### DEPART OF LE

# PADDOCK WOOD COMMUNITY ADVICE CENTRE A COMPANY LIMITED BY GUARANTEE

# TRUSTEES' REPORT AND ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

Company Number 8006468

Charity Registration Number 1147816

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### LEGAL AND ADMINISTRATIVE INFORMATION

### CONSTITUTION

Paddock Wood Community Advice Centre is a company limited by guarantee (company registration number 8006468) and a charity registered with the Charity Commission (charity registration number 1147816). It is governed by its Memorandum and Articles of Association (as amended on 1 November 2016), has no share capital and the liability of each member in the event of a winding up is limited to £1.

### DIRECTORS AND TRUSTEES

Mike MacKenzie	Chair	(retired from the board on 22 February 2023)
Martin Pengelley	Chair	(appointed as Chair on 22 February 2023)
David Ritchie	Treasurer	
Veronica Warner	<b>Company Secretary</b>	(retired from the board on 5 July 2023)
Sarah Hamilton		
Alison Cain	Deputy Chair	(appointed as Deputy Chair on 22 February 2023)
Robert Machell		(appointed to the board on 23 February 2023)

Martin Palmer was appointed as Company Secretary on 28 July 2023 but is not a director or trustee. The directors are charity trustees as defined by section 177 of the Charities Act 2011.

### MEMBERS

As at 31 March 2023, the Company had six members on its register (seven as at 31 March 2022).

### **REGISTERED OFFICE**

Paddock Wood Community Advice Centre 94 Commercial Road Paddock Wood Kent TN12 6DP

### **INDEPENDENT EXAMINER**

Martyn Jenks M N Jenks & Co Limited 72 Commercial Road Paddock Wood Kent TN12 6DP

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### BANKERS

HSBC 105 Mount Pleasant Tunbridge Wells TN1 1QP

### **TRUSTEES' REPORT**

The Trustees are pleased to present their report together with the independently examined accounts of the charity for the year ended 31 March 2023.

Legal and administrative information set out on page 2 forms part of this report.

The independently examined financial accounts comply with current statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice in relation to Accounting and Reporting by Charities.

### STRUCTURE, GOVERNANCE AND MANAGEMENT

### **Governing Document**

Paddock Wood Community Advice Centre ('PWCAC' or 'Centre') was incorporated on 26 March 2012 as a company limited by guarantee and governed by its Memorandum and Articles of Association. It is a charity registered in England and Wales with the Charity Commission.

### Appointment of Trustees

As set out in the Articles of Association, the number of Trustees shall not be less than three but shall not be subject to any maximum. Trustees may be elected at an Annual General Meeting (AGM) or appointed by a resolution of the other Trustees at a Board meeting. Trustees appointed by a resolution of the Board must stand for re-election at the first AGM following such appointment. As a minimum, one third of the Trustees must retire at each AGM so that all Trustees will have retired by the third AGM following their appointment. Trustees who retire may stand for re-election. Currently, it has been agreed that all Trustees will retire at each AGM. All appointed Trustees are members of PWCAC.

### **Trustee Induction and Training**

The Board of Trustees is structured with the aim that it encompasses leadership, business, management, financial, legal and political expertise. It is a requirement that all Trustees have a sound appreciation of the role and activities of the charity before they are appointed. Further, that they are aware of their legal obligations, the content of the charity's Memorandum and Articles of Association, the annual budget and the financial performance.

Trustees attend training courses as appropriate to enable them to undertake their roles for the charity. Training courses have in recent years dealt with the responsibilities of charity Trustees, identification and management of risks, charity finance and accounting and charity law.

### Organisation

The Board of Trustees met six times during the year ended 31 March 2023 to administer the affairs of the charity including strategic direction, governance, accounting and risk management. The Centre's Manager, who is responsible for the day to day operations of PWCAC, is invited to attend all Board meetings.

