances where they represent short term, highly liquid investments that are readily convertible to known amounts of cash without being subject to a significant change in value.

Pension costs

The Company participates in the Pensions Trusts Growth Plan (the Plan). The Plan includes both defined benefit (now closed) and defined contribution benefit structures. The assets of the scheme are held separately from those of the charity in an independently administered fund. The plan is funded and is not contracted out of the state scheme. Due to the nature of the Plan, being a multi-employer pension Plan, the accounting charge for the period under FRS 102 represents the employer contribution payable. An accrual has been made for deficit repayment plans that the company is liable to meet. For details see Note 19.

Financial instruments

Financial instruments are classified and accounted for, according to the substance of the contractual arrangement, as either financial assets or financial liabilities:

- Short term debtors (financial assets) are measured at the transaction price.
- Short term creditors (financial liabilities) are measured at the transaction price.
- Long term debtors and creditors are discounted, where required, and where the discounting adjustment would be material.

CITIZENS UK CHARITY AND SUBSIDIARY NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2022

3. SIGNIFICANT JUDGEMENTS AND ESTIMATES

The more significant judgements and estimates involved in the preparation of the financial statements include:

- Assessing the potential impact of discounting the long term pension liabilities that arise under the terms of the deficit repayment plans.
- Assessing the way in which certain costs should be apportioned.
- Assessing the necessity and quantum of any provision for doubtful debts in light of expected debtor recoverability.

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

4. INCOME FROM DONATIONS AND LEGACIES

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Analysis by activity:				
Advisory and support services	692,643	3,173,334	3,865,977	3,474,870
This can be further analysed as:				
Charitable activities:	-	12,000	12,000	12,000
Action in Caerau and Ely	-	40,000	40,000	-
Baring Foundation	-	330,785	330,785	956,141
Big Lottery Fund	-	58,350	58,350	115,600
City Bridge Trust	-	-	-	165,000
Comic Relief	-	102,214	102,214	138,196
Dartmoor Multi Academy Trust	-	25,000	25,000	-
Esmée Fairbairn Foundation	-	120,000	120,000	-
European Climate Foundation	-	45,000	45,000	-
Fawcett Society	-	-	-	39,375
Gower Street foundation	-	25,000	25,000	-
Greater London Authority	-	48,800	48,800	-
Guys and St Thomas' Charity	-	254,123	254,123	138,275
John Ellerman Foundation	-	-	-	38,926
Joseph Rowntree Foundation	-	115,691	115,691	178,375
Joseph Rowntree Reform Trust	-	15,950	15,950	41,952
Nesta	-	-	-	23,350
NHS Blood & Transplant	-	68,000	68,000	-
NHS South East London CCG	-	65,000	65,000	65,000
Oak Foundation	-	300,000	300,000	300,000
Paul Hamlyn Foundation	-	80,000	80,000	100,000
People's Health Trust - PHT	-	49,984	49,984	67,316
Peterborough City Council	-	-	-	52,500
Porticus UK	-	208,566	208,566	126,993
South London and Maudsley NHS Foundation Trust	-	189,341	189,341	71,450
Standard Life Foundation	-	35,000	35,000	-
The Tudor Trust	-	70,000	70,000	-
Tides Foundation	-	25,000	25,000	-
Carried forward	-	2,283,804	2,283,804	2,630,449

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

4. INCOME FROM DONATIONS AND LEGACIES - (continued)

	Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total Funds 2022 £	Total Funds 2021 £
Brought forward	-	2,283,804	2,283,804	2,630,449
Trust for London	-	734,000	734,000	46,250
Unbound Philanthropy	-	41,667	41,667	90,000
Volant Charitable Trust	-	-	-	62,500
York Group	-	55,000	55,000	-
Youth Endowment Fund	-	58,863	58,863	-
Other donations	692,643	-	692,643	636,421
Total grants and donations	£ 692,643	£ 3,173,334	£ 3,865,977	£ 3,474,870

Restricted funds received above total £3,173,334 (2021: £2,650,412).

