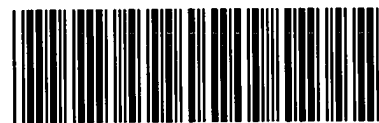


Charity registration number 1141020  
Company registration number 07513268 (England and Wales)

**CITIZENS ADVICE SOLIHULL BOROUGH  
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS FOR THE YEAR ENDED  
31 MARCH 2023**

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## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **LEGAL AND ADMINISTRATIVE INFORMATION**

<b>Trustees</b>	Carole Hodson Ann Hunter Marcus Brain Richard Maksymowicz Brian Holmes Scott Berrie Daniel Bliss Harnett Dhillon
<b>Secretary</b>	Kerry Turner
<b>Charity number</b>	1141020
<b>Company number</b>	07513268
<b>FCA registration number:</b>	617566
<b>Bankers:</b>	Lloyds Bank PO Box 1000 Solihull BX1 1LT
<b>Independent examiner</b>	Erdingsworth Business & Tax Advisors Ltd Unit 115-119 Fort Dunlop Fort Parkway Erdington Birmingham B24 9FE

## **CITIZENS ADVICE SOLIHULL BOROUGH**

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## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2023**

The Trustees present their annual report together with the financial statements of the company for the year 1 April 2022 to 31 March 2023. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the company qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

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

#### **a. Constitution**

Citizens Advice Solihull Borough incorporated as a company limited by guarantee on 1 February 2011 and commenced operations on 1 April 2011

Citizens Advice Solihull Borough is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. On 31 March 2023, the company had 15 members. Citizens Advice Solihull Borough is governed by its Memorandum and Articles of Association.

The maximum number of Trustees shall be fifteen and the minimum shall be three, being either;

- elected at the annual general meeting (there being no more than ten such elected Trustees in total) and who shall hold office from the conclusion of that meeting or
- co-opted by the Trustee Board provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees.

The trustees who have served during the year can be seen above. None of the trustees has any beneficial interest in the company.

## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2023**

#### **b. Recruitment and appointment of trustees**

Individuals over the age of 18 years, who are interested in furthering the work of the charity and are not paid or volunteer workers (currently or in the past) of the charity can apply to be a Trustee / Director (Trustee) of the company.

The process starts with receipt of their expression of interest. Our Chair contacts the candidate to give details about the role and explain the next steps. A panel made up of two Trustees and the Company Secretary oversee an interview process. Should the panel feel, the candidate should be recommended to the Board, references are sought. When references are received the panel makes a proposal to the Board. The Board votes to accept the new Trustee, it must be unanimous.

Trustees recruited following this process are automatically given company membership. The Board shall elect from its number a Chair and Treasurer and may elect one of its number to Vice Chair.

New trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and the recent financial performance of the charity. They also meet key employees and other trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2023**

#### **c. Organisational structure and decision-making policies**

Citizens Advice Solihull Borough is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. The Board of Directors independently determine operating policies to fulfil its charitable objects and comply with the national membership requirements.

CASB is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of CASB and for ensuring that the charity satisfies its legal and contractual obligations.

Trustees meet monthly and delegate the day-to-day operation of the organisation to the Chief Executive Officer (CEO). The Trustee Board is independent from management. A register of members' interests is maintained at the registered office.

The trustees have appointed the Chief Executive of the organisation to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who are key to the service offered by the charity. Decisions are made by the trustee board in line with the Business Development Plan and are reviewed at least annually.

The Senior Management Team meet to review progress against targets and the Charity's financial position and to discuss issues referred to them by the trustee board. Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the chief executive and the staff team. There are regular staff, volunteer meetings.

and senior management team meetings which ensure that progress is being made against targets. There is an Annual General Meeting, which involves the staff team, trustee board, members, and other stakeholders.

## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2023**

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)**

##### **Pay and Remuneration of Key Management Personnel**

The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. The charity's senior management team are all paid in accordance with a published scale of grades used in the voluntary sector. Any increases to these published grades are approved by the trustee board. The chief executive's salary is reviewed and approved by the trustee board separately but in line with the policy set out above.

##### **Key risks and Uncertainties**

The trustees having had consideration to and mindful of the risk factors for the charity identify the following:

- A. Securing funding remains a serious challenge to maintain but to expand our service. We understand that the next few years are critical for us in terms of our sustainability and our long-term survival, the Trustees are taking this risk very seriously and are responding accordingly
- B. The funding climate is not getting any easier, nor do we expect it to improve any time soon - coupled with this demand for our service is increasing meaning that we risk being unable to continue meeting our clients' needs and experience reputational risk as a result.
- C. In order that we can continue to deliver it is essential that we maintain our volunteer base. We, along with other Local Citizens Advice, are finding it harder to attract suitable volunteers.