### TRUSTEES' REPORT CONTINUED

### **Risk management**

The Trustees recognise that any major risks to which the charity is exposed need to be reviewed and systems put in place to mitigate them.

The Trustees are responsible for ensuring that all risks are identified, assessed and managed in the correct manner and that the internal systems and procedures are robust, relevant and applied rigorously. Accordingly, a committee of the Board comprising two Trustees, the Manager and a senior volunteer advisor has been established and meets at least once during the year to review the risks, seeks to identify new risks and continue to develop the charity's risk management strategy in compliance with 'Charities and Risk Management (CC26)' issued by the Charity Commission.

The risk management report is reviewed by the Board annually. In addition, all major risks which have been identified are highlighted on the Board agenda and discussed in detail at each meeting with the intention of developing appropriate strategies to provide mitigation.

### **OBJECTIVES AND ACTIVITIES**

PWCAC's objectives are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. It provides confidential, impartial, independent, face-to-face advice and information, without charge, from the community advice centre in Paddock Wood and its outreach services within the surrounding area.

### ACHIEVEMENTS AND PERFORMANCE

PWCAC offers free, confidential and impartial, independent, face-to-face advice on a wide variety of topics, ranging from debt and benefits to housing, employment, family and relationship issues. The belief is that it is essential to provide face-to-face advice and support to clients, many of whom have no internet access and need help to consider the options available to them. Given the cost and a lack of Legal Aid, clients often have no realistic access to legal advice. By providing a community advice centre in Paddock Wood, PWCAC enables the community to access free, confidential and impartial advice.

In February 2021, PWCAC entered a five year lease for its office on the ground floor of 94 Commercial Road. Special thanks are due to a supporter of PWCAC who is the landlord at the new premises and has been most generous in first buying, and then reconfiguring, the new premises to suit PWCAC's needs.

### **TRUSTEES' REPORT CONTINUED**

During the financial year PWCAC helped 927 clients, a considerable increase from the previous year's figure of 801, and higher than the pre-pandemic norm. The Centre had 7,559 recorded contacts with clients through face-to-face meetings, telephone calls, emails and work done on their behalf, an increase of 1,115 (17%) on the 6,444 client contacts in the prior year. This uplift is a reflection of the cost of living crisis and the ongoing impact of the pandemic on personal and financial resilience. It is also caused by cuts to central and local government budgets which have caused both a reduction in quality and timeliness of interactions which mean individuals are more likely to seek assistance from organisations such as PWCAC. During the financial year, the Centre delivered an estimated £1.2 million of financial benefit for its clients through the advice provided. The availability of quality support for vulnerable clients, previously provided by organisations including local authorities, housing associations and NHS Mental Health, continues to decrease and PWCAC is increasingly meeting the requirements of local residents with additional support needs: those with health, literacy or digital access limitations find it hard to engage with government services which are increasingly provided online.

As at 31 March 2023, PWCAC had 14 advisers. In an average week during this financial year, the volunteers gave a total of 100 hours of their time to the charity.

PWCAC represented 11 clients in welfare benefit appeals at First Tier Tribunal over the year and won 9 of these. Appeals are still being heard by phone or video with HM Courts & Tribunal Services and the Centre is able to support its clients through this process. This is a very valuable service which the Centre offers, as many clients have stated that they would not be able to articulate their issues and rely on PWCAC's experience of presenting their case to the Tribunal. In some cases, the Centre has persuaded the DWP to reverse their decisions on the strength of its written submissions alone. This has meant that those clients have received a positive outcome without the stress of proceeding to appeal stage.

Increased demand for services and a review of the safeguarding policy has led PWCAC to reappraise its capacity to offer a home visiting service. This service is now only available to the elderly and vulnerable who are otherwise unable to travel to the office but PWCAC remains able to offer appointments at the local hospice and local disability day centre. PWCAC was pleased to work closely with North and West Kent Citizens Advice this year in the delivery of a pilot of a Kent Money Advice Service helpline and has also developed a relationship with the Paddock Wood Lions which offers utility grants to local individuals experiencing financial hardship.

