

**Coventry Citizens Advice
Financial Statements
Year Ended 31 March 2024**

Charity registration number: 1000487
Company registration number: 02122698

Coventry Citizens Advice

Financial Statements

Year Ended 31 March 2024

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Coventry Citizens Advice

Charity Reference and Administrative Details

For the Year Ended 31 March 2024

Charity registration number	1000487
Company registration number	02122698
Trustees	
J Murphy	Independent - Chair
S Brake	Independent – Vice chair
J Walker-Thompson	Independent – Treasurer
C Stephens	Independent
Cllr F Abbott	Nominated representative – Coventry City Council
B Singh	Independent
M Lloyd	Independent
L Taylor	Independent
P Frost	Independent
Chief Executive Officer & Secretary	J Perry
Registered office (From 21 September 2024)	1-7 Station Street East, Coventry, West Midlands, CV6 5FL
Former Registered Office (Until 21 September 2024)	Kirby House, Little Park Street, Coventry, CV1 2JZ
Auditor	Harrison, Beale and Owen Limited, Highdown House, 11 Highdown Road, Leamington Spa, CV31 1XT
Bankers	National Westminster Bank Plc, Priory House, 38 Colmore Circus, Queensway, Birmingham B4 6DY

Coventry Citizens Advice

Trustees' Annual Report (Including Directors' Report)

For the Year Ended 31 March 2024

The Trustees present their report and the audited financial statements of the charity for the year ended 31 March 2024. The Trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

Trustees of the charity

The directors of the charitable company are its trustees for the purposes of charity law. The Trustees who have served during the year and since the year end were as follows:

J Murphy	Independent – Chair
S Brake	Independent – Vice chair
J Walker-Thompson	Independent – Treasurer
C Stephens	Independent
Cllr F Abbott	Nominated representative – Coventry City Council
B Singh	Independent
M Lloyd	Independent
L Taylor	Independent
P Frost (appointed 1 June 2023)	Independent

Objectives and activities

It is a requirement of the Trustee Board of Coventry Citizens Advice to ensure that the organisation continues to deliver services for public benefit and the Trustees have considered the Charity Commission's guidance on that subject. The organisation's charity objects 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 in particular, but without limitation, for the benefit of the community in Coventry and the surrounding areas.

i) The principal activities of Coventry Citizens Advice are:

- to ensure that individuals do not suffer through a lack of knowledge of their rights and responsibilities, or of the service available to them, or through an inability to express their needs effectively and equally.
- to exercise a responsible influence on the development of Social Policies and services, both locally and nationally.

ii) Strategies employed to achieve the charitable objectives during year 2023/4.

The year began with a continuation of the financial Turnaround Plan. The key priorities in the plan were the reduction in overheads associated with the cost of premises, to make limited staff redundancies, and to increase income.

- a) Premises – an initial plan for short term co-location with other advice agencies in the city was not pursued for economic reasons, and so longer-term alternatives were identified. The Board decided upon relocating the main office to Coventry Building Society premises in Foleshill whilst retaining a much reduced space in Kirby House in the city centre for face to face client appointments.
- b) Redundancy – the redundancy process was completed in May 2023 with the reduction of non-operational staff headcount by 6.
- c) Generating income – income in addition to budget was circa £400k against the Turnaround Plan target of £250k.

The Turnaround Plan was complemented by a range of cost saving efficiencies which resulted in a much stronger year-end financial position compared to projections.

iii) The role and contributions of volunteers.

The impact of volunteers this year has been significant. At the beginning of the financial year there were 9 volunteer advisors and 2 reception volunteers, by December 2023 this number had increased to 42 volunteer advisors and 10 volunteers engaged in other activities. This volunteer contribution represents more than £100k of time given across the year. The result of this increase in volunteers has meant that we were still able to help more people despite the service impact of the staff redundancies.

iv) Funding is not provided through the use of social or program related investments.

Coventry Citizens Advice

Trustees' Annual Report (Including Directors' Report)

For the Year Ended 31 March 2024

Objectives and activities (continued)

v) Business Plan

Following on from the changes across the organisation, a revised two-year Business Plan was developed for 2024/6. It is reviewed and updated annually in line with business strategy. The key objectives in the business plan are reviewed at Board meetings. Key funding streams and projects are managed in line with the contract or grant agreement for each of the services. Performances of these services are reviewed by the Board on a regular basis.

Achievements and performance

i) Remodelling and developing the services.

