



**TELFORD AND THE WREKIN
CITIZENS ADVICE BUREAUX**

[Trading as Citizens Advice Telford & The Wrekin]

(a company limited by guarantee)

**Charity No. 1077566
Company No. 03844929**

**REPORT AND FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2023**



TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX
LEGAL & ADMINISTRATIVE INFORMATION

Charity number: 1077566

Company number: 03844929

Authorised & regulated by the Financial Conduct Authority; FRN: 617769

Registered Office: 40 Tan Bank
Wellington
Telford
TF1 1HW

Trustees/Directors (at 31 March 2023)

David Shelmerdine	(Chair)
Paul Clifford	(Vice-Chair & Treasurer)
Cllr Andrew Burford	
Samuel Chilvers	
Timothy Elliott	
Sherrel Fikeis	
Dipak Kothari OBE	
Cllr Gemma Offland	
Julie Twynholm	
Rebecca Tindall	(appointed 31 st December 2022)

Key Personnel:

Louise Cross	Chief Executive Officer
Alison Richards	Finance Manager
Richard Tonks	Advice Services and Quality Manager

Accountants: James Holyoak & Parker Ltd
1 Knights Court,
Archers Way
Battlefield,
Shrewsbury,
SY1 3GA

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

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TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2023

The Trustees (who are also directors of the charity for the purposes of the Companies Act) are pleased to present their annual report and audited financial statements for the year ending 31 March 2023. The financial statements comply with requirements of the Statement of Recommended Practice 2015, the Companies Act 2006 and Financial Reporting Standards.

1. OBJECTIVES AND ACTIVITIES

1.1 Charitable Objectives

The objectives of the company are:

"The promotion of any charitable purpose for the benefit of the community in the area of Telford and Wrekin Council by the advancement of education, the protection of health and the relief of poverty, sickness and distress."

The activities of the charity are:

"Advice and support on all problems affecting the general public".

Telford and Wrekin Citizens Advice Bureaux aims:

To provide the advice people need for the problems they face.

And equally:

To improve the policies and practices that affect people's lives.

Telford and Wrekin Citizens Advice Bureaux is known as Citizens Advice Telford and the Wrekin (CAT&W), following a re-branding of the whole national service some years ago.

CAT&W aims to provide a regular and accessible holistic advice service for the people of Telford and Wrekin local authority area. The advice service is free, confidential, impartial and independent. The charity provides information and advice on individual's rights and responsibilities, empowering those who can to help themselves to resolve issues and supporting those who need more help.

It also aims to identify local need for specialist advice services and to meet this need by providing these services directly or working with and in support of other agencies. CAT&W also aims to use its knowledge of local issues to work proactively with local and regional agencies to prevent problems arising for their clients in the first place.

The Trustees consider that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to the **public benefit** guidance published by the Charity Commission in reviewing the CAT&W Trustees Report and Financial Statements for the year ended 31 March 2023, its activities and in planning its future priorities.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2023

1.2 Strategic Priorities 2023/24

Advice

We will:

- i. Improve access to our advice services.
- ii. Increase the number of clients we help.
- iii. Maximise our reach and accessibility within places and communities that need us the most.

People

We will:

- i. Be a great place to work and volunteer.

Sustainability

We will:

- i. Have a sustainable funding strategy.
- ii. Retain our current grants and contracts but plan and generate new income to grow the service or mitigate the loss of contracts.
- iii. Maintain our high-quality advice.

Advocacy and Communications

We will:

- i. Make sure the people who need us most are aware of our service and help them to access our services.
- ii. Share the unique work that we do and the impact we make with our staff/volunteers, funders, and stakeholders.

Culture

We will:

- i. Be a great partner to collaborate with.
- ii. Embed equity, diversity, and inclusivity in everything that we do.
- iii. Continuously reduce our environmental impact.

1.3 Staff and Volunteers

The charity is grateful for the huge contribution of its volunteers who are involved in service provision and support roles. During the year a total of 26 active volunteers contributed around 2,592 hours with an estimated value of £142,000 (2022: £120,000) using the national value of Themes, Outcomes and Measures (TOMs) standard proxy measure. They worked in a range of roles including Trustees, advisors, receptionists, telephonists, form fillers, administrators and much more.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

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For the year ended 31 March 2023

1.4 Provision of Services

The advice services are open to all members of the public and are free of charge.

The following services and projects were provided during the year:

- General advice for residents of Telford & Wrekin through initial telephone registration or contact by email/letter/referral followed by a holistic advice appointment. Signposting and information was also provided by our First Point of Contact Team and from our website.
- Debt advice and casework, especially for vulnerable people, through the Money Advice Service project. This service began to provide more community outreach sessions during the year to reach more people.
- Help to Claim. Assisting people to make claims for Universal Credit and personal budgeting.
- Energy advice with the Big Energy Saving Network and Energy Advice Programme to support clients with energy advice and income maximisation. This included the provision of CO₂ awareness/monitors and fuel vouchers for individuals and groups.
- General advice through paid for outreach sessions funded by Newport, Stirchley, Brookside, and Hadley and Leegomery Parish Councils. Following feedback in October 2022 from our core funders Telford & Wrekin Council, and in response to the Cost of Living Crisis, we expanded our community/outreach service to 16 key communities.
- Dedicated advice for families with children with severe and multiple needs – working with Telford and Wrekin Council's Strengthening Families Team
- Dedicated 'Better off in Work' and benefits advice as part of the Enable contract administered by Shropshire Citizens Advice.
- Pro Bono Immigration advice through a local solicitor.
- At the end of the financial year, we were awarded funding as part of the Family Hub Programme. The funding was for set up costs to enable us to provide financial advice for parents/carers of newborns in the Borough. These set up costs were ahead of a further two-year grant agreement to run the project.
- Additional resources in year allowed us to participate in and deliver a number of Cost of Living events, drop in outreach sessions, and to run awareness days across the Borough.
- The Cost of Living was the campaign we focused on during the year. As a network we were particularly pleased with the changes to rules around pre-payment meters.
- With funding from three local Rotary clubs we were able to organise advice events for Ukrainian refugees.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2023

2. ACHIEVEMENTS AND PERFORMANCE

General Position of the Organisation:

The financial year 2022-2023 was a positive year for the charity despite the increased demand and challenges presented by the Cost of Living crisis. Following the pandemic and changes to staffing structures during the previous year, this financial year was more stable. With the ongoing support of our core funder, Telford & Wrekin Council, and the continuation of our main funded contracts, we could deliver against our strategic ambitions and help more clients.

Previous decisions made the Board of Trustees to refocus resources on front line delivery and to increase advisor capacity meant we were in a relatively strong position to meet the demands generated by the Cost of Living crisis and extend our outreach offer.

Our Core Business Objectives Remain:

These are to continue to increase the number of clients we help, along with maintaining our quality standards and ability to help clients with multiple and complex issues.

There has been strong progress against the strategic and one-year business plan targets set against the backdrop of the Cost of Living crisis.

Retaining Skilled Staff and Building Capacity

Our current business objectives are to retain our skilled front line adviser staff. We have made a small one-off unconsolidated staff bonus payment in year and a pay award of 3% for 2023/24. We continue to have a flexible approach to working encouraging staff to work in a way that best suits their needs.

