

Charity Registration No. 516877

Company Registration No. 01946618 (England and Wales)

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## LEGAL AND ADMINISTRATIVE INFORMATION

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<b>Trustees</b>	J Crockett (Chair) N Cheesewright L M Jones G Patel P Paul B Cysewski S lafrati S Cooper  S Dugan  S Handscomb  J Hussey  M Jones  S Maynard	(Appointed 26 January 2021) (Appointed 26 January 2021) (Appointed 26 January 2021) (Appointed 26 January 2021) (Appointed 26 January 2021)
<b>Secretary</b>	L Thomas	
<b>Charity number</b>	516877	
<b>Company number</b>	01946618	
<b>Principal address</b>	26 Snow Hill Wolverhampton West Midlands WV2 4AD	
<b>Registered office</b>	26 Snow Hill Wolverhampton West Midlands WV2 4AD	
<b>Auditor</b>	CK Audit No 4 Castle Court 2 Castlegate Way Dudley West Midlands DY1 4RH	

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# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

### FOR THE YEAR ENDED 31 MARCH 2021

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The Trustees present their annual report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016).

#### **Objectives and activities**

##### **Our vision**

###### **You won't struggle to get help from us**

Our services will be available when you need them in a way that works for you.

###### **Our service will feel joined up**

*You'll access advice quickly and easily through our different services and channels, without having to repeat yourself.*

###### **We'll help you find a way forward, whatever your problem**

*We have the resources, tools and expertise to solve your problem. If we can't help you directly, we'll signpost you or make a smooth referral to a trusted partner.*

###### **You'll get the level of support you need**

*Whatever your situation, we'll take extra steps to make sure you have the best support for your needs.*

###### **You know that we'll speak up for you**

*We'll advocate for change in government policy and industry practices where they make life harder for you.*

##### **Our Statement of Purpose**

We provide free, independent, confidential, and impartial advice for everyone on their rights and responsibilities.

##### **Our Mission**

*We give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.*

*We're here for everyone.*

##### **Our Strategic Priorities**

Our business outcomes and performance indicators align themselves to our strategy called Future of Advice. Our strategic priorities for 2020-22 can be found in our business plan.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

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#### Research and Campaigns

Research and Campaigns is one of the twin aims of our service. It aims to improve the policies and practices that affect people's lives. As a service we have a huge amount of insight and data about the problems our clients and their wider communities face. Through research and campaigns, we use this insight to:

- help us research issues further
- influence decision makers to change policies and practices
- campaign to get decision makers to change policies and practices.

In 2020/21 653 evidence forms were submitted to Citizens Advice on a wide range of topics from benefits, employment, debt, housing, education, consumer, legal and immigration highlighting issues affecting clients at a policy level.

#### A unique year – the Global Covid-19 Pandemic

In March 2020, the UK became engulfed with the effects of the Covid-19 pandemic and as this financial year ended so did an unprecedented year for communities across Dudley and Wolverhampton. While continuing to deliver our services as the effects of the pandemic unfolded throughout the course of the year, there was a growing realisation of the consequences of Covid-19 and what that would mean for everyone's lives. From April last year, our workforce has been working from home and delivering our advice services remotely, in line with government guidance. Although an awful year with many challenges and losses for the UK, we have successfully navigated ourselves through the plethora of new obstacles and have continued to support thousands of clients when they have needed us now, more than ever.

#### Our merger

On 1st January 2021, Citizens Advice Dudley Borough and Citizens Advice Wolverhampton City merged to become our new organisation Citizens Advice Dudley and Wolverhampton. Throughout 2020 the two boards of trustees and senior management teams worked together on the business case for merger, and following a robust due diligence review it was presented to members and successfully passed. This incredibly work intensive process, was made more challenging by the pandemic, but the boards worked collaboratively, supported by a Strategic Change Consultant from National Citizens Advice and endorsed by Dudley Metropolitan Borough Council and the City of Wolverhampton Council. We are incredibly proud of what we achieved last year for clients and staff and the merger aimed to future proof our wonderful advice services for clients at a time when individuals and families are going through so much. The outcome of the merger has meant that two strong organisations have joined forces to become more resilient, providing new jobs, creating new services, increasing accessibility to those most vulnerable and ensuring we can weather the current and future uncertain financial climate within the charity and voluntary sector, so that we can continue to thrive in the future.

#### Our support during the Pandemic

The Covid-19 Pandemic has significantly increased the vulnerability levels of many communities across Dudley Borough and the City of Wolverhampton and we are proud, through our merger, to continue to operate a range of diverse services, striving to make a difference in the most hard to reach places, for people who need us the most. Our organisation continues to work with many people with complex health/support needs who are often in crisis and who require our services as a consequence of ongoing pressure on statutory provision together with a reduction in overall funding in adult social care and health, only exacerbated further by the pandemic during this financial year.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

## **TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

### ***FOR THE YEAR ENDED 31 MARCH 2021***

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In response to the pandemic, we set up a specific Crisis support service, in collaboration with Dudley Metropolitan Borough Council, Public Health, Dudley Council for Voluntary Services, Black Country Food Bank and Family Centres so that we could support as many people as possible who were self-isolating or shielding due to their extreme clinical vulnerability, and who needed access to food, medication, emergency advice services, family and children services and services related to loneliness and isolation. Using two of our IT platforms, in partnership with national Citizens Advice, we designed a call centre to receive incoming crisis calls and trained council, public health and voluntary staff to answer these calls. We commissioned a bespoke IT system to then send referrals to key partners so that clients could be supported as quickly as possible, and regularly sent updated reports back to Public Health so that they could use these statistics to assess impact and vulnerability across Dudley Borough and re-direct services accordingly.

