

**Wyre Forest Citizens Advice Bureau
Report of the Board of Directors for the
year ending**

31 March 2023

Wyre Forest Citizens Advice Bureau

**DIRECTORS REPORT AND
ACCOUNTS FOR THE YEAR
ENDED 31 March 2023**

Wyre Forest Citizens Advice Bureau
Report of the Board of Directors for the year ending 31 March 2023

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Wyre Forest Citizens Advice Bureau
Report of the Board of Directors for the year ending 31st March 2023

The Board of Directors presents its report and accounts for the year ended 31 March 2023.

Reference and Administrative Information.

Charity Name:	Wyre Forest Citizens Advice Bureau Bureau (CAB)
Charity Registration Number:	1056390
Company Registration Number:	03205031
Registered Office and Operational Address:	CAB House, 21 - 23 New Road, Kidderminster Worcestershire, DY10 1AF

Board of Trustees

Chris Jackson	Chairman of Trustee Board (elected 23 rd August 2022)
Hayward Osborne	Vice Chairman (elected 23 rd August 2022)
Paul Hodgson	Treasurer (elected 23 rd August 2022)
Roger Cartwright	
Gail Rothnie	
John Bradford	
Vinh Diep	(Appointed 17 th March 2023)

Bankers.

CAF Bank Ltd, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent, ME19 4JQ
Governance and Management:

Whilst overall management of the organisation is delegated to the manager this is overseen by the trustees in accordance with our articles of incorporation

Aims and Objectives:

Our aims

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

Our principles.

- Wyre Forest Citizens Advice Bureau provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

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Chairman's report for the period to 31st March 2023

This period was of course the first full year post "Covid" and in the main, most Covid restrictions had now been removed. This saw a quite definite change in the support and advice needs and it is of particular note that the demand for face-to-face appointments and 'drop-ins' grew heavily as the year progressed. Both the operational management and the Trustee Board agreed that we would react positively to that need and operated an open door policy where possible.

Whilst demand for all types of advice and support remained high post Covid, World events really impacted on the overall public demand. The ongoing invasion of Ukraine by Russia brought many challenges with displaced Ukrainian citizens being directed to Citizens Advice for all sorts of advice, particularly in the area of benefits. One of the consequences of the conflict was the astronomical rise in energy costs and despite Government support, the number of people who fell into hardship and needed help was extraordinary. I am once again able to say that our staff and volunteers raised to the demands and challenges that we saw in this year in an exemplary, dedicated and highly professional way. I send them very sincere thanks from the whole Trustee Board for their actions.

During the period, we worked closely with all of our funding partners and successfully delivered support as per our agreements. It is worthy of note that we strengthened our partnership with Wyre Forest District Council and agreed on an ongoing project whereby we distributed the government sponsored Household Support Fund (HSF) on behalf of the council, an initiative that we hope will stay in place as long as that particular central government support remains.

On a strategic level, the Trustee Board developed a new 3 year business plan that switched its focus from 'Investment in Infrastructure', to 'Investment in people' In the two previous years, we had refurbished and extended our premises to make it a comfortable place to work and we now aim to further develop, support and reward our staff and volunteers and put in place policies and rewards that recognise the great work that they do.

I am also very pleased to report that we completed our mandatory year 2 'Leadership Skills Audit' in January 2023 (audited by Citizens Advice National body – an audit that measures all pillars of management and Trustee Board governance) and we received a very high score of 92% I thank all the Operational Management and all of the Trustees for their input and work on achieving this outstanding result.

Finally, I inform you that our Chief Officer / Office Manager, Elaine Lowe, informed me in December that she would be retiring in June of 2023 and that accordingly the Trustee Board started the process of recruiting a new Chief Officer early in the new financial year.

A handwritten signature in black ink, appearing to read 'Chris Jackson', written on a light blue background.

Chris Jackson

Chair

Date: 31/10/23

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Independent Examiner

Geoff Boswell was appointed as the charitable company's independent examiner for accounts year ending 31st March 2023

The Trustees have taken advantage of the exemption conferred by section 477 of the Companies Act 2006 not to have these financial statements audited and confirm that no notice has been deposited to request an audit in accordance with the Companies Act 2006. The Trustees acknowledge their responsibilities for ensuring that:

The company keeps accounting records which comply with the Companies Act 2006:
The financial statements give a true and fair view of the state of the affairs of the company as at 31 March 2020 and of its profit or loss for the year then ended in accordance with the requirements which otherwise comply with the requirements of the small companies regime, so far as applicable to the company.