First Point of Contact

Our aim is to provide a range of access channels through which residents can contact us to receive simple advice, referral or signposting or book for an advice appointment. We have reviewed our First Point of Contact (FPOC) model and have been working and implementing a revised approach with the aim of improving access and the number of clients helped. Further work on efficiencies will be put into place during 2023/24.

The telephone is likely to remain our main contact channel. To provide an out of hours option we have designed a new online advice enquiry online form. This is proving to be very popular and allows us to better assess advice needs and more efficiently help the clients.

See: <https://www.citizensadvice.telfordandthewrekin.org.uk/contact-us>

Main Office - Tan Bank

The Trustees decided to put our main office in Tan Bank, Wellington onto the open market. This decision was based on a number of factors but included underuse of the building due to remote working and a condition survey revealing high maintenance costs the next five-year period.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2023

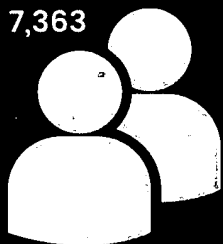
2.1 Working with Clients

Between April 2022 and March 2023, the Service Supported 11,649 People.

We provided full advice to 7,363 clients with 35,705 issues. The biggest areas of work were Benefits and Universal Credit with 14,839 issues (3,901 clients), Benefits and Tax Credits with 6,197 issues (1,788 clients) and Debt with 3,517 issues (1,057 clients).

Our Year in Numbers 2022-2023

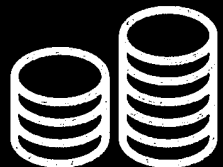
We helped
11,649 clients
and provided
full advice too
7,363



Compared with
last year we saw
an increase of 90%
in clients helped.
We also provided
full advice to

64%

more clients when
compared with last
year.



Income gain for
our clients was
£4.9 Million
Pounds.

Most notable increases

VS LAST YEAR

Debt Clients Helped  **19%**

Utilities & Communications  **49%**

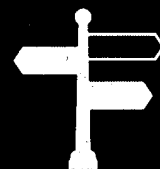
Fuel Debt Clients  **87%**

Income gain  **58%**

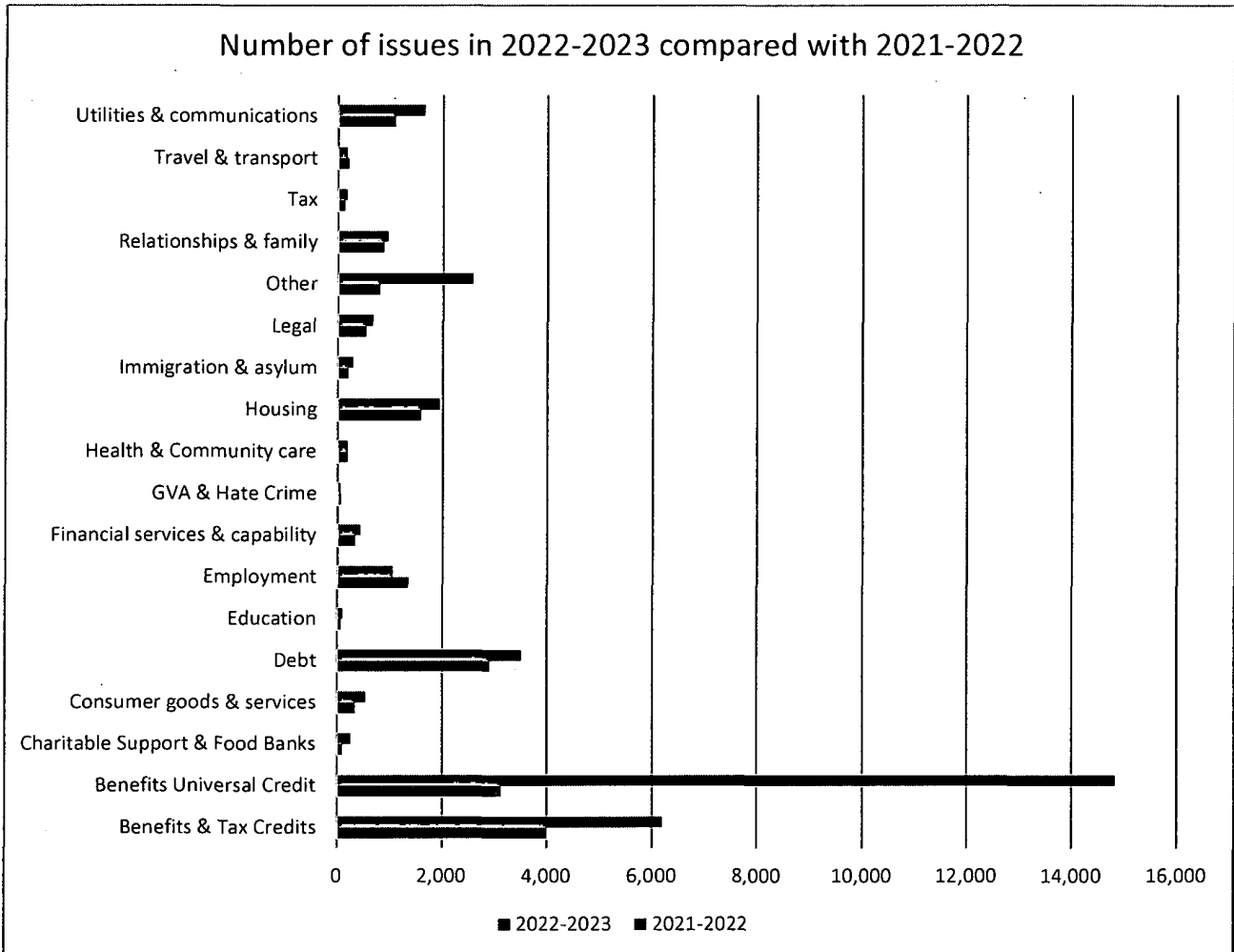
Fuel Vouchers given to
clients  **540%**

citizens
advice

Telford &
the Wrekin



TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX
TRUSTEES'/DIRECTORS' REPORT
For the year ended 31 March 2023



How the Service was Delivered:

48% Telephone, 11% Face to Face, 23% Email, 12% Web Chat, 4% Adviceline Phone, 1% Letter, 1% Other and Video Call.

"4,286 Quick Contacts"

Provided with information, signposting or a referral

A 27% Increase on 'Quick Contacts'

1,309 Enquiry Line / Local Phone

1,275 Webchat/ Email/ Other

1,072 Drop-in

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2023

2.1 Working with Clients (continued.)

The use of social media this last year changed with a reduced amount of posts, more targeted towards campaigns and relevant information to local residents:

Across 1,700 posts, 58,000 saw the post (impressions) and 248 links were clicked where further information was provided.

The income Gained for our Clients was £4.9 Million (mostly in benefit income).