Trustees plans and strategies for managing these risks.

- A. A fundraising strategy has been developed for the next fiscal year that broadens our approach to income generation, we are working towards building our unrestricted income to allow us to create a cushion should we face further reductions in our funding levels.
- B. A fundraising strategy has been developed for the next fiscal year that broadens our approach to income generation. We are working towards building our unrestricted income to allow us to create some headroom should we face further reductions in our funding levels.
- C. A partnership approach has been developed with 3 Universities. We are working with students who wish to volunteer with us. The Trustees have worked with the university to consider an approach to training and how best the charity can engage with students. This arrangement is proving successful.

## CITIZENS ADVICE SOLIHULL BOROUGH

### TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2023

Factors that are likely to affect the financial performance or position in 2022/23 and further years:

- Volatile and uncertain economic conditions, particularly towards the end of the year resulting from the pandemic and national lockdowns.
- A possible increased competition in an ever-changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access, as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'.
- The political environment remains uncertain, the impact of key national developments is still very much an 'unknown quantity' but has the potential to impact on our position.
- A possible increased competition in an ever-changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access, as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'.

#### Objects

The charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, 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 Solihull and surrounding areas.

The charity's objects are defined as above. Our aims are focused on:

- To provide the advice people need for the problems they face, and
- To improve the policies and practices that affect people's lives.

Our service provides free, independent, confidential, and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

The Vision Statement for the CASB 2020 -2025 Strategic Plan is:

***Supporting and growing stronger citizens and communities.***

The Mission Statement of Citizens Advice Solihull Borough is to: ***inform and empower citizens who access our services, providing high quality advice and guidance. We will continue to influence policy at a local, regional, and national level and pursue social and economic justice. We will work and support our partners in the statutory, private and community sector to deliver sustainable and successful outcomes.***

**Ensuring our work delivers our aims.**

We review our aims, objectives, and activities each year. The annual review seeks to examine our achievements and outcome. Together with the success of individual key projects and the benefits that have been born from them. In carrying out the review we are ensuring that that our aims, objectives and activities are in line with our stated purpose.



**CITIZENS ADVICE SOLIHULL BOROUGH  
TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)  
FOR THE YEAR ENDED 31 MARCH 2023**

Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support. Key activities have included:

- Making sure our service delivery is cost effective and yet person centred.
- Continually reviewing, and improving where necessary, the quality of the advice we deliver to all our clients.
- Diversifying our approach to funding to minimise the risks associated with holding reduced funding streams
- Continued partnership working with other organisations to help develop initiatives to improve access to quality advice, information and support services.

**HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT**

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

**ACHIEVEMENTS AND PERFORMANCE**

**Advice and Information Services**

Throughout the year we have continued to offer generalist Advice and Information in the following ways:

- Advice Line – we have provided a telephone service 5 days per week (Mon to Fri) giving people specialist advice and information through our team of trained Advisers and supported by a team of resolute paid staff.
- Advice Clinics - From December 2022 we have reopened our advice clinics two days per week. People can come to our office and be seen face to face by our trained Advisers.
- Information and Self Help.

In addition to the above services, we have delivered the following specialist projects:

Active Chats.

A project funded to help people who are over the age of 60 years or shielding due to covid-19 or suffering the effects of covid-19, become more active again. It was recognised people in this target group have become less active due to restrictions and through gentle low-level seated exercise we can build their confidence getting them more mobile.

Access to Work.

We engage with residents and promote the benefits of the project to them. Once signed up, they can access training, interview practice, job search and IAG services.

Money advice service.

This project helps people with basic budgeting, through to Court Representation. We help construct financial statements, negotiate with third parties, and apply to trusts.

**CITIZENS ADVICE SOLIHULL BOROUGH  
TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)  
FOR THE YEAR ENDED 31 MARCH 2023**

Advice on Prescription.

Providing patients with information, advice, and guidance at 10 of the GP practices in North Solihull. This project supports people with complex advice needs who would not normally access our services.