The financial statements have been prepared in accordance with the Companies Act relating to small companies, and charities commission standards of reporting practice (SORP)

Approved by the Board of Directors on and signed on its behalf by:

Paul Hodgson

P A Hodgson

Treasurer

Dated: 31/10/23

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**EXAMINERS' REPORT TO THE DIRECTORS ON THE UNAUDITED ACCOUNTS
FOR THE YEAR ENDED 31 MARCH 2023**

My examination was carried out in accordance with the general directions given by the Charity Commission. An examination includes a review of the accounting records kept by the company and a comparison of the financial statements presented with those records. It also includes consideration of any unusual items or disclosures in the financial statements, and seeking explanations from you as Trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently no opinion is given as to whether the financial statements present a 'true and fair view' and the report is limited to those matters set out in the statement below.

In connection with my examination, no matter has come to my attention:

(1) Which gives me reasonable cause to believe that in any material respect the requirements:

- to keep accounting records in accordance with section 386 of the Companies Act 2006; and
- to prepare financial statements which accord with the accounting records and comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods and principles of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or

(2) To which, in my opinion, attention should be drawn in order to enable a proper understanding of the financial statements to be reached.



Geoff Boswell
Independent Examiner
2 Tuckingmill Cottages
Canworthy Water
Launceston
PL15 8UW

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STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2023

Report of the Directors for the year ending 31 March 2023

INCOME AND EXPENDITURE			Unrestricted Funds	Restricted Funds	2023 Total	2022 Total
	Notes					
<u>INCOMING RESOURCES</u>						
Grants Received	2				293,471	260,980
Interest Received	3			-	309	52
Contract Income	2		-	-	-	-
Donations				5,355	5,355	5,441
Other Income	2		-	-	500	-
Other charitable income	2		-	-	-	-
Total Incoming resources			-	5,355	299,635	266,473
<u>RESOURCES EXPENDED</u>						
Direct Charitable Expenditure	4					224,440
Management and administration	5					28,430
Total resources expended					302,367	252,870
Surplus/defecit for the year					- 2,732	13,603
Balance brought forward at 1 April 2022					192,398	
Retained Earnings 2023					0	
Balance carried forward at 31 March 2023					189,666	

Continuing Operations:

None of the charity's activities were acquired or discontinued during the above two financial years.

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The notes on pages 10 to 14 form part of these financial statements

BALANCE SHEET FOR THE YEAR ENDED 31st MARCH 2023

TOTAL FUNDS AND FIXED ASSETS	Notes	2023	2022
Tangible Fixed Assets	8	£71,250	£71,250
Debtors		£0	£0
Cash at Bank		£265,391	£153,695
TOTAL CURRENT ASSETS		£336,641	£224,945
Accrued re: MAPS		£11,864	£10,505
Accrued re: Henry Smith		£4,463	-£5,341
Accrued re: BEIS		£0	£0
Accrued Miscellaneous		£98,561	£14,928
Total Accruals		£114,888	£20,092
Other miscellaneous liabilities		£32,087	£12,455
CURRENT LIABILITIES		£146,975	£32,547
NET ASSETS		£189,666	£192,398
CHARITY FUNDS			
Restricted funds		£75,445	£75,445
Profit for the year		-£2,732	£13,603
Other charitable funds		£116,953	£103,350
TOTAL FUNDS		£189,666	£192,398

For the year ended 31 March 2023, the Trustees have taken advantage of the exemption conferred by section 477 of the Companies Act 2006 not to have these financial statements audited. No members have required the company to obtain an audit of its accounts for the year in question in accordance with section 476. The directors acknowledge their responsibility for:

- i) Ensuring the company keeps accounting records which comply with the Companies Act 2006
- ii) Preparing accounts which give a true and fair view of the state of affairs of the company as at the end of its profit and loss financial year, and which otherwise comply with the small companies regime requirements of the Companies Act relating to accounts so far as applicable to the company.

Approved by the Board of Directors on 31/10/23 and signed on its behalf by:

P A Hodgson

Paul Hodgson

Treasurer

Dated: 31/10/23

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023
STATEMENT OF ACCOUNTING POLICIES

1.1 Basis of preparation of financial statements

The financial statements have been prepared under the historical cost convention, with the exception of investments which are included at market value, and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008). The financial statements have been prepared in accordance with the Statement of Recommended Practice (SORP), 'Accounting and Reporting by Charities' published in March 2005, applicable accounting standards and the Companies Act 2006, except as explained in note 11, trustee's remuneration has not been disclosed due to its confidential nature.