Coventry Citizens Advice provides a range of services, including general and specialist advice. The 'universal service' for which Coventry Citizens Advice is best known, was rebranded following a volunteer and staff consultation and is now known as 'ASK'. The operating model was reviewed with a view to increasing throughput and improving outcomes. This resulted in a transformation of the service such that the telephone 'advice line' responded to more than 250 calls in May, more than 40% up on the previous 12-month average and the first time the target of 250 has been reached since 2018.

ii) New projects

Funding for several new projects was agreed this year including:

1. Empower (Social Supermarkets) - providing advice in food hubs across the City
2. Improving access Talking therapies – promoting equitable access to psychological therapies in North Warwickshire
3. Rethink mental health peer support – supporting people with mental health issues to access services across Coventry and Warwickshire
4. Debt Academy - training people from underrepresented communities to provide specialist debt advice.
5. Low carbon transition advice – giving people information on low carbon options such as SMART Meters and solar panels and helping them switch.

The first three of these, and 'Empower' in particular, have supported a change in our approach to service delivery across the organisation. This development is part of the planned remodelling of service provision which has seen energy, debt and other specialist services move to working in community venues and located in/with partner organisations.

ii) Performance and Quality

Coventry Citizens Advice have provided a service to 12,402 (2022/23: 11,027) people, presenting with a total of 40,698 (2022/23: 29,515) issues, both figures represent a big increase in activity despite a reduction in staff numbers as a consequence of the redundancy process.

Total financial gains for the year are £9,647,645 (2022/23: £7,471,651) which is a significant increase on the previous year, which equates to £778 (2022/23: £678) of benefit to each client, another significant increase from 2022/3.

Performance of all services and projects are assessed against key objectives, as agreed with the funders and Trustee Board. Performance is also reviewed at project meetings, ensuring targets are achieved and risks are mitigated.

High quality standards have been maintained throughout the year, with ratings of green across all four KPI's.

We would like to thank all of our supporters this year, in particular:-

- Cardinal
- Coventry Building Society
- Coventry City Council
- Coventry General Charities
- Macmillan
- Money Advice and Pension Service
- Myton Hospice
- National Grid
- National Citizens Advice
- Rethink
- St Martins in the Field

Coventry Citizens Advice

Trustees' Annual Report (Including Directors' Report)

For the Year Ended 31 March 2024

Financial review (including reserves policy)

The general financial position for the charity has improved considerably this year. Reduction in overhead costs, a wide range of efficiencies and increased income have contributed to a more stable financial position.

The Statement of Financial Activities for the year shows net income for the year of £75,764 (against a budgeted deficit of £180,000) and total reserves of £609,685, of which £173,752 relates to restricted funds and £435,933 to unrestricted funds. This includes £150,437 designated for specific purposes by the Trustees.

Reserves Policy

Coventry Citizens Advice's services are funded mainly by contracts from national and local organisations, charitable trusts and some grant funding from Coventry City Council. Most of this comes as 'restricted' income and has little effect on 'free reserves'.

The Trustees set the reserves policy in line with the guidance issued by the Charities Commission. The policy is reviewed annually as part of our risk management processes. The Trustees believe that the charity should hold reserves because it has no endowments, has limited sources of voluntary income, needs to protect itself in the event of unforeseen circumstances to continue its activities; and needs to remain flexible with an ability to maximise future opportunities as they arise.

Reserves include the general unrestricted funds (free reserves) available to be used in furthering the objectives of the Charity in future periods and, for the purposes of setting our reserves policy and the calculation of the target level of reserves, restricted and designated funds are excluded, as these are either unavailable for general purposes or have already been committed.

The Trustees consider that the minimum free reserves should be set at the level required to cover a minimum of three months' running costs, based on budget, which equates to £175,000. The level of free reserves as at the year-end was £285,496 and therefore the charity has complied with its reserves policy.

The minimum reserves level is calculated and reviewed annually by the Finance, Risk and Audit subcommittee. Any significant changes in activities or contractual obligations that could affect the level of reserves will be monitored as and when necessary.

Future plans

Agreeing the reduction of our Kirby House demise and finalising the dilapidations associated with the previous lease plus finalising the lease for the new offices in Foleshill were the immediate priority, in order to reduce overheads and promote financial confidence. Since the year end and before the date of this report, the charity has successfully resolved these issues.

More services will follow Empower by being delivered in community settings and this will enable us to work more closely with a range of partners.

Knowledge of available support is far less prevalent among young people in the area. Working with Coventry College we will promote access to our services to more young people, ensuring they are aware of our services and those of other organisations, also recruiting additional volunteers who will provide translation to promote our services and to make our services more accessible to those for whom English is not their first language.

We have been developing innovative ideas to respond to identified gaps that will complement our existing services and maximise the benefit to the people of Coventry, and we will submit various proposals to try to get these funded. This includes more support for young people, specialist advice for the homeless and specific support for 'hard to reach' groups throughout Coventry.

