

# Directors' and Trustees' report and accounts

for the year ended 31 March 2018



**citizens  
advice**

**Shropshire**

WEDNESDAY



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03/10/2018  
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# Contents

<b>Introduction from the Chair</b>	<b>1</b>
<b>Reference and administrative information</b>	<b>2</b>
<b>Who we are</b>	<b>3</b>
<b>Who our clients are</b>	<b>5</b>
<b>Why people come to us – the difference we make</b>	<b>5</b>
<b>Where our clients come from</b>	<b>6</b>
<b>Volunteering with us</b>	<b>7</b>
<b>David's story</b>	<b>8</b>
<b>Breaking down the barriers to advice</b>	<b>9</b>
<b>Pension Wise &amp; My Money Matters</b>	<b>10</b>
<b>The wider impact of the work we do</b>	<b>11</b>
<b>Research and campaigns</b>	<b>12</b>
<b>How did we do?</b>	<b>13</b>
<b>Objectives for 2018/19</b>	<b>16</b>
<b>Financial risk and reserves policy</b>	<b>17</b>
<b>Report of the auditors</b>	<b>21</b>
<b>Statement of financial activities</b>	<b>25</b>
<b>Balance sheet</b>	<b>27</b>
<b>Notes forming part of the financial statements</b>	<b>28</b>

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## Introduction from the Chair

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2017/18 has been another challenging year for Citizens Advice Shropshire, due to a combination of the ever-increasing complexity within the welfare benefits and housing sectors and the high number of wide-ranging queries we receive from our clients. However, throughout the year, the CAS team has provided a professional and valued service to 7,266 clients, with a financial impact to them of £2.6 million. As the 2017/18 report highlights, we continue to campaign across Shropshire on a number of issues and we are constantly looking for new ways to provide our county-wide service.

This has all been achieved despite ongoing budgetary pressures that require us to balance the need to provide a service alongside the need for effective resource management. Although this has resulted in a planned operating deficit in the current financial year, the Board is confident that, by using some of the Charity's reserves, it can maintain the current level of activity, whilst seeking additional funding sources and new opportunities during 2018/19.

Thank you to all staff and volunteers for their hard work and commitment this year.

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Paul Langton

# Reference and administrative information

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<b>Directors and Trustees</b>	Paul Langton (Chair – current from 28/11/17), Alan Taylor (Former Chair to 28/11/17), Linda Binns, Chris Boote, Claire Cartlidge, Penny Cooper, Tony Hinkley, Keir Hirst, Andy Howitt, Nathan Hinks (elected 28/11/17), Ian Hankinson (did not stand for re-election 28/11/17)
<b>Company Secretary</b>	Paul Langton
<b>Chief Executive Officer (CEO)</b>	Jackie Jeffrey
<b>Senior Management Team</b>	CEO, Iona Aylen, Alison Alexander, Tereza Hayek, Pam Dunnill (left 31/10/17)
<b>Finance Officer</b>	Katharine Haines
<b>Registered Office</b>	Fletcher House, 15 College Hill, Shrewsbury SY1 1LY
<b>Bankers</b>	National Westminster Bank plc Shrewsbury Mardol Head, 8 Mardol Head, Shrewsbury SY1 1HE
<b>Auditors</b>	James, Holyoak & Parker Limited 1 Knights Court, Archers Way, Battlefield Enterprise Park, Shrewsbury SY1 3GA
<b>Investment Advisers</b>	Redmayne Bentley 4 Tettenhall Road, Wolverhampton WV1 4SA

In 2017/18

We helped **7,265** clients  
with **24,196** unique queries



**78%** were of  
working age

**54%** had a household  
income of <£1,000  
a month

**38%** were managing a  
disability or long-term health  
condition

**29%** needed  
Benefits Advice

**23%** needed  
help with  
Debt issues

Through our advice, we helped  
individuals increase their income by  
over **£2.6m**

We are made up of  
**79 volunteers**  
and **34 paid staff**

We provide free  
and independent support in  
**15 locations**

## Who we are

### Our principal activities are:

to provide the  
advice people need  
for the problems  
they face



to improve the  
policies that affect  
people's lives



Citizens Advice Shropshire (CAS) is a charity, constituted as a Company limited by guarantee and, therefore, governed by a Memorandum and Articles of Association. The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Shropshire and surrounding areas.

We are an organisation that is committed to its values, where the client is central to all we do and we are respectful of each other, providing a supportive and inclusive culture. We

value integrity and stand up for fairness in all we do.

We cover many different subject areas including debt, welfare benefits, housing, employment, consumer, family and personal, utilities, tax, health and social care, education and legal.

The Charity is organised so that the trustees meet regularly to manage its affairs, with full board meetings held bi-monthly. There are also 3 sub-committees, which oversee the more detailed aspects of governance, and, in turn, report to the main board.

<b>Sub-committee Responsibilities</b>	
Finance sub-committee	To lead, develop and oversee the organisation's policies and strategies in respect of financial management and planning, ensuring effective governance.
Operations sub-committee	To lead, develop and oversee the organisation's policies and strategies in respect of operational matters and service delivery, ensuring effective governance.
Public relations sub-committee	To ensure the implementation of the communications and fundraising strategies and to incorporate research and campaign issues into those strategies.

The sub-committees have terms of reference covering their scope and delegated powers. Their membership and terms of reference are reviewed and updated annually.

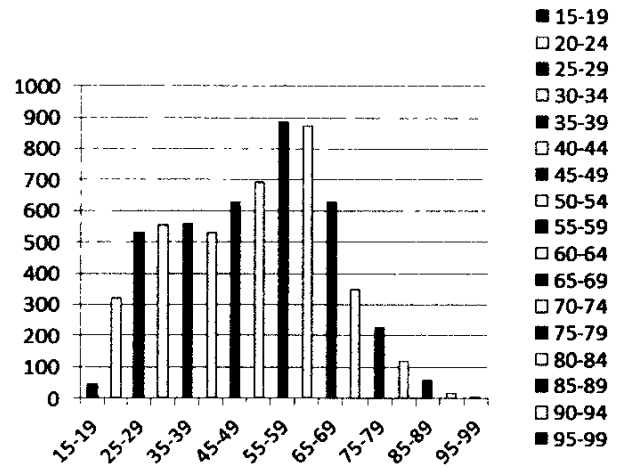
Trustees are recruited against a job description and person specification, which also list the behavioural competencies expected of a trustee of CAS as part of their induction. All new trustees are initially co-opted on to the board and have to be elected to the board by the full membership at the Annual General Meeting.

CAS is one of over 300 separate and independent local Citizens Advice offices that make up the Citizens Advice service. This is a membership organisation and we have to comply with strict membership standards and audit requirements to retain our membership. As a result, we hold the AQS Quality Mark (General Help) and the Specialist Quality Mark and we are Charity Commission endorsed as an Effective Charity (Charity Commission Membership Standard). The board of trustees also follows the National Council for Voluntary Organisations (NCVO) Code of Good Practice.