Percentage of Clients by Ward

Hadley & Leagomery	Telford and Wrekin	8%
Madeley & Sutton Hill	Telford and Wrekin	7%
The Nedge	Telford and Wrekin	7%
Kelley & Overdale	Telford and Wrekin	6%
Oakengates & Kelley Bank	Telford and Wrekin	6%
Woodside	Telford and Wrekin	6%
Brookside	Telford and Wrekin	6%
Davley & Aqueduct	Telford and Wrekin	5%
Matinslee & Davney Bank	Telford and Wrekin	5%
Donnington	Telford and Wrekin	4%
St. Georges	Telford and Wrekin	4%
Haygate	Telford and Wrekin	4%
Wrockwardine Wood & Trench	Telford and Wrekin	4%
Arleston	Telford and Wrekin	3%
College	Telford and Wrekin	3%
Horsehay & Lightmoor	Telford and Wrekin	3%
Muxton	Telford and Wrekin	2%
Newport North & West	Telford and Wrekin	2%
Ercall	Telford and Wrekin	2%
Priorstee	Telford and Wrekin	2%
Newport South & East	Telford and Wrekin	2%
Dothill	Telford and Wrekin	2%
Wrockwardine	Telford and Wrekin	1%
Edmond & Ercall Magna	Telford and Wrekin	1%
Park	Telford and Wrekin	1%
Admaston & Bratton	Telford and Wrekin	1%
Apley Castle	Telford and Wrekin	1%
Ironbridge Gorge	Telford and Wrekin	1%
Shawbirch	Telford and Wrekin	1%
Church Aston & Lilleshall	Telford and Wrekin	1%

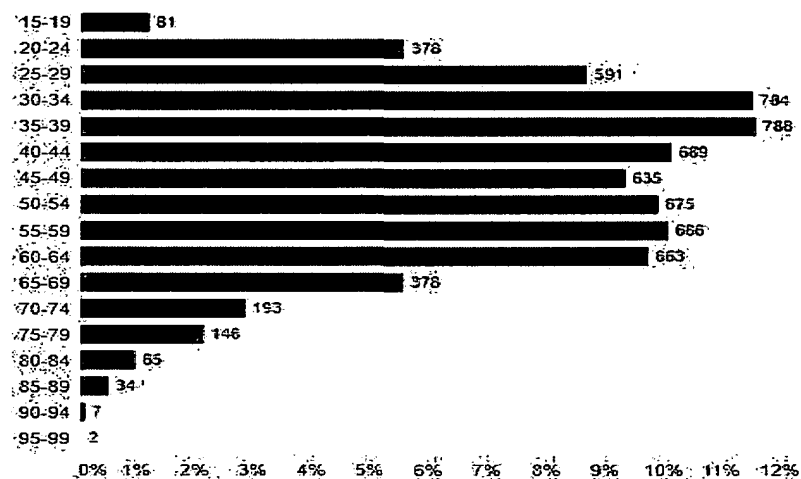
TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2023

Client Profile

Age



Gender



☒ Female

☐ Male

Disability / Long-term health



☐ Long-Term Health Condition

☒ Not disabled/no health problems

☒ Disabled

Ethnicity



☒ White

☐ Black

☐ Other

☐ Asian

☒ Mixed

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2023

2.2 Staffing

We are a comparatively small charitable organisation. We run our core-services and associated projects with a group of staff who work flexibly across areas of work and on different projects as funding allows. We are committed to those staff and their care and welfare. The majority of our work is provided under contract against which we have to deliver to a range of targets and key performance indicators (KPIs).

2.3 Quality Monitoring

We have done well this year across most areas of our Performance Quality Framework which is monitored by Citizens Advice nationally. These are scored against a Red, Amber, Yellow, Green (RAYG) system, where Green is the top score. As of 31 March 2023, our scores were as follows:

- Our *Client Experience* scores this year improved to Yellow and Green scores compared with last year. The Yellow ratings were scored on ease of access, finding a way forward and client recommending. The Green score was for client problems solved.
- We scored Green on our *Financial Health*. This is due to the support of our funders and the longer-term agreements that some have offered us. This has enabled us to leverage other income streams and manage our delivery year-on-year. Along with this our prudent operational and financial planning helped us achieve these scores.
- Our annual *Leadership* audit scored Green and Yellow for the leadership and for our equalities leadership. This indicates that we have good governance, management, and leadership systems in place, but we acknowledge we can still make improvements.
- Our *Quality of Advice* rating was Green across the board. It is based on rolling 12-month data for both client outcomes and case administration key performance indicators. This includes monthly internal self-assessment and consistency reviews with the national Citizens Advice Quality of Advice Assessments (QAA) Team, led by our Advice Services and Quality Manager and a dedicated Quality Officer. We also undertake a risk-based approach and record independent file reviews for individuals undertaking casework. Our Green rating confirms that clients of CAT&W can have confidence that the advice they receive is of a consistently high quality.
- The *People Management* survey improved again this year to an overall rating of Yellow. Analysis of the results was carried out and plans to improve the overall score will be implemented.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2023

3. FINANCIAL REVIEW

3.1 The Financial Position

The Trustees consider that the state of the charity's affairs is satisfactory. The Trustees do not expect any significant long-term change to the charity's core business.

Income in the year was £795,519 (£643,695 in 2021/22) of which £543,413 related to restricted projects and activities. Total expenditure was £746,684 (£724,316 in 2021/22). The year-end outcome was therefore a surplus of £44,835 against a balanced budgeted. The increase in the surplus against budget was due to the delayed recruitment to new posts. The surplus will be used for ongoing funding of the new outreach adviser post in 2023-24.

The charity has many projects with restricted funding and the charity will sometimes have to commence projects using unrestricted funds before specific funding is received. This means that some of the restricted funds may be in deficit at the year-end. This represents the timing of the funding only. Any completed projects which are in deficit have an amount transferred from unrestricted reserves to the fund.

At the year-end we held unrestricted and undesignated reserves of £19,333 (2022: £20,949). See the reserves policy at Section 3.3 below.

3.2. Principal Funding Sources

The Trustees of CAT&W would like to thank all of those who have given funding or donated to CAT&W across the last financial year. Our principal funders have been:

Telford & Wrekin Council

- Corporate Grant
- Strengthening Families
- Family Hubs

National Citizens Advice

- Money Advice Services
- Help to Claim
- Big Energy Saving Network
- Energy Advice Programme

Parish Council Outreach Services

- Hadley & Leegomery
- Newport
- Stirchley & Brookside

Other Supporters/Funders

- Millie's Watch
- Enable
- Rotary Clubs of Ironbridge, The Wrekin and Wellington

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2023

3.3 Reserves Policy

The Trustees believe that the charity should hold financial reserves in order to ensure that it can continue to operate and meet the needs of clients in the event of unforeseen and potentially damaging circumstances arising. This policy is monitored quarterly and reviewed annually by the Trustees. The policy was reviewed and amended in August 2022.

The Trustees have decided to retain designated funds:

- Continuity Reserve (previously known as Reserves Policy)
- Freehold Property
- IT Replacement
- Premises Repair
- Staffing Reserve
- Development

The Trustees believe it to be prudent to have in reserves three months' budgeted operating costs which at the year-end totalled £223,5000 based on 2023-24 budgeted operating costs (2022: £184,000).

As and when such costs are incurred, they will be charged against the fund. In this way the charity will be able to meet any foreseeable costs for which the reserves policy has been formulated.

Please see Note 18 on page 34 for further information and a breakdown of Unrestricted Funds.