Going concern

The demand for our services continues to grow. However, the changes to premises and efficiencies across the board, combined with additional income generated have improved the financial position.

The Board monitors the financial health of the Charity and the short-term forecasts. These are based on conservative estimates of the outcome of committed projects, by both value and timing. Looking forward, there are no material or significant uncertainties about the future of the Charity in the medium term.

Coventry Citizens Advice

Trustees' Annual Report (Including Directors' Report)

For the Year Ended 31 March 2024

Structure, governance and management

i) Governing document

Coventry Citizens Advice, formerly known as Coventry Citizens Advice Bureau, is a charitable company limited by guarantee, incorporated on 13th April 1987 and registered as a charity on 2nd October 1990. The Company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its articles of association. These articles were updated at Coventry Citizens Advice's AGM on 4th January 2014. Trustee Board Members undertake that, under the Company Director's Disqualification Act 1986, they are not under Qualification Order, nor are they disqualified by the Charities Act 2011 (Section 178) from acting as a Charity Trustee. There are 9 Directors of the Company, and the value of each Director's liability in the event of the Charity/Company winding up is £1.

ii) Recruitment and Appointment of Trustees

The directors of the company are also charity trustees for the purposes of charity law, and under Coventry Citizens Advice articles, are known as Trustee Board Members. Under the requirements of the Memorandum and Articles of Association, the members of the Trustee Board are elected to serve for a period of 3 years, after which they must be re-elected at the next Annual General Meeting (see articles of association, paragraphs 41 – 47).

Trustees are openly recruited and selected for their ability to make an effective contribution to the board through their skills, knowledge and experience, as well as having a proven interest in the work of the organisation. Appointments are approved by a meeting of the full board.

iii) Trustee Induction and Training

An initial induction meeting is held between potential Trustee Members and the Chief Executive, who furnishes the incoming Trustee Board Member with the latest published accounts, the organisational chart, the previous year's annual report, and two sets of the most recent board minutes. The memorandum and articles document and standing orders for meetings are also provided.

Board Members are invited to take advantage of training that is on offer by various providers. Sometimes this relates to specific funding streams but, more likely, covers the broad principles that need to be taken on board by all trustees.

Coventry Citizens Advice is a member of Citizens Advice, the national association. The organisation meets the quality standards set out in Citizens Advice's Membership Scheme, and is audited by Citizens Advice to these standards, by way of the Leadership Self-Assessment.

The Trustee Board is responsible for making policies to ensure that the organisation complies with the Citizens Advice Membership Scheme, with charity law, company law, employment law, health and safety law, and with the organisation's memorandum and articles of association.

iv) Organisation

The Trustees are collectively responsible for the governance of the organisation, and for its effective management. Trustees are aware of their legal responsibilities and liabilities and act reasonably and prudently in the interests of the organisation and avoid conflicts with other interests. The latter is checked at every board meeting.

With the Chief Executive, the board maps out its strategies, setting aims and objectives and agrees a business plan within available resources. The board approves an annual budget and has financial controls and reporting procedures that enable it to ensure appropriate use of resources and financial stability. This includes an annual review of remuneration for all staff, in line with the current HR policies and procedures. There are two sub-committees, Finance, Risk and Audit Subcommittee; and a People and Remuneration Subcommittee. The Finance, Risk and Audit Subcommittee is responsible for making recommendations on the level of resource allocation required to meet the policy objectives of the board, and on the utilisation of such resources. It also reviews monthly management accounts against budget. The People and Remuneration Subcommittee is responsible for all human resources/staffing issues, health and safety issues, equal opportunities in relation to all aspects of employment and service delivery.

Strategy and Policy is discussed at board meetings. The sub-committees meet separately and make recommendations to the board. The full board meet quarterly, or monthly if required.

Coventry Citizens Advice

Trustees' Annual Report (Including Directors' Report)

For the Year Ended 31 March 2024

Structure, governance and management (continued)

iv) Organisation (continued)

Trustees are kept informed about the business and activities of the organisation by the Chief Executive and are accountable for governance without being directly involved in its day to day running. The board is the employer of the organisation's paid staff, and directly recruits, supports and monitors the Chief Executive. It delegates the recruitment, support and supervision of other staff and volunteers to the Chief Executive. The Chief Executive delegates a range of responsibilities to members of the senior management team. A scheme of delegation is in place, and day to day responsibility for the provision of the service rests with the Chief Executive, who is responsible for ensuring that the charity delivers the services specified. The Chief Executive has responsibility for the day-to-day operational management of the organisation, ensuring that the team continue to develop their skills and working practices in line with good practice and funders' requirements.

v) Related Parties

Coventry Citizens Advice is a member of Citizens Advice, the national association, who provide support at a national level to all individual organisations. However, individual organisations are autonomous in generating their own income and managing projects, and Coventry Citizens Advice is an independent charity in its own right.