The day to day running of the organisation is delegated to the Chief Executive Officer (CEO), Jackie Jeffrey, who reports regularly to the board. The operational management of CAS is managed through a Senior Management Team, comprising the CEO, Generalist Services Manager, Specialist Services Manager and Partnership and Development Manager.

## Who our clients are

Of the 7,266 clients we helped in 2017/18, 7% came from the most deprived wards in Shropshire (see fig 1. page 6). 45% were male and 55% were female, 97% classified themselves as white British/English/Welsh/other, 3% as Black/Asian, Mixed or other. We continue to see a high proportion of clients with disabilities or long-term health conditions (over 38%), which is higher than the Shropshire average for the population. We continue to see an increase in our under 25 age group, with the introduction of the 0 to 25 Information Advice and Support Service (IASS), now into its third year.



## Why people come to us - the difference we make

Everyone experiences problems - sometimes they can be quickly resolved, other times it's not that simple. More complex problems are rarely neatly packaged up as a single problem - often the effect of one problem can be the cause of another. We know that, for our 2,906 clients with benefit issues, 15% also have debt issues, 9% have employment issues, 8% have housing issues and a further 6% have problems with utilities.

These problems have the capacity to affect other aspects of people's lives as well as their friends and family, or ultimately the state, if a situation escalates to the point of intervention. Trusted help and support isn't always readily available - someone might not have informed or contacted friends or family, or have the money to pay for advice. In such situations, being able to access free, impartial, confidential advice at the right time is essential.

Our advice helps to prevent detriment occurring or escalating further, including where problems can affect other aspects of people's lives.

**4 in 5**  
clients said advice improved their lives, including reducing stress and improving finances

## Where our clients come from (fig 1)

<b>Shropshire Wards 2017/18</b>	<b>Issues</b>	<b>Clients</b>		<b>Issues</b>	<b>Clients</b>
Abbey	246	100	Oswestry East	1017	252
Albrighton	191	79	Oswestry South	492	146
Alveley and Claverley	72	26	Oswestry West	543	131
Bagley	272	99	Porthill	452	150
Battlefield	225	87	Prees	126	52
Bayston Hill, Column and Sutton	608	219	Quarry and Coton Hill	652	187
Belle Vue	249	92	Radbrook	382	109
Bishop's Castle	181	60	Rea Valley	160	65
Bowbrook	333	100	Ruyton and Baschurch	248	68
Bridgnorth East and Astley Abbots	134	64	Severn Valley	211	68
Bridgnorth West and Tasley	124	59	Shawbury	216	68
Broseley	363	129	Shifnal North	300	93
Brown Clee	174	59	Shifnal South and Cosford	215	62
Burnell	145	53	St Martin's	386	104
Castlefields and Ditherington	699	186	St Oswald	250	109
Cheswardine	152	53	Sundorne	688	152
Chirbury and Worthen	71	26	Tern	197	76
Church Stretton and Craven Arms	600	207	The Meres	177	77
Clee	213	102	Underdale	429	109
Cleobury Mortimer	418	215	Wem	487	140
Clun	243	59	Whitchurch North	550	173
Copthorne	202	56	Whitchurch South	190	66
Corvedale	265	69	Whittington	311	102
Ellesmere Urban	294	97	Worfield	203	53
Gobowen, Selattyn and Weston Rhyn	516	167	<b>Subtotal for Shropshire</b>	<b>21,266</b>	<b>7,449</b>
Harlescott	741	183	<b>Out of County</b>		
Highley	155	50	Birmingham		14
Hodnet	537	155	Cheshire East		20
Llanymynech	209	77	Cheshire West		26
Longden	153	66	Hereford		88
Loton	303	82	Malvern Hills		15
Ludlow East	667	170	Powys		147
Ludlow North	499	130	Solihull		14
Ludlow South	299	119	South Staffordshire		12
Market Drayton East	229	69	Telford & Wrekin		248
Market Drayton West	388	132	Wrexham		74
Meole	229	77	Not recorded /misc.		279
Monkmoor	569	148	<b>Subtotal other</b>		<b>937</b>
Much Wenlock	215	78			
Not recorded/not applicable	201	838	<b>Total</b>	<b>21,266</b>	<b>8,386</b>

## Volunteering with us

Volunteering benefits our volunteers – they improve their skills, resilience, health and wellbeing, while strengthening community engagement.

<b>97%</b> would recommend volunteering at Citizens Advice	<b>9 in 10</b> volunteers gain more than one 'practical skill' through volunteering	<b>4 in 5</b> believe it has had a positive effect on their health
<b>4 in 5</b> believe that they have increased their employability	<b>Over half</b> of our volunteers say that they feel less at risk of social isolation	<b>9 in 10</b> have an increased sense of purpose or self-esteem

*CAB volunteering and how everyone benefits*

The Citizens Advice Learning Programme has been developed to ensure that all advisers and other staff who meet the selection criteria receive sufficient high-quality training and other forms of support to develop and maintain competence in their role.

Our training programme is based on the concept of competencies, reflecting the mix of skills, knowledge and attitudes that are required in the many roles within CAS, and are a blend of different ways of learning, including training packs and other written materials, face to face course days, an assessment process and e-learning.

<b>Volunteer role</b>	<b>Total as of 31/3/18</b>
Admin/IT and Receptionist	1
Adviser	22
Adviser and Volunteer Supervisor Support	1
Form filler and Gateway Assessor	1
Gateway Assessor	6
Gateway Assessor and Trainee Adviser	2
Gateway Assessor (Phones)	1
Generalist Adviser and Gateway Assessor and Trainee Supervisor Support	1
Receptionist	13
Research and Campaigns	3
Trainee	16
Volunteer Debt Caseworker	2
Trustee	10
<b>Total</b>	<b>79</b>

Our general approach to training is based on the idea that people learn best through properly supported learning that is based on structured experience.

Our courses and other materials encourage participation through small group work, role-play, simulation and reflection.



## David's story (name changed to maintain anonymity)

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David is a single man in his 40s with mental health problems. Before 2017 David had received Disability Living Allowance (DLA), a benefit designed to help with everyday life if you have an illness, disability or mental health condition. This benefit is gradually being replaced by Personal Independence Payment (PIP). In 2017 David received a letter stating his DLA award was ending and he was invited to claim PIP by submitting a paper application form. When David received this letter from the Department for Work and Pensions (DWP) his medication had just changed. Despite support from his psychiatrist and GP he was unable to return the complicated form on time and a large proportion of his income stopped (approximately £400 a month).

David came to us for help as the reduction in his income was causing him hardship and we helped him access a food bank. We also called the DWP on his behalf and they agreed to allow a delayed Mandatory Reconsideration on the grounds that he was unable to complete his PIP claim for medical reasons within the usual timeframes.