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

5. EXPENDITURE

Costs directly allocated to activities	Fund-raising 2022 £	Community Organising 2022 £	Governance 2022 £	Total 2022 £	Total 2021 £
Grants paid	-	37,133	-	37,133	108,300
Staff related costs	598,510	3,946,609	83,128	4,628,247	3,663,047
Project costs	-	218,704	-	218,704	451,314
Support costs allocated to activities					
Staff training, recruitment and DBS checks	-	109,817	-	109,817	55,813
Premises costs	-	161,896	-	161,896	200,760
Postage, printing and stationery	-	93,890	-	93,890	64,190
Travelling, subsistence and hospitality	-	49,804	-	49,804	18,890
Equipment leasing	-	46,150	-	46,150	36,598
IT and communication costs	-	132,156	-	132,156	162,299
Auditor's fees	-	-	18,700	18,700	16,625
Legal, professional and accountancy fees	-	-	229,631	229,631	136,166
Depreciation	-	-	-	-	604
Doubtful debts	-	154,953	-	154,953	253,120
Other expenses	-	605,340	-	605,340	443,038
Pension remeasurement	-	(51,103)	-	(51,103)	20,187
Total expenditure	£ 598,510	£ 5,505,349	£ 331,459	£ 6,435,318	£ 5,630,941

Restricted expenditure above totals £3,183,230 (2021 : £2,032,554).

All grants made by the charity were paid to institutions for the purpose of community organising which is in line with the charity's objectives.

6. NET INCOME FOR THE YEAR

This is stated after charging:

	2022 £	2021 £
Depreciation of tangible fixed assets	-	604
Operating lease rentals - land and buildings	127,520	127,520
Operating lease rentals - other	46,150	28,150
Auditor's remuneration - audit	17,500	16,200
Auditor's remuneration - other services	1,200	425

CITIZENS UK CHARITY AND SUBSIDIARY NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2022

7. NET INCOME OF THE PARENT UNDERTAKING

The net income of Citizens UK charity is disclosed at the foot of the balance sheet.

8. STAFF COSTS AND NUMBERS

	2022 £	2021 £
Staff costs (including those recharged) were as follows:		
Salaries	3,855,250	3,057,407
Social security costs	394,570	311,167
Pension costs	357,283	281,882
	£ 4,607,103	£ 3,650,456

The number of employees with total remuneration over £60,000 during the year was:

	2022 Number	2021 Number
In the band £60,000 - £70,000	3	2
In the band £70,000 - £80,000	1	1
In the band £80,000 - £90,000	1	1
In the band £110,000 - £120,000	1	1
	6	5

The key management personnel of the group comprise those of the charity and those of its wholly owned subsidiary, Centre for Civil Society Limited.

The total remuneration of the key management personnel was £405,950 (2021 : £359,774).

The average monthly number of employees (including those recharged during the year), was as follows:

	2022 Number	2021 Number
Executive Director and Lead Organiser	1	1
Community Organisers	84	64
Directors	3	2
Managers	13	6
Administrators	11	12
Cleaner	1	1
	113	86

CITIZENS UK CHARITY AND SUBSIDIARY NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2022

9. TRUSTEE REMUNERATION AND EXPENSES

No Trustee received any remuneration during the year. Travel expenses of £Nil (2021: £Nil) were reimbursed to none of (2021 : None of) the Trustees during the year. No Trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity during the year. The Trustees, as a body, have ultimate control of the charity.

10. TAXATION

As a registered charity, Citizens UK Charity is exempt from tax on income and gains falling within Part 11 of the Corporation Tax Act 2010 to the extent that these are applied to its charitable objectives. No charges have arisen in the charity. The charity is registered for Gift Aid with HM Revenue and Customs under reference XT26943. The subsidiary company pays Gift Aid to Citizens UK.

11. TANGIBLE FIXED ASSETS

The company and group	Leasehold improvements £	Office and IT equipment £	Total £
Cost			
At 31 March 2021 and 31 March 2022	4,078	19,397	23,475
Depreciation			
At 1 April 2021 and 31 March 2022	4,078	19,397	23,475
Net book value			
At 31 March 2022	£ -	£ -	£ -
At 31 March 2021	£ -	£ -	£ -

The charity's tangible fixed assets are used to support charitable activities

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

12. FIXED ASSET INVESTMENTS

	2022 £	2021 £
The company		
Shares in subsidiary undertakings	100	100

The company owns 100% of the issued share capital of Centre for Civil Society Limited (Registered company number 07333734) a company registered in England and Wales. For the principal activity and further details of the Centre for Civil Society Limited see Note 21.