Coventry Citizens Advice is an active member of the Advice Services Coventry (ASC) which encompasses partnership working with other organisations including the Law Society, Coventry Independent Advice Services and Age UK.

vi) Risk Management

Coventry Citizens Advice has completed a corporate risk management exercise which cannot eliminate all risks but should provide reasonable assurance that problems are identified on a timely basis. Major risks to which the charity is exposed have been reviewed and systems put in place to mitigate those risks. The board will continue to review the corporate risk register and ensure that action plans are in place to mitigate its key risks. Included in external risks is that of the loss of funding. The effects of this have been minimised by funds being secured from a variety of sources. The charity continues to seek to further diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity.

The organisation has adopted the recommended Citizens Advice policy for information assurance. All staff, volunteers and Trustees have to complete annual training on: Information Management, Health and Safety, Safeguarding, Equality and Diversity, GDPR and Financial Conduct Authority procedures. A quarterly risk assessment is also carried out by each team within the organisation.

vii) Pay policy for senior staff

Salary and benefits are reviewed by the People and Remuneration subcommittee. The pay for all staff is reviewed annually, comparing to similar roles and pay structures of similar organisations, and awards are made in line with the budget.

Fundraising

Whilst the charity does incur some expenditure in respect of fundraising activities, these are on a very small scale and do not form part of the charity's principal activities. The charity neither participates in publicly marketed fundraising events nor in the active soliciting of donations from members of the public. Accordingly, the charity is not registered with the Fundraising Regulator, although the Trustees will keep the situation under review.

Coventry Citizens Advice

Trustees' Annual Report (Including Directors' Report)

For the Year Ended 31 March 2024

Trustees' responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial year. Under company law the Trustees must not approve the financial statements unless they are satisfied that they 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 2019 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the Trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

In approving the Trustees' Annual Report, we also approve the Directors' report included therein, in our capacity as company directors.

The Trustees' Annual Report has been prepared in accordance with the special provisions of the Companies Act, relating to small entities.

On behalf of the Board



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J Murphy, Chair of Trustees
29 October 2024

Coventry Citizens Advice

Independent Auditor's Report to the trustees of Coventry Citizens Advice

For the Year Ended 31 March 2024

Opinion

We have audited the financial statements of Coventry Citizens Advice (the 'charitable company') for the year ended 31 March 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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 charitable company'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.

Other information

The other information comprises the information included in the Trustees' Annual Report, other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the financial statements. 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.

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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the Trustees' report; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

Coventry Citizens Advice

Independent Auditor's Report to the trustees of Coventry Citizens Advice

For the Year Ended 31 March 2024

Responsibilities of Trustees

As explained more fully in the Trustees' responsibilities statement set out on page 9, the Trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

The audit process includes an assessment of the entity's risk environment, through enquiry of and discussion with management and those charged with governance, including an assessment of any key laws and regulations with which the charitable company must comply in the ordinary course of its operations.

Additionally, the overall risks of irregular transactions occurring are assessed following our observations and confirmation of the design and implementation of management's controls. Whilst we are mindful of these risks, our audit focus is geared towards the risk of material misstatement in the financial statements as a whole.

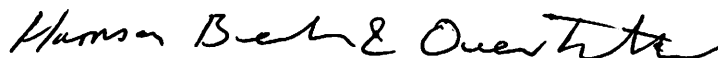
As such, our procedures cannot guarantee that all transactions have been fully compliant with all relevant laws and regulations, including those regulations relating to fraud, as our procedures are not designed to detect all instances of non-compliance. By definition, the risk of our detection of non-compliance is greater where compliance with a law or regulation is removed from the events and transactions reflected in the financial statements. The risk is also greater regarding irregularities due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi/description-of-the-auditor-s-responsibilities-for>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's Trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Harrison Beale & Owen Limited
Highdown House
11 Highdown Road
Leamington Spa
Warwickshire
CV31 1XT



Date: 29 October 2024

Harrison Beale & Owen Limited is eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

Coventry Citizens Advice

Statement of Financial Activities (Including Income and Expenditure Account)

For the Year Ended 31 March 2024

		2024			2023
	Note	Unrestricted funds £	Restricted funds £	Total £	Total £
Income and endowments from:					
Donations and legacies	2	-	1,068	1,068	741
Charitable activities	3	641,307	1,051,862	1,693,169	2,409,209
Other trading activities	4	-	-	-	2,800
Investments	5	9,632	-	9,632	2,290
Total income and endowments		650,939	1,052,930	1,703,869	2,415,040
Expenditure on:					
Charitable activities	6	512,428	1,115,677	1,628,105	2,456,212
Total expenditure		512,428	1,115,677	1,628,104	2,456,212
Net income/ (expenditure)		138,511	(62,747)	75,764	(41,172)
Transfers between funds	17	(6,670)	6,670	-	-
Net movement in funds		131,841	(56,077)	75,764	(41,172)
Reconciliation of funds:					
Total funds brought forward	17	304,092	229,829	533,921	575,093
Total funds carried forward	17	435,933	173,752	609,685	533,921

All income and expenditure derive from continuing activities.