David told us he was also receiving Employment and Support Allowance (ESA) but believed his payment used to be higher and had dropped recently. David was unclear about why the amount had been reduced and had not felt confident to investigate the change himself for some months.

We contacted the ESA helpline in order to understand what had happened to David's payments and why they were now lower. The ESA adviser stated there had been an error at their end and he had not been paid the Severe Disability Premium to which he was entitled. David would now receive a backdated payment of around £3,000.



We booked an appointment to help David fill out the lengthy PIP application form for a few days' time but, unfortunately, he could not attend the meeting as he had issues with his medication that day. As the deadline to complete the PIP form was getting very close, we spoke to the DWP and they confirmed that if David was not well enough to complete the application at the next appointment we could request an additional 2 week extension.

We organised another appointment and David was able to attend and complete and submit the PIP form that day. We explained the next steps and David thanked us for helping him, saying this had 'been a far less stressful experience than any he has done before'.

## Breaking down the barriers to advice

Poor mental health often interlinks with people's practical problems like debt, housing and employment, making them much harder to deal with. At the same time those practical issues can result in a deterioration of mental and physical health. Addressing practical issues through advice improves an individual's capacity for self-help and to cope with future challenges.

Since 2014/15 the number of people we have helped with a disability or long-term health condition has increased by 28.5% to represent over a third of our client base. This includes a 31% increase (281 to 368 recorded) in clients with mental health problems (both formally and self-diagnosed).

These clients need further assistance to move their situations forward or resolve the problems they face, requiring additional support to action the advice they receive, so that their issues do not escalate or stagnate. Clients with a disability or long-term health condition may struggle with the motivation and skills to fill out complicated forms, stick to deadlines or face up to intimidating post.

Changes to funding for advice and the loss of Legal Aid in recent years have reduced access to dedicated welfare benefits advisers. This reduction in resource is an increasing concern as it is reflected in other voluntary and statutory organisations throughout Shropshire, resulting in a growing gap in service provision and leading to vulnerable people struggling to get the more in-depth help they need.

Based on our evidence, and feedback from our partners within the voluntary and community sector and other professionals highlighting the barriers these groups face when accessing advice, especially around welfare benefits, we submitted a funding bid to the National Lottery Awards for All funding stream and were successful in securing a small pot of money to address these growing issues in 2018/19.

This dedicated project will provide practical and flexible face to face and telephone advice, assisting mental health professional teams across Shropshire.

Throughout this project we will monitor the evidence collected to understand more about the needs these groups have. This data will be used to produce a report to assist us in securing future funding to satisfy demand.

## Pension Wise

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We are one of the local Citizens Advice offices delivering the government's face to face Pension Wise service. Launched in April 2015, the service provides guidance on pension freedoms across the UK. As of March 2018, the service had delivered 214,000 face-to-face and phone appointments.

We deliver face to face Pension Wise appointments to people aged 50 and over, with a defined contribution pension, in a number of locations including Shrewsbury, Oswestry, Ludlow, Whitchurch and Telford. Since 2017, we have worked together with Citizens Advice Coventry, Wolverhampton and Worcester to deliver the service across a larger area as part of the Black Country Cluster partnership.

2017-18 was the most successful year for Pension Wise so far, with nearly 90,000 appointments delivered. An independent evaluation into the service by Ipsos Mori showed 94% customers were satisfied with their appointment, and 93% felt informed of their pension options afterwards.

## My Money Matters

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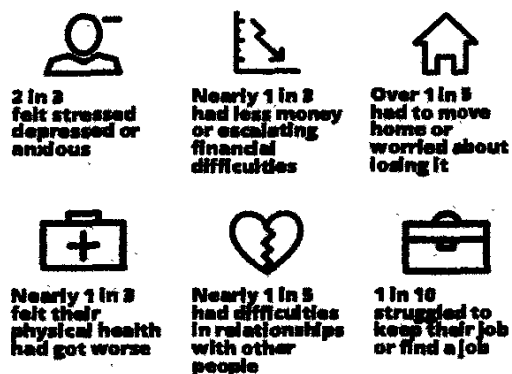
My Money Matters is a community focused project in North Shropshire which helps people with budgeting and managing their household finances. It is funded by the Three Parishes Big Local for three years from 2017, and delivered in the three parishes' area of Gobowen, Weston Rhyn and St Martins.

In 2017/18 we helped 37 people with 72 problems in the area. The majority of clients seen have had complex issues requiring repeat appointments, largely around claiming disability benefits. Many of the clients helped are elderly or managing a disability that makes it difficult to access our generalist service in Oswestry and so have had home visits.

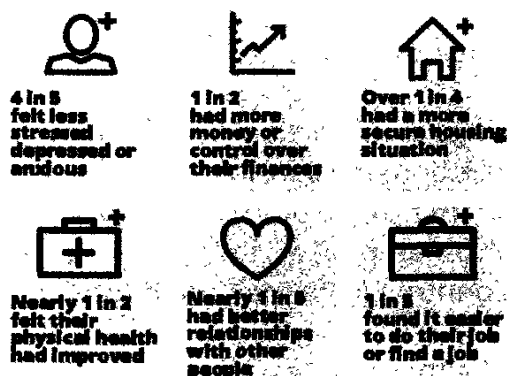
To raise awareness of the project and get the word out our My Money Matters community adviser promoted the service extensively, attending coffee mornings, day centres, GP surgeries, Dog Club, Mothers and Toddlers groups, Dial-a-ride and the Jobcentre amongst many others. Through this contact and word of mouth we have begun to see a steady increase in the number of clients and have helped maximise people's incomes, securing an additional £36,735 directly for clients in the area.

## The wider impact of the work we do

Nearly 3 in 4 Citizens Advice clients experienced negative impacts as a result of their problems:



Nearly 3 in 4 Citizens Advice clients said our help also improved their life in other ways, such as:



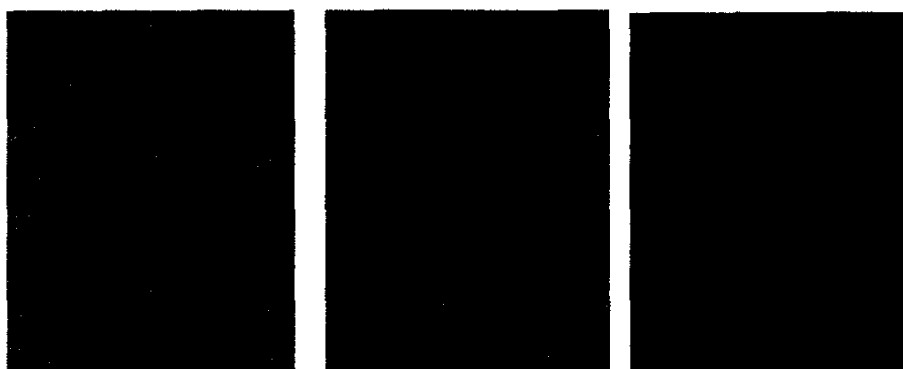
Source: Citizens Advice national outcomes and impact research




We can put a financial value on our role in:

- keeping people in employment or helping them back to work
- preventing housing evictions and statutory homelessness
- reducing the demand for mental health and GP services
- improved client mental wellbeing and family relationships

Some of the financial outcomes accrue directly to individuals – this income is spent locally, benefiting local communities.