3.4 Investment Policy

The charity has the power, in furtherance of its objects, to invest monies not immediately required for working capital. This investment policy is agreed by the Trustees, who in doing so aim to get the maximum return balanced against any financial risks. Following a review of the organisation's investments, the Trustees have revised the placement of funds in accounts with varying notice periods, to achieve better returns whilst ensuring adequate cashflow.

3.5 Risk Management

The Trustees have considered all the major risks to which the charity is exposed and maintain a risk register and take action to mitigate those risks. A quarterly report is received by the Board on existing and emerging significant risks.

The key significant risks identified are:

- Reliance on a small number of income streams
- Significant increase in client demand
- Loss of trained staff and volunteers
- Significant expenditure required on Tan Bank offices

Policies and procedures are in place to manage organisational processes such as financial management and partnership working to minimise risk in these areas. There are annual reviews of our management systems against Charity Commission guidance to ensure we are congruent with best practice in the sector.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX
TRUSTEES'/DIRECTORS' REPORT
For the year ended 31 March 2023

4. PLANS FOR FUTURE PERIODS

4.1 Strategic Priorities

In May 2022, the Trustee Board agreed an updated Strategic Plan for the period 2022-2025.

Our Strategic Aims 2022-25

A. Advice

We will improve access to our advice services

- Deliver a flexible advice model with a mix of remote and local advisers delivering across a range of channels and locations.
- Protect our face-to-face advice service capacity and extend this further into our high priority communities (based on Client Needs Assessment).
- Maximise our reach and accessibility by improving our telephone service and call management/call waiting.
- Further improve access to services with a blend of digital channels, out of hours and community-based access/advice points.
- Incorporate service user perspectives into our planning and decision-making processes. We will put our clients at the heart of our service.
- Our communications will better help our clients to understand how they can get the advice or support they need.
- Ensure our services are accessible to all by talking and listening to our users.
- Improve engagement by delivering partnerships with specialist groups.

We will increase the number of clients that we help

- Maximise the number of clients helped by increasing our adviser capacity and look at efficiencies through technology.
- Ensure the clients that need our help the most are aware of our services and can access them easily.

We will maximise our reach and accessibility within places and communities that need us the most

- Codesign our delivery model with, and in our communities.
- Create a more equitable First Point of Contact walk in service for the Borough.

Leading to:

Our advice services will be accessible and relevant to all our diverse clients whose experiences and outcomes will be more positive.

Our technology will respond to user needs and will improve access to our services, including face to face.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2023

B. People

We will be a great place to work and volunteer

- Retain our current high-quality workforce by always being a great employer – providing the best flexible working options, well managed, trained, supported staff, helping with their wellbeing and mental health, and planned protected learning/wellbeing time.
- Review our pay structure and introduce a formal evaluation process along with career bands to allow staff to progress.
- Staff and volunteers receive the training they need to meet client needs and provide quality advice, meet governance and legislative requirements.
- Development opportunities are in place for all staff and volunteers.
- Use performance management to help us continuously improve the way we work and the advice we give.
- Encourage staff to be flexible and agile about where and how they work.
- Continue to use highly valued and skilled volunteers to provide advice and optimise volunteers in other roles eg Personal Independence Payment(PIP) forms, First Point of Contact.
- Develop a Volunteer Strategy and capacity to provide high quality support to our volunteers.

Leading to:

A culture that will be more inclusive and that will continue to make our whole service more diverse with better equality of opportunity for all.

C. Sustainability

We will have a sustainable funding strategy

- Telford & Wrekin Council – ensuring we deliver against our KPIs and Council strategies and the work we do is better communicated. Community delivery is a key driver.
- National Citizens Advice contracts – Money and Pension Service (MaPS), Help to Claim (HTC) and Energy – deliver high quality advice, meet, or exceed targets and participate in pilots and leadership groups.
- Partner projects – The Net, Thrive, Enable, Strengthening Families – new work in partnership with Stay and Mind. Deliver and exceed expectations.
- Assess our accommodation needs as we establish hybrid working and community delivery as the new normal and review options for Tan Bank.
- Manage a balanced budget in the upcoming year (2022/23) but plan for the loss of contracts in Years 2 & 3.
- Ongoing review of MaPS recommissioning in 2022/23. Plan to retain expertise and delivery of debt advice if contract lost.

We will retain our current grants and contracts but plan and generate new income to grow the service to mitigate the loss of contracts.

- Increase new income streams to diversify the funding mix, seeking opportunities with existing and new partners and actively engaging with the new Integrated Care Partnership.

We will maintain our high advice quality

- Giving high quality and assured advice means we offer a better service to our clients; able to compete for national contracts and this supports our ambitions and unique selling point (USP) locally.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2023

Leading to:

In terms of sustainability, our services will be designed and costed, taking account of the needs of those facing disadvantage, detriment or harm.

D. Advocacy and Communications

We will make sure the people who need us most are aware of our service and help them to understand their customer journey better.

- Ensure our stakeholders and funders understand the crucial value of the work that we do and the impact we have on individuals, families, and communities.

We will share the unique work that we do and the impact we make with our staff/volunteers, funders, and stakeholders

- Build awareness of our USP (high quality, assured advice, free, impartial) to distinguish our service from other providers locally and nationally.
- Celebrate success internally with staff and volunteers and externally with stakeholders and partners.
- Deliver the Help to Claim KPIs by working with partner organisations across the Job Centre Plus (JCP) Merca District.
- Plan and deliver an internal two-way comms plan for staff and volunteers that means they feel listened to, and their views are valued.
- We will use our data and knowledge to deliver campaigns that will make the most difference and reflect our local issues and needs.

Leading to:

Our advocacy services will speak up for those who face intense disadvantage, detriment, or harm to their wellbeing, and we will improve how we identify and consider those needs.

E. Culture

We will be a great partner to collaborate with. Equity, diversity, inclusion, and environmental sustainability will not be an add on but integral to our service and embedded into everything that we do.

- We will be a great partner and an active player in local third sector networks, using our knowledge to influence policy and issues and to work collaboratively to seek solutions. (Year 1 Cost of Living). Our partners will be clear about the work that we do.

We will embed equity, diversity, and inclusivity in everything that we do.

- We will continue to build a culture that is collaborative and innovative and that adapts to the changing needs of our clients.
- We will strive to achieve greater diversity and equality of opportunity across the organisation.
- Attract new funding to train local advisers who help us to represent the communities we serve.
- We will listen to clients to find out how we can improve our service so that no one feels it's not for them.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2023

We will continuously reduce our environmental impact.

- We will aim to reduce our environmental impact by embedding sustainability into all our decisions and plans.

Leading to:

A culture that will be more inclusive and that will continue to make our whole service more diverse with better equality of opportunity for all.

The Trustees recognise this is an ambitious plan for a relatively small organisation, but progress will be made on these strategic priorities over the three-year period.

4.2 Going Concern

The charity's contract funding has continued and, together with our reserves and expenditure control, the trustees do not consider there will be any 'going concern' issues for the next 12 months. Therefore, 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.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2023

5. INFORMATION ON FUNDRAISING PRACTICES

5.1 Fundraising Code of Practice

CAT&W is a registered Telford and Wrekin-based charity and, as such, accepts and invites donations from members of the public, local businesses and other supporters. The charity has an income generation plan which is agreed by Trustees and a systematic approach to diversifying its income streams in order to minimise risks to the organisation.