The statement of financial activities includes all gains and losses recognised during the year.

Coventry Citizens Advice (Company limited by guarantee reg. number: 02122698)

Balance Sheet

As at 31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible assets	11	6,484	-
		<u>6,484</u>	<u>-</u>
Current assets			
Debtors	12	114,860	372,708
Cash at bank and in hand		672,292	350,463
		<u>787,152</u>	<u>723,171</u>
Creditors: amounts falling due within one year	13	(83,951)	(89,250)
Net current assets		<u>703,201</u>	<u>633,921</u>
Total assets less current liabilities		<u>709,685</u>	<u>633,921</u>
Creditors: amounts falling due after more than one year	14	(100,000)	-
Provisions for liabilities	15	-	(100,000)
Net assets		<u>609,685</u>	<u>533,921</u>
Charity Funds			
Restricted funds	17	173,752	229,829
Unrestricted funds	17	435,933	304,092
Total charity funds		<u>609,685</u>	<u>533,921</u>

For the year ending 31 March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but as this company is a charity, it is subject to audit under the Charities Act 2011.


Directors' responsibilities:


- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006;
- The directors acknowledge their responsibilities for complying with the requirements of the Acts with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved and authorised for issue by the Board on 29 October 2024.

Signed on behalf of the Board of Trustees.


ABE0000-727A-A64A-R176-98D03C2EC00
J Walker-Thompson, Trustee


ABE0000-727A-A64A-B1D6-08DD03C2EC00
J Murphy, Trustee

The notes on pages 15 to 26 form part of these financial statements.

Coventry Citizens Advice

Statement of Cash Flows

For the Year Ended 31 March 2024

	Note	2024 £	2023 £
Cash flow from operating activities	19	225,164	(201,749)
Cash flow from investing activities			
Interest received		9,632	2,290
Purchase of tangible fixed assets		(12,967)	-
Net cash flow from investing activities		(3,335)	2,290
Cash flow from financing activities			
Loan advanced		100,000	-
Net cash flow from financing activities		100,000	-
Net increase / (decrease) in cash and cash equivalents		321,829	(199,459)
Cash and cash equivalents at 1 April		350,463	549,922
Cash and cash equivalents at 31 March		672,292	350,463

Analysis of changes in net funds

	At 1 April 2023 £	Cash flows £	At 31 March 2024 £
Net cash			
Cash at bank and in hand	350,463	321,829	672,292

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2024

1 Summary of significant accounting policies

(a) General information and basis of preparation

Coventry Citizens Advice is a private company limited by guarantee, incorporated in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The company number and the address of the registered office is given in the charity information on page 3 of these financial statements. The nature of the charity's operations and principal activities are detailed on page 4.

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The charity constitutes a public benefit entity as defined by FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

(c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

Income from government and other grants, whether "capital" grants or "revenue" grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity, for example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

No amount is included in the financial statements for volunteer time in line with the SORP. Further detail is given in the Trustees' Annual Report.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity, however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2024

1 Summary of significant accounting policies (continued)

(c) Income recognition (continued)

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Interest income is recognised using the effective interest rate method and is recognised as the charity's right to receive payment is established. This is normally upon notification of the interest paid or payable by the bank.

(d) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Expenditure on charitable activities includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that relate directly to an activity and those of an indirect nature necessary to support them.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

(e) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to expenditure on charitable activities on a basis consistent with use of the resources. The bases on which support costs have been allocated are: the length of the project; & the number of FTE employed on the project. The analysis of these costs is included in note 6.

(f) Tangible fixed assets

Tangible fixed assets are capitalised where expenditure exceeds £1,000 and are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Leasehold premises	Over the period of the lease
Computer equipment	3 years straight line
Fixtures and fittings	3 - 5 years straight line
Motor vehicles	2 years straight line

Where assets are project specific they are depreciated in line with the life of the project.

(g) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(h) Financial instruments

Loans and borrowings are initially recognised at the transaction price including transaction costs. Subsequently, they are measured at amortised cost using the effective interest rate method, less impairment. If an arrangement constitutes a finance transaction it is measured at the present value.