In 2017/18, for every £1 invested in Citizens Advice Shropshire we generated at least:



Our services:		
Specialist debt advice Generalist advice	GP Outreach service HM Prison Stoke Heath Outreach	
 Pension wise	 money matters	 Shropshire IASS Information Advice & Support Service

# Research and campaigns

**Research and campaigns work uses the evidence we gather through advice to improve the policies and practices that affect people's lives.**

**We cannot see everyone who needs help individually, but we can reach many more people through research and campaigns work.**

**Research and campaigns work can change local Citizens Advice from being reactive to proactive forces for good in their communities.**

## Fixing Universal Credit

Last year, locally and nationally, Citizens Advice campaigned for the Government to pause and fix Universal Credit (UC).

This is because our evidence shows that UC can leave people unable to pay essential bills and can risk pushing them into debt and hardship whilst they wait for their first payment. More than 7 million households will receive

UC by 2022 (27,000 families in Shropshire). Nationally, Citizens Advice has helped 10% of all UC claimants with over 100,000 issues since it was introduced.

Following our campaign the Government announced a number of changes, including a £1.5billion package of support for UC. These changes should make a significant difference to the millions of people who will be claiming UC by the time it is fully implemented. We will continue to monitor the roll-out of UC to make sure they do.

<b>Citizens Advice campaigned to:</b>	<b>In response, the Government:</b>
Remove the 7 waiting days at the start of a claim.	Removed the 7 waiting days from February 2018. We estimate this means 1.6 million families will get their payment a week sooner and get a week's extra payment.
Make sure everyone on UC is told about Advance Payments.	Issued new guidance to Jobcentres that all UC claimants should be informed about advances.
Make the UC helpline free of charge.	Made the UC helpline free of charge in November 2017.
Pause the roll out of UC.	Slowed down the rate of new areas moving on to UC from over 50 Jobcentres in December to a pause in January and only 10 Jobcentres a month from February to April 2018.
Give those who need it a payment within 2 weeks, which they do not need to pay back.	From April 2018, new UC claimants previously in receipt of Housing Benefit will receive an additional two week housing payment during the wait for their first UC payment, which they do not need to pay back. This will help 2.3 million people by giving them an average of £233 whilst they wait for their first payment.

## How did we do?

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Our Strategic Plan to 2020 has identified 5 key areas we need to develop:

### **To improve the wellbeing of clients and the wider community, standing up for justice and equality, making Shropshire a fairer place to live**

- ✓ Produced our annual impact report
- ✓ Recorded 7,286 outcomes for clients
- ✓ Participated in pilots to develop services such as Social Prescribing and supporting Syrian families settling in Shropshire

### **To meet the advice needs of our community and continually review to improve service delivery**

- ✓ Developed new outreaches including mental health and My Money Matters
- ✓ Successfully passed our MAS peer review in the top 20%
- ✓ Review of IT and investment in network

### **To be more influential**

- ✓ Participation in the VCSA board and Citizens Advice Chief Officer Forums
- ✓ Participated in Shropshire Council task and finish group, delivering evidence on impact of changes to the Council Tax Support scheme and national welfare reform
- ✓ Audit successful – improvements in clients' feedback but access continues to be below score, though higher than the national average
- ✓ Continued investment in our Research and Campaigns work

### **To be the employer and volunteer organisation of choice, promoting excellence in all we do**

- ✓ Restructured resources to provide more support to volunteers
- ✓ Positive evaluation of our HR Development Plan and introduction of a Behaviour Framework
- ✓ Received excellent results from our People Management survey, demonstrating a happy workforce

### **To widen our funding base to help us become sustainable**

- ✓ Core/generalist funding from Shropshire Council secured till September 2019, new funding streams developed including mental health, Town and Parish Councils and National Lottery
- ✓ Refreshed our financial strategy for 2018/19

During 2017/18 we participated in 4 major change programmes:

- Introduction of Casebook, a new customer relationship management (CRM) database, that has transformed the way we work and report client outputs and outcomes
- Preparation of the introduction of a new digital platform for Adviceline, our telephone advice system, and looking at some improvements to answer more calls
- Preparation for the roll out of Universal Credit
- Introduction of the new General Data Protection Regulations



We are proud to be able to demonstrate that in all key areas we maintained good to excellent for:

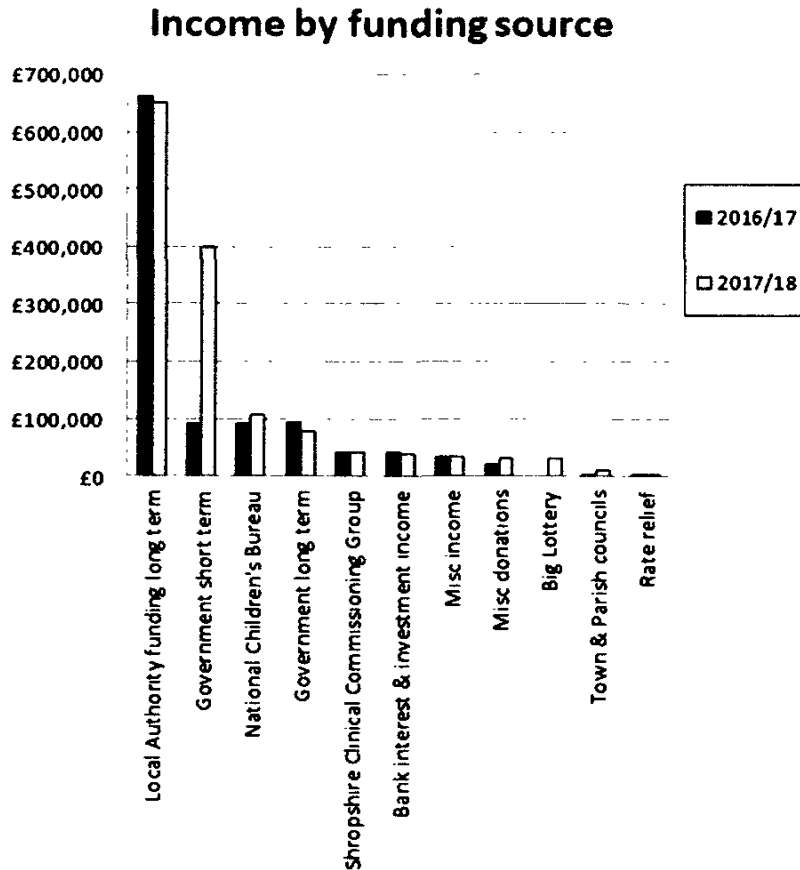
- People management
- Leadership
- Financial health
- Quality of advice

We continue to experience high demands for telephone advice and, as a result, realise access to our services is an ongoing issue. We continue to work to improve service delivery on the telephones, in order to improve client satisfaction.