Where it undertakes fundraising with the public, it adheres to the Code of Fundraising Practice (2016) in how it goes about raising money.

In 2022-23 CAT&W did not work with any professional fundraisers or commercial organisations. In future, if we were to do so, we would contract with individuals or organisations so that they are also bound by the provisions of the Code of Fundraising Practice.

6. STRUCTURE, GOVERNANCE AND MANAGEMENT

6.1 Governing Document

The charity (which has the working name of 'Citizens Advice Telford & The Wrekin') was formed as a company limited by guarantee on 20 September 1999 (Company Number: 03844929). The full name of the charity is 'Telford and The Wrekin Citizens Advice Bureaux' and was registered with the Charity Commission on 27 September 1999 (Charity Number: 1077566). It is governed by its Memorandum and Articles of Association, as last updated on 10 February 2003.

6.2 Organisational Structure

CAT&W is governed by its Trustee Board which is responsible for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum and delegate the day-to-day operation of the charity to the CEO and Senior Management Team. The Trustee Board is independent of the management team. A register of the Trustee's interests is kept at the registered office and is available to the public. Trustees are elected at the Annual General Meeting. Induction and training are provided through training courses, mentoring and e-learning.

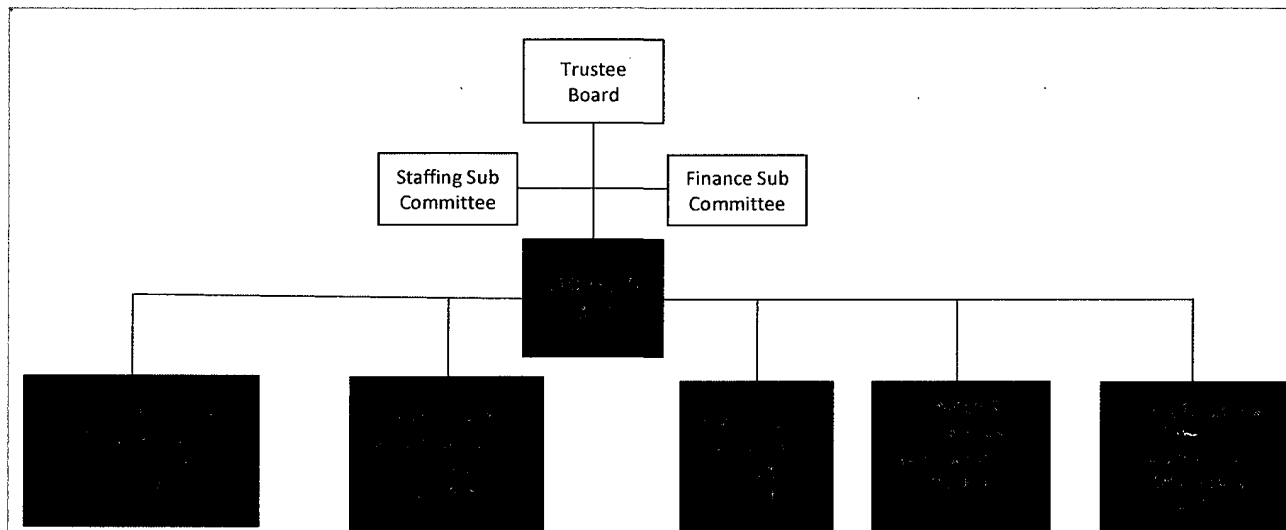
CAT&W is a member of Citizens Advice (the operating name of the National Association of Citizens Advice Bureaux) and complies with its national standards of advice and casework.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2023

Structure Chart - Management Team (including the Senior Management Team)



6.3 Trustee Induction and Training

Trustee induction is structured and includes information and guidance from the Charity Commission, online mandatory training, governing documents, sight of previous Trustee meetings and minutes, site visits to our offices to meet key personnel, a briefing from the CEO and Learning Lead, and invitations to attend operational meetings and volunteer days. Training is then ongoing.

6.4 Pay and Remuneration of Senior Staff

The CEO is supported by two senior managers.

The salary levels for the CEO and SMT are set based on both national comparators (other local Citizens Advice offices in the network) and to reflect the local labour market.

6.5 Related Parties

We have no subsidiary undertakings delivered by related parties.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2023

7. STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of CAT&W for the purposes 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 applicable to charities in England and Wales requires the Trustees to prepare accounts 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 charity for that year.

In preparing these accounts, 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 accounting standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

The Trustees are responsible for keeping sufficient accounting records that disclose, with reasonable accuracy at any time, the financial position of the charity and enable them to ensure that the accounts 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.

Disclosure of information to accountants. Each of the persons who are Trustees at the time when this Trustees' Report is approved has confirmed that:

- So far as that Trustee is aware, there is no relevant information of which the charitable company's accountants are unaware
- The Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable company's accountants are aware of that information.

The Trustee's report was approved by the Board of Trustees, on 9 August 2023.



David J C Shelmerdine
Trustee (Chair)

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

INDEPENDENT EXAMINER'S REPORT TO THE MEMBERS OF TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX CHARITABLE COMPANY

8. INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES

I report to the charity trustees on my examination of the accounts of the company for the year ended 31st March 2023 which are set out on pages 23 to 40.

Responsibilities and basis of report

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:



Date: 28 September 2023

Robert Humphreys BEng FCA (senior Statutory Auditor)
For and on behalf of James, Holyoak & Parker Limited

Chartered Accountants and Statutory Auditors

1 Knights Court,
Archers Way
Battlefield Enterprise Park
Shrewsbury, SY1 3GA

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

STATEMENT OF FINANCIAL ACTIVITIES

(Including income and expenditure account)

For the year ended 31 March 2023

		Unrestricted Funds	Restricted Funds	Total Funds	Unrestricted Funds	Restricted Funds	Total Funds
		2023	2023	2023	2022	2022	2022
	Note	£	£	£	£	£	£
Income from:							
Donations and Legacies	2	383	-	383	316	-	316
Charitable activities	3	232,630	543,413	776,043	236,206	401,330	637,536
Activities for generating funds	4	10,729	-	10,729	3,140	-	3,140
Investments	5	4,364	-	4,364	2,703	-	2,703
Total income		248,106	543,413	791,519	242,365	401,330	643,695
Expenditure on:							
Charitable activities	6,7	184,482	562,202	746,684	294,802	429,514	724,316
Total expenditure		184,482	562,202	746,684	294,802	29,514	724,316
Net income/(expenditure) before transfer		63,624	(18,789)	44,835	(52,437)	(28,184)	(80,621)
Transfers between funds		(19,270)	19,270	-	(23,550)	23,550	-
Net movement in funds		44,354	481	44,835	(75,987)	(4,634)	(80,621)
Reconciliation of funds:							
Total funds brought forward at 1 April 2022		650,979	908	651,887	726,966	5,542	732,508
Total funds carried forward at 31 March 2023		695,333	1,389	696,722	650,979	908	651,887

The statement of financial activities includes all gains and losses in the current and comparative year. All income and expenditure derive from continuing activities.