In addition, our volunteer workforce worked alongside Public Health, to make telephone contact with the list of clinically vulnerable people who could not leave their homes because of the pandemic to make sure they were safe and ensure any support needs were signposted to the relevant agency.

We also worked with Public Health in both our Councils to distribute emergency grants to people who were in crisis who had been affected because of the pandemic and needed immediate access to money for urgent things such as white goods, food, heating etc. During this time period of 3 months, we are proud to have distributed over £38,000 in crisis grants to more than 375 clients in desperate need.

In the background, we lifted and shifted our advice services to remote working and created our new website so that clients, partners and stakeholders were aware of our merged organisation and how they could access existing and new services.

As ever, we are proud to work collaboratively with a number of statutory, voluntary and third sector partners including (but not exhaustively) Dudley Metropolitan Borough Council, the City of Wolverhampton Council, Clinical Commissioning Groups, Black Country Healthcare NHS Foundation Trust, Housing and homelessness departments, Housing associations, Public Health, local MP's and councillors, National Citizens Advice, Macmillan, various voluntary sector organisations such as those working with cancer patients, people with HIV/AIDS, substance misuse, BAME communities etc.

In this particular year, we have continued to work very closely with other local citizens advice organisations across the West Midlands because of both the pandemic and our merger, so that neighbouring local citizens advice organisations could support one another with sharing best practice relating to operating in the pandemic, share resources to help our multiple workforces and guide clients to the quickest and most efficient ways of getting our support as the consequences of the pandemic unfolded.

We respond strategically to opportunities occurring from the West Midlands Combined Authority strategic priorities and increased our profile with the WMCA who recognise our positive impact on 3 of their strategic priorities: employment (through the advice we give and our volunteering offers), reduction in poverty (through our debt and benefits advice) and mental health (through our social prescribing models of advice and how many of our clients have enduring mental health needs because of the circumstances they find themselves in).

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

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In addition to our new ways of working and Covid-19 specific services, we continued to deliver:

- Our core advice services, via our Contact centre and generalist advice services – commissioned by Dudley and Wolverhampton Councils;
- Acquired brain injury advice service — commissioned by Headway
- Uplift – an outreach service working in 2 of the most deprived areas in Wolverhampton, commissioned by the Big Lottery
- Long term health conditions advice service — commissioned by Dudley Clinical Commissioning Group
- Specialist benefits caseworker service for cancer patients across the Black Country — commissioned by Macmillan
- Children's palliative advice service for families of children with life limiting conditions – commissioned by Black Country Healthcare NHS Foundation Trust
- Children centres — for families accessing these centres with children between 0-5 years of age
- Mortgage arrears advice service — commissioned by Dudley Metropolitan Borough Council housing team
- Debt prevention service — working with Dudley Metropolitan Borough Council income team and housing support team and the homelessness prevention team
- Social prescribing – commissioned by Wolverhampton Voluntary Sector Council to provide advice services to people referred to us from link workers within the social prescribing team
- Specialist debt advice service – commissioned by the Money and Pensions Service
- Energy advice programme helping people with energy and utility advice issues — Commissioned through National Citizens Advice
- Generalist advice service for the over 55 – commissioned by us, given to Wolverhampton Age UK through an SLA, giving generalist advice to the beneficiaries of the Age UK charity
- High Intensity User service – commissioned by Dudley Council for Voluntary Services, to work with people who are frequent users of A&E for issues relating to non-medical interventions/advice needs
- Mobile Home Library Service – commissioned by Wolverhampton City Council, supporting 200 very vulnerable, house bound residents to access library resources and our advice services
- Help to Claim – To support people to claim universal credit, on line, via webchat, via telephone and digital face to face;
- Pension Wise – to provide pension information to the over 50's across the Black Country, a service commissioned by the Money and Pension Service

In addition, during lockdown, we also secured new business development with Wolverhampton City Council to set up a bespoke debt and financial capability service to work in partnership with the council and communities living in high deprivation areas across the city.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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### **Our Impact - Access to advice and guidance**

We offer advice through face to face, telephone, email and webchat in 11 enquiry areas, and in this financial year, we supported 14,543 clients with 46,889 enquiries. Our top five enquiry areas have been:

- Benefits (17,417)
- Debt (6232)
- Financial capability (2396)
- Housing (2253)
- Employment (2448)

We have continued to witness a significant increase in demand for our services to address complex advice and guidance issues often by people with complex support needs such as people with mental health issues, those experiencing homelessness and/or those experiencing in-work and out of work poverty. We continue to witness an increase in the need (in addition to our debt advice) for advice around financial capability. This reflects the increasing pressure local people are facing around managing their money and the continued inter-generation debt we experience due to poor financial skills and other lifestyle factors borne from areas of extreme deprivation and the health inequalities that the pandemic has further exacerbated.

### **Achievements and performance**

We have many great things to celebrate in our organisation in 2020/21. Our workforce continues to be our number one asset and without them, paid and volunteers, we would not be able to deliver the phenomenal outcomes we have achieved.

