

Company registration number: 2697257  
Charity registration number: 1010167



**CITIZENS ADVICE MANCHESTER  
(A COMPANY LIMITED BY GUARANTEE)**

**ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

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## **CITIZENS ADVICE MANCHESTER REFERENCE AND ADMINISTRATIVE DETAILS**

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<b>Trustees</b>	Beverly D'Alessio, Chair Karen Clarke, Vice Chair Fiona McNair, Treasurer Holly Markin Anthony Robinson John De Moulpied Hannah Couchman Selorm Klu (resigned 14 July 2021) Conor Meenan Craig Simpson Leonard St Jean
<b>Principal Staff</b>	Andrew Brown, Chief Executive/Company Secretary Dan Pye, Chief Operating Officer Samantha Leach, Director of Operations Margaret Keane, Director of Human Resources Hayley Hughes, Assistant Chief Executive Stuart Pearson, Head of IT (resigned 13/10/2021)
<b>Principal Office</b>	Albert House 17 Bloom Street Manchester M1 3HZ
<b>Company Registration Number</b>	2697257
<b>Charity Registration Number</b>	1010167
<b>VAT Registration Number</b>	659 7910 80
<b>Bankers</b>	Co-operative Bank PO Box 101 1 Balloon Street Manchester M60 4EP
<b>Auditor</b>	Azets Audit Services Bulman House Gosforth Newcastle upon Tyne Tyne and Wear NE3 3LS
<b>Investment Managers</b>	Quilter Cheviot 73 Kings Street Manchester M2 4NG

## **CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT**

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The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2022.

### **Trustees**

Beverly D'Alessio - Chair  
Karen Clarke - Vice Chair/BDRC Chair  
Fiona McNair - Treasurer/FRAC Chair  
Holly Markin  
Tony Robinson - HR Committee Chair  
John De Moulpied  
Hannah Couchman  
Seiorm Klu (resigned 14 July 2021)  
Conor Meenan  
Craig Simson  
Leonard St Jean - EDI Committee Chair

There were no members of the Trustee Board in paid employment at Citizens Advice Manchester ("CAM") or acting as volunteers in the bureau.

There were no ex-officio members who served as Directors/Trustees during the year.

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

#### **Nature of governing document**

The Charity was registered with the Charity Commission in September 1939. It became a company limited by guarantee on 13 March 1992 (Company Number: 2697257). The full name of the Charity is 'Citizens Advice Manchester' and is governed by its Memorandum and Articles of Association as amended on 16 July 2002, 15 January 2007, 20 January 2008, 9 October 2019

#### **Recruitment and appointment of trustees**

The Charity is governed through a Trustee Board. The members of the Charity are the Trustees who have held office during the year and are listed above. The Articles of Association provide for a minimum of 3 and a maximum of 15 Trustees. None of the Trustees has any beneficial interest in the company. The maximum liability of each member is limited to £1. The company holds an annual Directors and Officers Liability Insurance policy.

If a new Trustee is employed by another organisation the Chair should ensure that the Trustee understands that they must act solely in the best interests of the CAM and that they as individuals, not the organisation they are representing, are liable for Board decisions.

Procedures for appointing Trustees are laid out in the governing documents.

## **CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT**

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Trustees, who are also Directors of the company, are required to go through a selection process and are formally interviewed by a panel made up of two existing Trustees with the company secretary in attendance. Suitable candidates are then proposed by the Chair to the Trustee Board for election. A separate process agreed by the Trustee Board is followed for the election of the Chair. No other persons or bodies external to the Charity were entitled to appoint persons to the Trustee Board.

As an incorporated Local Citizens Advice, we file an Appointment of Director' form, APO1, with Companies House within 14 days of the appointment. When details on that form change (eg a change of the Trustee address) form CH01 is filed with Companies House. We have also filed TM01 (for terminating appointment). All forms are in compliance with Companies Act 2006.

### **Induction and training of trustees**

All new Directors ("Trustees") are provided with a comprehensive induction on their legal obligations under charity and company law, the Memorandum and Articles of Association, the committee and decision making process, the business plan, access to the Citizens Advice "Bureau Management Information System" (BMIS), the Citizens Advice Intranet and recent financial performance of the Charity. They also attend meetings with the CEO and other key staff, appropriate training courses and mentoring by established Trustees to facilitate an understanding of their role.

### **Trustee Board**

The Board is responsible for setting the strategic direction and planning of the organisation, its policies, budgetary and financial control and risk management. The directors carry the ultimate responsibility for the conduct of CAM and for ensuring that the Company/Charity satisfies its legal and contractual obligations.

The Trustee Board had four working committees, the Finance Risk and Audit Committee (FRAC), Business Development, Research & Campaigns (BDRC), Equality, Diversity and Inclusion (EDI) and the Human Resources Committee.

The Board meets a minimum of 6 times a year and delegates day-day management and implementation of its decisions through an executive Leadership Team who attend Board meetings. The Leadership Team consists of the Chief Executive and four heads of department each with individual areas of responsibility to deliver the business plan for the organisation.

Citizens Advice Manchester is a member of Citizens Advice. The Membership Agreement sets out the relationship between a member of the Citizens Advice service and Citizens Advice including our respective roles and responsibilities - some of which are shared (e.g. protecting, promoting and developing the Citizens Advice brand). The Agreement sets out the high-level standards for membership (including service delivery) and some very specific requirements and includes details of what happens if the Agreement is breached by either a member or Citizens Advice.

The quality assurance standards sit underneath the Agreement. These set out the detailed standards which all LCA's that are members of the Citizens Advice service must meet.

Audit Services check compliance with the quality assurance standards and the Membership Agreement through annual regular membership audits.

## **CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT**

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The Specialist Quality Mark (SQM) and Advice Quality Standards were renewed in October 2021 and July 2022 respectively for a period of 3 years.

Operating policies are independently determined by the Board of Directors in order to fulfil its charitable objectives and comply with the national membership requirements.

### **Appointment and remuneration of key management personnel**

The board is responsible for the appointment, including setting and reviewing remuneration, of key management personnel. A pay framework has been adopted which broadly takes into account market rates and charity benchmarking as per the Harris Hill Salary Report methodology. The framework, along with salary rates are reviewed annually by trustees in line with the organisation's pay and grading framework that applies to all other staff roles.

### **Related party considerations and transactions**

CAM board members/trustees and key/principal management staff are required to declare any interests and disclose any potential conflicts as per legal requirements and Charity Commission guidance "conflicts of interest: a guide for charity trustees". Where related party transactions exist they will be disclosed as part of these accounts.

CAM's trustees (limited to a maximum of two) hold Trustee/directorships positions on the board of another local Citizens Advice - Citizens Advice Greater Manchester (CAGM), which is a collective body of local Citizens Advice organisations operating within Greater Manchester Communities in furtherance of mutual charitable objectives.

### **Other charities and organisations with which CAM co-operates in the pursuit of its charitable objectives**

In addition to relationships with National Citizens Advice and CAGM as described above, CAM works in partnership with a number of other organisations from private, statutory, health and social care and third sectors to develop and deliver appropriate advice and advocacy services for clients. Where one of the Directors ('Trustees') or key management personnel holds the position of Trustee/Director of another charity or organisation they are required to declare all potential and actual conflicts of interest and may be involved in discussions regarding that other organisation but not in the ultimate decision-making process.

CAM also works in direct partnership with a number of partner LCAs and other charities/organisations where financial considerations exist such as with Shelter and Sheffield Citizens Advice to which it sub-contracts grant funding.

### **Major risks and management of those risks**

CAM has a Corporate Risk Management Strategy integrated with a Business Continuity Plan. The Directors recognise that any major risks to which the Charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end CAM is continually monitoring and managing its risk, reviewing the corporate risk register and ensuring action plans are in place to mitigate its key risks.

## CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

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Included in external risks is that of the loss of funding. The Company/Charity works hard to minimise this risk by continuing to seek to diversify its funding sources. Other internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and for ensuring 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.

### Compliance Statement

Citizens Advice Manchester is committed to ensuring the security and protection of the personal information that we process, and to provide a compliant and consistent approach to data protection.

An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of GDPR and Data Protection Law.

### Our Principles

Citizens Advice Manchester takes the privacy and security of individuals and their personal information very seriously.