The Centre's geographical focus remains the Borough of Tunbridge Wells, 66% of its clients live in the Borough, but the Centre also assists clients from Tonbridge and Malling (15%), Maidstone (12%), with the remainder coming from further afield.

PWCAC passed its latest Advice Quality Standard Audit in October 2022, which was carried out by the Advice Services Alliance. The Audit takes place every two years and is key to underpinning the core work of the Centre and providing the foundation for future development. The next Advice Quality Audit is scheduled to take place in October 2024. In addition to checking and approving the quality of the advice the Centre is giving to its clients, it enables PWCAC to confirm that effective and appropriate policies and procedures are in place and being adhered to.

### TRUSTEES' REPORT CONTINUED

During the financial year the Centre's volunteers have given 5,269 hours of their time in supporting the work of PWCAC and helping clients. Based on the mean hourly pay rate for all employees in Tunbridge Wells of £21.61, as detailed in the Annual Survey of Hours and Earnings 2022 (provisional), the financial value which could be attributed to volunteer time during this period is £114,000. This is not reflected in the financial accounts.

### **PUBLIC BENEFIT**

The Trustees consider that the charity meets the Public Benefit requirements of the Charities Act 2011 (the 2011 Act). The sole purpose of the charity is the provision of advice relating to matters set out in section 3(i) of the 2011 Act and such advice is provided free of charge to any member of the public who seeks it.

### FINANCIAL REVIEW

Income

Income during the financial year amounted to £48,823 (prior year £47,662).

PWCAC is very grateful for the grants and donations received in the year from Kent Community Foundation, Geo Solutions, Advice UK, Tunbridge Wells Borough Council, Paddock Wood Town Council, Brenchley and Matfield Parish Council, Capel Parish Council, East Peckham Parish Council, Goudhurst Parish Council, Horsmonden Parish Council, Marden Parish Council, Charities Aid Foundation, Citizens Advice Bureau, several other charitable associations, private individuals and a number of its clients.

### Expenditure

Expenditure totalled £34,376 (prior year £38,840), the main elements of this expenditure being salary for the employed part time Manager between December 2022 and March 2023, rent for the PWCAC office in Paddock Wood, subscription and membership fees for a number of advice services and systems, depreciation of IT equipment, telephony costs, and other office related costs.

### Surplus, Reserves and Cash

The surplus for the year was £14,447 (prior year £8,822).

As at 31 March 2023, Unrestricted Reserves were £113,098 (prior year £98,248) and Restricted Reserves were £Nil (prior year £403). The year end cash balance was £112,271 (prior year £89,393).

### **TRUSTEES' REPORT CONTINUED**

PWCAC is dependent upon a limited number of sources for its annual income, the main sources being grants from town and parish councils which are generally constrained by extremely tight financial budgets. Accordingly, the Board of Trustees considers that it would be prudent for the charity to aim to maintain unrestricted cash reserves equivalent to at least 18 months of the annual cost base. In the event such grants are withdrawn, either in whole or in part, the Trustees believe that this policy would enable PWCAC to continue to provide the same current high level of service for a sufficient period while the financial position is fully appraised and efforts made to establish relationships with new financial supporters. Based on the annual costs incurred by the charity during the 2022/23 financial year, unrestricted cash reserves would need to have a prescribed value of £51,564 as at 31 March 2023 in order to satisfy the minimum requirements of the Trustees' reserve policy.

In the event that PWCAC has excess cash to that needed for day to day operations, that cash is invested in an interest bearing bank account with the aim of gaining some extra income with little or no risk. What constitutes excess cash above that required for day to day operations is decided upon by the Treasurer and the Board from time to time.