Alongside our advice and guidance impact statistics we also achieved:

- £13.7m of income gained for clients
- £7m of debt dealt with
- 72 clients avoiding being made homeless (this excludes any other family members)
- We addressed 118 discrimination cases
- We answered 23,800 calls via our Advice Line contact centre

In addition:

- We have achieved significant recognition from cabinet members, councillors and MP's who have been signposting constituents to us;
- We continue to have a high retention rate within the organisation and because of the merger, since 1st January alone we have had:
  - 2 apprentices move onto fixed term paid employment;
  - 5 new contact centre assessor jobs as we extend our contact centre to answer more calls;
  - 2 promotions for staff moving into Technical and Quality Supervisor roles
  - 1 contact centre assessor securing a paid generalist caseworker role because of the in house training we deliver
  - An additional advice services manager role
  - An additional Director of Operations role
- We calculate that our volunteers, comprising roles such as advisors, call handlers and contact centre assessors, would have a value of £80,000 in 2020/21. This is of enormous benefit to the local community and to commissioners as well as the personal benefits individual volunteers experience as a consequence of working for us.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

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It is of significance to note that our Board of Trustees are also volunteers and in this last year they have committed extra time, giving their experience, knowledge and support in abundance to support the CEO in the merger process and to support the wider organisation during the heights of the pandemic.

We have an exceptional skills set in the 13 trustees, with high level operational and strategic experience within different public and private sectors. This newly merged board as of 1st January 2021 have not only met for statutory board meetings, but have also had a number of digital away sessions to support the CEO and management team to develop our new business plan priorities and to understand from the organisation the complex strategic, social, economic and political landscape that confronts Citizens Advice Dudley and Wolverhampton going forward.

#### **Compliance and Regulation**

##### Citizens Advice Membership Agreement

As part of our performance quality framework, our Leadership Self Assessment was a full audit because of the merger. The external auditor completed an audit over a number of days (remotely) to assess 9 key areas: Governance, strategic business planning, risk management, financial management, people management, operational performance management, partnership working, research and campaigns and equality leadership.

Scoring of these areas is out of 5 where 3 is meeting the competency level expected, 4 exceeding, competency and a score of 5 is excellent.

Our score 6 months into our new merged organisation is as follows:

1 area scored 5, 5 areas scored 4, and the remaining 3 areas scored 3 out of 5 with the auditor stating:

*The organisation has maintained a strong focus on partnership working throughout a challenging period with an energetic programme of development work maintained and monitored both pre and post-merger..... You've achieved a great deal in a short time, which cannot be underestimated in such exceptionally challenging circumstances. Well done.*

##### Advice Quality Standard (AQS) accreditation

In June we successfully renewed our AQS in generalist advice, telephony advice and achieved accreditation for AQS in Casework for benefits and debt. This is significantly important to recognise the level at which we operate in these three high demand areas.

##### Money Advice and Pension Service (MaPS)

Our commissioned debt service through Money Advice Service is subject to a formal audit of the quality of our debt advice and we were successful in this assessment to be able to continue to deliver this important advice area in our organisation.

##### Financial Conduct Authority

We have submitted our Financial Conduct Authority returns and are compliant in this area relating to the debt advice we give.

##### Financial Institute of Money Advisors

All our debt caseworkers are registered with the institute and we have maintained membership of this so that staff can achieve their mandatory annual continuous professional development points as debt caseworkers through ongoing learning and training.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

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#### Thrive at work/Mindful employer/Disability confident accreditation

Our commitment to the physical and mental wellbeing of our workforce is our utmost priority and as such, our activities to support staff are underpinned by our formal accreditation with the West Midlands Combined Authority Thrive at Work programme and Mind's Mindful Employer accreditation. In addition, all members of management have completed their Mental Health First Aid at Work accreditation so that our staff can be supported when they experience struggles in the right way to encourage them to be the best they can be inside and outside of work.

#### **Client Satisfaction**

Every year we undertake a formal review of client satisfaction and our scores from anonymous questions clients answer via SMS through Citizens Advice. 5 key questions are asked and we achieved a green score in our overall rating. Some additional comments that clients or professionals have given us after receiving our service or who have engaged with us are as follows:

*"I want to commend X who has shown so much professional care, compassion and humanity at this stressful time."*

*"X's personal touch and conscientious action has helped in a very practical way and relieved the pressure of trying to fathom the system of support out."*

*"X guided us through our PIP applications, after 2 had struggled for 4 years. He talked us through the questions, nothing was too much trouble. Gave us clear and positive advice and made sure we understood the process. Followed up and spent time to assist with appeal process which was successful. Thank you."*

#### **Financial review**

*"X who helped us made the financial quagmire easier to deal with. She made my husband and me feel like we were not alone. She was truly an angel at a very bad time for us."*

*"If it had not been for the help and support, we would have been lost, we were treated in a very compassionate, respectful way, took a lot of worry off our shoulders. Lots of support and practical help. Our experience with yourselves has been extremely helpful and we were supported when needed it most, cannot fault the help and support we have received"*

*"I got amazing help at Court a few weeks ago. I've had a lot of issues with my landlord but X argued for my case and found lots of little mistakes made by the landlord. Because of this, there is no order and I am a full tenant now, thank you"*

#### **Change Management**

In the last 12 months we have undergone significant change management because of the Covid-19 Pandemic and working towards the merger of Citizens Advice Dudley Borough and Citizens Advice Wolverhampton City. This was assisted by Laura Thomas taking over as CEO for both organisations in October 2020 ahead of the merger, and the subsequent merger on 1st January 2021. As a result of these significant changes and with a focus on the continually changing advice and support needs of our clients, including the substantial increase in demand driven by Covid-19, we have embarked on a transformation agenda. The aim of this is to shape our advice offer taking into account what we have learnt during the pandemic. This includes, for example, how we can maximise technology to increase accessibility and respond to demand through to ensuring we can respond proactively to all identified threats (such as the financial context of the voluntary sector) and seek opportunities to grow and develop to ensure continued sustainability and resilience.