Our principles for processing personal information are:

- We will process all personal information fairly and lawfully
- We will only process personal information for specified and lawful purposes
- Where practical, we will keep personal information up to date
- We will not keep personal information for longer than is necessary

### Data Subjects' Rights

At Citizens Advice Manchester, an individual can request information about:

- What personal information we hold about an individual
- The categories of personal information we collect from an individual
- The purposes of collecting and processing personal information from an individual
- How long we plan to keep the personal information
- The process to have inaccurate or incomplete personal information corrected or completed
- Where applicable, the process for requesting erasure of the personal information or for restricting the processing of personal information in accordance with data protection laws, as well as to object to any direct marketing from us

### Our compliance plan

Here's an overview of the steps that we are taking to ensure compliance with GDPR and data protection:

- We have established procedures and policies to restrict processing of personal information
- We have updated our procedures for data breaches and incident responses
- We have updated our Data Protection Policy, Data Retention Policy, Information Security Policy, Cookies Policy and Privacy Policy
- We have reviewed all processing activities to identify the legal basis for processing personal information and to ensure that each basis is appropriate for the activity it relates to

## **CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT**

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### **Objectives and activities**

#### **Charity Objects**

The Charity's objects are to promote any charitable purpose for the benefit of the community in the City of Manchester ("the principal area of benefit") and elsewhere by the advancement of education, the protection and preservation of health and the relief of poverty.

#### **Vision**

Our vision is that we will promote equality and justice and empower people by enabling their access to appropriate information and advice, championing the rights of the individual in all we do.

#### **Aims**

The service aims:

- To provide the advice people need and to empower people to be better able to resolve their future problems
- To campaign to improve the policies and practices that affect people's lives in Manchester
- To engage with local communities and actively deliver preventative programmes

#### **Values**

Our values are to be free, independent, confidential and impartial. We will promote diversity, equality and challenge discrimination.

### **Objectives, strategies and activities**

In addition to the continuing provision of high quality advisory services to the local community the primary objectives for the year were:

#### **Service delivery**

To expand our multi (Omni) channel by adding new digital platforms to advice and information that empowers communities and individuals locally, regionally and nationally.

#### **Finance**

To strengthen our financial independence and maintain financial stability through diversified income streams, social enterprises and income generation from the private/corporate sector.

#### **Partnerships**

To work closely with other partner organisations who are committed to fighting poverty, disadvantage and promoting equality.

#### **Preventative Work**

To work with key partners to implement a program of preventative work, linked to current issues, to increase community knowledge and develop how we measure the impact of preventative sessions.

## **CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT**

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### **Equality, Diversity & Inclusion**

To make equality and diversity a part of all our activities and continue to ensure the service is open to all individuals and groups who are discriminated against or excluded.

### **Campaigning & Media**

To make a difference to the lives of vulnerable people by enabling clients to share their stories so as to challenge injustice, change unfair policies and prevent things going wrong in the future.

### **Public benefit**

The trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

#### **1. Main activities**

To meet the challenges posed by the pandemic, CAM had to react in agile and decisive ways. As we move into the next phase, now is the time for us to seek out and seize the opportunities emerging in the recovery. This involves conducting an "after-action review" to collect data and insights on lessons learned from the pandemic, and then using these to prioritise actions for future service delivery.

During 2021-22 we have reintroduced a limited face-face service through our digital community access hubs located in libraries and other community venues across the city. These hubs will operate alongside the advice access channels:

- Freephone telephone helpline
- A telephone appointment call-back facility on our website
- Email advice via our online contact form
- 'in-person' video Advice via our website
- video technology located in 10 community venues such as food banks and homeless day centres
- Self help services on both the national and local websites
- Webchat function on the national website
- Messenger and Whatsapp
- a pro bono employment referral scheme

We continued to provide a range of specific Specialist Advice, Legal Services and Prevention Programmes/Interventions targeted at the vulnerable groups as described within this report. Many of our contracts deal with debt, housing, employment advice, income maximisation and fuel poverty to meet our objectives for the relief of poverty. Our research and campaigns team continue to identify causes of underlying problems impacting on our clients so that we can address equality and diversity issues (described at page 13 below).

# CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

## 2. Principal Advice Outcomes and Impact

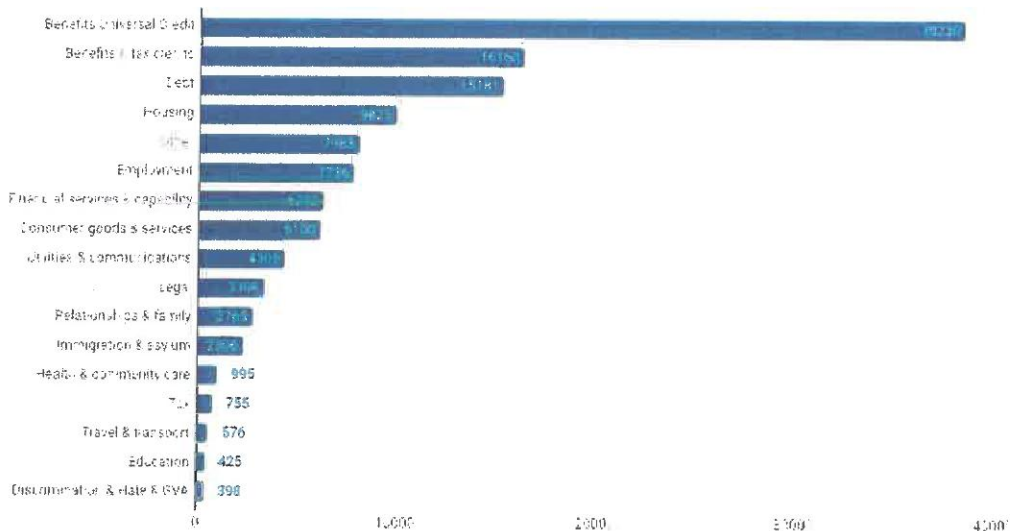
A comparison of our client profile to the general population of Manchester clearly evidences the clients we help locally are more likely to:

- live on a low income / be in a family at risk
- be elderly
- be from a BME community
- be unemployed
- rent their home
- be disabled or have a long term health condition
- lack basic digital skills or not have access to the internet

During the year our service has helped over:

- 69,051 visits for advice and information on our website
- 804 people accessed us In Person
- 35,588 calls answered by our Adviceline
- 5,244 people through web chat
- 624 people accessed us via Video (80 via Attend Anywhere)
- 1,634 enquiries through our self-referral tool on our website

### The issues people were facing



## **CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT**

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The main advice areas this year have been welfare benefits advice, debt, housing and fuel poverty, with the impact of our advice being to:

- Increase clients' incomes by **£8,075,166**
- Help clients to manage **£6,278,952** of debt
- Help to write off **£874,467** of client debt
- Help **495 people** threatened with homelessness to stay in their homes
- Help provide **879** fuel vouchers

### **3. Achievements and performance**

#### **Leadership Self-Assessment**

The audit process known as Leadership Self-Assessment is a key condition of our Membership Agreement with Citizens Advice. In 2022, we achieved the maximum score in all areas covered by the audit: strategic business planning; risk management; financial management; people management; operation performance; partnership working; research and campaigns and equality leadership.

#### **Digital Innovation**

The services we deliver are based around advice and information linked to welfare benefits, fuel poverty, digital inclusion, debt, employment, consumer issues, housing, finance, discrimination and broader financial problems. We are known in the network as an organisation that leads and uses digital technology creatively and innovatively to deliver services for our clients and other stakeholders and this year we have:

- In partnership with Autosermo Ltd, developed additional modules to our adviserflow tool including an energy module and help to claim module. Our existing debt module is currently being used by 20 other Local Citizens Advice and our ambition is to onboard a further 55 LCA's during 2022-23.
- Developed a range of data dashboards utilising Google's Data Studio to improve quality and efficiency across our key services

#### **Frontline Support Services**

Our frontline teams are tasked with delivering both universal and targeted information and advice to a wide and diverse range of clients. This includes initial client contact information services, as well as generalist, specialist and casework support activities linked to the themed areas named above. We also offer key client groups access to trust funds that are supported by energy and utility companies. Through these we can allocate fuel vouchers to individuals experiencing financial hardship with the specific aims of:

- Preventing crisis situations from further escalating
- Providing practical support alongside holistic advice
- Helping some of our most vulnerable clients heat their homes

We continued the roll out of video advice as an access channel into our services. Working with key partners across the city; libraries, YES employment, Gorton Community Centre, to provide people with seamless access to advice in the places they feel most comfortable. Our partnership approach allows people to develop their confidence to access digital platforms / services and gives us the opportunity to connect clients into wider digital skills support.

## **CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT**

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Our Energy Champion has attended / delivered over 100 sessions in communities across the city to engage some of our most vulnerable and at risk groups in energy awareness sessions.

Groups include:

- The Bread & Butter Thing
- Healthy Me Healthy Communities
- The Stroke Association
- Macmillian

The work of our energy champion has generated over 500 referrals into our dedicated energy team and provided over 3,000 people with initial energy advice.

### **Carbon Monoxide Advice Pilot**

Between 1 January 2022 and 31 March 2022 we delivered target advice to vulnerable clients on the dangers of carbon monoxide. We helped Citizens Advice to raise awareness of how carbon monoxide can be detected within the home and supported clients to access carbon monoxide alarms.

