



**TELFORD AND THE WREKIN
CITIZENS ADVICE BUREAUX**

[Trading as Citizens Advice Telford & The Wrekin]

(a company limited by guarantee)

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

**REPORT AND FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2021**

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

LEGAL & ADMINISTRATIVE INFORMATION

For the year ended 31 March 2021

Charity number: 1077566

Company number: 03844929

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

Registered office: 40 Tan Bank
Wellington
Telford
TF1 1HW

***Length of
service***

Trustees/Directors:	David Shelmerdine (Chair)	3 years
	Paul Clifford (Treasurer)	3 years
	Cllr Andrew Burford	5 years
	Sam Chilvers	1 year
	Cllr Raj Mehta	1 year
	Julie Twynholme	1 year
	June Slaven	(resigned March 2021)
	Terry Yarnell (Vice Chair)	(resigned February 2021)

Key Personnel:	Caro Hart	- Chief Executive Officer	(left October 2020)
	Nigel Jackson	- Operations Manager/Joint Interim CEO	
	Valerie Graham	- Development Manager/Joint Interim CEO	

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

Bankers: Unity Trust Bank
9 Brindley Place
Birmingham
B1 2HB

Solicitors: MFG Solicitors
Padmore House
Hall Court
Hall Park Way
Telford
TF3 4LX

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

CONTENTS

For the year ended 31 March 2021

1. Objectives and activities	4	
1.1 Charitable objects		4
1.2 Strategic priorities		5
1.3 Staff and volunteers		5
1.4 Provision of services		6
2. Achievements and performance	7	
2.1 Working with client		7
2.2 Staffing		7
2.3 Quality monitoring		8
3. Financial review	8	
3.1 Financial position		8
3.2 Principal funding sources		9
3.3 Reserves policy		9
3.4 Investment policy		10
3.5 Risk management		10
4. Plans for future periods	10	
4.1 Strategic priorities		10
4.2 COVID-19 & Going Concern		10
5. Information on fundraising practices	11	
5.1 Fundraising code of practice		11
6. Structure, governance and management	11	
6.1 Governing document		11
6.2 Organisational structure		11
6.3 Recruitment and appointment of trustees.....		12
6.4 Trustee induction and training		12
6.5 Pay and remuneration of senior staff		12
6.6 Related parties		12
7. Statement of Trustees' responsibilities	13	
8. Independent Examiner's report	14	
Statement of financial activities	15	
Balance sheet	16	
Cash flow statement	18	
Notes to the accounts	19	
Detailed income and expenditure accounts (management information only)	34	

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

The Trustees (who are also directors of the charity for the purposes of the Companies Act) are pleased to present their annual report and audited financial statements for the year ending 31 March 2021. The financial statements comply with requirements of the Statement of Recommended Practice 2015, the Companies Act 2006 and Financial Reporting Standards.

1. OBJECTIVES AND ACTIVITIES

1.1 Charitable Objects

The objectives of the company are:

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

The activities of the Charity are:

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

Telford and Wrekin Citizens Advice Bureaux aims:

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

And equally:

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

The Trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake. The Trustees consider the objectives and activities of the charity are of a public benefit.

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

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

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

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

1.2 Strategic priorities

For 2020-21 we had eight strategic priorities, due to covid these weren't updated from previous year but will be revisited early in 2021/22 to take account of covid impacts:

