

Wiltshire Citizens Advice
Company Limited by Guarantee
Financial Statements
31 March 2024

Wiltshire Citizens Advice
Company Limited by Guarantee
Financial Statements
Year ended 31 March 2024

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Wiltshire Citizens Advice

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2024

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2024.

Chair's report

The Citizens Advice organisation celebrates its 85th anniversary this year, having become a nationally recognised brand of unbiased information and advice across a broad spectrum of issues. With offices and local contact points across the country we continue to provide a free service that has helped millions of people across recent years.

Assistance is provided by many thousands of employees and volunteers within local Citizens Advice (LCAs) operations, offering similar to our own organisation in Wiltshire. It is the selfless involvement of volunteers who train with us and give their valuable services that allow us and other LCAs to help our clients who look to us for help.

At the end of the previous millennium there were around 400 independent local Citizens Advice charities in England and Wales, but due to resource, operational and financial issues there have been many mergers and reorganisations that have reduced this to 252 at the end of this financial year. WCA is within the ten largest LCAs, and has been seen as a leader in terms of operational effectiveness and efficiencies, initiatives and compliance.

Within Wiltshire, over the last year, we have experienced a challenging period for our organisation, with a 5% increase in overall funding and a smaller increase of .5% in expenditure but with reduced reserves due to the previous year's deficit of £104,600. Consequently, this gave us limitations that clearly, we had to manage from day one.

We had 52 paid employees vs 60 the previous year, but with an increased level of hours paid due to a FTE (full time equivalent) of 48 people vs 45 the previous year. We provided assistance to 12,186 people with 37,456 issues during the year, which was approximately 15% lower than the previous year. Whilst we were able to help less people than the year before, we handled more issues per person. Clearly our specialist resource level was a factor that impacted on this, but several client cases involved more complex issues and situations, particularly issues of debt and other problems due to severe 'cost of living' rises, increases in fuel and general taxation and double-digit inflation.

The three main areas that we assisted clients within Wiltshire were benefits, such as PIP and Universal credit, Housing and homelessness and managing money, including budgeting, debt and food guidance. Additionally, we have been working with 6 foodbanks across the county, along with providing drop-in sessions at Doorway, Chippenham that supports homeless people.

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Year ended 31 March 2024

It has been apparent that the level of personal debt and negative equity has grown over the last 12-18 months due to continual monthly increases in interest rates, led by the Bank of England, often leading to unmanageable rent and mortgage increases, further loaded down with alarming increases in energy and food prices, and generally high inflation.

At the time of writing this annual report, inflation is down to around 2.0%, the energy cap has been reduced by 7% and previously forecast increases to interest and mortgage rates are now showing a reverse trend. However, there are still many people within our region who have no savings or reserves, or are managing debt and are living from payday to payday. Also there has been a change in UK government to Labour, with a large majority that should, according to their manifesto, look to help more people with 'cost of living problems', homelessness and NHS backlog issues.

As in previous years, we will highlight main issues to the media, along with meaningful issues and priorities to respective government ministers and other senior politicians. Our CEO Suzanne Wigmore has appeared on a number of local and national radio and TV channels, along with other members of our senior management team, to inform and raise awareness of many pressing issues.

We will continue to work within our office network in Trowbridge, Devizes, Chippenham, where we have recently opened a new town centre office and Salisbury, where we are moving into a shared office with the Trussell Trust charity. Additionally we will consider the benefits of opening an office in Melksham, which is a fast growing town within our county.

Our strength lies within our team of WCA associates; both employees and volunteers, who work tirelessly with expertise and empathy, and I thank these members of the team for their enthusiasm and commitment to the WCA.

Particularly, I thank our senior management team (SMT) for the excellent job that they do, with great leadership from our CEO Suzanne Wigmore.

We will continue with a team of 8 trustees into the new financial year, with members who have considerable experience in various management skills which provides both a sound and proactive level of assistance to the SMT team and governance to the business overall.

We are forecasting a financial surplus for the new financial year and also aiming at realistic opportunities to further increase our revenues and reserves for the future.