Our workforce continues to respond to the changes in advice demands caused by changes in government policy and legislation and this increased demand and ongoing pressure illustrates that we need to continue to transform and innovate in order to be able to increase our flexible and person centred approaches to how we support the communities we serve.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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### **Business Planning — Strategic Priorities for 2021-24**

Our 3 year business plan narrates a vision for our new organisation to ensure sustainability, strategic relevance, and what people need to maintain or improve their quality of life.

Some key features of our business plan for 2021 are:

- To bed in our newly merged organisation and undertake our transformation journey with results concluding in March 2022;
- Identify new client groups to support and diversify our income streams through business development to enhance our strategic priorities;
- Invest further in our current workforce, continuing to create opportunities for progression and succession planning as well as focussing on the new skills required as part of our transformation agenda. This includes the diversification of our volunteer workforce and the way in which we recruit and retain volunteers;
- Our Research and Campaigns work continues to emphasise our commitment to social policy and addressing injustice at both a local and national level with specific key activities to ensure we champion the needs of the communities in which we work;
- We will continue to transform our services with the changing advice trends, determined by our clients, in the wake of the Covid-19 pandemic and will prioritise partnerships most relevant to maximise our positive impact on those who need us the most

### **Financial review**

Total income for the year was £2,316,513 as of 31st March 2021 due to the merger of Citizens Advice Dudley Borough and Citizens Advice Wolverhampton City. The merger will safeguard our financial and human resources and maintain financial stability, support our growth agenda to reduce our overheads, increase our opportunities for new business development whilst continuing to support all communities across Dudley and Wolverhampton.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The Trustee considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

The process of risk management for Citizens Advice Dudley and Wolverhampton is ongoing and regular monitoring and assessment is undertaken to identify new risks as they occur, to ensure that they are dealt with and to evaluate previously identified risks to ensure strategies are still relevant to minimise or mitigate those risks.

The 12 key risk areas that are reviewed are: finance; governance; compliance/legal; management; service delivery; research and campaigns; stakeholder relations; engagement with the wider service; ICT/Systems; equality and diversity; information governance; fitness for the future. Since the pandemic, all risks, where relevant, also include a Covid-19 context. A robust business continuity plan is in place to ensure the ongoing effective running of the organisation if any incidents/adverse events occur.

Our national body Citizens Advice also undertakes an annual review process with the organisation to ensure controls are in place to mitigate identified risks and to understand the overall level of risk to which the organisation is currently exposed. The current overall risk level has been assessed as low.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

**FOR THE YEAR ENDED 31 MARCH 2021**

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

The Organisation is made up of a Board of Trustees who have responsibility for the overall governance of the organisation. They discharge the day to day running of the organisation to the Chief Executive Officer. Beneath the CEO there is a senior management team made up of two Directors of Operations and a Director of Finance/IT. They are supported by an executive administrator. Our ICT is outsourced to Pedmore Computer Services Ltd who run our IT platforms and respond to any software/hardware support issues with staff.

The operational running of advice services is delegated to five Advice Services Managers who line manage paid and volunteer generalist and specialist advisors/ caseworkers, technical and quality supervisors, business support administrators and contact centre assessors.

The charity is a private company (registration number 1946618) limited by guarantee and not having a share capital. The company is governed by its Memorandum and Articles of Association. The company is also a registered charity (registration number 516877). The Charity is incorporated as a company limited by guarantee having no share capital. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member in accordance with the Memorandum of Association.

J Crockett (Chair)

N Cheesewright

L M Jones

G Patel

P Paul

B Cysewski

S lafrati

S Cooper

(Appointed 26 January 2021)

S Dugan

(Appointed 26 January 2021)

S Handscomb

(Appointed 26 January 2021)

J Hussey

(Appointed 26 January 2021)

M Jones

(Appointed 26 January 2021)

S Maynard

The Trustees, who are also the directors for the purpose of company law, and who served during the year: Mr Jon Crockett (Chair), Mr Nick Cheesewright, Ms Louise Jones, Mrs Geeta Patel, Mrs Primula Paul, Mr Bernard Cysewski, Mr Stephen Lafrati, Mr Stuart Maynard.

Resignation within the year: None

Co-opted onto the Board within the year as a consequence of the merger: Mr Steven Handscomb (Vice Chair), Mr Mark Jones, Ms Sarah Dugan, Ms Sue Cooper, Mr John Hussey.

### **Qualifying third party indemnity provisions**

Trustee recruitment opportunities are advertised through our national body's Citizens Advice website, our local website, bespoke adverts, social media and by word of mouth. Anybody interested in becoming a trustee is invited to complete an application and will be invited to an interview if the skills requirements are met. If successful, the potential trustee is invited to observe a trustee meeting and then is formally co-opted onto the board as a trustee and then formally as a Director at the next AGM. Each new trustee undertakes an induction process into the role and organisation. Each new trustee is offered a mentor who is one of the experienced trustee members.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

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None of the Trustees have any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up. The company's current policy concerning the payment of trade creditors is to follow the CBI's Prompt Payers Code (copies are available from the CBI, Centre Point, 103 New Oxford Street, London WC1A 1DU). The company's current policy concerning the payment of trade creditors is to:

- settle the terms of payment with suppliers when agreeing the terms of each transaction,
- ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts; and
- pay in accordance with the company's contractual and other legal obligations.