Social Prescribing Service

We have been delivering a social prescribing project through a team of Link Workers via 17 GP practices in south Solihull. We hold 3 contracts with 3 primary care networks in south Solihull. This project is there to link and support patients to organisations that can help them to be less socially isolated, live independently, reduce visits to the GP and show increased confidence.

Energy Advice & Carbon Monoxide Advice

We give people in the borough access to specialised switching, savings, understanding tariffs, efficiency measures and life savings tips.

Volunteering into Work.

Lots of people every year volunteer to help them refresh their skills and learn new skills which hopefully leads to employment for them. This project was to collaborate with tenants of Solihull Community Housing using volunteering to gain employment or increase from part-time to full-time work.

Help To Claim.

As a part of a national bid, we are part of the supply chain to deliver help to people who need to claim universal credit right through to first payment. We provide a face-to-face service for people who need help with their claims.

Macmillan

Provision is an advice service for anyone affected by cancer in Solihull funded by Macmillan.

## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2023**

#### **Contribution of Volunteers and Paid Staff**

The charity success could not have been achieved without the hard work and dedication of volunteers and staff. The trustee board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2022/23 the service employed 14 paid workers (10 FTEs) (2021/22 13 paid workers), and 45 volunteers (2021/22: 29 volunteers).

Volunteers represent the indispensable core of the service for without them there would not be a Citizens Advice service. The volunteers contribute, on average, 270 hours per week. This may be expressed as an annualised value of £253,843. However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment. During 2022/23 5 volunteers left to accept external work.

Citizens Advice Solihull Borough are working hard to review our approach to attracting and keeping volunteers. It is our intention to consistently monitor our approach to training, and to provide an accessible and welcoming place to volunteer.

#### **Who used and benefited from our services?**

During the reporting year, 3264 clients (2021/22: 5,987) benefited from the services of Citizens Advice Solihull Borough generating 8911 contacts (2021/22: 17,986). We support people on 16,543 issues that they may face however our most common enquiry area is welfare benefits and tax credits which make up a total of 28% of the issues we have supported on.

In total, the service negotiated on £2,021,229 worth of debt (2021/22: £2,031,230), rescheduling or reducing the debts to make peoples' lives more sustainable. The service generated a total of £587,674 (2021/22: £840,720) in additional income for its clients.

Clients continue to present with multiple problems and on average clients are presenting with 5 issues each. On average clients are presenting 3 times each before their issues are resolved.

#### **Factors Affecting the Achievement of Objectives**

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we invest in fundraising and continue to diversify our approach to ensure we are delivering the most cost-effective service we can. This is not about simply cutting costs; it is about delivering a service that genuinely meets clients' needs to make us as cost effective as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we are asked to offer support that falls outside the remit of direct advice. Where people are vulnerable, it is essential that we offer support in a person-centred way and whilst necessary this can be resource intensive.

## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2023 FINANCIAL REVIEW**

The availability of funding in the charity sector remains difficult in a period of austerity. The charity is focused on providing added value to its funders from a base of sound monetary management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of our clients. It remains a challenging prospect to meet the increasing demand with significantly reduced funding resources.

In the reporting period, the charity had a total income of £381,180 (2021/22: £318,318) and expenditure of £350,490 (2021/22: £257,497). At the year end the charity's total funds stand at £349,605 (2021/22: £274,535) of which £235,605 (2021/22: £147,607) is unrestricted, £14,791 (2021/22: £38,308) is restricted and £114,000 (2021/22: £126,928) is designated.

#### **Principal Funding Sources**

The total income for the year of £381,180 represents a net increase of £62,862 compared to 2021/22.

Project specific funding was gratefully received from Think Active, Heart of England, the Money Advice & Pensions Service, ESF, Birmingham and Solihull CCG, Rural Solihull PCN, Solihull Healthcare Partnership, and Solihull Community Housing.

We are especially grateful to the members of the public who have generously donated money to our service over the year.

#### **Investment Policy**

As required in its Memorandum, paragraph 4.17, in furtherance of its objects, and for no other purposes, the Company has the power to invest or deposit funds in any lawful manner (but to invest only after obtaining professional advice and having regard to the suitability of investments and the need for diversification).

#### **Reserves Policy**

Citizens Advice Solihull Borough is required to ensure that free monies are available in each fiscal year to meet any foreseeable contingency. The trustees consider that it would be prudent to set aside an amount equivalent to 3-6 months' operating expenditure. The value of this will be calculated using an average of 3-6 months running costs based on the current annual budget. This is reviewed on a quarterly basis. At the end of 2022/23, the actual level of reserves (i.e., unrestricted funds less designated and fixed assets) totalled £364,396 (2020/21: £312,843).