Wiltshire Citizens Advice

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Reference and administrative details

Registered charity name Wiltshire Citizens Advice

Charity registration number 1062219

Company registration number 03204218

Principal office and registered office Trinity House
Bryer Ash Business Park
Trowbridge
BA14 8HE

The trustees

B Driscoll, Chair
D Szanto
E Dark
F Lawley
J Fisher (Resigned 19 October 2023)
P Jamieson, Treasurer
Rev Dr P Richter (Appointed 19 October 2023)
S Brett (Appointed 9 November 2023)
K Haasjes (Appointed 19 October 2023)

Auditor TTCA Ltd
Chartered accountants & statutory auditor
269 Farnborough Road
Farnborough
Hampshire
GU14 7LY

Wiltshire Citizens Advice

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Structure, governance and management

WCA is a charitable company limited by guarantee, incorporated on 28th May 1996 and registered as a charity on 6th May 1997. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

Wiltshire Citizens Advice is a member of Citizens Advice, the national umbrella charity.

For debit and credit services we are authorised and regulated by the Financial Conduct Authority FRN:617798

The governing body is our Board of Trustees, which meets quarterly and currently has 8 members (maximum 15). Trustees are also the directors of the company who are responsible for the strategic direction and governance of the charity, they agree the business plan, monitor progress toward achievement of organisational goals, review operational goals, review operational performance and oversee the management of organisational risk. Meetings must be quorate with the minimum of 5 Trustee or 50%, whichever is higher, and each meeting is formally minuted.

The Board is elected from its membership by its Members either at its AGM, or where a vacancy exists, at any time between AGMs. The trustees have power to co-opt not exceeding one third of the total number of trustees.

The Trustee Board has 2 Committees operating under specific delegated authority through approved Terms of Reference.

- Finance and Business Development
- People and Engagement

The CEO is responsible for strategic and operational management and is authorised to use resources through the Senior Management Team, towards the achievements of ECA business objectives.

The Senior Management Team of the organisation comprises of:

- CEO- through whom the Board exercises its Governance
- Head of Advice Services
- Head of Operations

Regular business meetings are held where performance is monitored, strategically, operationally and financially, and potential improvements discussed, and actions agreed. A scheme of delegation exists which clearly outlines the delegated authorities of senior staff. Through the activities of skilled and committed staff and volunteers, managers and Team Leaders also discharge their responsibilities.

The Trustee Board carries out an annual skills audit to ensure there is appropriate expertise within its members. If a gap exists a rigorous recruitment and selection process takes place. Prospective Trustees are provided with a briefing about the organisation and the duties in law of a Charity Trustee. They are then interviewed by a panel comprising the Chair and at least one other Trustee with the Chief Executive in attendance and due diligence checks are completed. Following a satisfactory interview and due diligence process, candidate Trustee are invited to join at least one Board meeting as an observer, before a recommendation is made to the full Board that the prospective Trustee be appointed as a full member.

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

New trustees undergo a briefing session on the working of the organisation, and they have induction training. They are given information on the obligations of being a trustee, including employer responsibilities. They are provided with the Business and Strategic Plans, most recent minutes of Trustee Board meetings, budgets and financial reports. They are offered access to online training on financial management, employer responsibility and trusteeship run by Citizens Advice.

In addition to training for new trustees, existing trustees spend time within the organisation alongside volunteers and employees, to maintain awareness of the wider social and policy context in which WCA provides support for its clients.

There is a trustee annual review (similar to an appraisal) system in place. All trustees were able to discuss and review their input and performance with the chair and to talk through involvements for the coming year.

Objectives and activities

Our Purpose

- To provide free, confidential and independent advice to help people overcome their problems.
- To improve the policies and practices that affect people's lives by becoming a voice for our clients and consumers on the issues that matter to them.
- 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 of Wiltshire and the district of Swindon and surrounding areas.

The Charity's Vision

People of Wiltshire can successfully deal with life's problems.

The Charity's Values

- Fair: Listening to our clients and our staff, respecting each other, valuing diversity, acting fairly and working towards a common goal.
- Responsible: Independent, impartial, honest, non-judgemental and free.
- Professional: Experts in our field, with well trained staff, supportive of each other, empowering our clients and staff and acting consistently.