### **Compliments**

Whilst the number of complaints received is routinely recorded and reported, it was acknowledged that we could do more for our staff and community by also recording and reporting on the compliments that we receive. In late February 2022, self-reporting of compliments by staff began. Compliments are logged once by the first person to interact with the compliment and can be submitted by telephone, email, webchat, webforms or posted (letters and cards) and be as simple as a client thanking someone for their help. Further details will be in next years report.

### **Continuous Improvement**

Continuous improvement remains a core focus of all our activity. To this end, and in addition to the 'Step into Leadership' programme, we provided the following training:

- 'Mental Health for Managers' training with external organisation Petros (early December)
- Safeguarding & Suicide awareness training with the support of Jake Morrison, CEO of Citizens Advice Wokingham (mid December)

Additionally, our digital team have been hard at work developing a number of dashboards to provide management with collated data sets showing staff performance (both as individuals and as a group) and quality across a range of metrics. This allows individual performance issues to be addressed quickly and wider trends to be spotted and remediated effectively, whilst also increasing staff accountability, internal transparency and data driven decision making.

### **New partnerships**

We launched a new partnership with Day One, providing a Tier One advice referral service for people who had experienced a major trauma and needed advice as part of a holistic package of support.

We started to work in partnership with Glasspool - this partnership enabled us to provide small individual grants to provide access to white goods and other essential items to our clients, reducing the risk of them accessing high interest credit.

## CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

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We worked in partnership with Citizens Advice Plymouth to deliver a service to OVO energy customers. Referrals into the service came directly from OVO and our team worked in close collaboration with Citizens Advice Plymouth to provide a holistic energy advice service.

### **Development of CAM's EDI strategy**

In 2021 / 22 CAM developed and finalised the EDI Strategy for 2022 - 2024. The strategy will be approved by the Trustee Board in 2022/23 and will then be implemented by the EDI working group.

We set out the roles within the EDI Working Group and sought staff nominations for the following positions:

- EDI Working Group Chair
- EDI Champion
- EDI Ambassador

Between January 2022 and the end of March 2022 the EDI Committee worked collaboratively with the EDI Working Group to set out the calendar of events for the following 12 months and delivered:

- Hate Crime Awareness training and information sessions
- Awareness of Digital Inclusion support groups for LGBTQ+ groups
- Promotion of national support groups on Workplace
- Celebrated Student Volunteer Week

### **Focus on our people**

**Employability:** In 2021 we welcomed 7 Kickstart employees into CAM. We offered meaningful work placements to these young people to enable them to gain valuable work experience and core employability skills. Working in partnership with the Growth Company, the scheme was a huge success and 3 of our placements went on to secure permanent jobs within CAM.

**Communication and Engagement:** In our commitment to strengthening our communication channels with our teams we established our Staff Engagement Group. Comprising elected representatives from each of our teams, the CEO, the Director of HR and the Chair of our HR Committee, the group now meets regularly to provide feedback and to discuss key organisational issues.

**Leadership Programme:** The 'Step into Leadership Programme' was first proposed in late 2021, following the appointment of the Service Performance and Quality Manager at the end July 2021. The pilot programme was proposed to trustees in January 2022 and was approved, including costings, in April 2022. It officially launched on 29 April 2022 and, as such, further details will be in next year's report.

Research shows that self-aware leaders report having greater effectiveness in the workplace, better relationships with colleagues, an improved ability to identify and manage emotions and reduced stress. Consequently, the aim of the pilot programme is to invest in Citizens Advice Manchester's aspiring, current and future leaders in order to:

- equip new people managers with essential HR skills to reduce existing burdens on HR
- cultivate existing staff talent
- retain staff in an increasingly turbulent labour market (by providing a clear pathway to learn and develop key leadership skills in-house)
- attract talent over the long-term
- improve staff relationships, communication and culture at CAM which will translate into improved service delivery and performance for our clients.

## CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

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Policies: In 2021 we introduced:

- Hybrid working policy - which formalised our stance on remote working and our commitment to providing a positive work life balance
- Menopause Policy - giving recognition to this often debilitating time in a person's life and confirming our support to people experiencing this
- Maternity Policy - clarifying our management process and outlining our commitment to the well being of all our new parents.

Supporting Development: During 2021 we piloted a new appraisal /performance management framework. We revised our existing procedure to make it much more person centred with a strengthened focus on achievement and aspirations. The new procedure incorporates:

- A new Behaviours Framework which describes in detail the types of behaviours and attitudes we expect from our people
- A Wellness Plan - a document owned by the individual that outlines their specific needs to support their well being in the workplace. .
- Aspirations - a section dedicated to future aspirations, so we can give people clear direction and support them to achieve their own personal goals.

Feedback from the pilot was 100% positive and it will be formally implemented from April 2022 as our standard appraisal process. We are confident that the new procedure will support our overall strategic approach to talent management as it will help us to identify our rising stars and enable us to put the right investment into the right people at the right time.

#### 4. Campaigns, Research and Social Policy

Some problems are too difficult to solve through advice alone, often where there is a systemic issue with a market, a policy or a set of regulations. In 2021/22 CAM made significant contributions to influencing change, improving policy and practice for our clients' lives:

- Scams Awareness
- Keep the Lifeline - Universal Credit uplift
- Digital Exclusion
- Influencing Manchester City Council's Poverty Strategy
- Engaging local MPs with National campaigns work on Keep the Lifeline & Net Zero

In 2022-23 our research and campaign work will focus on:

- Campaigning for better support for the most vulnerable during the cost of living crisis at both national and Greater Manchester levels
- Scams Awareness
- Digital Inclusion
- Energy efficiency campaigns / education campaigns as the energy market goes through significant change
- National Consumer Week
- Improving quality and quantity of evidence supplied to National team on key issues such as inappropriate debt solutions and UC rates for under-25s

## **CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT**

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### **5. Diversity of Income**

During 2021-22 CAM has benefitted from funding from a wide range of sources including\*:

1. Manchester City Council: £1,468,800 to deliver a City-Wide universal telephone, digital and face to face service to the residents of Manchester. This amount included £200,000 direct financial assistance via the Household Support Fund and £300,000 to support vulnerable renters during 22/23.
2. Citizens Advice:
  - Consumer Service contract £1,083,150 in partnership with Citizens Advice Sheffield.
  - Money Advice Service National Contact Centre (inc webchat delivery) £828,583
  - Money Advice Service face to face project £448,871
  - Help to Claim Phone Service £247,956
  - Pension Wise £382,920
3. Co-operative Bank £49,960
4. Oddfellows Friendly Society £88,434
5. Major Trauma Project £78,921
6. British Gas Energy Wise £245,950
7. Electricity North West £252,414
8. Manchester CCG £56,140
9. Energy Redress Scheme (ERS) Young Person Project £53,123
10. Adviserfow Trading £66,250
11. Legal Aid income £52,260
12. Glasspool £50,000
13. Kickstart £42,969
14. Manchester Health & Care Commissioning £122,132
15. Ovo (via Citizens Advice Plymouth) £118,685

\* Only funding of over £40,000 is listed. All funding is detailed at page 32.

### **6. Recruitment of New Trustees**

We did not recruit new trustees during 2022.

### **7. Contribution of Volunteers**

The Trustee Board recognises the hard work and dedication of volunteers, staff, management and leadership teams which collectively has helped to deliver these achievements.

During 2022-23 we saw our volunteer number drop significantly as a result of Covid-19. However CAM re-established our longstanding partnership with Manchester Metropolitan University's Pro Bono Network in October 2021 and invited volunteer applications from students to work on our local Adviceline. A cohort of 4 volunteers joined CAM in February 2022 and are completing their mandatory training and working towards taking calls independently.

## CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

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### 8. Financial review

Total income for the year was £6,001,106 (2020/21 £5,591,901). Of this £4,122,532 (2020/21 £4,058,704) related to project restricted activities. Direct expenditure for the year was £5,233,946 (2020/21 £4,903,865).

A surplus of £1,488,793 (2020/21 surplus £507,661) was made in the year.

At 31st March 2022 total funds were £2,953,472 of which £389,748 represented restricted funds (2020/21 £1,464,679 of which £107,009 represented restricted funds).

### 9. Policy on reserves

The trustees have reviewed the Charity's needs for reserves in line with the guidance issued by the Charity Commission and have agreed that unrestricted free reserves (not designated or reserved for specific purposes should be set at 3 months' running costs (£1,053,000 at 31/03/22).

The Trustee Board believes that the organisation should aim to have reserves at this level to ensure the Charity can run efficiently and meet the needs of the beneficiaries.

The trustees have designated £1,500,000 of unrestricted funds for specific purposes as described at note 19 in the accounts.

The unrestricted reserves, therefore, held by the Charity at 31 March 2022 which are not otherwise designated or reserved amounted to £1,063,727 of which £1,063,261 can be considered to be free reserves currently in line with the reserves policy.