Funders and stakeholders we have worked with this year include:

- National Citizens Advice:
  - Pension Wise
  - Money Advice Service Debt Advice Project (via MAS)
- Shropshire Council (CAAN and IASS)
- Council for Disabled Children
- Shropshire Clinical Commissioning Group
- Parish and Town Councils
- Jane Higginson Trust
- Ludlow Mayor's Charity

We would also like to thank Psycle Interactive for pro bono work to help develop our new web site. This not only saved us considerable expense but the IT knowledge, support and advice were very much appreciated.



✓ For our 0 to 25 service, we secured an extra 2 years' funding for IASS and a further £105k of funding to develop Independent Support and increased the number of young people we directly support by 60%.

✓ Our research and campaigns work continues to develop, including participation in the Universal Credit Intelligence Hub, a published piece of research about the Impact on the Care Act, funded through Healthwatch.

✓ We have used 'task and finish' groups to help us understand how we can improve our recruitment and training of volunteers.

Thank you to all the staff, volunteers, trustees and partners who have worked so hard this year to achieve these successes. Our people are our biggest asset.

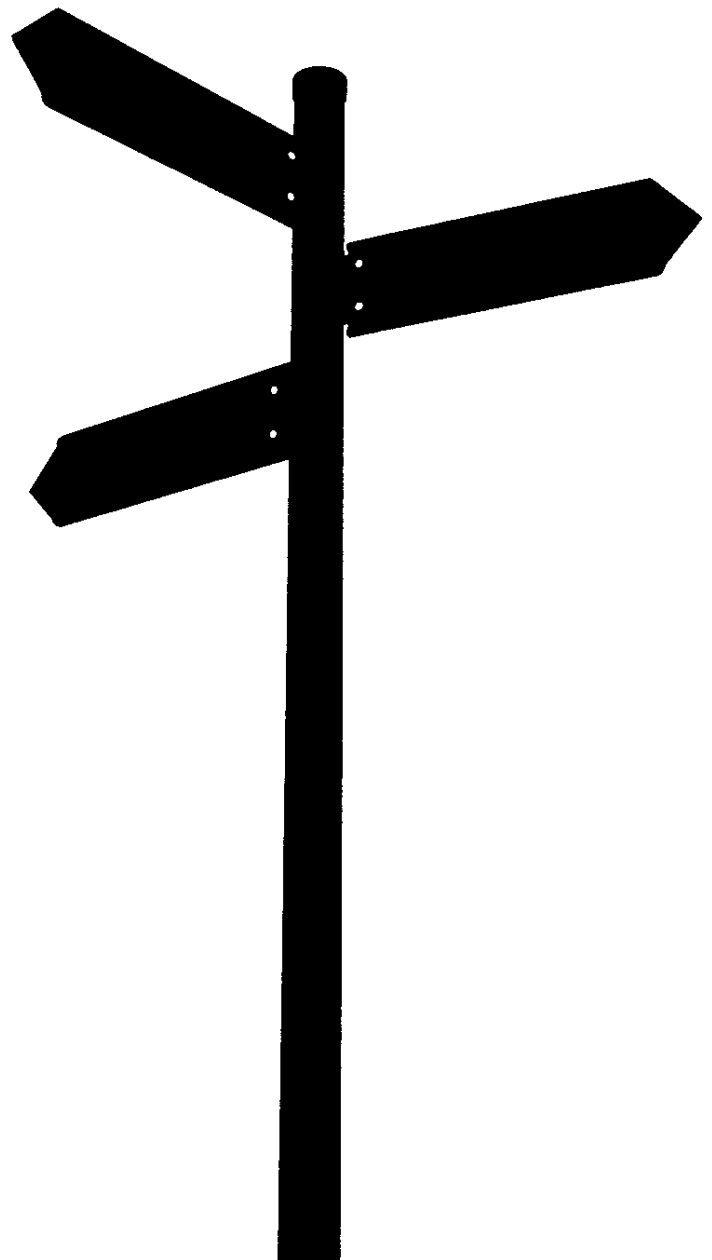




# Objectives for 2018/19

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1. To ensure we maintain a strong financial future we need to:
  - Secure our core/generalist funding for a further 5 years
  - Widen our funding base, to become more resilient and to help achieve our charitable outcomes
  - Secure continued funding for our IASS service for SEN(D) – Special Educational Needs and Disability
  - Build on our partnership work and collaboration across the Citizens Advice network
  - Secure funding to replace the loss of Shropshire Clinical Commissioning Group grant support for work in GP surgeries
2. Continue to widen the impact of our work through research and campaigns, including research into the impact of new Council Tax Scheme and Universal Credit.
3. Build on the work of our 'task and finish groups' to improve access across all channels of delivery and the development of web chat and email.
4. Successful implementation of all GDPR requirements.



# Financial risk and reserves policy

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## **Transactions and financial position**

The Statement of Financial Activities on page 25 shows a deficit for the year of £23,662 with reserves of £970,815 at 31 March 2018. CAS maintains a sustainable financial position, whilst applying a portion of its unrestricted reserves to maximise its ability to adapt to changes in its financial environment.

## **Tangible fixed assets for use by the Charity**

Details of movements in fixed assets are set out in Note 10 to the accounts.

## **Investment policy and returns**

The trustees have sought and implemented professional advice regarding a range of investments aiming to balance capital and to generate income taking a medium risk approach and focussing on collective investment holdings. The trustees also reviewed and updated the investment policy during the year.

## **Reserves**

When considering the right level of reserves, the board has taken into account the following:

- Forecasts of future income, the reliability and sustainability of each source of income and prospects for obtaining income from new sources.
- Forecasts of future expenditure, based on planned activity.
- Analysis of future requirements, opportunities, contingencies (e.g. redundancy and other contractual obligations such as maternity leave) or risks which are unlikely to be covered by income if and when they arise.
- Analysis of the likelihood of such risks arising and the consequences to the Charity if they cannot be dealt with.

## **Unrestricted reserves**

Unrestricted reserves are resources that the board can make available to spend for any or all of the Charity's purposes once it has met all its commitments and covered its other planned expenditure.

## **Designated reserves**

The trustees believe that the organisation should hold financial reserves in order to ensure that the Charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising. The following designated reserve funds have been established:

- Business continuity reserve. The trustees consider that it is prudent to set aside an amount equivalent to 6 months' operating expenditure, excluding partner payments. This reflects the changing nature of funding agreements from grants to commissioning and payment by results, allowing cashflow to be maintained, and protects the

organisation in the short term from uncertainties around future levels of funding. It also enables business to continue where there is a threat of service disruption e.g. fire, sickness, etc., in line with the Business Continuity Plan. The fund would also be used where there is a gap in funding streams to avoid costly redundancy procedures and maintain our highly skilled workforce.