Objectives and Activities

- To provide free, confidential and independent advice to help people overcome their problems.- To improve the policies and practices that affect people's lives by becoming a voice for our clients and consumers on the issues that matter to them. - 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 of Wiltshire and the district of Swindon and surrounding areas.

Wiltshire Citizens Advice

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Achievements and performance

- Maintained a consistent service of availability to Wiltshire people across the last twelve months despite ongoing delivery pressure and uncertainty around commissioning.
- Maintained all planned main board and sub-committee meetings with timely reporting and decisions being taken, within the operational protocols.
- All main decisions and reviews by the CEO/SMT with involvement and overview from the WCA trustees
- Staff and SMT appraisals and reviews undertaken as necessary, and People Management Survey results continue to be mostly very positive.
- Budget and expenditure managed with a £44,405k deficit (Income minus expenditure) the reduced income being partly mitigated with a reduction in expenditure and liabilities.
- Close liaison with central Citizens Advice to ensure a consistent approach and action for consistency and commonality of services offered and standards maintained.
- Secured new projects for 2023/24. These included - two grants from the National Lottery, including to support those aged under 25 and with lower level mental health issues, additional funds from Wessex Water to provide debt advice, and money from the Household Support Fund to provide direct support to clients on low incomes.
- Liaison with other local Citizens Advice operations so as to build and maintain working and operational relationships and to offer assistance where possible. Support to two smaller LCAs in the South West with IT, supervision and case checking.

Wiltshire Citizens Advice

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Financial review

The Charity started the year facing a challenging period for the organisation, with a 5% increase in overall funding and with a smaller increase in expenditure, but reduced reserves due to the deficit of £104,600 in the previous year. The Charity maintained its services as the demand for its services remained high.

Income for 2023/24 was £1,480,556 (£1,412,707 in 2022/23), Expenditure was £1,524,601 (£1,517,397 for 2022/23), leaving an overall deficit for the year of £44,045 (2022/23 deficit of £104,690). A detailed analysis of income and expenditure is shown in the Statement of Financial Activities and notes thereto.

The Charity was able to assist 12,186 people in the year. This is despite a reduction in our core funding from Wiltshire Council. We look forward to going through the process of commissioning with Wiltshire Council in the coming year. Many more people accessed self-help information through our website.

Staff costs form the vast majority of the costs of our charitable activities. Salaries, including employers' national insurance and pension contributions, were £1,244,812 (£1,296,542 in 2022/23). Staff costs form 82% of the Organisation's charitable spend.

Further analysis of charitable income and expenditure are given in the Statement of Financial Activities and notes thereto.

WCA is committed to maintaining funds in instant access accounts to meet all the day to day needs for working capital. Any funds beyond this, and not required for development of the business in the short term, are invested in low risk deposit accounts, reviewed, and recommended by the Finance and Business Development Committee, and approved by the Board.

Trustees' responsibilities statement

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

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, 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 applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

Wiltshire Citizens Advice

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Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

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

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 19 September 2024 and signed on behalf of the board of trustees by:



B Driscoll, Chair
Trustee

Wiltshire Citizens Advice

Company Limited by Guarantee

Independent Auditor's Report to the Members of Wiltshire Citizens Advice

Year ended 31 March 2024

Opinion

We have audited the financial statements of Wiltshire Citizens Advice (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, 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 FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2024 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;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

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

Wiltshire Citizens Advice

Company Limited by Guarantee

Independent Auditor's Report to the Members of Wiltshire Citizens Advice *(continued)*

Year ended 31 March 2024

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

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

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the directors' report and from the requirement to prepare a strategic report.

Wiltshire Citizens Advice

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Independent Auditor's Report to the Members of Wiltshire Citizens Advice

(continued)

Year ended 31 March 2024

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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.

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

Wiltshire Citizens Advice

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Independent Auditor's Report to the Members of Wiltshire Citizens Advice *(continued)*

Year ended 31 March 2024

Auditor's responsibilities for the audit of the financial statements

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

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

We identified areas of laws and regulations that could reasonably be expected to have a material effect on the financial statements from our general commercial and sector experience and through discussion with the directors and other management (as required by auditing standards), the policies and procedures regarding compliance with laws and regulations. We communicated identified laws and regulations throughout our team and remained alert to any indications of non-compliance throughout the audit.