### 10. Investment policy and objectives

As required in its Memorandum paragraph 3(k) in furtherance of its objects, and for no other purposes, the company has the power to invest the monies of the company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

The Charity's funds have been invested with the Co-operative Bank Plc, COIF Deposit Fund and Santander because of the levels of interest earned, low cost and ease of access. This policy is reviewed annually. There is direct investment with Quilter Cheviot.

### 11. Plans for future periods

We're still operating in a fluid environment, meaning we need to be prepared to adapt as we go. This section explains our priorities as of April 2022, but may evolve over the year as further planning conversations take place and we identify areas where we need to 'course correct'.

## CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

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Within this context we recognise that the financial forecast is likely to be challenging as government and public bodies react to the cost of the pandemic and the cost of living crisis. The latter will undoubtedly increase the numbers of people turning to advice organisations for support over the next 3-5 years. The Trustee Board has agreed an ambitious programme of development with regard to:

**Advice:** Our focus is on how we optimise demand across all channels to meet our goal of helping as many people as we can, as efficiently and effectively as possible. To achieve this we will:

- Continue to invest in and improve the infrastructure that supports advice-giving across the service, including implementing the CA new remote advice platform
- Improve the accessibility, inclusivity and impact of our services by
  - ❖ Developing and expanding our key specialist advice provision in the areas of energy, financial education, welfare benefits, employment and money advice
  - ❖ Continuing to develop our “virtual in person” community access provision
  - ❖ Improve digital inclusion for clients through innovative digital advice and self service tools
  - ❖ Making the website as effective as possible, to reduce flowthrough to 1:1 channels.
  - ❖ Improving our discrimination advice to better meet the needs of marginalised groups
- Continue to progress our equity, diversity and inclusion (EDI) work with a particular emphasis on improving inclusive access.
- To be active contributors to Citizens Advice Greater Manchester

**Advocacy:** Our priority activities will be

- Developing a long-term influencing strategy around cost of living across both Manchester and Greater Manchester
- Developing compelling policy arguments to help secure funding for projects across our core areas of welfare, financial education and energy.
- Building our data capability so that we can better understand the impact of policies on marginalised groups to support our EDI objectives.
- Reviewing our stakeholder relationships to enhance our influence and better position our service

**Sustainable funding:** Our priority activities

- Agreeing our market priorities including areas of growth e.g. energy, health
- Supplementing our income with new forms of unrestricted income eg. Adviserflow sales
- To tender for the regional Money Advice Service Debt Advice Service in 2023
- To identify and bid for investment to continue to expand our digital capabilities
- To work in partnership with corporate investors and support their vulnerable customers e.g energy network suppliers
- To provide support services as well as frontline advice support to smaller LCA's in the Citizens Advice network.
- To work with partner LCAs in GM to make a compelling argument for investment into advice from the levelling up funding

## **CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT**

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### **Financial instruments**

#### **Objectives and policies**

The charity's activities expose it to a number of financial risks including credit risk, cash flow risk and liquidity risk. The use of financial derivatives is governed by the Charity's policies approved by the Board of Trustees, which provide written principles on the use of financial derivatives to manage these risks. The Charity does not use derivative financial instruments for speculative purposes.

#### **Cash flow risk**

The Charity's activities limit exposure to the financial risks of changes in interest rates. Interest bearing assets are held at variable rates.

#### **Credit risk**

The Charity's principal financial assets are bank balances and cash, trade and other receivables, and investments. The Charity's credit risk is primarily attributable to its trade receivables. The amounts presented in the balance sheet are net of allowances for doubtful receivables. An allowance for impairment is made where there is an identified loss event which based on previous experience, is evidence of a reduction in the recoverability of the cash flows.

The credit risk on liquid funds and derivative financial instruments is limited because the counterparties are banks with high credit-ratings assigned by international credit-rating agencies.

The charity has no significant concentration of credit risk, with exposure spread over a large number of counterparties and customers.

#### **Liquidity risk**

In order to maintain liquidity to ensure that sufficient funds are available for ongoing operations and future developments, the Charity uses its cash reserves and operates a reserves policy to manage liquidity risk.

#### **Going concern**

Despite challenges and uncertainties as a result of the global pandemic, we do not foresee any financial concerns for 2022 onwards. We have received confirmation from our major funders that income will be sustained through 2022/23, therefore, budgets and financial statements have been prepared on a going concern basis.

#### **Disclosure of information to auditor**

Each trustee has taken steps that they ought to have taken as a trustee in order to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

## CITIZENS ADVICE MANCHESTER TRUSTEES' REPORT

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### Reappointment of auditor

MHA Tait Walker were appointed to the company in October 2021 after a tender exercise.

Azets Audit Services Limited, trading as Azets Audit Services, were appointed auditor to the company following their acquisition of the trade of Tait Walker LLP, trading as MHA Tait Walker, on 1 May 2022.

In accordance with section 485 of the Companies Act 2006, a resolution for the re-appointment of Azets Audit Services as auditors of the charity is to be proposed at the forthcoming Annual General Meeting.

The annual report was approved by the trustees of the charity on the 25th October 2022 and signed on its behalf by:



Fiona McNair  
Treasurer/Trustee

## **CITIZENS ADVICE MANCHESTER STATEMENT OF TRUSTEES' RESPONSIBILITIES**

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

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 its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

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

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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.

Approved by the trustees of the Charity on the 25th October 2022 and signed on their behalf by:



**Fiona McNair**  
**Treasurer/Trustee**

# Citizens Advice Manchester

## Independent Auditor's Report to the Members of Citizens Advice Manchester

### Opinion

We have audited the financial statements of Citizens Advice Manchester (the 'charity') for the year ended 31 March 2022, which comprise the Statement of Financial Activities, Balance Sheet, 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 United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 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 responsibilities for the audit of the financial statements section of our report. We are independent of the charity 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 the provisions available for small entities, in the circumstances set out in note to the financial statements, 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 charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements were 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 trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

## **Citizens Advice Manchester**

### **Independent Auditor's Report to the Members of Citizens Advice Manchester**

We have nothing to report in this regard.

#### **Opinion on other matters prescribed by the Companies Act 2006**

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees Report has been prepared in accordance with applicable legal requirements.

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

In the light of our knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees Report .

We have nothing to report in respect of the following matters where the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

#### **Responsibilities of trustees**

As explained more fully in the Statement of Trustees Responsibilities (set out on page 18), the trustees 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 charity'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 charity or to cease operations, or have no realistic alternative but to do so.

#### **Auditor 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:

- enquiries of management about any known or suspected instances of non-compliance with laws and regulations and fraud;
- challenging assumptions and judgements made by management in their significant accounting estimates;

## Citizens Advice Manchester

### Independent Auditor's Report to the Members of Citizens Advice Manchester

- auditing the risk of management override of controls, including through testing journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias; and
- reviewing financial statement disclosures and testing to support documentation.

Because of the field in which the client operates, we identified the following areas as those most likely to have a material impact on the financial statements; Health and Safety; employment laws; and compliance with the UK Companies Act and Charities Act.

Owing to the inherent limitations of an audit, there is an unavoidable risk that some material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK). For instance, the further removed non-compliance is from the event and transactions reflected in the financial statements, the less likely the auditor is to become aware of it or to be recognise the non-compliance.

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/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). 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 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 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 its trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Simon Brown BA ACA DChA (Senior Statutory Auditor)

For and on behalf of  
Azets Audit Services  
Chartered Accountants  
Statutory Auditor  
Bulman House  
Regent Centre  
Gosforth  
Newcastle upon Tyne  
NE3 3LS

Date: 1/11/2022

Azets Audit Services is a trading name of Azets Audit Services Limited

## Citizens Advice Manchester

### Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2022 £	Total 2021 £
<b>Income and Endowments from:</b>					
Donations and legacies	3	562	-	562	28,240
Charitable activities	4	1,846,872	4,137,532	5,984,404	5,552,130
Investment income	5	7,710	-	7,710	9,838
Other income	6	8,430	-	8,430	1,693
<b>Total Income</b>		<b>1,863,574</b>	<b>4,137,532</b>	<b>6,001,106</b>	<b>5,591,901</b>
<b>Expenditure on:</b>					
Charitable activities	7	(1,607,653)	(3,626,293)	(5,233,946)	(4,903,865)
<b>Total Expenditure</b>		<b>(1,607,653)</b>	<b>(3,626,293)</b>	<b>(5,233,946)</b>	<b>(4,903,865)</b>
Gains/ (losses) on investment assets		19,633	-	19,633	112,625
<b>Net income</b>		<b>275,554</b>	<b>511,239</b>	<b>786,793</b>	<b>800,661</b>
Transfers between funds		228,500	(228,500)	-	-
<b>Other recognised gains and losses</b>					
Actuarial gains/ (losses) on defined benefit pension schemes		702,000	-	702,000	(293,000)
<b>Net movement in funds</b>		<b>1,206,054</b>	<b>282,739</b>	<b>1,488,793</b>	<b>507,661</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		1,357,670	107,009	1,464,679	957,018
<b>Total funds carried forward</b>	<b>19</b>	<b>2,563,724</b>	<b>389,748</b>	<b>2,953,472</b>	<b>1,464,679</b>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2021 is shown in note 19.