#### **Going Concern**

After making further appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the near future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2023**

#### **FUTURE PLANS**

Developing a sustainable service that meets the needs of our clients remains a priority of the trustee board for 2023/24. The charity will build on the work completed in the previous fiscal year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to client needs.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high-quality service that our clients expect and deserve.

During the year 2023/24 we will improve our internal monitoring mechanisms ensuring that we have a clear understanding of each element of the service, the benefits of that are many - we can ensure that we are achieving as much as we can possibly achieve and delivering an excellent service to our clients and our funders, and we can also understand our business offer and can market our service accordingly.

The annual report was approved by the trustees of the charity on..... and signed on its behalf by



Carole Hodson

Chair of Trustees

## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CITIZENS ADVICE SOLIHULL BOROUGH**

I report to the trustees on my examination of the financial statements of Citizens Advice Solihull Borough (the Charity) for the year ended 31 March 2023.

#### **Responsibilities and basis of report**

As the trustees of the Charity (and its directors for the purposes of Company Law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

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

#### **Independent examiner's statement**

Since the Charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Accounting Technicians (AAT), which is one of the listed bodies.

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 Charity as required by section 386 of the 2006 Act; or
2. the financial statements do not accord with these records; or
3. the financial statements do not comply with the accounting requirements of section 396 of the 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 financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by 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 financial statements to be reached.



**Erdingsworth Business & Tax Advisors Ltd**  
Unit 115-119 Fort Dunlop  
Fort Parkway  
Birmingham  
B24 9FE

Dated: 16/06/2023

**CITIZENS ADVICE SOLIHULL BOROUGH**

**STATEMENT OF FINANCIAL ACTIVITIES  
INCLUDING INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2023**

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
	Notes						
<b>Income from</b>							
Donations and legacies	3	28,567	-	28,567	11,138	-	11,138
Income from charitable activities	4	131,691	209,564	341,255	191,286	178,756	370,042
<b>Total Income</b>		<u>160,258</u>	<u>209,564</u>	<u>369,822</u>	<u>202,424</u>	<u>178,756</u>	<u>381,180</u>
<b>Expenditure on:</b>							
Charitable activities	5	<u>88,998</u>	<u>226,629</u>	<u>315,627</u>	<u>174,453</u>	<u>176,037</u>	<u>350,490</u>
Gross Transfers between funds		(3,810)	3,810	-	-	-	-
<b>Net income for the year/ Net movement in funds</b>		<u>75,070</u>	<u>(20,875)</u>	<u>54,195</u>	<u>27,971</u>	<u>2,719</u>	<u>30,690</u>
Fund balances at 1 April 2022		<u>274,535</u>	<u>38,308</u>	<u>312,843</u>	<u>246,564</u>	<u>35,589</u>	<u>282,153</u>
<b>Fund balances at 31 March 2023</b>		<u>349,605</u>	<u>17,433</u>	<u>367,038</u>	<u>274,535</u>	<u>38,308</u>	<u>312,843</u>

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

All income and expenditure derive from continuing activities.

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

# CITIZENS ADVICE SOLIHULL BOROUGH

## BALANCE SHEET AS AT 31 MARCH 2023

	Notes	2023 £	2022 £
<b>Fixed assets</b>			
Tangible assets	8	-	1,800
<b>Current assets</b>			
Debtors	9	116,635	32,675
Cash at bank and in hand		<u>268,766</u>	<u>289,166</u>
		385,401	321,841
<b>Creditors: amounts falling due within one year</b>	10	<u>18,363</u>	<u>10,798</u>
<b>Net current assets</b>		<u>367,038</u>	<u>311,043</u>
<b>Total assets less current liabilities</b>		<u>367,038</u>	<u>312,843</u>
<b>Income funds</b>			
Restricted funds	11	17,433	38,308
<u>Unrestricted funds</u>			
Designated funds	12	114,000	126,928
General unrestricted funds		<u>235,605</u>	<u>147,607</u>
		349,605	274,535
		<u>367,038</u>	<u>312,843</u>

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 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 financial statements were approved by the trustees on.....

  
Carole Hodson  
Chair

Company registration number 07513268



## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023**

#### **1 Accounting Policies**

##### **Charity Information**

Citizens Advice Solihull Borough is a private company limited by guarantee incorporated in England and Wales. The registered office is 176 Bosworth Drive, Chelmsley Wood, Birmingham, B37 5DZ.