The potential effect of these laws and regulations on the financial statements varies considerably.

Firstly the company is subject to laws and regulations that directly affect the financial statements including financial reporting legislation (including related companies legislation), distributable profits legislation and taxation legislation and we assessed the extent of compliance with these laws and regulations as part of our procedures on the related financial statement items.

Secondly, the company is subject to many other laws and regulations where the consequences of non-compliance could have a material effect on amounts or disclosures in the financial statement, for instance through the imposition of fines or litigation. We indemnified areas as those most likely to have such an effect: anti bribery and certain aspects of company legislation. Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the directors and other management and inspection of regulatory and legal correspondence, if any.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatement in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit there remains a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Wiltshire Citizens Advice

Company Limited by Guarantee

Independent Auditor's Report to the Members of Wiltshire Citizens Advice

(continued)

Year ended 31 March 2024

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 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 charity'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 charity 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.

Wiltshire Citizens Advice

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Independent Auditor's Report to the Members of Wiltshire Citizens Advice (continued)

Year ended 31 March 2024

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.

Use of our report

This report is made solely to the charity'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 charity'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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.



Thomas McManners ACA BSci (Senior Statutory Auditor)

For and on behalf of
TTCA Ltd
Chartered accountants & statutory auditor
269 Farnborough Road
Farnborough
Hampshire
GU14 7LY

19 September 2024

Wiltshire Citizens Advice

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2024

			2024		2023
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	29,615	–	29,615	51,534
Charitable activities	6	475,213	899,887	1,375,100	1,312,183
Other trading activities	7	61,596	2,055	63,651	43,599
Investment income	8	12,190	–	12,190	5,391
Total income		<u>578,614</u>	<u>901,942</u>	<u>1,480,556</u>	<u>1,412,707</u>
Expenditure					
Expenditure on charitable activities	9,10	<u>603,968</u>	<u>920,632</u>	<u>1,524,601</u>	<u>1,517,397</u>
Total expenditure		<u>603,968</u>	<u>920,632</u>	<u>1,524,601</u>	<u>1,517,397</u>
Net expenditure and net movement in funds		<u>(25,354)</u>	<u>(18,690)</u>	<u>(44,045)</u>	<u>(104,690)</u>
Reconciliation of funds					
Total funds brought forward		<u>462,156</u>	<u>31,838</u>	<u>493,994</u>	<u>598,684</u>
Total funds carried forward		<u>436,802</u>	<u>13,148</u>	<u>449,950</u>	<u>493,994</u>

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

The notes on pages 18 to 29 form part of these financial statements.

Wiltshire Citizens Advice
Company Limited by Guarantee
Statement of Financial Position
31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible fixed assets	15	161,562	164,973
Current assets			
Debtors	16	102,185	95,321
Cash at bank and in hand		395,537	532,915
		497,722	628,236
Creditors: amounts falling due within one year	17	125,303	211,258
Net current assets		372,419	416,978
Total assets less current liabilities		533,981	581,951
Creditors: amounts falling due after more than one year	18	59,032	62,956
Provisions	20	25,000	25,000
Net assets		449,949	493,995
Funds of the charity			
Restricted funds		37,690	31,838
Unrestricted funds		412,260	462,157
Total charity funds	21	449,950	493,995

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

These financial statements were approved by the board of trustees and authorised for issue on 19 September 2024, and are signed on behalf of the board by:



B Driscoll, Chair
Trustee

The notes on pages 18 to 29 form part of these financial statements.

Wiltshire Citizens Advice
Company Limited by Guarantee
Statement of Cash Flows
Year ended 31 March 2024