## Citizens Advice Manchester

### Comparative Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted £	Restricted £	Total 2021 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	28,240	-	28,240
Charitable activities	4	1,493,576	4,058,554	5,552,130
Investment income	5	9,838	-	9,838
Other income	6	1,543	150	1,693
Total income		<u>1,533,197</u>	<u>4,058,704</u>	<u>5,591,901</u>
<b>Expenditure on:</b>				
Charitable activities	7	<u>(1,220,274)</u>	<u>(3,683,591)</u>	<u>(4,903,865)</u>
Total expenditure		<u>(1,220,274)</u>	<u>(3,683,591)</u>	<u>(4,903,865)</u>
Gains/losses on investment assets		<u>112,625</u>	<u>-</u>	<u>112,625</u>
Net income		425,548	375,113	800,661
Transfers between funds		369,295	(369,295)	-
<b>Other recognised gains and losses</b>				
Actuarial gains on defined benefit pension schemes		<u>(293,000)</u>	<u>-</u>	<u>(293,000)</u>
Net movement in funds		501,843	5,818	507,661
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>855,827</u>	<u>101,191</u>	<u>957,018</u>
Total funds carried forward	19	<u>1,357,670</u>	<u>107,009</u>	<u>1,464,679</u>

## Citizens Advice Manchester

(Registration number: 02697257)  
Balance Sheet as at 31 March 2022

	Note	2022 £	2021 £
<b>Fixed assets</b>			
Tangible assets	13	463	2,197
Investments	14	<u>620,960</u>	<u>598,117</u>
		<u>621,423</u>	<u>600,314</u>
<b>Current assets</b>			
Debtors	15	554,485	260,104
Cash at bank and in hand	16	<u>2,108,660</u>	<u>1,608,018</u>
		2,663,145	1,868,122
<b>Creditors: Amounts falling due within one year</b>	17	<u>(322,096)</u>	<u>(329,757)</u>
<b>Net current assets</b>		<u>2,341,049</u>	<u>1,538,365</u>
<b>Net assets excluding pension liability</b>		2,962,472	2,138,679
<b>Pension scheme liability</b>	18	<u>(9,000)</u>	<u>(674,000)</u>
<b>Net assets including pension liability</b>		<u>2,953,472</u>	<u>1,464,679</u>
<b>Funds of the charity:</b>			
<b>Restricted</b>		<u>389,748</u>	<u>107,009</u>
<b>Unrestricted income funds</b>			
Designated funds		1,509,542	304,200
Unrestricted funds		<u>1,054,182</u>	<u>1,053,470</u>
Total unrestricted funds		<u>2,563,724</u>	<u>1,357,670</u>
<b>Total funds</b>	19	<u>2,953,472</u>	<u>1,464,679</u>

The financial statements on pages 22 to 47 were approved by the trustees, and authorised for issue on 25 October 2022 and signed on their behalf by:



Fiona McNair  
Trustee

## Citizens Advice Manchester

### Statement of Cash Flows for the Year Ended 31 March 2022

	Note	2022 £	2021 £
<b>Cash flows from operating activities</b>			
Net cash income		786,793	800,661
<b>Adjustments to cash flows from non-cash items</b>			
Depreciation		1,734	5,883
Investment income	5	(7,710)	(9,838)
Profit on disposal of investments		(19,632)	(9,662)
Revaluation of investments		-	(102,963)
Defined benefit pension scheme cost less contribution		24,000	12,000
Defined benefit pension scheme finance cost		13,000	9,000
		<u>798,185</u>	<u>705,081</u>
<b>Working capital adjustments</b>			
Increase in debtors	15	(294,381)	(32,870)
(Decrease)/increase in creditors	17	(37,141)	156,473
Increase in deferred income		29,480	-
		<u>496,143</u>	<u>828,684</u>
<b>Net cash flows from operating activities</b>			
<b>Cash flows from investing activities</b>			
Interest receivable and similar income	5	7,710	9,838
Purchase of investments	14	(144,933)	(254,461)
Sale of investments		141,722	249,151
		<u>4,499</u>	<u>4,528</u>
<b>Net cash flows from investing activities</b>			
Net increase in cash and cash equivalents		500,642	833,212
Cash and cash equivalents at 1 April		<u>1,608,018</u>	<u>774,806</u>
Cash and cash equivalents at 31 March		<u>2,108,660</u>	<u>1,608,018</u>

All of the cash flows are derived from continuing operations during the above two periods.

# Citizens Advice Manchester

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

### 1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is: Albert House, 17 Bloom Street, Manchester, M1 3HZ

### 2 Accounting policies

#### Summary of significant accounting policies and key accounting estimates

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

#### Statement of compliance

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 (FRS 102)) (issued in October 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

#### Basis of preparation

Citizens Advice Manchester meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

#### Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

#### Estimation uncertainty and judgements

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported.

#### Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

#### Donations and legacies

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

## **Citizens Advice Manchester**

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

#### ***Deferred income***

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which, it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the charity has unconditional entitlement.

#### ***Investment income***

Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

#### **Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

#### ***Charitable activities***

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

#### **Support costs**

Support costs include central functions and have been allocated to activity cost categories on a basis consistent with the use of resources, for example, allocating property costs by floor areas, or per capita, staff costs by the time spent and other costs by their usage.

#### **Governance costs**

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

#### **Taxation**

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

#### **Tangible fixed assets**

Individual fixed assets costing £2,000 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

#### **Depreciation and amortisation**

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

## Citizens Advice Manchester

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

<b>Asset class</b>	<b>Depreciation method and rate</b>
Furniture & Equipment	10% to 33% straight line

#### **Fixed asset investments**

Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

#### **Trade debtors**

Trade debtors are amounts due from customers for merchandise sold or services performed in the ordinary course of business.

Trade debtors are recognised initially at the transaction price. They are subsequently measured at amortised cost using the effective interest method, less provision for impairment. A provision for the impairment of trade debtors is established when there is objective evidence that the charity will not be able to collect all amounts due according to the original terms of the receivables.

#### **Cash and cash equivalents**

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

#### **Trade creditors**

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

Trade creditors are recognised initially at the transaction price and subsequently measured at amortised cost using the effective interest method.

#### **Fund structure**

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

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

## Citizens Advice Manchester

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

#### **Pensions and other post retirement obligations**

##### **Defined contribution plan**

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided.

The charity also operates a defined benefit pension scheme. Typically defined benefit plans define an amount of pension benefit that an employee will receive on retirement, usually dependent on one or more factors such as age, years of service and compensation.

The liability recognised in the Balance Sheet in respect of defined benefit pension plans is the present value of the defined benefit obligation at the reporting date minus the fair value of plan assets. The defined benefit obligation is measured using the projected unit credit method. The present value of the defined benefit obligation is determined by discounting the estimated future payments by reference to market yields at the reporting date on high-quality corporate bonds that are denominated in the currency in which the benefits will be paid, and that have terms to maturity approximating to the terms of the related pension liability.

Actuarial gains and losses are charged or credited to other comprehensive income in the period in which they arise.

#### **Financial instruments**

##### ***Classification***

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

##### ***Recognition and measurement***

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

## Citizens Advice Manchester

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

#### 3 Income from donations and legacies

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Donations and legacies;				
Donations from individuals	562	-	562	295
Government grants	-	-	-	27,945
Total for 2022	<u>562</u>	<u>-</u>	<u>562</u>	<u>28,240</u>
Total for 2021	<u>28,240</u>	<u>-</u>	<u>28,240</u>	

#### 4 Income from charitable activities

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Citizens Advice - Consumer service	-	1,083,150	1,083,150	1,121,348
Citizens Advice - Energy Projects	-	12,988	12,988	38,165
Citizens advice - MAS Contact Centre	-	828,583	828,583	793,749
MAPS F2F	-	448,871	448,871	411,280
Citizens Advice - Pensionwise	-	382,920	382,920	409,509
Cooperative Bank	49,960	-	49,960	52,960
Good Things Foundation	-	7,580	7,580	14,875
Legal Aid Agency	-	-	-	24,024
Manchester City Council	968,800	-	968,800	990,000
Oddfellows	88,434	-	88,434	86,700
Other funders/Contracts	-	-	-	53,013
Pharmacy Support	33,429	-	33,429	31,787
Railway Benevolent Fund	300	-	300	1,300
Vetinary Benevolent Fund	98	-	98	1,336
Debt Management Unit	-	-	-	2,500
Solicitors Benevolent Fund	5,950	-	5,950	4,500
Irwin Mitchell	3,361	-	3,361	1,345
Major Trauma Project	78,921	-	78,921	48,179
Manchester CCG	-	56,140	56,140	203,141
Electricity North West	252,414	-	252,414	130,645
British Gas Energy Wise	-	245,950	245,950	240,275
MS Society	-	8,590	8,590	40,508
TDS Foundation	-	12,500	12,500	12,750
RSC	950	-	950	1,150
Be Well	38,482	-	38,482	57,000