The notes on pages 24 to 40 form part of these financial statements.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

BALANCE SHEET

As at 31 March 2023

		2023		2022	
	Note	£	£	£	£
Fixed assets					
Tangible assets	13		290,000		290,000
Current assets					
Debtors	14	16,807		20,118	
Cash at bank and in hand		504,430		388,951	
		521,237		409,069	
Current liabilities					
Creditors: amounts falling due within one year	15	(114,515)		(47,182)	
Net current assets			406,722		361,887
Total net assets			696,722		651,887
Funds of the charity					
Unrestricted funds	18		65,303		20,949
Designated funds	18		630,030		630,030
Restricted funds	19		1,389		908
Total charity funds	21		696,722		651,887

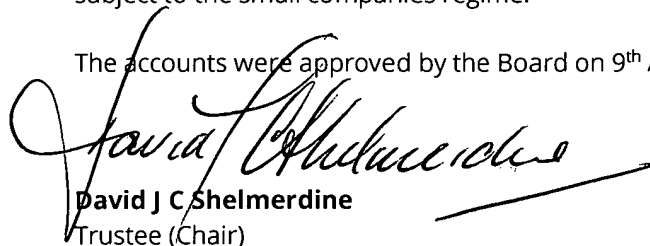
The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2023.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The accounts were approved by the Board on 9th August 2023, and signed on its behalf by,


David J C Shelmerdine
 Trustee (Chair)

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

CASH FLOW STATEMENT

For the year ended 31 March 2023

	Note	2023 £	2022 £
Cash flows from operating activities:			
Net cash provided by operating activities	24	111,115	(97,216)
Cash flows from investing activities:			
Interest income	5	4,364	2,703
Net cash provided by investing activities		4,364	2,703
Increase / (decrease) in cash and cash equivalents in the reporting period		115,479	(94,513)
Cash and cash equivalents at the beginning of the reporting period		388,951	483,464
Cash and cash equivalents at the end of the reporting period	25	504,430	388,951

The notes on pages 24 to 40 form part of these financial statements.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

Charitable Company Information

Telford and the Wrekin Citizens Advice Bureaux is a private limited charitable company, limited by guarantee, by not having share capital incorporated and domiciled in England & Wales. The registered office is 40 Tan Bank, Wellington, Telford, TF1 1HW and the company registration number is: 03844929.

1 Accounting Policies

1.1 Basis of preparation

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) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

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

The Charity has availed itself of Paragraph 3 (2) of Schedule 4 of the Companies Act and adapted the Companies Act formats to reflect the special nature of the charity's activities.

1.2 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.

1.3 Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received, and the amount can be measured reliably and is not deferred.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

1 Accounting Policies (continued)

1.4 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

1.5 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes VAT which is not recoverable, and is reported as part of the expenditure to which it relates. Expenditure on raising funds; comprise the costs associated with attracting voluntary income.

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

Support costs include all those overhead costs of the office, accommodation, utility services, and other services and costs, which are in support of the activity. They also include costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the levels of income per project.

1.6 Operating leases

The charity classifies the lease of property and printing and telecommunications equipment as operating leases. Rental charges are charged on a straight-line basis over the term of the lease.

1.7 Taxation

The charity is exempt from tax on income and gains falling within Section 505 of the Taxes Act 1988 or Section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No provision for taxation has therefore been made in these accounts.

1.8 Tangible fixed assets, depreciation and impairment

Individual fixed assets (excluding IT equipment) costing £1,000 or more, and IT equipment of £1,500 or more are capitalised at cost and depreciated over their useful economic lives on the following basis:

Freehold property	- No depreciation
Computers, Furniture & Equipment	- 33% on cost (straight line method)

The Trustees consider that freehold properties are maintained in such a state of repair that their residual value is at least equal to their net book value. As a result, the corresponding depreciation would not be material and therefore, is not charged in the statement of activities. The Trustees perform annual impairment reviews in accordance with UK Generally Accepted Accounting Practice to ensure that the carrying value is not higher than the recoverable amount.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

1 Accounting Policies (continued)

1.8 Tangible fixed assets, depreciation and impairment (cont.)

At each reporting 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).

1.9 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.10 Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits held at call with banks and other short term liquid investments with original maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Any bank overdrafts are shown within borrowings in current liabilities.

1.11 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.12 Pensions and retirement benefits

The charity operates a defined contribution scheme. The amount charged to the statement of financial activities in respect of pension costs and other post-retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

1.13 Financial instruments

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable, loans from banks and other third parties and loans to related parties.

Debt instruments (other than those wholly repayable or receivable within one year), including loans and other accounts receivable and payable, are initially measured at present value of the future cash flows and subsequently at amortised cost using the effective interest method.

Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an 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.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

1 Accounting Policies (continued)

1.14 Agency arrangements

Income received as part of a joint contract with other charitable organisations is held by this charity as agents for the partner charities and is not accounted for as income or expenditure of the charity.

1.15 Judgements in applying accounting policies and key sources of estimation uncertainty

In preparing the Financial Statements, management is required to make estimates and assumptions which affect reported income, expenses, assets, liabilities and disclosure of contingent assets and liabilities. Use of available information and application of judgement are inherent in the formation of estimates, together with expectations of future events that are believed to be reasonable under the circumstances. Actual results in the future could differ from such estimates.

Freehold properties - The Trustees estimate that the building value has not materially changed from the estimation performed in the prior year.

The directors consider that there are no significant areas of key judgement or estimation uncertainty other than those identified in the accounting policies above.

1.16 Going concern

The charity's funding has continued and, together with our reserves and expenditure control, the Trustees do not consider there to be a going concern issue for the next 12 months. Therefore, 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 the preparing the financial statements.

2 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Voluntary donations & gifts	383	-	383	316
	<u>383</u>	<u>-</u>	<u>383</u>	<u>316</u>

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

3 Income from charitable activities

Grants and contract income receivable for charitable activity	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Core Advice:				
Telford & Wrekin Council: Corporate	232,000	-	232,000	232,000
Energy projects	-	38,446	38,446	33,731
Big Lottery – The Net	-	47,091	47,091	6,276
Other grants	-	1,650	1,650	-
	<u>232,000</u>	<u>87,187</u>	<u>319,187</u>	<u>272,007</u>
Debt & Benefits:				
Money Advice & Pensions Service: Debt Advice	-	162,699	162,699	153,577
Help to Claim (Universal Support)	-	225,691	225,691	112,008
Big Lottery Fund: Helping Hands	-	-	-	24,574
Telford & Wrekin Council: Children Centre Services	-	10,000	10,000	10,000
HMRC - Good Things Foundation	-	8,000	8,000	6,400
Thrive	-	10,795	10,795	-
Other Grants	630	5,00	5,630	-
	<u>630</u>	<u>422,185</u>	<u>422,815</u>	<u>306,559</u>
Social Care & Support:				
Domestic and Emotional Abuse project	-	861	861	9,470
Enable	-	9,000	9,000	9,000
Other Grants	-	2,930	2,930	-
	<u>-</u>	<u>12,791</u>	<u>12,791</u>	<u>18,470</u>
Outreach & Engagement:				
Outreaches	-	21,250	21,250	40,500
	<u>-</u>	<u>21,250</u>	<u>21,250</u>	<u>40,500</u>
Total income from charitable activities	<u>232,630</u>	<u>543,413</u>	<u>776,043</u>	<u>637,536</u>