13. DEBTORS

	2022 £	2021 £
The company		
Accounts receivable	890,769	196,718
Accrued grants receivable	130,000	503,834
Amounts owed by group undertakings	396,415	274,914
Prepayments	53,771	8,568
	£ 1,470,955	£ 984,034
The group		
Accounts receivable	1,662,876	533,116
Other debtors	1,512	-
Accrued grants receivable	130,000	503,834
Prepayments	53,771	8,568
	£ 1,848,159	£ 1,045,518

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

14. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2022 £	2021 £
The company		
Accounts payable	38,039	32,434
Social security and other taxation	168,702	-
Other creditors	239,662	208,476
Accruals	15,000	12,000
Deferred income	125,000	-
Pension deficit accrual	4,783	16,275
Loan account	10,684	7,099
	£ 601,870	£ 276,284

The group

Accounts payable	72,840	130,265
Social security and other taxation	303,390	63,839
Other creditors	263,027	242,796
Accruals	225,831	22,259
Deferred income	125,000	-
Pension deficit accrual	4,783	16,275
Loan account	21,368	14,198
	£ 1,016,239	£ 489,632

15. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR

	2022 £	2021 £
The company		
Deferred income	83,333	-
Pension deficit accrual	8,518	64,314
Loan account	35,767	42,901
	£ 127,618	£ 107,215

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

15. CREDITORS: AMOUNTS FALLING DUE AFTER MORE THAN ONE YEAR - (continued)

	2022	2021
	£	£
The group		
Deferred income	83,333	-
Pension deficit accrual	8,518	64,314
Loan account	62,660	85,802
	£ 154,511	£ 150,116

16. GRANTS RECEIVED IN ADVANCE (DEFERRED INCOME)

	2022	2021
	£	£
The group and the company		
Deferred at 1 April 2021	-	-
Received and deferred in the year	250,000	-
Released to Statement of Financial Activities	(41,667)	-
Deferred at 31 March 2022	£ 208,333	£ -

17. ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	Total £
The company			
Net income for the year	100	-	100
At 31 March 2021	2,836,419	796,513	3,632,932
Net income for the year	(127,618)	-	(127,618)
At 31 March 2022	£ 2,708,901	£ 796,513	£ 3,505,414
The company			
Net income for the year	2,863,412	796,513	3,659,925
Net income for the year	(154,511)	-	(154,511)
At 31 March 2022	£ 2,708,901	£ 796,513	£ 3,505,414

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

18. MOVEMENT IN FUNDS

	At 1 April 2021 £	Incoming resources £	Outgoing resources £	Transfers £	At 31 March 2022 £
The group					
Unrestricted funds:					
Designated funds	791,548	4,369,441	(3,252,088)	-	1,908,901
General funds	590,335	209,665	-	-	800,000
Total unrestricted funds	£ 1,381,883	£ 4,579,106	£ (3,252,088)	£ -	£ 2,708,901
Restricted funds:					
Birmingham Citizens	19,307	79,660	(76,267)	-	22,700
Brighton	34,126	47,290	(72,535)	-	8,881
Central School	-	34,258	(32,544)	-	1,714
Essex	13,098	57,450	(48,581)	-	21,967
Leeds	-	148,398	(96,266)	-	52,132
Leicester	8,698	43,650	(44,609)	-	7,739
Liverpool	11,605	42,875	(29,595)	-	24,885
Living Wage	-	178,814	(178,814)	-	-
London Citizens	252,310	200,390	(304,520)	-	148,180
Nottingham Citizens	29,727	100,098	(124,658)	-	5,167
PACT	83,998	329,777	(345,703)	-	68,072
Peterborough	21,996	69,113	(70,450)	-	20,659
Preston	13,237	54,500	(35,081)	-	32,656
Refugee Welcome	101,405	369,960	(333,719)	-	137,646
SLC	-	328,620	(328,332)	-	288
Somerset	1,669	37,052	(29,364)	-	9,357
TELCO	-	348,440	(346,640)	-	1,800
Thames Valley	28,966	101,577	(110,582)	-	19,961
Tyne Citizens	9,629	145,971	(139,717)	-	15,883
Wales	49,847	288,454	(250,419)	-	87,882
West London Citizens	126,791	166,987	(184,834)	-	108,944
Total restricted funds	£ 806,409	£ 3,173,334	£ (3,183,230)	£ -	£ 796,513
Total funds	£ 2,188,292	£ 7,752,440	£ (6,435,318)	£ -	£ 3,505,414

CITIZENS UK CHARITY AND SUBSIDIARY NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2022

18. MOVEMENT IN FUNDS - (continued)

In respect of the more material funds:

- Designated funds relate to the following:
 - Assessing the way in which certain costs should be apportioned.
 - Living Wage Foundation work, £680,838 (2021: £428,998);
 - Head Office costs, £501,321 (2021: £112,550);
 - Other core services, £200,000 (2021: £250,000); and
 - Chapter Designated surplus, £526,742 (2021: £nil).
- All restricted grants referring to 'organiser' or regional locations represent funding for community organisers in the areas shown, or for the projects named in the relevant areas.
- The Refugee Welcome project is primarily focused on sponsoring refugees and is mainly funded by the Sponsor Refugees Foundation.