### PLANS FOR THE FUTURE

In order to ensure the long term future of PWCAC, the Trustees in conjunction with the Manager:

- regularly seek to recruit new volunteer advisors and undertake training for both new and current advisors;
  - will continue the charity's outreach activities so that it covers a wide geographical area around Paddock Wood;
  - will aim to be aware of potential alternative premises in case its current accommodation ceases to be available or becomes unsuitable for the Centre's needs;
- will seek medium to longer term committed funding for specific purposes and for working capital;
  - will seek dedicated short term funding for specific projects;
  - will endeavour to build mutually rewarding relationships with other voluntary and charitable organisations.

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### TRUSTEES' REPORT CONTINUED

### TRUSTEES' RESPONSIBILITIES IN RELATION TO THE UNAUDITED FINANCIAL ACCOUNTS

The Trustees are responsible for preparing the Report and Accounts in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

Company law requires the Trustees to prepare accounts that give a true and fair view of the state of affairs of the charity as at the balance sheet date and of its surplus or deficit for the financial period. In doing so, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
  - make judgements and estimates that are reasonable and prudent;
  - prepare the accounts on the going concern basis unless it is inappropriate to presume the charity will continue in business.

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the charity and enables them to ensure that the financial statements comply with the Companies Act 2006. The Trustees are also responsible for safeguarding the assets of the charity and hence for taking reasonable steps for the detection of fraud and other irregularities.

The Annual Report and Accounts were approved by the Trustees on 14 September 2023.

Martin Pengelley Chair

David Ritchie Treasurer

### INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF PADDOCK WOOD COMMUNITY ADVICE CENTRE FOR THE YEAR ENDED 31 MARCH 2023

I report on the accounts of the Trust for the year ended 31 March 2023, which are set out on pages 10 to 17. Respective responsibilities of Trustees and Independent Examiner:

The charity's Trustees (who are also directors of the company for the purpose of company law) are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006. The charity's Trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 (the 2011 Act) and that an independent examination is needed and I am qualified to undertake the examination being a qualified member of Institute of Chartered Accountants of England and Wales.

Having satisfied myself that the charity is not subject to audit under company law and is eligible for independent examination, it is my responsibility to:

- examine the accounts under section 145 of the 2011 Act;
  - follow the procedures laid down in the General Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act; and
  - state whether particular matters have come to my attention.

### **Basis of Independent Examiner's report**

My examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit and consequently no opinion is given as to whether the accounts present a true and fair view.

### Independent Examiner's statement

In the course of my examination, no matter has come to my attention:

- 1. Which gives me reasonable cause to believe that in any material respect the requirements;
  - to keep accounting records in accordance with section 386 of the Companies Act 2006 (the 2006 Act);
  - to prepare accounts which accord with the accounting records and comply with the accounting requirements of section 396 of the 2006 Act;
  - which are consistent with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities (applicable to Charities preparing their Accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland – FRS102 Section 1A effective 1 January 2019);

have not been met; or

2. To which, in my opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

### **Martyn Jenks**

Signed	M. A. Henro	
Dated	6 October 2023	

For and on behalf of M N Jenks & Co Limited 72 Commercial Road Paddock Wood Kent TN12 6DP

# STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

	Notes		Restricted Funds	Unrestricted Funds	Total	Total
			Training	General	2023	7707
			પ	લ	ч	ધા
Incoming Resources					12 000	7 636
Donations and other income	7 0		1 9	006,21 473	12,300 473	20 00 1
Investment income Grants	0 4			35,500	35,500	40,115
TOTAL INCOMING RESOURCES				48,823	48,823	47,662
Resources Expended						
Charitable Activities	ы		403	33,853	34,256	38,720
Governance Costs	9			120	120	120
TOTAL RESOURCES EXPENDED			403	33,973	34,376	38,840
NET MOVEMENT IN FUNDS			(403)	14,850	14,447	8,822
Funds brought forward at 1 April 2022			403	98,248 113 008	113 098	98.651
FUNDS CARRIED FURWARD AT 31 MANCH 2023			Ţ.			
						Darre 10
						Lage TO