- **Redundancy reserve.** A reserve to ensure that the organisation is able to cover contractual obligations for redundancy payments to staff.
- **Premises reserve.** A reserve to allow the organisation to relocate to new premises either at the expiry of current leases or if alternative premises are deemed necessary.
- **IT replacement and development reserve.** The majority of the organisation's work is IT critical and a reserve is needed to ensure that there is sufficient money to replace equipment when it becomes obsolete or beyond economic repair.

This reserves policy is monitored and reviewed by the trustees annually and reflects our business model where we are lead provider for a number of large contracts and sub-contract to other partners. This requires a solid organisational foundation where we can demonstrate financial stability over the length of the contract.

Further details are disclosed at Note 15 to the Accounts.

### **Directors and trustees**

All directors of the Company are also trustees of the Charity, and there are no other trustees. The trustees are listed on page 2. The board has the power to appoint additional trustees as it considers fit within the terms of the Memorandum and Articles of Association.

### **Statement of internal control and risk management**

The CEO and Chair of Trustees have a joint responsibility for maintaining a sound system of internal control that supports the achievement of CAS policies, aims and objectives.

This system of internal control is designed to manage risk to a reasonable level rather than to eliminate the risk of failure to achieve policies, aims and objectives: it can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of CAS policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically. The system of internal control has been in place in CAS for the year ended 2017/18 and up to the date of approval of the annual report and accounts.

The trustee board has conducted a review of the major risks to which the Charity is exposed. A Risk Analysis document has been produced and is updated at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the Charity faces. The CEO also reports to the trustees on a monthly basis key risks and milestones.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the organisation. The continuing implementation of Quality Mark Standards and of the Citizens Advice Membership Scheme ensures a consistent quality of delivery for all operational aspects of the Charity. These procedures are periodically reviewed to ensure they continue to meet the needs of the Charity.

The current organisational risk analysis shows that of those 27 risks identified, 11% or 3 score as 'very high', 52% or 14 as 'high' and 37% or 10 as medium risk. Funding uncertainty and changes to Government policy, and increases in client demand due to loss of other services are still major areas of concern. We also monitor risk around our three major partnership contracts (2 with Shropshire Council and 1 with national Citizens Advice) which remain at the same levels as last year.

Whilst public policy is an external risk to our funding there is little we can actually do to mitigate this risk other than continue to demonstrate the public and social value of a free, confidential and impartial advice service and look for other sustainable sources of funding (if there are any). We continue to work with our partners and the Shropshire Voluntary & Community Sector Assembly (VCSA) in demonstrating our impact as preventive services.

Information technology is embedded in all the work we do including BMIS, CABlink, CAS web site, Casebook and information tools (ADVICEGUIDE) so it is vital that we continually invest in our IT infrastructure and IT support to ensure continuity of business.

The trustee board has approved a new information assurance strategy, having identified the risk presented by the significant amounts of client data held in the organisation. An information assurance management team exists to ensure that the confidentiality, integrity and availability of all our sensitive data assets are maintained to a level which is consistent with the requirements of our clients, our funders and our strategic partners. CAS aims to achieve an appropriate level of compliance to the Data Protection Act, the Cabinet Office's Security Policy Framework and to industry best practice, as defined by the ISO 27000 series of standards and to be GDPR compliant by May 25<sup>th</sup> 2018.

The organisation has a written business continuity plan which is reviewed annually.

### **Statement of trustees' responsibilities**

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

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

the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant accounting 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 accounting information and to establish that the auditor is aware of that information.

### **Auditors**

A resolution proposing the board re-appoint James, Holyoak & Parker Limited (JHP), as current Auditors for the Charity, will be put to the Annual General Meeting.

This report was approved by the board of directors and trustees on 26 September 2018 and signed on their behalf.



**Paul Langton**  
**Company Secretary**

**CITIZENS ADVICE SHROPSHIRE****INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF  
CITIZENS ADVICE SHROPSHIRE****Opinion**

We have audited the financial statements of Citizens Advice Shropshire (the 'charitable company') for the year ended 31 March 2018 which comprise the Statement of Financial Activities, the Statement of Cash Flows, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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 auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

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 2018, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

**Basis for opinion**

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

**Conclusions relating to going concern**

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

## CITIZENS ADVICE SHROPSHIRE

### INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF CITIZENS ADVICE SHROPSHIRE

#### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Directors' and Trustees' report and accounts, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

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 the audit:

- the information given in the trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

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

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

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

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

#### **Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on pages 19-20, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

## CITIZENS ADVICE SHROPSHIRE

### INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF CITIZENS ADVICE SHROPSHIRE

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

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

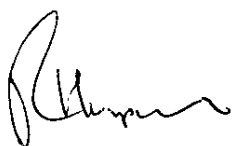
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee 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.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



**CITIZENS ADVICE SHROPSHIRE****INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF  
CITIZENS ADVICE SHROPSHIRE**

**Robert Humphreys BEng FCA (Senior Statutory Auditor)  
for and on behalf of James, Holyoak & Parker Limited**

27 September 2018

**Chartered Accountants and Statutory Auditors**

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

**CITIZENS ADVICE SHROPSHIRE**  
**STATEMENT OF FINANCIAL ACTIVITIES**  
**AS AT 31 MARCH 2018**

**Summary Income and Expenditure Account**

	Notes	Restricted £	Unrestricted £	Total 2018 £	Total 2017 £
<b>Income from:</b>					
Donations & legacies	2	-	41,793	41,793	22,628
Income from charitable activities	3	509,169	835,211	1,344,380	1,016,555
Investment income	4	-	39,924	39,924	41,002
<b>Total incoming resources</b>		509,169	916,928	1,426,097	1,080,185
<b>Expenditure on:</b>					
Charitable activities	5	477,972	969,387	1,447,359	1,105,377
Raising funds		-	2,400	2,400	2,400
Transfers between funds	6	(30,557)	30,557	-	-
<b>Net income/(expenditure)</b>		<b>640</b>	<b>(24,302)</b>	<b>(23,662)</b>	<b>(27,592)</b>
<b>Other recognised gains/(losses):</b>					
Unrealised gain/(loss) on fixed asset investments	11	-	(18,963)	(18,963)	80,744
<b>Net movement in funds</b>		640	(43,265)	(42,625)	53,152
<b>Reconciliation of funds:</b>					
Total funds brought forward	15	-	1,013,440	1,013,440	960,288
Total funds carried forward	15	640	970,175	970,815	1,013,440