The Charity also co-operates and liaises with a number of other advisory services, local charities and Council departments on behalf of clients. Where one of the Trustees holds the position of Trustee/Director of another charity, they may be involved in discussion regarding that other charity, but not in the ultimate decision making process.

#### **Auditor**

In accordance with the company's articles, a resolution proposing that CK Audit be reappointed as auditor of the company will be put at a General Meeting.

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

Each of the Trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.



J Crockett (Chair)  
**Trustee**

23 November 2021

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

## **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

***FOR THE YEAR ENDED 31 MARCH 2021***

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

Company Law requires the Trustees to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make 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 charity will continue in operation.

The Trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

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

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## INDEPENDENT AUDITOR'S REPORT

### TO THE TRUSTEES OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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#### Opinion

We have audited the financial statements of Wolverhampton Citizens Advice Bureaux (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

#### Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the 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 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 are authorised for issue.

Our responsibilities and the responsibilities of the Trustees with respect to going concern are described in the relevant sections of this report.

#### Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The Trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

#### Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which 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; or
- the Trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

#### **Responsibilities of Trustees**

As explained more fully in the statement of trustees' responsibilities, the Trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the Trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the Trustees are responsible for assessing the 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 charitable company or to cease operations, or have no realistic alternative but to do so.

#### **Auditor's responsibilities for the audit of the financial statements**

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

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

#### **Extent to which the audit was considered capable of detecting irregularities, including fraud**

We identified and assessed the risks of material misstatement of the financial statements, in respect of irregularities whether due to fraud or error, or non compliance with laws and regulations and then designed and performed audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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We obtained an understanding of the legal and regulatory frameworks that are applicable to the Company by discussion and enquiry with the directors and management team and our general knowledge and experience of the charity.

We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation, data protection, employment, and health and safety legislation;

We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, reviewing correspondence with relevant regulators.

We assessed the susceptibility of the Company's financial statements to material misstatement, including how fraud might occur. Audit procedures performed included but were not limited to:

- Discussions with directors and management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- Confirming our understanding of controls by performing a walk through test or observation and enquiry;
- Performing analytical procedures to identify any unusual or unexpected relationships;
- Challenging assumptions and judgements made by management in accounting for long term construction contracts including recognition of income and estimation of costs to complete;
- Identifying and testing journal entries;
- Agreeing funding to underlying service agreements and ensuring income is recognised in the correct period;
- Agreeing classification of funding between restricted and unrestricted funds and ensuring amounts are spent for the purposes intended;
- Reviewing the allocation of direct and support costs and ensuring comparable to previous periods;
- Reviewing unusual or unexpected transactions; and
- Agreeing the financial statement disclosures to underlying supporting documentation.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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#### Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditors' report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



**Wendy Davies (Senior Statutory Auditor)**  
for and on behalf of CK Audit

23 November 2021

**Chartered Accountants**  
**Statutory Auditor**

No 4 Castle Court 2  
Castlegate Way  
Dudley  
West Midlands  
DY1 4RH

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total Unrestricted funds 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
<b>Income and endowments from:</b>							
Donations and legacies	3	729,237	41,988	771,225	10	21	31
Income from charitable activities	4	248,002	1,284,766	1,532,768	375,515	1,085,614	1,461,129
Investments	5	975	-	975	1,885	-	1,885
Other income	6	8,233	3,312	11,545	12,724	-	12,724
<b>Total income</b>		<b>986,447</b>	<b>1,330,066</b>	<b>2,316,513</b>	<b>390,134</b>	<b>1,085,635</b>	<b>1,475,769</b>
<b>Expenditure on:</b>							
Expenditure from charitable activities	7	359,215	1,187,323	1,546,538	309,757	1,037,768	1,347,525
<b>Net incoming resources before transfers</b>		<b>627,232</b>	<b>142,743</b>	<b>769,975</b>	<b>80,377</b>	<b>47,867</b>	<b>128,244</b>
Gross transfers between funds		87,190	(87,190)	-	49,030	(49,030)	-
<b>Net incoming resources</b>		<b>714,422</b>	<b>55,553</b>	<b>769,975</b>	<b>129,407</b>	<b>(1,163)</b>	<b>128,244</b>
<b>Other recognised gains and losses</b>							
Revaluation of tangible fixed assets		(141,900)	-	(141,900)	-	-	-
<b>Net movement in funds</b>		<b>572,522</b>	<b>55,553</b>	<b>628,075</b>	<b>129,407</b>	<b>(1,163)</b>	<b>128,244</b>
Fund balances at 1 April 2020		1,212,748	9,623	1,222,371	1,083,343	10,784	1,094,127
<b>Fund balances at 31 March 2021</b>		<b>1,785,270</b>	<b>65,176</b>	<b>1,850,446</b>	<b>1,212,750</b>	<b>9,621</b>	<b>1,222,371</b>

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

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021		2020	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	11		455,000		609,600
<b>Current assets</b>					
Debtors	12	193,239		81,839	
Cash at bank and in hand		2,007,163		669,095	
		<u>2,200,402</u>		<u>750,934</u>	
<b>Creditors: amounts falling due within one year</b>	13	<u>(774,956)</u>		<u>(138,163)</u>	
Net current assets			1,425,446		612,771
<b>Total assets less current liabilities</b>			<u>1,880,446</u>		<u>1,222,371</u>
<b>Provisions for liabilities</b>			(30,000)		-
<b>Net assets</b>			<u>1,850,446</u>		<u>1,222,371</u>
<b>Income funds</b>					
Restricted funds	16		65,176		9,621
<u>Unrestricted funds</u>					
Designated funds	17	1,466,864		675,790	
General unrestricted funds		168,686		232,640	
Revaluation reserve		149,720		304,320	
		<u>1,785,270</u>		<u>1,212,750</u>	
			<u>1,850,446</u>		<u>1,222,371</u>