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

4 Activities for generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Room Hire	3,140	-	3,140	3,140
Employment incentives	7,589	-	7,589	
	<u>10,729</u>	<u>-</u>	<u>10,729</u>	<u>3,140</u>

5 Investments

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Interest received	4,364	-	4,364	2,703
	<u>4,364</u>	<u>-</u>	<u>4,364</u>	<u>2,703</u>

6 Expenditure on charitable activities by fund

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Core Advice	184,482	87,847	272,329	335,136
Debt & Benefits	-	439,439	439,439	323,447
Social Care & Support	-	13,425	13,425	20,825
Outreach & Engagement	-	21,491	21,491	44,908
	<u>184,482</u>	<u>562,202</u>	<u>746,684</u>	<u>724,316</u>

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

7 Analysis of expenditure on charitable activities

	Core Advice £	Debt & Benefits £	Social Care & Support £	Outreach & Engagement £	Total 2023 £	Total 2022 £
Direct costs:						
Salaries and wages	185,399	321,913	11,030	16,358	534,700	395,358
Staff and volunteers	2,657	2,371	19	105	5,152	2,559
Office & IT costs	4,223	7,087	-	15	11,325	5,412
Other costs	4,971	1,010	-	-	5,981	18,041
	<u>197,250</u>	<u>332,381</u>	<u>11,049</u>	<u>16,478</u>	<u>557,158</u>	<u>421,370</u>
Support costs:						
Staff costs	54,233	76,629	1,709	3,611	136,182	177,071
Office & IT costs	8,267	11,425	270	536	20,498	24,508
Premises costs	7,318	11,347	254	530	19,449	21,547
Governance and legal	5,262	7,658	142	335	13,397	79,820
	<u>75,080</u>	<u>107,059</u>	<u>2,375</u>	<u>5,012</u>	<u>189,526</u>	<u>302,946</u>
Total expenditure	<u>272,330</u>	<u>439,440</u>	<u>13,424</u>	<u>21,490</u>	<u>746,684</u>	<u>724,316</u>

8 Net incoming resources for the year

	2023 £	2022 £
This is stated after charging		
Operating leases - other	1,142	1,142
Auditor's remuneration:		
- Independent Examination	3,000	2,940

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

9 Trustees

During the current or previous year no remuneration or benefits for services as a director/Trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any Trustee or to any person known to be connected with them.

Reimbursement of training, travel and incidental expenses to the Trustees came to £nil during the year to 31 March 2023, (2021/22: nil).

10 Employees

	2023 FTE Number	2022 FTE Number	2023 Head Count	2022 Head Count
Number of employees				
The average number of employees, analysed by function was:				
Advice workers and support staff	18	18	26	24
Key management personnel	3	3	3	3
	<u>21</u>	<u>21</u>	<u>29</u>	<u>27</u>
Employment costs			2023 £	2022 £
Wages and salaries			607,738	578,079
Social security costs			50,654	41,100
Pension costs			14,014	10,568
			<u>672,406</u>	<u>629,747</u>

No employee received remuneration amounting to more than £60,000 in the period (2021/22: nil)

The key management personnel of the Charity comprise of the Chief Executive Officer, Operations Manager and the Development Manager. The total employee benefits of the key management personnel of the Charity were £97,910 (2021/22: £113,365) - covering three key management personnel.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

11 Pensions

There is a defined contribution pension scheme for employees. The basis for allocating the employer expense between activities is based on the salary cost of staff working on that activity. The Charity automatically enrolls eligible jobholders into a qualifying scheme in accordance with pensions legislation. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund is a Group Personal Pension Scheme with Scottish Widows. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £14,014 (2022: £10,568). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £21,966 was owed to the pension scheme (2022: £1,816).

12 Volunteers

The charity is grateful for the huge contribution of its volunteers who are involved in service provision and support roles. During the year a total of 26 active volunteers contributed around 3,588 hours with an estimated value of almost £144,200 (2022: £120,000) (using TOMs standard proxy measure). They worked in a range of roles including Trustees, advisers, hub receptionists, telephonists, form-fillers, administrators and much more.

13 Fixed Assets

	Freehold property	Computers, furniture & equipment	Total
	£	£	£
Cost			
At 1 April 2022	290,000	27,320	317,320
At 31 March 2023	290,000	27,320	317,320
Depreciation			
At 1 April 2022	-	27,320	27,320
At 31 March 2023	-	27,320	27,320
Net book value			
At 31 March 2023	290,000	-	290,000
At 31 March 2022	290,000	-	290,000

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

14 Debtors		2023	2022
		£	£
Trade debtors		-	7,882
Accrued income		9,117	9,813
Prepayments		7,690	2,423
		<hr/>	<hr/>
		16,807	20,118
		<hr/>	<hr/>
15 Creditors: amounts falling due within one year		2023	2022
	Note	£	£
Trade creditors		10,758	2,881
PAYE/NI		12,718	7,881
Pensions		21,966	1,816
Accruals		27,081	24,313
Deferred income	16	25,000	10,291
Other creditors		16,992	-
		<hr/>	<hr/>
		114,515	47,182
		<hr/>	<hr/>

16 Deferred income

Deferred income comprises of income received for the following projects for which performance is expected in the following year; totalling £25,000 in 2022/23 (2021/22: £10,291):

	CoL	Loan Sharks	Domestic Abuse
	£	£	£
Balance as at 01 April 2022	-	2,930	7,361
Amount released to income earned	-	2,930	7,361
Amount deferred in year	25,000	-	-
	<hr/>	<hr/>	<hr/>
Balance as at 31 March 2023	25,000	-	-
	<hr/>	<hr/>	<hr/>

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

17	Financial instruments	2023 £	2022 £
	Financial assets		
	Financial assets measured at fair value through profit & loss:		
	- Cash at bank and in hand	504,430	388,951
	Financial assets that are debt instruments measured at amortised cost:		
	- Trade debtors	-	7,882
	- Prepayments	7,689	2,423
	- Accrued income	9,118	9,813
		521,237	409,069
	Financial liabilities		
	Financial liabilities measured at amortised cost:		
	- Trade creditors	10,758	2,881
	- PAYE/NI	12,718	7,881
	- Pensions	21,966	1,816
	- Accruals	27,081	24,313
		72,523	36,891
18	Unrestricted funds		
		Balance 01 April 2022 £	Movement Between Funds £
			Balance at 31 March 2023 £
	General funds: Free reserves	20,949	(1,616)
	Designated funds: Reserves policy	184,000	39,500
	Designated funds: Freehold property	290,000	-
	Designated funds: IT Replacement	10,000	-
	Designated funds: Premises repairs	50,000	-
	Designated funds: Staffing reserve	46,030	6,470
	Designated funds: Development costs	50,000	-
	Total Unrestricted funds	650,979	44,354

A designated fund is held of £290,000 for freehold property (2022: £290,000) as this amount is not readily available to spend on the charitable objects of the Charity.

Movement in year consists of incoming resources of £248,106, less outgoing resources of £184,482, less transfers to restricted funds of £19,269 (note 19).