## CITIZENS ADVICE SHROPSHIRE

STATEMENT OF CASH FLOWS  
AS AT 31 MARCH 2018

	Notes	2018 £	2017 £
<b>Cash flows from operating activities</b>			
Net cash (used in) operating activities	17	(60,464)	(103,108)
<b>Investing activities</b>			
Purchase of tangible fixed assets	(11,215)	-	-
Income from UK listed fixed asset investments	39,891	40,945	
Interest received	33	57	
Disposal of fixed asset investments	63,150	-	
<b>Net cash generated by investing activities</b>		91,859	41,002
<b>Net increase/(decrease) in cash and cash equivalents</b>		31,395	(62,106)
Cash and cash equivalents at beginning of year		58,315	120,421
<b>Cash and cash equivalents at end of year</b>		89,710	58,315

## CITIZENS ADVICE SHROPSHIRE

BALANCE SHEET  
AS AT 31 MARCH 2018

	Notes	2018 £	2017 £
<b>Fixed assets</b>			
Tangible assets	10	14,422	9,858
Investments	11	<u>901,742</u>	<u>983,855</u>
		916,164	993,713
<b>Current assets</b>			
Debtors	12	109,613	94,868
Cash at bank and in hand		<u>89,710</u>	<u>58,315</u>
		199,323	153,183
<b>Creditors: amounts falling due within one year</b>	13	<u>(144,672)</u>	<u>(133,456)</u>
<b>Net current assets</b>		<u>54,651</u>	<u>19,727</u>
<b>Net assets</b>		<u>970,815</u>	<u>1,013,440</u>
<b>Charity funds</b>			
Unrestricted funds	15	755,952	780,254
Restricted funds	15	640	-
Revaluation surplus	15	<u>214,223</u>	<u>233,186</u>
		<u>970,815</u>	<u>1,013,440</u>

These accounts are prepared in accordance with the provisions applicable to companies subject to the small companies' regime, in accordance with Part 15 of the Companies Act 2006.

The financial statements were approved and authorised for issue by the board of trustees on 26 September 2019 and signed on its behalf by:



**Paul Langton**  
Director and Trustee



**Chris Boote**  
Director and Trustee

The notes on pages 28 to 38 form part of these financial statements.  
Company Registration Number: 04099352 (England & Wales)

## CITIZENS ADVICE SHROPSHIRE

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

#### **1 Summary of significant accounting policies**

##### **1.1 General information and basis of preparation**

Citizens Advice Shropshire is a private company limited by guarantee, and a registered charity in England / Wales. The company number is 04099352 (England & Wales), and the registered charity number is 1085220. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is Fletcher House, 15 College Hill, Shrewsbury, Shropshire, SY1 1LY. The nature of the charity's operations and principal activities are that of support and advisory services for the benefit of the general public.

The Charity constitutes a public benefit entity as defined by FRS 102 and explained on page 3. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) issued on 16 July 2014 (as updated through Update Bulletin 1 published on 2 February 2016), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity.

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

##### **1.2 Funds**

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes. Unrestricted funds include a revaluation reserve representing the restatement of listed UK investments at market value.

Designated funds comprise unrestricted funds that have been set aside 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 Charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund.

##### **1.3 Income recognition**

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

## CITIZENS ADVICE SHROPSHIRE

### NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2018

Voluntary income is received by way of grants, donations and gifts, and is included in full in the Statement of Financial Affairs when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the Charity, are recognised when the Charity becomes unconditionally entitled to the grant.

Where entitlement is dependant on the fulfilment of one or more specified conditions, grants received by the Charity are recognised and taken into revenue unless the conditions are within the Charity's control and uncertainty exists as to whether the conditions will be fulfilled.

Donated services and facilities are included at the value to the Charity where this can be quantified. The value of services provided by volunteers is not included in the financial statements.

Investment income is included as it becomes receivable.

#### **1.4 Expenditure recognition**

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

- Charitable expenditure comprises those costs incurred by the Charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

Support costs are those that assist the work of the Charity but do not directly represent charitable activities and include office costs, governance costs and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the Charity and include project management carried out at headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to the cost of raising funds and expenditure on charitable activities on a basis consistent with the use of the resources.

#### **1.5 Tangible fixed assets**

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

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

Computer equipment	Over 3 years on a straight line basis
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## CITIZENS ADVICE SHROPSHIRE

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2018**

Office equipment	Over 10 years on a straight line basis
Furniture	Over 10 years on a straight line basis

**1.6 Fixed asset investments**

Investments are recognised initially at fair value which is normally the transaction price excluding transaction costs. Subsequently, they are measured at fair value with changes recognised in 'net gains / (losses) on investments' in the SoFA if the shares are publicly traded or their fair value can otherwise be measured reliably.

**1.7 Leases**

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

**1.8 Pensions**

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

**1.9 Tax**

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

**1.10 Going Concern**

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

**2 Income from donations and legacies**

	<b>Restricted</b>	<b>Unrestricted</b>	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>2018</b>	<b>2017</b>
			<b>£</b>	<b>£</b>
Town Council grants	-	10,000	10,000	1,600
Parish Council grants	-	235	235	502
Ludlow Mayor's Charity of the Year	-	1,411	1,411	-
Donations	-	30,147	30,147	20,526
	-	41,793	41,793	22,628

## CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2018**3 Income from charitable activities**

	<b>Restricted</b>	<b>Unrestricted</b>	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>2018</b>	<b>2017</b>
			<b>£</b>	<b>£</b>
Government and local authority funding	478,572	776,142	1,254,714	868,326
Big Lottery	30,597	-	30,597	-
Grants for services and project income	-	41,247	41,247	134,368
Other income related to projects	-	17,822	17,822	13,861
	<u>509,169</u>	<u>835,211</u>	<u>1,344,380</u>	<u>1,016,555</u>

**4 Income from investments**

	<b>Restricted</b>	<b>Unrestricted</b>	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>2018</b>	<b>2017</b>
			<b>£</b>	<b>£</b>
Income from UK listed fixed asset investments	-	39,891	39,891	40,945
Interest received on bank deposits	-	33	33	57
	<u>-</u>	<u>39,924</u>	<u>39,924</u>	<u>41,002</u>



## CITIZENS ADVICE SHROPSHIRE

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2018**

**5 Analysis of expenditure on charitable activities**

	<b>Restricted</b>	<b>Unrestricted</b>	<b>Total</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>2018</b>	<b>2017</b>
			<b>£</b>	<b>£</b>
<b>Costs directly allocated to activities</b>				
Salaries & wages (note 9)	126,933	555,191	682,124	669,278
Travel & training	3,335	37,417	40,752	38,636
Reference books & software	-	1,934	1,934	2,639
Publicity	558	1,111	1,669	613
Telephone	959	8,989	9,948	9,935
Printing, postage & stationery	2,212	15,035	17,247	19,089
Recruitment	590	1,180	1,770	1,186
Meeting expenses	2,571	7,435	10,006	8,677
Project partner payments	333,296	236,619	569,915	236,719
<b>Support costs</b>				
Repairs & renewals	114	1,356	1,470	69
Cleaning	543	2,691	3,234	2,941
Audit	-	2,010	2,010	2,010
Legal & professional fees	25	2,640	2,665	3,740
Insurance	-	3,637	3,637	5,243
Depreciation and loss on disposals	-	6,560	6,560	9,234
Rent, rates, service charges & utilities	5,987	44,265	50,252	53,289
IT support	706	23,565	24,271	22,591
Sundries	143	17,752	17,895	19,488
	<u>477,972</u>	<u>969,387</u>	<u>1,447,359</u>	<u>1,105,377</u>