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2024

1 Summary of significant accounting policies (continued)

(i) Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.

(j) Leases

Rentals payable and receivable under operating leases are charged to the SoFA on a straight-line basis over the period of the lease.

(k) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution pension plan for the benefit of its employees. Contributions are expensed as they become payable.

Redundancy/termination payments are charged to the SoFA in the period to which they relate, once there is a legal or constructive obligation to make the payment.

(l) Tax

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. As such, it does not have liability to corporation tax in the course of its normal charitable activities.

(m) Going concern

The financial statements have been prepared on a going concern basis as the Trustees believe that no material uncertainties exist. The Trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern and Trustees have incorporated any relevant risks into their assumptions underlying the preparation of the budget.

(n) Critical accounting estimates and judgements

To be able to prepare financial statements in accordance with FRS 102, the charity must make certain estimates and judgements that have an impact on the policies and the amount reported in the annual accounts. The estimates and judgements are based on historical experiences and other factors including expectations of future events that are believed to be reasonable at the time such estimates and judgements are made.

Coventry Citizens Advice
Notes to the Financial Statements
For the Year Ended 31 March 2024

2 Income from donations and legacies

	2024	2023
	£	£
Gifts	1,068	741
	<u>1,068</u>	<u>741</u>

2023 comparatives include gifts of £741 in unrestricted funds.

3 Income from charitable activities

	2024	2023
	£	£
Advice and information services		
Unrestricted	641,307	404,599
Restricted	1,051,862	2,004,610
	<u>1,693,169</u>	<u>2,409,209</u>

Income from charitable activities includes government grants of £253,527 (2023: £663,313).

4 Income from other trading activities

	2024	2023
	£	£
Room hire	-	2,800
	<u>-</u>	<u>2,800</u>

5 Income from investments

	2024	2023
	£	£
Interest - deposits	9,632	2,290
	<u>9,632</u>	<u>2,290</u>

2023 comparatives include interest of £2,290 in unrestricted funds.

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2024

6 Analysis of expenditure on charitable activities

	Activities undertaken directly £	Support and governance costs £	Total 2024 £	Total 2023 £
Staff costs	1,065,326	182,674	1,248,000	1,693,445
Recruitment and other costs	4,403	3,270	7,673	27,563
Training	3,873	407	4,280	3,936
Travel	2,308	540	2,848	6,693
Client expenses	56,513	-	56,513	33,791
Volunteer expenses	2,566	417	2,983	616
Translation costs	7,222	-	7,222	19,493
Publicity	629	-	629	150
Subscriptions and licences	5,662	14,795	20,457	22,050
Printing, postage and stationery	8,853	1,515	10,368	13,848
Telephone	17,525	4,915	22,440	23,950
Insurance	2,774	9,671	12,445	9,573
Rent, rates and service charges	-	80,643	80,643	78,329
Heat and light	-	17,679	17,679	17,096
Premises and equipment repairs and maintenance	50,000	12,320	62,320	34,076
Computer costs	10,329	16,972	27,301	25,773
Settlement costs	-	-	-	421,610
Professional fees	1,260	10,114	11,374	13,150
Other costs	24,106	8,824	32,930	11,070
	<u>1,263,349</u>	<u>364,756</u>	<u>1,628,105</u>	<u>2,456,212</u>

2023 comparatives include expenditure on activities undertaken directly of £1,959,459 and support and governance costs of £496,753. Of this expenditure, £383,859 was incurred within unrestricted funds and £2,072,353 within restricted funds.

7 Governance costs

	2024 £	2023 £
Auditor's remuneration	6,535	6,311
Professional fees	11,374	12,310
Staff costs	53,339	63,783
Other	349	1,516
	<u>71,597</u>	<u>83,920</u>

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2024

8 Net income for the year

Net income is stated after charging / (crediting):

	2024 £	2023 £
Auditor's remuneration	6,535	6,311
Depreciation	6,483	-
Operating lease rentals	73,648	74,074
	<hr/>	<hr/>

9 Trustees' and key management personnel remuneration and expenses

The Trustees neither received nor waived any remuneration during the year (2023: £nil).

No Trustees (2023: No Trustees) had expenses for travel reimbursed during the year.

The charity considers its key management personnel to comprise the Trustees and the Chief Executive Officer. The total employment benefits including pension contributions of key management personnel was £68,614 (2023: £86,101).