	2024	2023
	£	£
Cash flows from operating activities		
Net expenditure	(44,045)	(104,690)
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	7,532	(34,155)
Other interest receivable and similar income	(12,190)	(5,391)
<i>Changes in:</i>		
Trade and other debtors	(6,864)	15,698
Trade and other creditors	(85,957)	13,345
Cash generated from operations	(141,524)	(115,193)
Interest received	12,190	5,391
Net cash used in operating activities	<u>(129,334)</u>	<u>(109,802)</u>
Cash flows from investing activities		
Purchase of tangible assets	(4,121)	(630)
Net cash used in investing activities	<u>(4,121)</u>	<u>(630)</u>
Cash flows from financing activities		
Repayments of borrowings	(3,923)	(4,478)
Net cash used in financing activities	<u>(3,923)</u>	<u>(4,478)</u>
Net decrease in cash and cash equivalents	(137,378)	(114,910)
Cash and cash equivalents at beginning of year	<u>532,915</u>	<u>647,825</u>
Cash and cash equivalents at end of year	<u><u>395,537</u></u>	<u><u>532,915</u></u>

The notes on pages 18 to 29 form part of these financial statements.

Wiltshire Citizens Advice

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2024

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Trinity House, Bryer Ash Business Park, Trowbridge, BA14 8HE, SN15 1EE.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

After reviewing the organisations budgets and business plan and taking account of the current economic climate along with its reserves position, the Trustees have a reasonable expectation that the organisation has adequate resources to continue in operational existence for the foreseeable future. For this reason they continue to adopt the going concern basis in preparing the financial statements.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Accounting estimates and assumptions are made concerning the future and, by their nature, will rarely equal the related actual outcome. The key assumptions and other sources of estimation uncertainty that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year have been considered by the trustees.

Wiltshire Citizens Advice

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Wiltshire Citizens Advice

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Freehold property	- 2% straight line
Plant and machinery	- 25% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Wiltshire Citizens Advice

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Impairment of fixed assets *(continued)*

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Provisions

Provisions are recognised when the entity has an obligation at the reporting date as a result of a past event, it is probable that the entity will be required to transfer economic benefits in settlement and the amount of the obligation can be estimated reliably. Provisions are recognised as a liability in the statement of financial position and the amount of the provision as an expense.

Provisions are initially measured at the best estimate of the amount required to settle the obligation at the reporting date and subsequently reviewed at each reporting date and adjusted to reflect the current best estimate of the amount that would be required to settle the obligation. Any adjustments to the amounts previously recognised are recognised in income or expenditure unless the provision was originally recognised as part of the cost of an asset. When a provision is measured at the present value of the amount expected to be required to settle the obligation, the unwinding of the discount is recognised as a finance cost in the statement of financial activities in the period it arises, and is allocated to the appropriate expenditure heading.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Wiltshire Citizens Advice

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Financial instruments *(continued)*

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

4. Limited by guarantee

The charity is under the control of its legal members.

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Donations				
Donations and grants	9,384	9,384	27,612	27,612
Small parish and council giving	20,231	20,231	7,545	7,545
Donations in kind	—	—	16,377	16,377
	<u>29,615</u>	<u>29,615</u>	<u>51,534</u>	<u>51,534</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Grants- core service delivery	475,213	—	475,213
Grants and contracts- restricted projects	—	899,887	899,887
	<u>475,213</u>	<u>899,887</u>	<u>1,375,100</u>

Wiltshire Citizens Advice

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

6. Charitable activities *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Grants- core service delivery	522,759	—	522,759
Grants and contracts- restricted projects	—	789,424	789,424
	<u>522,759</u>	<u>789,424</u>	<u>1,312,183</u>

7. Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Other trading income	<u>61,596</u>	<u>2,055</u>	<u>63,651</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Other trading income	<u>42,824</u>	<u>775</u>	<u>43,599</u>

8. Investment income

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Bank interest receivable	<u>12,190</u>	<u>12,190</u>	<u>5,391</u>	<u>5,391</u>

9. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Core service delivery	394,643	—	394,643
Restricted projects	—	707,859	707,859
Support costs	209,325	212,773	422,099
	<u>603,968</u>	<u>920,632</u>	<u>1,524,601</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Core service delivery	477,243	—	477,243
Restricted projects	—	688,434	688,434
Support costs	189,769	161,951	351,720
	<u>667,012</u>	<u>850,385</u>	<u>1,517,397</u>

All grants made within the year were to individuals, through voucher schemes.