19. PENSION COMMITMENTS (THE GROUP AND THE COMPANY)

The Company participates in the Pensions Trust's Growth Plan (the Plan). The Plan is funded and is not contracted out of the state scheme. It is a multi-employer pension plan and the share of underlying assets and liabilities belonging to individual participating employers constantly varies according to, for example, the performance of the Plan's investments. Due to the nature of the Plan, the accounting charge for the period under FRS 102 represents the employer contributions payable. The Plan includes both defined benefit (now closed) and defined contribution benefit structures (known as "Series"), and as such it has inherent guarantees that mean that the Company may need to make further contributions to meet deficits.

Following a change in legislation in September 2005, the potential debt on the Company could be levied by the Trustees of the Plan in the event of the Company ceasing to participate in the Plan or the Plan winding up, increased substantially. More recently, certain provisions of the Pensions Act 2011 which came into force on 24 July 2014 altered the definition of money purchase benefits in relation to Series 3 of the Growth Plan so that a liability arises to employers from past membership of any existing Series except Series 4. The debt for the Plan as a whole is calculated by comparing the liabilities for the Plan (calculated on a buy-out basis i.e. the cost of securing benefits by purchasing annuity policies from an insurer, plus an allowance for expenses) with the assets of the Plan. If the liabilities exceed assets there is a buy-out debt.

The leaving employer's share of the buy-out debt is the proportion of the Plan's liability attributable to members' employment with the leaving employer compared to the total amount of the Plan's liabilities (relating to members' employment with all the other current participating employers). The leaving employer's debt may also include a share of any 'orphan' liabilities in respect of other former participating employers. The amount of the debt therefore depends on many factors including total Plan liabilities, Plan investment performance, the liabilities in respect of current former employees of the employer, financial conditions at the time of the cessation event and the insurance buy-out market. The amount of any debt can therefore fluctuate over time.

CITIZENS UK CHARITY AND SUBSIDIARY NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2022

19. PENSION COMMITMENTS (THE GROUP AND THE COMPANY) - (continued)

The Company has been notified by the Pensions Trust of its estimated employer debt on withdrawal from the Plan based on the financial position of the Plan as at 30 September 2021. As of this date the estimated debt for the Company was £108,500. Whilst this contingent liability is not provided for within the accounts, the following paragraph shows the accrual that has been made in relation to the deficit as a result of the transition to FRS 102.

The Company has also been notified that additional contributions were payable for 10 years from 1 April 2014 in order to eliminate the Company's share of the funding deficit in the Plan. In accordance with the Company's accounting policy, this expenditure will be recognised in the accounts as the contributions become payable. A liability of £13,301 has been recognised at 31 March 2022 (2020 : £80,589) in respect of the deficit repayments that the company is liable to meet. This represents amounts falling due both within, and after, one year.

At the year end there were outstanding contributions amounting to £51,523 (2021: £Nil).

Deficit Repayment Plan

Under FRS 102 the Company is required to provide for liabilities falling due in respect of pension scheme deficit repayment plans where it has entered into such agreements to reduce its deficits.

As a result of the materiality of the balance in the current year, it has not been necessary to discount this.

CITIZENS UK CHARITY AND SUBSIDIARY NOTES TO THE FINANCIAL STATEMENTS YEAR ENDED 31 MARCH 2022

20. LEASING COMMITMENTS (THE GROUP AND THE COMPANY)

At 31 March 2022 the group and the company had total commitments under non-cancellable operating leases as set out below:

	Land and buildings 2022 £	Other 2022 £	Land and buildings 2021 £	Other 2021 £
Operating leases which expire:				
Not later than one year	97,515	39,022	127,520	14,236
Later than one year and not later than five years	23,750	41,794	120,015	13,702
Later than five years	-	-	1,250	-
Total grants and donations	£ 121,265	£ 80,816	£ 248,785	£ 27,938

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

21. SUBSIDIARY UNDERTAKING – CENTRE FOR CIVIL SOCIETY LIMITED

The mission of the Centre for Civil Society is to strengthen and support Civil Society as the 'First Sector' in Britain and Ireland. A powerful Civil Society will balance the power of the State and the market. This is necessary for a healthy democracy.