10 Staff costs and employee benefits

The average monthly number of employees during the year, expressed as full-time equivalents, was as follows:

	2024 Number	2023 Number
Charitable activities	34	48
Management and administration	6	6
	<hr/>	<hr/>
	40	54

The total staff costs and employees' benefits was as follows:

	2024 £	2023 £
Wages and salaries	1,106,286	1,494,547
Social security	92,844	131,767
Defined contribution pension costs	48,870	67,131
Bureau agency costs	3,687	5,098
	<hr/>	<hr/>
	1,251,687	1,698,543

One (2023: One) employee received total employee benefits (excluding employer pension costs) of more than £60,000.

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2024

11 Tangible fixed assets

Cost or valuation:	Leasehold premises £	Computer equipment £	Fixtures and fittings £	Motor Vehicles £	Total £
At 1 April 2023	166,946	120,375	66,673	-	353,994
Additions	-	-	-	12,967	12,967
At 31 March 2024	166,946	120,375	66,673	12,967	366,961
Depreciation:					
At 1 April 2023	166,946	120,375	66,673	-	353,994
Charge for the year	-	-	-	6,483	6,483
At 31 March 2024	166,946	120,375	66,673	6,483	360,475
Net book value:					
At 31 March 2024	-	-	-	6,484	6,484
At 31 March 2023	-	-	-	-	-

12 Debtors

	2024 £	2023 £
Trade debtors	109,207	347,016
Prepayments and accrued income	5,653	25,692
	<u>114,860</u>	<u>372,708</u>

13 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	8,999	23,735
Other tax and social security	22,710	30,468
Other creditors	29,133	21,842
Accruals	23,109	13,205
	<u>83,951</u>	<u>89,250</u>

Deferred income comprises amounts received in advance where the performance conditions of the grant have not been met.

	2024 £	2023 £
Balance at 1 April	-	25,000
Amounts released to incoming resources	-	(25,000)
Amounts deferred in year	-	-
	<u>-</u>	<u>-</u>

14 Creditors: amounts falling due after more than one year

	2024 £	2023 £
Other loans	100,000	-
	<u>100,000</u>	<u>-</u>

Other loans comprise a loan advanced from May 2023, on an interest-free basis, which is repayable quarterly by instalments from June 2025 up to March 2026. Early settlement is permitted.

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2024

15 Provisions for liabilities

	Dilapidations 2024
	£
Balance at 1 April 2023	100,000
Utilised and released to Statement of Financial Activities	(100,000)
Balance at 31 March 2024	<u>-</u>

A final settlement was agreed with the landlord in respect of all dilapidations in February 2024.

16 Leases

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2024	2023
	£	£
Not later than one year	22,937	1,580
Later than one and not later than five years	-	1,185
	<u>22,937</u>	<u>2,765</u>

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2024

17 Funds

	Balance at 01/04/2023 £	Income £	Expenditure £	Transfers £	Balance at 31/03/2024 £
Unrestricted funds					
General funds	274,092	650,939	(512,428)	(127,107)	285,496
Designated funds:					
Relocation reserve	20,000	-	-	(11,000)	9,000
Restructuring reserve	10,000	-	-	(10,000)	-
Development fund	-	-	-	100,000	100,000
Social Supermarket	-	-	-	41,437	41,437
Total unrestricted funds	304,092	650,939	(512,428)	(6,670)	435,933
Restricted funds					
CitA – Money Advice Service	-	278,072	(277,936)	-	136
Nationwide – Reach	9,403	-	(9,403)	-	-
Eveson - Reach	8,848	-	(8,848)	-	-
CELC – Health Justice	-	10,405	(10,658)	253	-
HALS	6,632	25,000	(31,632)	-	-
NHS Coventry – HIV/TB	5,140	30,000	(32,301)	-	2,839
Macmillan	-	306,559	(311,130)	4,571	-
CBS ASS	38,637	-	(38,637)	-	-
Macmillan Myton	-	48,520	(48,520)	-	-
CitA – Pension Wise	8,351	117,058	(115,819)	-	9,590
CBS Hardship Fund	31,068	-	(31,068)	-	-
Sue Darling Hardship Fund	2,732	1,068	(3,449)	-	351
BSS	364	-	-	-	364
Cardinal Ltd – Major Trauma	4,077	41,000	(43,884)	-	1,193
Help in Crisis	12,495	-	(12,520)	25	-
St Martin in the Fields – Frontline	13,532	32,978	(34,149)	-	12,361
CBS Debts	4,127	50,000	(35,400)	-	18,727
CitA COL	15,000	-	(15,000)	-	-
Mental Illness – Peer Support	-	18,080	(19,901)	1,821	-
Mental Illness – Talking Therapy	-	6,875	(1,908)	-	4,967
CBS – Debt Academy	-	87,315	(35,319)	-	51,996
Integration	69,423	-	1,805	-	71,228
Total restricted funds	229,829	1,052,930	(1,115,677)	6,670	173,752
Total funds	533,921	1,703,869	(1,628,105)	-	609,685

Fund descriptions

Relocation reserve	Funds set aside to manage relocation of offices.
Restructuring reserve	Funds set aside to manage staffing restructure due to changing contracts.
Development fund	Funds set aside for the future development of the charity.
Social Supermarket	Donation from Coventry Building Society for project funding over 2024 and into 2025.