Wiltshire Citizens Advice

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

10. Expenditure on charitable activities by activity type

	Activities undertaken directly	Support costs	Total funds 2024	Total fund 2023
	£	£	£	£
Core service delivery	394,643	209,837	604,480	662,003
Restricted projects	707,859	202,689	910,548	846,514
Governance costs	—	9,573	9,573	8,880
	<u>1,102,502</u>	<u>422,099</u>	<u>1,524,601</u>	<u>1,517,397</u>

11. Analysis of support costs

	Support costs	Total 2024	Total 2023
	£	£	£
Staff costs	237,750	237,750	176,504
Premises	106,900	106,900	99,058
General office	67,876	67,876	67,274
Governance costs	9,572	9,572	8,881
Other costs	—	—	3
	<u>422,098</u>	<u>422,098</u>	<u>351,720</u>

12. Net expenditure

Net expenditure is stated after charging/(crediting):

	2024	2023
	£	£
Depreciation of tangible fixed assets	<u>7,532</u>	<u>(34,155)</u>

13. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2024	2023
	£	£
Wages and salaries	1,244,812	1,296,542
Other employee benefits	10,639	7,855
	<u>1,255,451</u>	<u>1,304,397</u>

Wiltshire Citizens Advice

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

13. Staff costs *(continued)*

The average head count of employees during the year was 52 (2023: 60). The average number of full-time equivalent employees during the year is analysed as follows:

	2024 No.	2023 No.
Management	3	3
Administration	7	6
Other	42	51
	<u>52</u>	<u>60</u>

No employee received employee benefits of more than £60,000 during the year (2023: Nil).

Key Management Personnel

The key management personnel of the charity comprise of the Trustees, CEO, Head of Service Delivery and Head of Operations.

14. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees

15. Tangible fixed assets

	Freehold property £	Plant and machinery £	Total £
Cost			
At 1 April 2023	190,610	78,280	268,890
Additions	–	4,121	4,121
Disposals	–	(33,917)	(33,917)
At 31 March 2024	<u>190,610</u>	<u>48,484</u>	<u>239,094</u>
Depreciation			
At 1 April 2023	32,192	71,725	103,917
Charge for the year	2,541	4,991	7,532
Disposals	–	(33,917)	(33,917)
At 31 March 2024	<u>34,733</u>	<u>42,799</u>	<u>77,532</u>
Carrying amount			
At 31 March 2024	<u>155,877</u>	<u>5,685</u>	<u>161,562</u>
At 31 March 2023	<u>158,418</u>	<u>6,555</u>	<u>164,973</u>

Wiltshire Citizens Advice
Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

16. Debtors

	2024	2023
	£	£
Trade debtors	41,612	30,341
Prepayments and accrued income	60,573	55,269
Other debtors	–	9,711
	<u>102,185</u>	<u>95,321</u>

17. Creditors: amounts falling due within one year

	2024	2023
	£	£
Bank loans and overdrafts	4,745	4,745
Trade creditors	5,266	20,791
Accruals and deferred income	77,424	117,432
Social security and other taxes	20,749	21,410
Other creditors	17,119	46,880
	<u>125,303</u>	<u>211,258</u>

18. Creditors: amounts falling due after more than one year

	2024	2023
	£	£
Bank loans and overdrafts	<u>59,032</u>	<u>62,956</u>

19. Deferred income

	2024	2023
	£	£
At 1 April 2023	86,048	144,253
Amount released to income	(86,048)	(144,253)
Amount deferred in year	<u>37,822</u>	<u>86,048</u>
At 31 March 2024	<u>37,822</u>	<u>86,048</u>

20. Provisions

	Dilapidations
	£
At 1 April 2023 and 31 March 2024	<u>25,000</u>

Wiltshire Citizens Advice

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

21. Analysis of charitable funds

Unrestricted funds

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
General funds	<u>462,156</u>	<u>578,614</u>	<u>(603,968)</u>	<u>(24,542)</u>	<u>412,260</u>

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
General funds	<u>532,445</u>	<u>622,508</u>	<u>(667,012)</u>	<u>(25,784)</u>	<u>462,157</u>