In the long term the aim of the Centre is to be the voice of Civil Society in the UK - to encourage developments which enhance Civil Society and to speak out and act on developments which undermine and threaten Civil Society. Initially, the company will act as a delivery vehicle for developing citizens training and supporting the unique alliance of major Civil Society partners who share a primary interest in this sector and its survival and strength.

The company will, among other activities, undertake training, research and consultancy with Strategic Partners that wish to develop an 'organising' culture and approach across their membership and core institutions. The Centre will eventually include the provision of archives, advocacy and policy co-ordination, and be a focus for relevant research. It will also deliver the training objectives of CUK and contribute to the strategic development of Citizens' organisations around the UK and overseas.

During 2021/22 financial year most income received by CfCS related to Living Wage Accreditation income from Living Wage Employers.

	2022 £	2021 £
Income	2,666,502	1,971,253
Prepayments	(845,011)	(544,847)
Result for the year	£ 1,821,491	£ 1,426,406

	2022 £	2021 £
Summary balance sheet:		
Current assets	837,777	531,263
Current liabilities	(810,748)	(488,262)
Long term liabilities	(26,929)	(42,901)
Net assets	£ 100	£ 100
Share capital	100	100
	£ 100	£ 100

CITIZENS UK CHARITY AND SUBSIDIARY STATEMENT OF CASH FLOWS AND CONSOLIDATED STATEMENT OF CASH FLOWS YEAR ENDED 31 MARCH 2022

22. FINANCIAL INSTRUMENTS

	The Group		The Company	
	2022	2021	2022	2021
	£	£	£	£
Financial assets				
Financial assets measured at the transaction price	£ 1,792,875	£ 1,036,949	£ 1,417,183	£ 975,465
Financial liabilities				
Financial liabilities measured at the transaction price	382,699	252,523	99,490	82,434
Financial liabilities measured at fair value	13,301	80,589	13,301	80,589
	£ 396,000	£ 333,112	£ 112,791	£ 163,023

Financial assets measured at transaction price comprise accounts receivable, grants receivable and certain other debtors.

Financial liabilities measured at transaction price comprise accounts payable and certain accruals and other creditors.

Financial liabilities measured at fair value comprise the pension deficit accrual.

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

23. ANALYSIS OF CHANGES IN NET DEBT

	Balance at 1 April 2021 £	Cash flows £	Other non-cash changes £	Balance at 31 March 2022 £
The group				
Bank and cash balances	1,782,522	1,045,483	-	2,828,005
Loan balance	(100,000)	15,972	-	(84,028)
	<hr/>	<hr/>	<hr/>	<hr/>
Total grants and donations	<u>£ 1,682,522</u>	<u>£ 1,061,455</u>	<u>-</u>	<u>£ 2,743,977</u>
	<hr/>	<hr/>	<hr/>	<hr/>
The company				
Bank and cash balances	1,587,657	1,176,190	-	2,763,847
Loan balance	(50,000)	3,549	-	(46,451)
	<hr/>	<hr/>	<hr/>	<hr/>
Total grants and donations	<u>£ 1,537,657</u>	<u>£ 1,179,739</u>	<u>-</u>	<u>£ 2,717,396</u>
	<hr/>	<hr/>	<hr/>	<hr/>

CITIZENS UK CHARITY AND SUBSIDIARY

NOTES TO THE FINANCIAL STATEMENTS

YEAR ENDED 31 MARCH 2022

24. CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES

YEAR ENDED 31 MARCH 2021

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £
Income from:			
Donations and legacies	824,458	2,650,412	3,474,870
Donations and grants in kind	15,613	-	15,613
Charitable activities:			
Membership dues	1,002,158	-	1,002,158
Training services	52,272	-	52,272
Other trading activities:			
Projects and other income	1,973,086	-	1,973,086
Total income	3,867,587	2,650,412	6,517,999
Expenditure on:			
Raising funds:			
Fundraising costs for grants and donations	547,034	-	547,034
Charitable activities:			
Capacity building for community organising	3,051,353	2,032,554	5,083,907
Total expenditure	3,598,387	2,032,554	5,630,941
Net income for the year	269,200	617,858	887,058
Balances brought forward at 1 April 2020	1,112,683	188,551	1,301,234
Balances carried forward at 31 March 2021	£ 1,381,883	£ 806,409	£ 2,188,292



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