## Citizens Advice Manchester

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

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
HTC Backup Call Centre	-	-	-	88,205
PACE Project	-	-	-	316,128
Scam Awareness	-	32,846	32,846	32,926
ERS	-	53,123	53,123	20,600
ABTA Lifeline	2,100	-	2,100	3,200
Windrush	1,950	-	1,950	1,170
HTC OOH	-	-	-	22,576
HTC Other	-	-	-	15,000
Increased cap/trainee	-	15,039	15,039	19,768
ERS Crisis Fund	-	-	-	34,480
Innovation Community	-	-	-	25,000
IPROV TC Benevolent Fund	400	-	400	300
Advisorflow Trading	66,250	-	66,250	4,167
Household Support Fund	-	200,000	200,000	-
Vulnerable Renters	-	300,000	300,000	-
HTC - Phone	-	247,956	247,956	195,771
Certificated work	11,600	-	11,600	-
LSC Housing	41,020	-	41,020	-
Bureau - Other	19,099	-	19,099	-
Glasspool	-	50,000	50,000	-
Kickstart	42,969	-	42,969	-
MHCC	-	122,132	122,132	-
Trauma Support	20,250	-	20,250	-
Optical Benevolent fund	100	-	100	-
CMAP	1,350	-	1,350	-
OVO	118,685	-	118,685	-
Step	-	14,164	14,164	-
Optical Benevolent Fund	-	-	-	800
Other income	-	14,999	14,999	-
<b>Total for 2022</b>	<b>1,846,872</b>	<b>4,137,531</b>	<b>5,984,403</b>	<b>5,552,130</b>

## Citizens Advice Manchester

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

#### 5 Investment income

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Interest receivable and similar income;				
Interest receivable on bank deposits	-	-	-	626
Other investment income	7,710	-	7,710	9,212
Total for 2022	<u>7,710</u>	<u>-</u>	<u>7,710</u>	<u>9,838</u>
Total for 2021	<u>9,838</u>	<u>-</u>	<u>9,838</u>	

#### 6 Other income

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Fees and supplies	8,430	-	8,430	1,693

#### 7 Expenditure on charitable activities

	Unrestricted		Total	Total
	General	Restricted	2022	2021
Note	£	£	£	£
Staff costs	1,113,629	2,374,035	3,487,664	3,374,637
Allocated support costs	8 478,535	1,239,668	1,718,203	1,509,103
Governance costs	8 15,489	12,590	28,079	20,125
Total for 2022	<u>1,607,653</u>	<u>3,626,293</u>	<u>5,233,946</u>	<u>4,903,865</u>

In addition to the expenditure analysed above, there are also governance costs of £28,079 (2021 - £20,125) which relate directly to charitable activities. See note 8 for further details.

## Citizens Advice Manchester

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

#### 8 Analysis of governance and support costs

##### Support costs allocated to charitable activities

	Administration costs £	Premises costs including depreciation £	Other support costs £	Total 2022 £	Total 2021 £
Advice & information services	<u>247,810</u>	<u>250,515</u>	<u>1,219,878</u>	<u>1,718,203</u>	<u>1,509,103</u>

##### Governance costs

	Unrestricted funds General £	Restricted funds £	Total 2022 £	Total 2021 £
Legal fees	7,437	12,590	20,027	3,902
Other governance costs	<u>8,052</u>	<u>-</u>	<u>8,052</u>	<u>16,223</u>
Total for 2022	<u>15,489</u>	<u>12,590</u>	<u>28,079</u>	<u>20,125</u>

#### 9 Net incoming/outgoing resources

Net incoming resources for the year include:

	2022 £	2021 £
Audit fees	6,750	7,500
Profit on disposal of investments	(19,632)	(9,662)
Depreciation of fixed assets	<u>1,734</u>	<u>5,883</u>

#### 10 Trustees remuneration and expenses

No trustees, nor any persons connected with them, have received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

# Citizens Advice Manchester

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

### 11 Staff costs

The aggregate payroll costs were as follows:

	2022 £	2021 £
<b>Staff costs during the year were:</b>		
Wages and salaries	3,128,695	3,018,300
Social security costs	258,501	255,485
Pension costs	100,468	100,852
	<u>3,487,664</u>	<u>3,374,637</u>

The monthly average number of persons (including senior management / leadership team) employed by the charity during the year expressed as full time equivalents was as follows:

	2022 No	2021 No
Senior Management	5	6
Operational Management	13	12
Advice and Advocacy	117	107
Admin and Support	5	7
	<u>140</u>	<u>132</u>

The number of employees whose emoluments fell within the following bands was:

	2022 No	2021 No
£60,001 - £70,000	1	-
£70,001 - £80,000	-	1

The total employee benefits of the key management personnel of the charity were £270,150 (2021 - £284,318).

## Citizens Advice Manchester

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

#### 12 Taxation

The charity is exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

#### 13 Tangible fixed assets

	Furniture and equipment £	Total £
<b>Cost</b>		
At 1 April 2021	<u>102,211</u>	<u>102,211</u>
At 31 March 2022	<u>102,211</u>	<u>102,211</u>
<b>Depreciation</b>		
At 1 April 2021	100,014	100,014
Charge for the year	<u>1,734</u>	<u>1,734</u>
At 31 March 2022	<u>101,748</u>	<u>101,748</u>
<b>Net book value</b>		
At 31 March 2022	<u>463</u>	<u>463</u>
At 31 March 2021	<u>2,197</u>	<u>2,197</u>

#### 14 Fixed asset investments

	2022 £	2021 £
Other investments	<u>620,960</u>	<u>598,117</u>

## Citizens Advice Manchester

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

#### Other investments

	Listed investments £	Total £
<b>Cost or Valuation</b>		
At 1 April 2021	598,117	598,117
Revaluation	(4,530)	(4,530)
Additions	144,933	144,933
Disposals	<u>(117,560)</u>	<u>(117,560)</u>
At 31 March 2022	<u>620,960</u>	<u>620,960</u>
<b>Net book value</b>		
At 31 March 2022	<u>620,960</u>	<u>620,960</u>
At 31 March 2021	<u>598,117</u>	<u>598,117</u>

#### 15 Debtors

	2022 £	2021 £
Trade debtors	375,945	96,546
Prepayments	36,986	40,174
Accrued income	90,237	-
Other debtors	<u>51,317</u>	<u>123,384</u>
	<u>554,485</u>	<u>260,104</u>

#### 16 Cash and cash equivalents

	2022 £	2021 £
Cash on hand	412	134
Cash at bank	2,108,248	991,085
Short-term deposits	<u>-</u>	<u>616,799</u>
	<u>2,108,660</u>	<u>1,608,018</u>

## Citizens Advice Manchester

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

#### 17 Creditors: amounts falling due within one year

	2022 £	2021 £
Trade creditors	165,302	110,133
Other taxation and social security	62,314	69,577
Other creditors	51,890	105,873
Accruals	13,110	44,174
Deferred income	29,480	-
	<u>322,096</u>	<u>329,757</u>
		<b>2022</b>
		<b>£</b>
Resources deferred in the period		<u>29,480</u>

#### 18 Pension and other schemes

##### Defined benefit pension schemes

##### Greater Manchester Pension Fund

Citizens Advice Manchester participates in the Local Government Pension Scheme which is a defined benefit arrangement.- It is administered in accordance with the Local Government Pension Scheme Regulations 1997, as amended. It is contracted out of the State Second Pension Scheme and is a funded pension scheme. It is a multi employer pension scheme.

The date of the most recent comprehensive actuarial valuation was 31 March 2019. The date of the most recent comprehensive actuarial valuation was 31 March 2019. To assess the value of the Employer's liabilities at 31 March 2022, we have rolled forward the value of the Employer's liabilities calculated for the funding valuation as at 31 March 2022, using financial assumptions that comply with FRS102.

The full actuarial valuation involved projecting future cashflows to be paid from the Fund and placing a value on them. These cashflows include pensions currently being paid to members of the Fund as well as pensions (and lump sums) that may be payable in future to members of the Fund or their dependents. These pensions are linked to inflation and will normally be payable on retirement for the life of the member or a dependant following a member's death.

It is not possible to assess the accuracy of the estimated value of liabilities as at 31 March 2022 without completing a full valuation. However, we are satisfied that the approach of rolling forward the previous valuation data to 31 March 2022 should not introduce any material distortions in the results provided that the actual experience of the Employer and the Fund has been broadly in line with the underlying assumptions, and that the structure of the liabilities is substantially the same as at the latest formal valuation. From the information we have received there appears to be no evidence that this approach is inappropriate.