### BALANCE SHEET AS AT 31 MARCH 2023

			20	23	202	22
		Notes	£	£	£	£
Fixed Assets						
Tangible assets		8		566		3,739
Current assets						
Cash at bank and in hand	di		112,271		89,393	
Debtors and prepaymen	ts	9	3,673	. Chail	5,849	
			115 <u>,</u> 944		95,242	
Current liabilities						
Creditors		10	(3,412)		(330)	
			(3,412)		(330)	
Net current assets				112,532		94,912
Total assets less liabilitie	es			113,098	-	98,651
Funds						
Restricted funds		11		-		403
Unrestricted funds		12		113,098		98,248
Total Funds				113,098	-	98,651

The Trustees are satisfied that for the year ended 31 March 2023 the company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006 (the 2006 Act), and that no member of the company has deposited a notice, pursuant to section 476 of the 2006 Act requiring an audit of these accounts.

The Trustees acknowledge their responsibilities for a) ensuring that the charity keeps accounting records which comply with section 386 of the 2006 Act, and b) preparing accounts which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of its income and expenditure for the financial year, in accordance with the requirements of section 393 and which otherwise comply with the requirements of the 2006 Act relating to accounts, so far as applicable to the charity.

The accounts were approved by the Board of Trustees on 14 September 2023.

Martin Pengelley Chair

David Ritchie Treasurer

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

### 1. Accounting Policies

### (1) Basis of preparation

The Accounts have been prepared under the historical cost convention. The Accounts have been prepared in accordance with Accounting and Reporting Requirements by Charities: Statement of Recommended Practice applicable to charities preparing their Accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102 Section 1A) (effective 1 January 2019) and the Companies Act 2006. The Charity constitutes a public benefit entity as defined by FRS 102.

### (2) Incoming resources

All incoming resources becoming available to the charity in the year are recognised in the Statement of Financial Activities (SOFA) when the charity is legally entitled to the income and the amount can be quantified with reasonable accuracy.

Income is deferred to the subsequent accounting period only when the charity has to fulfil conditions before becoming entitled to it, and the conditions have not been fulfilled during the accounting period.

The value of services provided by volunteers has not been included in these accounts.

### (3) Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. The Charity is not registered for VAT. Expenditure includes all VAT, which cannot be recovered, and is reported as part of the expenditure to which it relates.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. There is one functional activity of the charity which is the giving of free and confidential advice and information to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Governance costs include all those costs associated with meeting the constitutional and statutory requirements of the Charity.

### (4) Tangible fixed assets and depreciation

Tangible fixed assets which are purchased at a cost of £300 or more are capitalised and are stated at cost less depreciation. Depreciation is provided on a straight-line basis to write off the cost of each asset over its expected useful life, as follows:

Computer Equipment

3 years

### (5) Restricted Funds

Restricted funds are subject to specific conditions, usually stipulated by grantors/donors as to how they may be used for particular restricted purposes within the objectives of the Charity.

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

2.	Donations and Other Income	2023	2022
		£	£
	Unrestricted		
	Donations from Clients	747	518
	Donations from Charitable Trusts	1,175	381
	Donations from Corporations and Associations	4,463	394
	Donations from Private Individuals	5,130	4,873
	Gift Aid Reclaim	1,359	1,346
	Other Income	26	27
	Total Unrestricted Donations	12,900	7,539
	Total Restricted Donations	and the second s	
	Total Donations and Other Income	12,900	7,539
3.	Investment Income	2023	2023
		£	£
	Interest received	423	8
	Total Investment Income	423	8
		Contraction of the last	

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# NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

£	£
2,000	1,000
	2,000
	500
	2,611
250	
	250
9,600	12,000
150	50
12,000	10,000
6,000	5,250
-	250
35,500	33,911
35,500	6,204 40,115
	150 12,000 6,000 