The financial statements were approved by the Trustees on 23 November 2021



J Crockett (Chair)  
Trustee



S Handscomb  
Trustee

Company Registration No. 01946618

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2021

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	Notes	2021 £	£	2020 £	£
<b>Cash flows from operating activities</b>					
Cash generated from operations	21		1,337,093		108,815
<b>Investing activities</b>					
Investment income received		975		1,885	
<b>Net cash generated from investing activities</b>			975		1,885
<b>Financing activities</b>					
Repayment of bank loans		-		(21,716)	
<b>Net cash used in financing activities</b>			-		(21,716)
<b>Net increase in cash and cash equivalents</b>			1,338,068		88,984
Cash and cash equivalents at beginning of year			669,095		580,111
<b>Cash and cash equivalents at end of year</b>			<u>2,007,163</u>		<u>669,095</u>

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS

*FOR THE YEAR ENDED 31 MARCH 2021*

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### 1 Accounting policies

#### Charity information

Wolverhampton Citizens Advice Bureaux is a private company limited by guarantee incorporated in England and Wales. The registered office is 26 Snow Hill, Wolverhampton, West Midlands, WV2 4AD.

#### 1.1 Accounting convention

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties. The principal accounting policies adopted are set out below.

#### 1.2 Going concern

At the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the Trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

#### 1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the Trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

#### 1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

Income is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

#### 1.5 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

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### 1 Accounting policies

(Continued)

#### 1.6 Tangible fixed assets

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Freehold land and buildings	2% straight line
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The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

#### 1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

#### 1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

#### 1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

#### **Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

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### 1 Accounting policies

(Continued)

#### **Basic financial liabilities**

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

#### **1.10 Provisions**

Provisions are recognised when the charity has a legal or constructive present obligation as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation. Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value. When a provision is measured at present value, the unwinding of the discount is recognised as a finance cost in net income/(expenditure) in the period in which it arises.

#### **1.11 Employee benefits**

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

#### **1.12 Retirement benefits**

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

#### **1.13 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

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

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the Trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

#### Critical judgements

##### Allocation of support costs

Determine the basis of allocation of support costs between restricted and unrestricted funds.

#### Key sources of estimation uncertainty

##### Useful economic life of tangible fixed assets

Tangible fixed assets are depreciated over their useful lives taking into account residual values where appropriate. The actual lives of these assets are assessed annually and may vary depending on a number of factors. In assessing asset lives, factors such as life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as the remaining life of the asset and projected disposal values.

### 3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Donations and gifts	642,031	32,013	674,044	10	21	31
Grants received under coronavirus job retention scheme	87,206	9,975	97,181	-	-	-
	<u>729,237</u>	<u>41,988</u>	<u>771,225</u>	<u>10</u>	<u>21</u>	<u>31</u>
<b>Donations and gifts</b>						
Transfer of net assets from Dudley CAB	642,002	32,013	674,015	-	-	-
Other	29	-	29	10	21	31
	<u>642,031</u>	<u>32,013</u>	<u>674,044</u>	<u>10</u>	<u>21</u>	<u>31</u>

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 3 Donations and legacies

(Continued)

Included within donated goods and services is £674,015 of assets that were donated to the charity from Dudley Citizens Advice Bureau. On 1st January 2021, the assets and liabilities of Dudley Citizens Advice Bureau were transferred over to Wolverhampton Citizens Advice Bureau.

The assets transferred were as follows:

Current Assets	1,178,569
Current Liabilities	(477,054)
Provisions	(27,500)
Total assets transferred	£674,015

### 4 Income from charitable activities

	2021 £	2020 £
Development & engagement, financial capability and general & debt advice	1,532,768	1,461,129
Analysis by fund		
Unrestricted funds	248,002	375,515
Restricted funds	1,284,766	1,085,614
	<u>1,532,768</u>	<u>1,461,129</u>

### 5 Investments

	Unrestricted funds 2021 £	Unrestricted funds 2020 £
Interest receivable	975	1,885
	<u>975</u>	<u>1,885</u>

### 6 Other income

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £
Other income	8,233	3,312	11,545	12,724
	<u>8,233</u>	<u>3,312</u>	<u>11,545</u>	<u>12,724</u>

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 7 Expenditure from charitable activities

	2021 £	2020 £
Staff costs	1,103,984	972,375
Premises costs	10,356	8,362
Staff and Volunteers	7,816	23,561
Office costs	26,003	3,853
Governance Costs	3,538	1,888
Other Costs	40,585	45,312
	<u>1,192,282</u>	<u>1,055,351</u>
Share of support costs (see note 8)	336,139	268,122
Share of governance costs (see note 8)	18,117	24,050
	<u>1,546,538</u>	<u>1,347,523</u>
<b>Analysis by fund</b>		
Unrestricted funds	359,215	309,757
Restricted funds	1,187,323	1,037,768
	<u>1,546,538</u>	<u>1,347,525</u>