1.2 Company status

The company is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

1.3 Fund accounting

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

1.4 Incoming resources

All incoming resources are included in the Statement of financial activities when the company has entitlement to the funds, certainty of receipt and the amount can be measured with sufficient reliability.

Donated facilities are included at the value to the company where this can be quantified and a third party is bearing the cost. No amounts are included in the financial statements for services donated by volunteers.

Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

1.5 Resources expended

All expenditure is accounted for on an accruals basis and has been included under expense categories that aggregate all costs for allocation to activities. Where costs cannot be directly attributed to particular activities they have been allocated on a basis consistent with the use of the resources. Support costs are those costs incurred directly in support of expenditure on the objects of the company and include project management carried out at Headquarters. Governance costs are those incurred in connection with administration of the company and compliance with constitutional and statutory requirements.

1.6 Going concern

The company has cash resources and has no requirement for external funding. The trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. They continue to believe the going concern basis of accounting appropriate in preparing the financial statements.

1.7 Tangible fixed assets and depreciation

All assets costing more than £1,000 are capitalised.

Tangible fixed assets are stated at cost less depreciation. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives on the following bases:

Fixtures & fittings 20% straight line basis

Office equipment - 50% straight line basis

Land and buildings are not depreciated

1.8 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

At the end of March 2020, the company followed the correct procedure to re-auto enroll all employees to the pensions schemes and made the appropriate statutory declaration.

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2. Income

	2023			2022
Income source	Restricted	Unrestricted	Total	Total
Money Advice Service	69,500	-		70,274
Vestia	36,399	-		
Universal Credit Advice				59,935
General Advice Services		19,479		10,174
Henry Smith Charity	67,372			27,372
MacMillan	27,100			27,108
Worcester County Council (WAN)		5,984		9,366
Wyre Forest District Council		30,868		29,641
WFDC Homeless Prevention		27,500		11,267
Wyre Forest Community Housing	14,053			20,336
Kidderminster Town Council	-			-
Bewdley Town Council	-	1,380		1,000
Others	-	-	-	-
	214,424	85,211	299,635	266,473

2.1 Voluntary Income

	2023			2022
Income source	Restricted	Unrestricted	Total	Total
Donations and Fundraising		5,355	5,355	5,442

3. Investment Income

	2023			2022
Income source	Restricted	Unrestricted	Total	Total
Interest received		309	309	52

Total Received.

	2023			2022
Total Income	Restricted	Unrestricted	Total	Total
Total Income	214,424	85,211	299,635	266,473

4. Direct Charitable Expenditure

	2023			2022
	Unrestricted	Restricted	Total	Total
Employment costs	38,981	220,786	259,767	222,765
Training and Travel Costs	255	3,633	3,888	1,675
Total	39,236	224,419	263,655	224,440

5. Management and Administration

	2023	2022
	Total	Total
Property Costs	18,034	5,351
Office Costs	16,049	17,842
Professional Fees	335	1,135
Audit Fees	72	198
Membership and Subscriptions	-	-
Governance Costs	3,964	4,048
Bank Charges	72	818
Publicity	-	-
Misc Expenses	186	962
Total	38,712	28,430
Total Costs	302,367	252,870

6. Information on Employees and Trustees

	2023	2022
	Total	Total
Total Salaries and Pensions	259,767	222,765

The average number of fulltime and part time staff in the period was:

	2023	2022
Full time staff	5	5
Part time staff	12	12
Total Staff	17	17

7. Taxation

There are no taxation liabilities arising during 2022 or 2021

8. Fixed Assets	2023	2022
Tangible Assets:		
I.T. Equipment	-	-
Depreciation	-	-
Land and Buildings	71,250	71,250
Fixtures and Fittings	-	-
Depreciation	-	-
Total	71,250	71,250

9. Debtors	2023	2022
Accruals and Pre-payments	146,975	32,547
Total	146,975	32,547

10. Creditors, ammounts falling due within one year.

	2023	2022
Accruals and deferred income	114,888	20,042
Accruals - creditors	-	-
Other liabilities.	30,704	11,410
Pensions	1,383	1,095
Total	146,975	32,547

11. Balances	2023
Balance 1 April 2022	192,398
Incoming	
Outgoing	
Balance 31 March 2023	189,666

Fund balances are represented as follows:

	2023	2022
Unrestricted funds	79,220	103,350
Restricted funds	110,446	89,048
Net current assets	189,666	192,398