#### **1.1 Accounting convention**

The financial statements have been prepared in accordance with the Charity's (governing document), the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (FRS 102) and the Charities SORP "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). The charity is a Public Benefit Entity as defined by FRS 102.

#### **1.2 Going concern**

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

#### **1.3 Charitable funds**

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

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

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the Charity.

#### **1.4 Income**

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

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

Legacies are recognised on receipt or otherwise if the Charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

## CITIZENS ADVICE SOLIHULL BOROUGH

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

#### 1 Accounting Policies (continued)

##### 1.5 Expenditure

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

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated based on time spent, and depreciation charges are allocated on the portion of the assets use.

##### 1.6 Tangible fixed assets

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

Depreciation is recognised to write off the cost or valuation of assets less their residual values over their useful lives on the following basis;

Fixtures and fittings	10% straight line
Computers	20% straight line

##### 1.7 Impairment of fixed assets

At each reporting end date, the Charity reviews the carrying amount of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss (if any).

##### 1.8 Cash and cash equivalents

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

##### 1.9 Trade debtors

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

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

##### 1.10 Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operation from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities.

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

## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023**

#### **1.11 Employee benefits**

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

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

#### **1.12 Retirement benefits**

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

### **2 Critical accounting estimates and judgements**

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

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

**CITIZENS ADVICE SOLIHULL BOROUGH**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**3 Donations and legacies**

	<b>Unrestricted funds 2023 £</b>	<b>Unrestricted funds 2022 £</b>
Donations and gifts	28,567	11,138
Legacies receivable	-	-
	<u>28,567</u>	<u>11,138</u>

**Donations and gifts**

**(Continued)**

Contracts	-	1,315
Donations	112	2,365
Grants	-	5,000
Trading	28,456	2,458
	<u>28,567</u>	<u>11,138</u>

**4 Income from charitable activities**

	<b>Restricted 2023 £</b>	<b>Restricted 2022 £</b>
Projects	341,255	370,042
Analysis by fund		
Unrestricted funds	131,691	191,286
Restricted funds	<u>209,564</u>	<u>178,756</u>
	<u>341,255</u>	<u>370,042</u>

**CITIZENS ADVICE SOLIHULL BOROUGH**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**5 Charitable activities**

	Advice and Information Projects		Total	Advice and Information Projects		Total
	Service 2023	2023	2023	Service 2022	2022	2022
	£	£	£	£	£	£
Staff costs	500	302,841	303,341	470	308,234	308,704
Depreciation and impairment	1,800	-	1,800	300	-	300
Office premises and other costs	363	12,537	12,900	368	33,300	33,668
Governance costs	4,139	-	4,139	5,473	-	5,473
Staff and training	1,279	249	1,528	1,362	983	2,345
	<u>8,081</u>	<u>315,627</u>	<u>323,708</u>	<u>7,973</u>	<u>342,517</u>	<u>350,490</u>
<b>Analysis by fund</b>						
Unrestricted funds	4,139	84,769	88,908	5,162	169,291	174,453
Restricted funds	3,942	230,858	234,800	2,811	173,226	176,037
	<u>8,081</u>	<u>315,627</u>	<u>323,708</u>	<u>7,973</u>	<u>342,517</u>	<u>350,490</u>

**6 Trustees**

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

**CITIZENS ADVICE SOLIHULL BOROUGH**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**7 Employees**

The average monthly number of employees during the year was 13 (2022: 14)

**Employment costs**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Wages and salaries	281,886	281,142
Social security costs	16,190	22,161
Other pension costs	5,265	5,401
	<u>303,341</u>	<u>308,704</u>

The average headcount expressed as full-time equivalents was 13 (2022: 14).