### 8 Support costs

	Support costs £	Governance costs £	2021 £	Support costs £	Governance costs £	2020 £
Staff costs	166,470	-	166,470	126,846	-	126,846
Depreciation	12,700	-	12,700	12,700	-	12,700
Premises costs	45,318	-	45,318	56,543	-	56,543
Staff and Volunteer Costs	706	-	706	6,352	-	6,352
Other costs	14,110	-	14,110	16,305	-	16,305
Office Costs	96,835	-	96,835	65,683	-	65,683
Legal and professional	-	18,117	18,117	-	7,744	7,744
	<u>336,139</u>	<u>18,117</u>	<u>354,256</u>	<u>284,429</u>	<u>7,744</u>	<u>292,173</u>
Analysed between Charitable activities	<u>336,139</u>	<u>18,117</u>	<u>354,256</u>	<u>268,123</u>	<u>24,050</u>	<u>292,173</u>

Support costs are allocated on the basis of staff hours per activity.

Governance costs includes payments to the auditors of £7,087 (2020: £5,400) for audit fees.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 9 Trustees

None of the Trustees (or any persons connected with them) received any remuneration during the year, and a total of £nil travelling expenses were reimbursed (2020: £93).

### 10 Employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Advice workers & support staff	53	48
Key management personnel	3	2
Total	<u>56</u>	<u>50</u>

#### Employment costs

	2021 £	2020 £
Wages and salaries	1,139,870	981,237
Social security costs	89,090	77,198
Other pension costs	41,494	40,786
	<u>1,270,454</u>	<u>1,099,221</u>

During the year key management personnel received remuneration and benefits of £143,249 (2020: £100,491)

There were no employees whose annual remuneration was more than £60,000.

### 11 Tangible fixed assets

	Freehold land and buildings £
<b>Cost or valuation</b>	
At 1 April 2020	635,000
Revaluation	(180,000)
At 31 March 2021	<u>455,000</u>
At 1 April 2020	25,400
Depreciation charged in the year	12,700
Revaluation	(38,100)
<b>Carrying amount</b>	
At 31 March 2021	<u>455,000</u>
At 31 March 2020	<u>609,600</u>

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 11 Tangible fixed assets

(Continued)

The two premises were valued at £455,000 on the basis of open market value on 10 August 2021 by DW Heath DIP Man FRICS on behalf of Butters John Bee which resulted in a reduction of the carrying value of the assets of £154,600.

At 31 March 2021, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount would have been approximately £667,500 (2020 - £680,200).

### 12 Debtors

	2021	2020
	£	£
<b>Amounts falling due within one year:</b>		
Trade debtors	85,103	24,890
Other debtors	30,624	24,361
Prepayments and accrued income	77,512	32,588
	<u>193,239</u>	<u>81,839</u>

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

	Notes	2021	2020
		£	£
Other taxation and social security		27,632	23,352
Deferred income	15	148,097	67,752
Trade creditors		552,094	-
Other creditors		7,591	8,164
Accruals and deferred income		39,542	38,895
		<u>774,956</u>	<u>138,163</u>

### Provisions for liabilities

	2021	2020
	£	£
Dilapidations	30,000	-
	<u>30,000</u>	<u>-</u>

Movements on provisions:

	Dilapidations
	£
Inherited from Dudley MBC	27,500
Additional provisions in the year	2,500
	<u>30,000</u>
At 31 March 2021	<u>30,000</u>

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

*FOR THE YEAR ENDED 31 MARCH 2021*

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**15 Deferred income**

	<b>2021</b>	<b>2020</b>
	<b>£</b>	<b>£</b>
Arising from Income received in advance	148,097	67,752
	<u>148,097</u>	<u>67,752</u>

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 16 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds			Movement in funds			Transfers	Resources expended	Balance at 1 April 2020	Balance at 31 March 2021
	Balance at 1 April 2019	Resources expended	Transfers	Balance at 1 April 2020	Resources expended	Transfers				
	£	£	£	£	£	£	£	£	£	£
Wolverhampton City Council (WCC)	-	262,000	(60,428)	-	264,310	(78,826)	-	(185,484)	-	-
HIJ Project	-	-	-	-	7,000	(3,700)	-	(3,300)	-	-
Help to Claim project	-	86,041	-	-	99,267	-	-	(99,267)	-	-
Gambleaware project (Dudley)	-	-	-	-	24,094	(24,017)	-	(77)	-	-
Headway project (Dudley)	-	-	-	-	2,692	(595)	-	(2,097)	-	-
BC Macmillan project (Dudley)	-	-	-	-	54,111	2,841	-	(56,952)	-	-
Palliative child project (Dudley)	-	-	-	-	3,155	-	-	(3,155)	-	-
LTHC project (Dudley)	-	-	-	-	9,948	-	-	(9,948)	-	-
MaPS	-	337,454	(29,308)	-	385,303	(11,885)	-	(373,418)	-	-
HLS project	-	-	-	-	31,912	(90)	-	(31,822)	-	-
CRC	-	-	-	-	16,000	(5,473)	-	(10,527)	-	-
Uplift project	-	-	-	-	71,150	-	-	(51,445)	-	19,705
BBO CAW	-	196,522	34,379	-	154,972	38,694	-	(193,666)	-	-
Pension Wise	-	152,942	-	-	137,182	-	-	(137,182)	-	-
WVSC project	-	-	-	-	24,497	(15)	-	(24,482)	-	-
DMBC Innovation Fund	-	-	-	-	35,405	-	-	-	35,405	-
WCC Public Health	6,713	-	-	6,713	-	-	-	-	6,713	-
Hardship fund	3,451	6	-	2,910	-	-	-	(30)	2,880	-
Esmee Fairbairn Foundation	-	48,987	6,327	-	-	-	-	-	-	-
Other	620	1,683	-	-	-	-	-	-	-	-
St Paul's Centre	-	-	-	-	473	-	-	-	473	-
Energy advice programme - Dudley	-	-	-	-	4,445	(2,968)	-	(1,477)	-	-
Energy advice programme - W'ton	-	-	-	-	4,150	(1,156)	-	(2,994)	-	-
	10,784	1,085,635	(49,030)	9,623	1,330,066	(87,190)	-	(1,187,323)	65,176	-