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

19 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of grants received for specific purposes:

	Balance at 01 April 2022 £	Incoming resources £	Resources expended £	Transfers Between Funds £	Balance at 31 March 2023 £
Core Advice:					
Telford & Wrekin Council: First Point	-	38,446	(39,745)	1,299	-
Big Lottery – The Net	-	47,091	(47,050)	-	41
Other Grants	908	1,650	(1,051)	(159)	1,348
	<u>908</u>	<u>87,187</u>	<u>(87,846)</u>	<u>1,140</u>	<u>1,389</u>
Debt & Benefits:					
MAPS: Debt Advice	-	162,699	(165,060)	2,361	-
Help to Claim (Universal Support)	-	225,691	(238,469)	12,778	-
T&W Council: Children Centre Services	-	10,000	(10,588)	558	-
HMRC - Good Things Foundation	-	8,000	(8,102)	102	-
Thrive	-	10,795	(11,961)	1,166	-
Other Grants	-	5,000	(5,260)	260	-
	-	<u>422,185</u>	<u>(439,440)</u>	<u>17,255</u>	-
Social Care & Support:					
Domestic and Emotional Abuse project	-	861	(1,268)	407	-
Enable	-	9,000	9,227	227	-
Other Grants	-	2,930	(2,930)	-	-
	-	<u>12,791</u>	<u>(13,425)</u>	<u>634</u>	-
Outreach & Engagement:					
Outreach	-	21,250	(21,490)	240	-
Total	<u>908</u>	<u>534,413</u>	<u>(562,202)</u>	<u>19,269</u>	<u>1,389</u>

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

20 Purpose of funds (material funds only)

Unrestricted Funds

General reserves - The general reserves represent accumulated income received which are free to be used within the objectives of the charity. These funds are available for the future needs and working capital of CAT&W, at the absolute discretion of the Trustees.

Designated Reserves

Reserves policy - As agreed and set out in the Reserves policy in the Trustees' report, point 3.3 if the funding sources ceased for the charity or for certain projects which is an on-going risk;

Freehold property - This amount is not readily available to spend on the charity's activities as it is an operating office in use by the charity;

IT replacement - A fund set up to provide for the replacement of the IT system and equipment expected to be expended within the next two years;

Premises repairs - A fund to set aside an amount for potential property repairs expected to be expended within the next two years;

Staffing reserve - A fund to cover the costs of staff redundancy if the funding sources ceased for the charity or for certain projects which is an on-going risk;

Development costs - A fund to cover the costs of consultancy for management development work expected to be expended within the next 12 months;

Restricted Funds over £30k in annual income

Outreach - - This is an outreach service to provide the generalist service of citizens advice to residents of the parish council that has funded the project.

Help to Claim - This is a project funded by DWP through the national Citizens Advice, to provide support to people claiming Universal Credit.

Debt Advice - This is funding from the Money Advice and Pensions Service through national Citizens Advice, to offer debts advice and casework.

The Net - The Net is a partnership between CATW, Stay and Telford Mind providing money, housing and crisis support services for local people unable to access or engage with existing services.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

21 Analysis of net assets between funds

(a) Current year	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2023 are represented by:			
Tangible fixed assets	290,000	-	290,000
Net current assets	405,333	1,389	406,722
	<hr/>	<hr/>	<hr/>
	695,333	1,389	696,722
	<hr/>	<hr/>	<hr/>
(b) Prior year	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2022 are represented by:			
Tangible fixed assets	290,000	-	290,000
Net current assets	360,979	908	361,887
	<hr/>	<hr/>	<hr/>
	650,979	908	651,887
	<hr/>	<hr/>	<hr/>

22 Commitments under operating leases

As at 31 March 2023, commitments under non-cancellable operating leases as follows:

	2023 £	2022 £
Operating leases which expire:		
Within one year	-	-
Between one and two years	-	-
Over two years	2,850	3,500
	<hr/>	<hr/>

23 Related parties

There have been no related party transactions in the year. There was no reimbursement of Trustee expenses in 2023, see note 9. (2022: There have been no related party transactions in the year, or reimbursement of the Trustees expenses as disclosed in note 9).

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2023

24	Reconciliation of cash flows from operating activities	2023	2022
		£	£
	Net income / (expenditure) for the reporting period	44,835	(80,621)
	Less: Investment income	(4,364)	(2,703)
	(Increase) / decrease in debtors	3,311	(4,207)
	Increase / (decrease) in creditors	67,333	(9,685)
		<hr/>	<hr/>
	Net cash provided by operating activities	111,115	(97,216)
		<hr/>	<hr/>
25	Analysis of cash and cash equivalents	2023	2022
		£	£
	Cash at bank and in hand	504,430	388,951
		<hr/>	<hr/>
	Total cash and cash equivalents	504,430	388,951
		<hr/>	<hr/>

26 Government grants

Income from government grants comprises grants made by local authorities to fund the charity's objectives.

See note 3 for more information and to the amount and source of these grants.

27 Working in partnership with other charitable organisations

During the year the charity has collaborated with a number of other local charities to make joint tenders to supply support to people living in the Telford and Wrekin area.

The charity has acted as lead partner on one contract during this year. The nature of its role is as agent for the other charities. Income is received as agent for the other charities and paid on to them. A total of £nil (2021/22: £15,542) was received and paid on.

28 Members liability

The Charity (which has the working name of 'Citizens Advice Telford & The Wrekin') was formed as a company limited by guarantee on 20 September 1999 (Company Number: 03844929). The full name of the charity is Telford and the Wrekin Citizens Advice Bureaux and was registered with the Charity Commission on 27 September 1999 (Charity Number: 1077566).

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of winding up.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

DETAILED INCOME & EXPENDITURE ACCOUNTS (MANAGEMENT INFORMATION ONLY)

For the year ended 31 March 2023

	2023	2022
	£	£
INCOME		
Grants for charitable activities	776,043	637,536
Donations	383	316
Bank interest	4,364	2,703
Other income	10,729	3,140
TOTAL INCOME	<u>791,519</u>	<u>643,695</u>
EXPENDITURE		
Staff & volunteer costs		
Salaries, NI & pension		
Recruitment & training	670,882	571,110
Travel & Subsistence	2,526	1,736
Volunteer expenses	850	1,637
Other	1,057	-
	<u>717</u>	<u>505</u>
Office & IT costs	676,032	574,988
CitA insurance		
Computer & telephone costs	2,280	2,280
Office equipment	16,420	13,561
Postage, stationery & shredding	82	1,756
Reference materials & memberships	6,754	5,007
Security	5,417	2,704
Other	-	-
	<u>-</u>	<u>-</u>
Premises costs	30,953	25,308
Fire maintenance, Cleaning & repairs		
Heat, light & water	7,192	8,030
Insurance – general	8,255	9,833
	<u>4,003</u>	<u>3,684</u>
Governance & Other costs	19,450	21,547
Audit & other accounting		
Legal & professional	3,000	5,963
Bank charges	10,397	77,540
Other	632	745
	<u>6,220</u>	<u>18,225</u>
	<u>20,249</u>	<u>102,473</u>
TOTAL EXPENDITURE	<u>746,684</u>	<u>724,316</u>
NET INCOME/(EXPENDITURE)	<u>44,835</u>	<u>(80,621)</u>