**6 Contributions to general overheads**

	<b>Total</b>	<b>Total</b>
	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Overhead costs apportioned to restricted funds from general funds	30,226	29,527
Adjustments on restricted project fund balances	331	9,994
	<u>30,557</u>	<u>39,521</u>

## CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2018**7 Net income for the year**

	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Net income is stated after charging:		
Depreciation of tangible fixed assets owned by the charity	5,771	9,234
Fees payable to the charity's auditor for the audit of the charity's annual accounts	2,010	2,010
Fees payable to the charity's auditor for other services	1,000	1,000

**8 Trustees' and key management personnel remuneration and expenses**

No remuneration was paid to trustees during the year.

Remuneration paid to key management personnel was as follows:

<b>2018</b>	<b>2017</b>	<b>2018</b>	<b>2017</b>
<b>Number</b>	<b>Number</b>	<b>£</b>	<b>£</b>
6	6	161,166	167,075

The reimbursement of trustees' expenses was as follows:

	<b>2018</b>	<b>2017</b>	<b>2018</b>	<b>2017</b>
	<b>Number</b>	<b>Number</b>	<b>£</b>	<b>£</b>
Travel and subsistence	7	7	2,266	3,487

## CITIZENS ADVICE SHROPSHIRE

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2018**

**9 Staff costs and employee benefits**

The average monthly number of employees and full time equivalent (FTE) during the year was as follows:

	<b>2018 Number</b>	<b>2018 FTE</b>	<b>2017 Number</b>	<b>2017 FTE</b>
Charitable activities	33	23	32	23
Governance	2	2	2	2
	<u>35</u>	<u>25</u>	<u>34</u>	<u>25</u>

The total staff costs and employees benefits was as follows:

	<b>2018 £</b>	<b>2017 £</b>
Wages and salaries	602,919	591,509
Redundancy costs	-	1,834
Social security costs	45,380	43,589
Defined contribution pension costs	<u>33,825</u>	<u>32,346</u>
	<u>682,124</u>	<u>669,278</u>

No employee received total employee benefits of more than £60,000.

## CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2018**10 Tangible fixed assets**

	<b>Computer &amp; office eq't £</b>	<b>Furniture £</b>	<b>Total £</b>
<b>Cost or valuation:</b>			
At 1 April 2017	13,282	85,875	99,157
Additions	6,717	4,498	11,215
Disposals	-	(3,519)	(3,519)
At 31 March 2018	19,999	86,854	106,853
<b>Depreciation:</b>			
At 1 April 2017	12,342	76,957	89,299
Charge for year	1,046	4,725	5,771
Eliminated on disposal	-	(2,639)	(2,639)
At 31 March 2018	13,388	79,043	92,431
<b>Net book value:</b>			
At 1 April 2017	940	8,918	9,858
At 31 March 2018	6,611	7,811	14,422

**11 Fixed asset investments**

	<b>2018 £</b>	<b>2017 £</b>
<b>UK listed investments</b>		
Market value at 1 April 2017	983,855	903,111
Disposals	(63,150)	-
Changes in market value	(18,963)	80,744
Market value at 31 March 2018	901,742	983,855

**12 Debtors**

	<b>2018 £</b>	<b>2017 £</b>
Other debtors	104,794	89,218
Prepayments	4,819	5,650
	109,613	94,868

## CITIZENS ADVICE SHROPSHIRE

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2018**

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

	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Social security and other taxes	11,245	12,408
Accruals and other creditors	46,353	45,118
Deferred income	87,074	75,930
	<u>144,672</u>	<u>133,456</u>

Deferred income relates to amounts receivable in respect of charitable income at the balance sheet date, that relates to charitable activities undertaken after the balance sheet date.

**14 Analysis of net assets between the funds**

	<b>Unrestricted funds</b>	<b>Designated funds</b>	<b>Revaluation fund</b>	<b>Restricted funds</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Fixed assets	76,941	625,000	214,223	-	916,164
Net current assets	54,011	-	-	640	54,651
	<u>130,952</u>	<u>625,000</u>	<u>214,223</u>	<u>640</u>	<u>970,815</u>

## CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2018

## 15 Fund reconciliation

	As at 1 April 2017 £	Income £	Expenditure & gains/ (losses) £	Transfers £	As at 31 March 2018 £
<b>Unrestricted:</b>					
General reserve	155,254	916,928	(971,787)	30,557	130,952
<b>Designated funds:</b>					
Business continuity reserve	430,000	-	-	3,000	433,000
Redundancy reserve	120,000	-	-	(3,000)	117,000
Premises reserve	10,000	-	-	-	10,000
IT replacement & development	65,000	-	-	-	65,000
Total unrestricted funds	780,254	916,928	(971,787)	30,557	755,952
<b>Revaluation funds:</b>					
In respect of fixed asset investments	233,186	-	(18,963)	-	214,223
<b>Restricted funds:</b>					
Pension Wise	-	400,556	(388,129)	(11,172)	1,255
Money Advice Service	-	78,015	(63,472)	(14,543)	-
My Money Matters	-	30,598	(26,371)	(4,842)	(615)
Total restricted funds	-	509,169	(477,972)	(30,557)	640
<b>Total funds</b>	<b>1,013,440</b>	<b>1,426,097</b>	<b>(1,468,722)</b>	<b>-</b>	<b>970,815</b>

## CITIZENS ADVICE SHROPSHIRE

**NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2018**

**16 Operating lease commitments**

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

	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Not later than one year	<u>23,476</u>	<u>23,239</u>

**17 Cash generated from operations**

	<b>2018</b>	<b>2017</b>
	<b>£</b>	<b>£</b>
Net income/(expenditure) for the year (as per SoFA)	(23,662)	(27,592)
<b>Adjustments for:</b>		
Depreciation	5,771	9,234
Loss on disposal of tangible fixed assets	880	296
Income from UK listed fixed asset investments	(39,891)	(40,945)
Interest receivable	(33)	(57)
<b>Movement in working capital:</b>		
(Increase)/Decrease in debtors	(14,745)	78,643
Increase/(Decrease) in creditors	<u>11,216</u>	<u>(122,687)</u>
<b>Net cash (used in) operating activities</b>	<u>(60,464)</u>	<u>(103,108)</u>

**18 Related party transactions**

No material transactions with related parties occurred during the year.

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