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# NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

5. Resources Expended on Charitable Activities

	Rest F Tra	Restricted L Funds Training	Unrestricted Funds	Total 2023		Total 2022
Volumense		બ	ધા	ધ્ય		બ
Welfare		121	200	200		
Training Travel		403	67	470		5,453
Premises		403	1,240	1,240	HD S	5,453
Rent			3 600	009 6		2 000
Insurance including public and employee liability			350	350		334 334
Fixtures and fittings		r	556	556	a	3
Management & Administration		•[	4,506	4,506	3.9	3,934
Advice Quality Audit		r	1,512	1,512		9 50
Advertising, Promotion and Other		ŗ	5,569	5,569		1,599
Computer equipment, software and maintenance		ķ	238	238		403
Licence and momhamitic foor			3,173	3,173		3,004
Doctage and menugership rees		j.	3,270	3,270		3,128
Professional indemnity insurance		Ŧ	406	406		409
Publications and information		•	506	506		504
Staff calarias			219	219		103
Staff eveneses		nî.	10,785	10,785		19,044
		1	964	964		9 20
Telenhorery		r F	229	229		112
sauoudala		•	696	696	31	1,027
			27,840	27,840	7	29,333
Total Direct Charitable Expenditure		403	33,853	34.756	33 3	38 770
				002/10	1	201/20

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### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

6.	Governance Costs		
		2023	2022
		£	£
	Independent Examiner's fees	-	-
	Insurance premium for Trustees' Indemnity	120	120
	Trustee Training		-
	Trustee Travel Expenses	· · · · · · · · · · · · · · · · · · ·	
	1	120	120

### 7. Volunteers and Trustees

Training, travelling and welfare costs of the volunteers are detailed under Resources Expended on Charitable Activities.

None of the Trustees (or any person connected with them) received any remuneration or benefits during the year.

### 8. Tangible Fixed Assets

		2023	2022
		Computer	Computer
		Equipment	Equipment
		£	£
Cost			
As at 1 April		10,910	10,147
Additions		-	763
As at 31 March		10,910	10,910
Depreciation			
As at 1 April		7,171	4,167
Charge for the year		3,173	3,004
As at 31 March		10,344	7,171
381 Ei			
Net book value as at 31 M	arch	566	3,739

In the current financial year no fixed assets were acquired (prior year: £763 for a further lap top). The total depreciation charge in the financial year was £3,173 (prior year: £3,004).

### NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 MARCH 2023

9. Debtors

	2023	2022
	£	£
Debtors	416	2,742
Prepayments	3,257	3,107
	3,673	5,849

Debtors at the end of the financial year related mainly to gift aid recoveries due from HMRC (£374) which were received post the financial year end.

Prepayments relate to services to be provided to the Centre in the next financial year where the payment for these services was made prior to the end of the current financial year. These services include subscriptions for software systems, insurance, and charitable licence and membership fees.

10. Creditors		
	2023	2022
	£	£
PAYE	201	175
Accruais	3,211	155
	3,412	330

The PAYE creditor relates to the income tax due to HMRC in relation to the Duty Manager's salary for the month of March 2023. Accruals relate to pension contributions, advice software subscriptions, telephony and IT services and printing costs which were paid after the year end.

### 11. Restricted Funds

		2023	2022
		£	£
	Opening balances as at 1 April	403	
	Add Restricted fund income		6,204
	Less Restricted fund expenditure	(403)	(5,038)
	Transfers between restricted and unrestricted funds		(763)
	Balance as at 31 March		403
12.	Unrestricted Funds		
		2023	2022
		£	£
	Opening balance as at 1 April	98,248	89,829
	Net Movement in Funds	14,850	7,656
	Transfers between restricted and unrestricted funds		763
	Balance as at 31 March	113,098	98,248