# Citizens Advice Manchester

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

### *Reconciliation of scheme assets and liabilities to assets and liabilities recognised*

The amounts recognised in the statement of financial position are as follows:

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Fair value of scheme assets	4,977,000	4,637,000
Present value of defined benefit obligation	<u>(4,986,000)</u>	<u>(5,311,000)</u>
Defined benefit pension scheme deficit	<u>(9,000)</u>	<u>(674,000)</u>

### *Defined benefit obligation*

Changes in the defined benefit obligation are as follows:

	<b>2022</b>
	<b>£</b>
Present value at start of year	5,311,000
Current service cost	47,000
Interest cost	105,000
Actuarial gains and losses	(347,000)
Benefits paid	(136,000)
Contributions by scheme participants	<u>6,000</u>
Present value at end of year	<u>4,986,000</u>

### *Fair value of scheme assets*

Changes in the fair value of scheme assets are as follows:

	<b>2022</b>
	<b>£</b>
Fair value at start of year	4,637,000
Interest income	92,000
Return on plan assets, excluding amounts included in interest income/(expense)	355,000
Employer contributions	23,000
Contributions by scheme participants	6,000
Benefits paid	<u>(136,000)</u>
Fair value at end of year	<u>4,977,000</u>

### *Analysis of assets*

The major categories of scheme assets are as follows:

	<b>2022</b>	<b>2021</b>
	<b>%</b>	<b>%</b>
Cash and cash equivalents	10	9
Equity instruments	69	72
Bonds	13	12
Property	<u>8</u>	<u>7</u>
	<u>100</u>	<u>100</u>

## Citizens Advice Manchester

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

#### *Return on scheme assets*

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Return on scheme assets	<u>447,000</u>	<u>822,000</u>

The pension scheme has not invested in any of the charity's own financial instruments or in properties or other assets used by the charity.

#### *Principal actuarial assumptions*

The principal actuarial assumptions at the statement of financial position date are as follows:

	<b>2022</b>	<b>2021</b>
	<b>%</b>	<b>%</b>
Discount rate	2.70	2.00
Future salary increases	3.95	3.60
Future pension increases	<u>3.20</u>	<u>2.85</u>

#### *Post retirement mortality assumptions*

	<b>2022</b>	<b>2021</b>
	<b>Years</b>	<b>Years</b>
Current UK pensioners at retirement age - male	20.00	21.00
Current UK pensioners at retirement age - female	23.00	23.00
Future UK pensioners at retirement age - male	22.00	22.00
Future UK pensioners at retirement age - female	<u>25.00</u>	<u>25.00</u>

## Citizens Advice Manchester

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

#### 19 Funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2022 £
<b>Unrestricted funds</b>						
<i>General</i>						
General fund	1,727,470	1,863,574	(1,543,533)	(1,003,962)	19,633	1,063,182
Pension reserve	(674,000)	-	(37,000)	-	702,000	(9,000)
	1,053,470	1,863,574	(1,580,533)	(1,003,962)	721,633	1,054,182
<i>Designated - see description</i>						
Designated	304,200	-	(27,120)	1,232,462	-	1,509,542
<b>Total unrestricted funds</b>	<b>1,357,670</b>	<b>1,863,574</b>	<b>(1,607,653)</b>	<b>228,500</b>	<b>721,633</b>	<b>2,563,724</b>
<b>Restricted funds</b>						
Advice on Prescription	72,604	56,140	(128,744)	-	-	-
Citizens Advice - Consumer Service	-	1,083,150	(1,083,150)	-	-	-
Citizens Advice - MAS Contact Centre	-	558,335	(525,956)	(32,379)	-	-
Citizens Advice - Pensionwise	-	382,920	(382,920)	-	-	-
Good Things Foundation	(1,394)	7,580	(3,886)	-	-	2,300
British Gas Energy Wise	-	245,950	(245,950)	-	-	-
MS Society	3,593	8,590	(12,183)	-	-	-
TDS Foundation	13,668	12,500	(24,387)	-	-	1,781
Citizens Advice - HTC	-	247,956	(247,956)	-	-	-
Scam Awareness	-	32,846	(32,846)	-	-	-
ERS	-	53,123	(53,123)	-	-	-
Step	10,837	14,164	(25,001)	-	-	-
		40				

## Citizens Advice Manchester

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

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2022 £
HTC Other	-	15,000	(15,000)	-	-	-
Increased cap/trainee	7,701	15,039	(11,502)	(11,238)	-	-
Energy Advice	-	7,314	(229)	(7,085)	-	-
F2F	-	448,871	(344,962)	(103,909)	-	-
Webchat	-	270,248	(196,359)	(73,889)	-	-
Big Energy Saving Network	-	5,674	(5,674)	-	-	-
Glasspool	-	50,000	(30,865)	-	-	19,135
MHCC	-	122,132	(55,600)	-	-	66,532
Vulnerable Renters Scheme	-	300,000	-	-	-	300,000
Household Support Fund	-	200,000	(200,000)	-	-	-
<b>Total restricted funds</b>	<b>107,009</b>	<b>4,137,532</b>	<b>(3,626,293)</b>	<b>(228,500)</b>	<b>-</b>	<b>389,748</b>
<b>Total funds</b>	<b>1,464,679</b>	<b>6,001,106</b>	<b>(5,233,946)</b>	<b>-</b>	<b>721,633</b>	<b>2,953,472</b>

## Citizens Advice Manchester

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

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2021 £
<b>Unrestricted funds</b>						
<i>General</i>						
General fund	1,015,827	1,533,197	(1,199,274)	265,095	112,625	1,727,470
Pension reserve	(360,000)	-	(21,000)	-	(293,000)	(674,000)
	655,827	1,533,197	(1,220,274)	265,095	(180,375)	1,053,470
<i>Designated</i>						
Designated	200,000	-	-	104,200	-	304,200
<b>Total unrestricted funds</b>	855,827	1,533,197	(1,220,274)	369,295	(180,375)	1,357,670
<b>Restricted</b>						
Advice on Prescription	-	203,141	(130,537)	-	-	72,604
Citizens Advice - Energy Efficiency Projects	-	11,765	(11,765)	-	-	-
Citizens Advice - Consumer Service	-	1,121,348	(1,121,348)	-	-	-
Citizens Advice - Money Advice Service	-	411,280	(313,096)	(98,184)	-	-
Citizens Advice - MAS Contact Centre	-	793,749	(627,338)	(166,411)	-	-
Citizens Advice - Pensionwise	-	409,509	(409,509)	-	-	-
Good Things Foundation	-	14,875	(16,269)	-	-	(1,394)
Debt Management Unit	-	2,650	(2,650)	-	-	-
British Gas Energy Wise	-	240,275	(240,275)	-	-	-
MS Society	8,514	40,508	(45,429)	-	-	3,593
TDS Foundation	3,953	12,750	(3,035)	-	-	13,668
Citizens Advice - HTC	-	195,771	(195,771)	-	-	-
HTC Backup call centre	-	88,205	(88,205)	-	-	-
PACE project	13,544	316,128	(236,748)	(92,924)	-	-

## Citizens Advice Manchester

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

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/(losses) £	Balance at 31 March 2021 £
Scam Awareness	-	32,926	(32,926)	-	-	-
ERS	-	20,600	(20,600)	-	-	-
Step	75,180	-	(64,343)	-	-	10,837
HTC OOH	-	22,576	(22,576)	-	-	-
HTC Other	-	15,000	(15,000)	-	-	-
Increased cap/trainee	-	19,768	(12,067)	-	-	7,701
ERS Crisis Fund	-	34,480	(34,480)	-	-	-
Energy Advice	-	26,400	(14,624)	(11,776)	-	-
Innovation Community	-	25,000	(25,000)	-	-	-
<b>Total restricted funds</b>	<b>101,191</b>	<b>4,058,704</b>	<b>(3,683,591)</b>	<b>(369,295)</b>	<b>-</b>	<b>107,009</b>
<b>Total funds</b>	<b>957,018</b>	<b>5,591,901</b>	<b>(4,903,855)</b>	<b>-</b>	<b>(180,375)</b>	<b>1,464,679</b>

## Citizens Advice Manchester

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

The specific purposes for which the funds are to be applied are as follows:

#### **Designated Fund**

The Trustee Board recognises, plans for and designates specific unrestricted funds for the following purposes:

- Premises Strategy - refurbishment and dilapidation costs nearing the end of fixed term lease commitments and further funds ring fenced for asset/property purchase
- Service delivery and improvement - community engagement initiatives and targeted support programmes including the purchase of an "Advice Van"; integration and efficiency of tier one advice services and Adviserflow continued development

#### **Citizens Advice - Consumer Service**

Citizens Advice Manchester has been delivering the consumer service across England and Wales since 2017. Working in partnership with Citizens Advice Sheffield we employ 38 trained advisers to support clients with general consumer enquiries, postal and energy inquiries. We also deliver advice on scams via webchat and email enquiries.