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2024

17 Funds (continued)

Fund descriptions

CitA – MAS	Funding from the Money Advice Service for the provision of debt advice.
Nationwide - Reach	Funding from Nationwide Building Society to offer advice on debt, budgeting, housing and benefits issues.
Eveson/ Saintbury Reach	Grants towards work with clients who have housing issues.
CELC – Health Justice	Central England Law Centre Health Justice funding for work in GP surgeries.
HALS	Grant towards access to early social welfare and/or family legal advice/ support, to enable users to resolve these problems as early as possible or otherwise support litigants in person through their legal journey.
NHS Coventry – HIV/ TB	HIV/TB Grant to provide casework to people with HIV/TB.
Macmillan	Grant towards advice service for cancer patients and their families.
CBS ASS	Funding from Coventry Building Society to cover the costs of additional Advice Session Supervisor and to manage volunteers.
Macmillan Myton	Funding from Macmillan and Myton to provide advice to people in the Myton Hospices and their families.
CitA - Pension Wise	Grant towards the Pension Wise Service, to ensure that consumers who are approaching retirement with defined contribution pension pots will be offered guidance on how to make informed and confident decisions on how to use their contribution savings in retirement. It is designed for those over the age of 55.
CBS Hardship	Funding from Coventry Building Society to help vulnerable clients with Bankruptcy, DRO and Emergency support.
Sue Darling Hardship Fund	Funding to alleviate those in aggravated need.
Cardinal Ltd – Major Trauma	Funds towards the delivery of Signposting Partnership Service that aims to facilitate access to advice on matters such as welfare benefits, housing, legal services and rehabilitation to Major Trauma Centre (MTC) patients and/or their families and carers whilst in hospital.
Help in Crisis	Grant enables the charity to provide practical and emotional support to clients who are homeless or vulnerably housed. The project is between Coventry Citizens Advice and Valley House.
St Martin in the Fields – Frontline Network	Funds to build up a network of housing and homelessness workers across the city.

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2024

17 Funds (continued)

Fund descriptions

CBS debts	Funding from Coventry Building Society to cover the costs of additional debt advisors.
CitA COL	Funding from National Citizens Advice to assist with the effects of changes in the cost of living.
Rethink Mental Illness – Peer Support	Funding from Rethink Mental illness Ltd to deliver community-based peer support service for mental health services.
Rethink Mental Illness – Talking Therapies	Funding from Rethink Mental illness Ltd to deliver community-based peer support service for mental health services.
CBS Debt Academy	Funding from Coventry Building Society to cover the costs of training new debt advisors.
Integration Syria and Afghan	Grants towards the delivery of resettlement services to individuals and families from Syria and Afghanistan, including compliance with Home Office requirements.

18 Analysis of net assets between funds

	Unrestricted funds	Designated funds	Restricted funds	Total
	£	£	£	£
Fixed assets	6,484	-	-	6,484
Cash and current assets	381,178	150,437	255,537	787,152
Liabilities and provisions	(102,166)	-	(81,785)	(183,951)
Total	285,496	150,437	173,752	609,685

19 Reconciliation of net income to net cash flow from operating activities

	2024	2023
	£	£
Net movement for the year	75,764	(41,172)
Depreciation Charge	6,483	-
Interest receivable	(9,632)	(2,290)
Decrease / (increase) in debtors	257,848	(97,482)
Decrease in creditors and provisions	(105,299)	(60,805)
Net cash flow from operating activities	225,164	(201,749)

20 Pensions and other post-retirement benefits

The charitable company makes contributions to defined contribution personal pension plans for the employees whereby payments are made to an insurance company independent from the finances of the charitable company. Contributions are charged to the statement of financial activities as and when incurred. The charge for the year was £48,870 (2024: £67,131). At 31 March 2024 £8,609 (2023: £9,299) was due to the scheme.

Coventry Citizens Advice

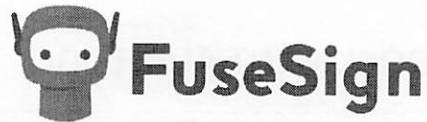
Notes to the Financial Statements

For the Year Ended 31 March 2024

21 Related party transactions

There are no related party transactions during the period (2023: £nil).

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