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

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#### 16 Restricted funds

(Continued)

During the year £87,190 (2019/2020 £49,030) was transferred from restricted funds to unrestricted funds to cover deficits on certain projects. The restricted funds of Uplift, DMBC Innovation fund, WCC Public Health, Hardship fund and St Pauls Centre are either ongoing projects or projects suspended due to the Covid pandemic and will be spent in line with their original purpose over an agreed timeline with funders.

More detail about the operations of all of our funded projects can be found in our annual impact report. The largest restricted fund income streams are summarised as follows:

#### **Wolverhampton City Council**

A commissioned service to deliver advice and information on welfare, benefits, housing and debt issues for Wolverhampton residents. This is delivered with Age UK Wolverhampton as our sub-contractors.

#### **MaPS**

A team of specialist advisers, funded by the Money Advice Service, to provide money advice to clients, predominantly face to face, or by telephone. Each client is provided with personalised advice to maximise income, manage their money effectively and deal with their debts. The aim is to stabilise the individual's current financial situation, put in place a plan to manage it in the future and empower them to deal with any future financial challenges.

#### **Pension Wise**

Department for Work and Pensions funded project to deliver free and impartial guidance to help people understand what they can do with their pension pot under the new freedoms. We deliver this service in the Black Country and parts of Birmingham.

#### **Help to Claim**

DWP funded programme, sub contracted to us via our National Citizens Advice body to offer face-to-face and digital support for claimants of Universal Credit from claim to first payment.

#### **Building Better Opportunities**

Delivering employability support and advice to remove barriers to employment for unemployed people over 25. Funded by the Big Lottery and the European Social Fund. We are part of the supply change managed by Steps to Work.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 17 Designated funds

The income funds of the charity include the following designated and general funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2019 £	Transfers £	Balance at 1 April 2020 £	Transfers £	Balance at 31 March 2021 £
Freehold property	317,980	-	317,980	-	317,980
Reserves policy	265,882	91,928	357,810	243,074	600,884
Digital Development	-	-	-	30,000	30,000
Transformation	-	-	-	15,000	15,000
Digital inclusion officer	-	-	-	30,000	30,000
Volunteer co-ordinator	-	-	-	30,000	30,000
Workforce development	-	-	-	40,000	40,000
Health & well being	-	-	-	15,000	15,000
Black Country Macmillan	-	-	-	113,000	113,000
MaPS Recomissioning	-	-	-	160,000	160,000
DMBC One Voluntary Sector Contract	-	-	-	115,000	115,000
	<u>583,862</u>	<u>91,928</u>	<u>675,790</u>	<u>791,074</u>	<u>1,466,864</u>

A designated fund is held of £317,980 (2019/20 £317,980) and the revaluation reserve amount relating to the freehold property of £149,720 (2019/20 £291,620) as these amounts are not readily available to spend on the charitable objects of the company. Funds are designated as per the company's reserves policy to set aside 3 months operating expenses of £600,884 (2019/20 £357,810).

Additional designations have been made for new areas of proposed spending which currently do not have funding but is seen as essential for developing the organisation; Digital development, transformation agenda, digital officer and volunteer co-ordinator posts, workforce development and health & wellbeing which totals £160,000.

Acknowledgement has been made with the designation of funds to three projects which in the future will not be full cost recovery, subject to supplementary funding not being able to be sourced; MaPS recommissioned contract, Black Country Macmillan and DMBC One Voluntary contract amounting to £388,000.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

### 18 Analysis of net assets between funds

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total 2021 £	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total 2020 £
Fund balances at 31 March 2021 are represented by:						
Tangible assets	455,000	-	455,000	609,600	-	609,600
Current assets/ (liabilities)	1,360,270	65,176	1,425,446	612,771	-	612,771
Provisions	(30,000)	-	(30,000)	-	-	-
	<u>1,785,270</u>	<u>65,176</u>	<u>1,850,446</u>	<u>1,222,371</u>	<u>-</u>	<u>1,222,371</u>

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 19 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021 £	2020 £
Within one year	12,161	1,684
Between two and five years	10,185	3,097
	<u>22,346</u>	<u>4,781</u>

### 20 Related party transactions

There were no disclosable related party transactions during the year (2020: none).

### 21 Cash generated from operations

	2021 £	2020 £
Surplus for the year	769,975	128,244
Adjustments for:		
Investment income recognised in statement of financial activities	(975)	(1,885)
Depreciation and impairment of tangible fixed assets	12,700	12,700
Movements in working capital:		
(Increase) in debtors	(111,400)	(1,019)
Increase/(decrease) in creditors	556,448	(27,573)
(Decrease) in provisions	30,000	-
Increase/(decrease) in deferred income	80,345	(1,652)
<b>Cash generated from operations</b>	<u>1,337,093</u>	<u>108,815</u>