Restricted funds

	At 1 April 2023	Income	Expenditure	Transfers	At 31 March 2024
	£	£	£	£	£
Pension Wise	–	253,027	(253,027)	–	–
Green Square	–	–	–	–	–
Building Bridges	–	–	–	–	–
Wiltshire Money	9,845	20,055	(22,914)	–	6,986
Wiltshire Council Mental Health	–	–	–	–	–
Wiltshire Council-resettlement service support	–	40,335	(40,498)	163	–
JETS	–	–	–	–	–
Energy Redress Scheme Winter Hardship Fund	–	–	–	–	–
MacMillan Cancer Support	–	53,237	(59,679)	–	(6,442)
Wiltshire Council Carers	–	60,210	(70,407)	124	(10,073)
MS Society	–	6,000	(6,124)	–	(124)
Access to Justice	4,843	17,500	(22,374)	31	–
Carers	–	–	–	16,639	16,639
Malmesbury Food Bank	–	25,177	(25,288)	111	–
MAPS	–	76,756	(78,960)	2,204	–
Multiply	17,150	87,632	(96,495)	–	8,287

Wiltshire Citizens Advice

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

21. Analysis of charitable funds *(continued)*

Salisbury Food bank	—	44,773	(45,509)	736	—
Surviving winter	—	66,350	(51,653)	—	14,697
Wessex Water Debt					
Advice	—	36,253	(39,907)	3,654	—
National Lottery	—	55,125	(55,303)	178	—
HSF4	—	28,258	(21,055)	517	7,720
Devizes Foodbank	—	23,254	(23,363)	109	—
Doorway	—	8,000	(8,076)	76	—
	<u>31,838</u>	<u>901,942</u>	<u>(920,632)</u>	<u>24,542</u>	<u>37,690</u>

	At 1 April 2022 £	Income £	Expenditure £	Transfers £	At 31 March 2023 £
Pension Wise	—	268,790	(268,790)	—	—
Green Square	—	47,500	(49,359)	1,859	—
Building Bridges	—	961	(1,228)	267	—
Wiltshire Money	12,758	21,525	(24,438)	—	9,845
Wiltshire Council Mental Health	2,856	42,000	(45,067)	211	—
Wiltshire Council- resettlement service support	—	33,000	(37,496)	4,496	—
JETS	17,014	94,000	(115,350)	4,336	—
Energy Redress Scheme Winter Hardship Fund	32,086	(31,254)	(832)	—	—
MacMillan Cancer Support	—	53,238	(56,531)	3,293	—
Wiltshire Council Carers	1,525	60,210	(63,925)	2,190	—
MS Society	—	5,250	(5,342)	92	—
Access to Justice Carers	—	35,000	(30,157)	—	4,843
Malmesbury Food Bank	—	5,050	(5,343)	293	—
MAPS	—	86,783	(94,574)	7,791	—
Multiply	—	22,658	(5,508)	—	17,150
Salisbury Food bank	—	13,816	(14,472)	656	—
Surviving winter	—	31,672	(31,973)	301	—
Wessex Water Debt					
Advice	—	—	—	—	—
National Lottery	—	—	—	—	—
HSF4	—	—	—	—	—
Devizes Foodbank	—	—	—	—	—
Doorway	—	—	—	—	—
	<u>66,239</u>	<u>790,199</u>	<u>(850,385)</u>	<u>25,785</u>	<u>31,838</u>

Wiltshire Citizens Advice

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

22. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Tangible fixed assets	161,562	–	161,562
Current assets	422,105	75,617	497,722
Creditors less than 1 year	(87,376)	(37,927)	(125,303)
Creditors greater than 1 year	(59,032)	–	(59,032)
Provisions	(25,000)	–	(25,000)
Net assets	412,259	37,690	449,949

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Tangible fixed assets	164,973	–	164,973
Current assets	566,603	61,633	628,236
Creditors less than 1 year	(181,463)	(29,795)	(211,258)
Creditors greater than 1 year	(62,956)	–	(62,956)
Provisions	(25,000)	–	(25,000)
Net assets	462,157	31,838	493,995

23. Analysis of changes in net debt

	At 1 Apr 2023 £	Cash flows £	At 31 Mar 2024 £
Cash at bank and in hand	532,915	(137,378)	395,537
Debt due within one year	(4,745)	–	(4,745)
Debt due after one year	(62,956)	3,924	(59,032)
	465,214	(133,454)	331,760