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

**8 Tangible fixed assets**

	<b>Fixtures and fittings</b>	<b>Computers</b>	<b>Total</b>
<b>Cost</b>	<b>£</b>	<b>£</b>	<b>£</b>
At 1 April 2022	<u>25,248</u>	<u>986</u>	<u>26,234</u>
At 31 March 2023	25,248	986	26,234
<b>Depreciation and Impairment</b>			
At 1 April 2022	23,448	986	24,434
Depreciation charged in year	1,800	-	1,800
At 31 March 2023	<u>25,248</u>	<u>986</u>	<u>26,234</u>
<b>Carrying amount</b>			
At 31 March 2023	-	-	-
At 31 March 2022	<u>1,800</u>	<u>-</u>	<u>1,800</u>

**CITIZENS ADVICE SOLIHULL BOROUGH**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**9 Debtors**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
<b>Amounts falling due within one year:</b>		
Trade debtors	62,523	20,172
Prepayments and accrued income	54,112	12,503
	<u>116,635</u>	<u>32,675</u>

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

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Other taxation and social security	-	-
Trade creditors	90	-
Other creditors	1,073	2,178
Accruals and deferred income	17,200	8,620
	<u>18,363</u>	<u>10,798</u>

# CITIZENS ADVICE SOLIHULL BOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

### 11 Restricted funds

The income funds of the charity include restricted funds comprising of the following:

	Balance at Incoming 01 April 2021 Resources		Resources expended	Transfers	Balance at Incoming 01 April 2022 resources		Resources expended	Balance at 31 March 2023
	£	£	£	£	£	£	£	£
Priority 1.4	-	70,195	(70,195)	-	-	73,710	(87,285)	(13,575)
Help to Claim	3,810	46,400	(46,400)	(3,810)	-	47,063	(34,166)	12,897
SMBC- SCH	-	50,000	(38,379)	-	11,621	-	(13,660)	(2,039)
Active Chats	7,006	16,461	(16,461)	-	7,006	-	(6,621)	385
Covid Debt	15,871	4,602	(4,602)	-	15,871	3,000	-	18,871
GP Solihull CCG	-	-	-	-	-	29,106	(28,233)	872
We Are Digital	-	-	-	-	-	1,855	(4,398)	(2,543)
Millies Watch	-	-	-	-	-	5,000	(5,028)	(28)
MAPS	11,621	-	-	-	11,621	49,831	(58,858)	2,595
	38,308	187,658	(176,037)	(3,810)	46,119	209,565	(238,251)	17,433

### 12 Designated funds

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

	Balance at 01 April 2021	Transfers	Balance at Incoming 01 April 2022 resources	Balance at 31 March 2023
	£	£	£	£
IT Equipment and hardware	5,000	1,000	6,000	6,000
Redundancy provision	58,928	(13,928)	45,000	45,000
Premises Lease obligations	7,000	3,000	10,000	10,000
Maintenance per year	6,000	(3,000)	3,000	3,000
Staff resourcing	50,000	-	50,000	50,000
	126,928	(12,928)	114,000	114,000



## CITIZENS ADVICE SOLIHULL BOROUGH

### NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

#### 13 Analysis of net assets between funds

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Fund balances at 31 March 2023 are represented by:						
Tangible assets	-	-	-	1,800	-	1,800
Current assets/(liabilities)	349,605	17,433	367,038	272,735	38,308	311,043
	349,605	17,433	367,038	274,535	38,308	312,843

#### 14 Restricted funds

##### Priority Project

Citizens Advice Solihull Borough is the delivery partner for Solihull Metropolitan Borough Council (SMBC). The project seeks to assist unemployed people back to work with SMBC receiving approved funding from the European Social Fund. SMBC will provide grants to CASB to assist in covering a proportion of the staff costs incurred over the project term which is 3 years.

##### SMBC-SCH

This funding is to continue the work done with clients and assist with their future endeavours.

##### Active Chats

This project is a telephone and virtual befriending service to encourage vulnerable people to increase their physical activity levels and become less socially isolated.

##### Money Advice Service (MAPS)- Debt Advice

Through the Money Advice Service CASB are funded to give a full spectrum of money advice to residents of Solihull. We give basic budgeting advice, financial capability, negotiate with third parties, bankruptcy applications and representation at Court.

##### Citizens Advice Energy Best Deal

A project to explain to people the benefits of becoming more energy efficient along with providing advice on swapping energy providers with face-to-face appointments.

##### Solihull-ICB

Advice surgeries at 10 GP practices in North Solihull. We deliver one-hour appointments to patients. The appointments are for specialist advice and can be on any topic we cover.

**CITIZENS ADVICE SOLIHULL BOROUGH**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**15 Operating lease commitments**

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

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Within 1 year	994	1,374
Between two and five years	<u>1,987</u>	<u>3,076</u>
	<u>2,981</u>	<u>4,450</u>

**16 Related party transactions**

There were no disclosable related party transactions during the year (2022: £nil).

**17 Independent examination**

The remuneration paid to the independent examiner was £2,200 (2022: £2,340).