#### **Citizens Advice - Energy Advice Projects**

We have been successful in securing, through Citizens Advice nationally, a number of one-off grants from a range of energy related programmes including: Big Energy Saving Network and the Energy Advice Programme to support the work our energy advice team delivers across the city.

The funding helps us to:

- deliver energy awareness sessions to local community groups, front line staff as well as one to one advice
- support people to access healthy living programmes and social care services

#### **Citizens Advice - Money Advice & Pensions Service, Face-to-Face Debt Advice Project**

Funded through the Government's Money Advice and Pensions Service we employ six caseworkers to provide face-to-face, telephone and web chat advice to residents of Manchester. We helped people to find a money management solution, we assisted with insolvency options such as Debt Relief Orders and Bankruptcy applications and we helped negotiate affordable payment plans.

#### **Citizens Advice - Money Advice & Pensions Service, Contact Centre**

Similar to our MAPS funded project above, our fifteen-seat multi-channel contact centre provides advice via web chat and email as well as telephone advice up to and including specialist casework level support to clients across England and Wales.

#### **Pension Wise**

Citizens Advice Manchester working in partnership with Citizens Advice Wigan and Citizens Advice Kirklees delivers the government's face-to-face Pension Wise (free pension guidance) service via telephone and from a range of locations on an appointment basis across Greater Manchester and Kirklees.

#### **Good Things Foundation**

Digital exclusion is a growing issue for many of our clients, especially with more and more key services moving online only. Citizens Advice Manchester believe digital empowerment is the best way to address the issue. Our assisted digital team in 18 community hubs now help 16,000 people a year find the answer they need on our website, or support with essential online forms. The success of this approach has enabled us to secure a number of grants from the Good Things Foundation to help improve the digital skills of 1,000 clients living in some of Manchester's most deprived and hard to reach communities.

## Citizens Advice Manchester

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

#### **MS Society - Improving Quality of Life Project**

The Multiple Sclerosis Society (MSS) has secured funding through the National Lottery to pilot an holistic - i.e. intensive financial, emotional and social - support package to people with multiple sclerosis in Greater Manchester.

Citizens Advice Manchester is commissioned by MSS to lead on the provision of telephone and face to face welfare benefits advice (complex casework) and advocacy to support people with multiple sclerosis on a referral basis.

The project came to an end in June 2021.

#### **Scams Action/Awareness**

Citizens Advice Manchester works in partnership with the other national Consumer Services to deliver Scams Action. We deliver advice to clients through webchat and email and support the Scams Action Helpline. We give clients practical advice on checking if they have been a victim of a scam and how to report a scam and we work closely with Trading Standards.

#### **TDS Foundation**

Working in partnership with a third party developer, Autosermo Ltd, we have supported the foundation to develop a bespoke chatbot service.

#### **Energy Redress Scheme (ERS) - Switched On - Young People's Energy Advice**

Since February 2020 we have been granted funding by the energy redress scheme to provide energy support to fuel poor young people aged 18 -25 years old across the City of Manchester. The principal objectives of the project are to:

- enable us to better understand and help address the impact of fuel poverty of this vulnerable and often ignored user group
- Deliver free and impartial Peer - Peer energy advice, information and guidance to this target group
- Work with young people to co-design hands-on workshops which include accessible and user-friendly education and information on energy efficiency/ reducing energy use/ saving money
- Support young people to access energy efficiency / fuel improvement measures e.g. encourage suitable candidates to adopt Smart meters and switching; access to money advice

The project came to an end in November 2021.

#### **Increase Capacity/Trainee (funded by Citizens Advice via MAPS)**

We received additional funding to employ 1 FTE trainee Debt Adviser with the specific purpose of increasing debt advice provision and capacity during Covid-19 recovery.

#### **Household Support Fund**

On behalf of Manchester City Council, we issued vouchers between 1 January 2022 and 31st March 2022 to vulnerable residents of Manchester to help support them with the rising cost of living.

#### **Vulnerable Renters Scheme**

On behalf of Manchester City Council, we received funding to directly support private tenants with repayment of rent arrears as a result of the Covid-19 pandemic.

#### **Citizens Advice Help to Claim - phone**

Since April 2019 we have delivered a comprehensive Universal Credit support service locally and nationally, delivered over the phone and online through web-chat and online content.

#### **Glasspool**

On behalf of Glasspool, we issued one off individual grants for clients who are experiencing severe financial hardship and need essential items such as white goods and beds.

## Citizens Advice Manchester

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

#### **MHCC - Enabling access to health through advice and digital inclusion**

We received funding via Manchester City Council to recruit 2 X FTE Digital Inclusion and Engagement Officers and to extend and expand the video advice offer for Manchester residents - from ethnically diverse communities and disabled people. This supported CAM to better identify need in areas where we currently do not reach as well as increase the support in areas where there is existing provision.

#### **British Gas Energy Trust - Fuel Debt Project**

CAM received funding from the British Gas Energy Trust to deliver projects which aim to support those living in, or at risk of, fuel poverty; EnergyWise 4 Better Lives and Local Response Funding.

EnergyWise aimed to tackle fuel poverty by:

- Maximising income and providing focused debt advice
- Improving financial literacy and confidence to manage financial affairs in the future
- Providing support on switching to the best energy deal and how to be energy efficient
- Helping people to access grant funding for energy efficient white goods
- Delivering advice sessions in community locations such as Sure Start centres.

The Local Response Fund allowed us to arrange emergency credit for clients using pre-payment meters, or to pay DRO or Bankruptcy fees if this will support them to make a fresh start.

The team also worked to raise awareness on energy issues by delivering sessions at community events and venues as well as guidance sessions to front line workers within other organisations.

The project ended on 31st March 2022.

#### **Advice on Prescription (formerly Manchester CCG)**

This service funded through Manchester Health and Care Commissioning (formally the CCGs) was available from approximately 60 Health Centres and GP practices across Manchester. The key access route for clients is by free phones providing direct advice access into the CAM contact centre. Two dedicated advisers respond to incoming calls by providing general level advice to determine each client's issues and vulnerabilities. The advisers will also refer to specialist teams where appropriate in order to address and manage any underlying issues.

A recent independent evaluation has found that the service improves health and wellbeing of Manchester residents and helps them to live more independent and healthier lives as well as reducing the pressure on GPs and saving the health service money by diverting patients whose needs are not clinical to cheaper and more effective interventions.

The project ended on 31st March 2022, although some funding is still provided via the Be Well partnership moving into 2022/23.

#### **Solutions to Tackle Energy Poverty (S.T.E.P)**

STEP is an ambitious and innovative Europe wide approach to addressing and alleviating energy poverty through tailored advice provided directly to consumers in or at risk of energy poverty and by implementing low-cost energy efficiency solutions in energy poor households. In the UK CAM has been commissioned to identify those in fuel poverty and provide a holistic service to include:

- Income maximisation and welfare benefit take up
- Basic financial capability/budgeting advice to consumers to ensure they have a realistic and sustainable budget in place which they can manage independently
- Energy Efficiency Advice (Tariff switching; Accessing energy trust funds; Changing payment methods and Access to low cost energy efficiency measures)
- The creation of a menu of self-help, online resources (budgeting and energy toolkits, webinar / info videos)

This project came to an end in May 2022.

## Citizens Advice Manchester

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

#### 20 Analysis of net assets between funds

	Unrestricted			Total funds £
	General £	Designated £	Restricted £	
Tangible fixed assets	463	-	-	463
Fixed asset investments	620,960	-	-	620,960
Net current assets/(liabilities)	441,759	1,509,542	389,748	2,341,049
Pension scheme liability	(9,000)	-	-	(9,000)
Total net assets	<u>1,054,182</u>	<u>1,509,542</u>	<u>389,748</u>	<u>2,953,472</u>

	Unrestricted			Total funds at 31 March 2021 £
	General £	Designated £	Restricted £	
Tangible fixed assets	2,197	-	-	2,197
Fixed asset investments	598,117	-	-	598,117
Net current assets/(liabilities)	1,127,156	304,200	107,009	1,538,365
Pension scheme liability	(674,000)	-	-	(674,000)
Total net assets	<u>1,053,470</u>	<u>304,200</u>	<u>107,009</u>	<u>1,464,679</u>

#### 21 Analysis of net funds

	At 1 April 2021 £	Financing cash flows £	At 31 March 2022 £
	Cash at bank and in hand	<u>1,608,018</u>	<u>500,642</u>
Net funds	<u>1,608,018</u>	<u>500,642</u>	<u>2,108,660</u>
	At 1 April 2020 £	Other non cash changes £	At 31 March 2021 £
	Cash at bank and in hand	<u>774,806</u>	<u>833,212</u>
Net funds	<u>774,806</u>	<u>833,212</u>	<u>1,608,018</u>

#### 22 Related party transactions

There were no related party transactions in the year.