- ✚ **Ensure that people get the help they need;** we will offer a range of channels for people to contact us and by 2022 we will have increased the number of people we serve by 25%
- ✚ **Increase outreach services, especially for disadvantaged communities;** by 2022 we will be serving all of the most disadvantaged communities, especially in South Telford, with drop-in and appointment services. All our projects will offer services in the community.
- ✚ **Improve volunteering offer and numbers;** by 2022 we will have increased the number of people actively volunteering with us by 100% and they will be undertaking a wider range of roles.
- ✚ **Improve our visibility;** by 2022 we want to ensure that more people know what services we offer, that we are seeking volunteers and about our outreaches.
- ✚ **Build stronger partnerships;** by 2022 we will be actively working in funded partnerships with twice the number of local Voluntary, Community and Social Enterprise sector (VCSE) organisations
- ✚ **Ensure that we prioritise equalities and value diversity;** we will ensure accessibility remains a top priority, look at our volunteer offering and ensure our Trustee, staff and volunteer make-up reflects the local community
- ✚ **Improve the quality of our monitoring and evaluation;** from 2019 we will ensure that every contact is counted and that we can see the clients' journeys through the services we offer.
- ✚ **Have sustainable income for the next few years;** by 2022 we will have generated additional income to the value of our corporate grant each year. By 2022 we will have secured income which pays for our core services and key outreaches until at least 2025.

1.3 Staff and volunteers

CAT&W are working to achieve their aims through the use of both volunteer and paid staff, and through obtaining funding from a wide range of different sources. During the year a total of 75 volunteers were available, of which 23 contributed around 2,092 hours with an estimated value of almost £100,000 (using TOMs standard proxy measure). Due to the adjusted working practices for Covid-19 the use of volunteers was hampered, once restrictions have been lifted there will be a focus on the return of volunteers to continue their work in roles including Trustees, advisers, hub receptionists, telephonists, form-fillers, administrators and much more.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

1.3 Staff and volunteers (cont.)

During the year CAT&W had around 26 members of part- and full-time staff working on the generalist services, outreaches and projects and in support of these. As at 31st March 2021 we had just over 22 FTE staff as follows:

- New CEO appointed Feb 2021 with start date of June 2021
- Senior Management Team 2 full time (FTE) posts
- Co-ordinators Team (training, projects, quality of advice and customer services) 3 FTE posts.
- Infrastructure posts (HR, finance, ICT and including Business Administrator) 2.5 FTE posts
- Advice Session Supervisors Team 0.6 FTE posts
- Outreach sessions 2.4 FTE posts
- Projects 11 posts FTE (Helping Hands 4 FTE, Money Advice 4 FTE, Help to Claim 3 FTE, Strengthening Families 0.3 FTE, Domestic and Emotional Abuse Project 0.3 FTE) including one full-time apprentice
- We also have one part-time cleaner

1.4 Provision of services

The following services and projects were provided during the year, open-door, project and outreach services were delivered by telephone and email due to the government guidelines during the coronavirus world pandemic. Face-to-face appointments were maintained for vulnerable clients.

- General advice for residents of Telford & Wrekin through initial telephone assessment followed by a call-back with specific advice
- Help and advice for people with vulnerabilities in acute financial crisis through the Helping Hands Project which is delivered in partnership with Mind, STAY, Telford Crisis Support and evaluation consultants RHCS
- Debts advice and casework, especially for vulnerable people, through the Money Advice Service project
- Help to Claim, to help for people to make claims for Universal Credit and personal budgeting
- Energy advice for individuals and groups including help to find the best tariff and information on how to switch (October to March)
- General advice through outreaches in Newport, Madeley, Stirchley, Oakengates, Dawley, Woodside and Hadley and Leegomery
- Dedicated advice for families with children who have severe and multiple needs – working with Telford and Wrekin Council's Strengthening families Team
- The Armed Forces Covenant Project piloting information and signposting for people who are serving in the armed forces, who have served, and their families
- The Domestic and Emotional Abuse project raising awareness within the community of issues around domestic and emotional abuse
- Word 360 Interpreting Service was hosted to work with people from the deaf community
- We also had a rota of local solicitors doing free sessions on immigration, employment, family matters and housing

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX
TRUSTEES'/DIRECTORS' REPORT
For the year ended 31 March 2021

2. ACHIEVEMENTS AND PERFORMANCE

The Trustees believe that CAT&W is a service at the heart of the community in Telford and Wrekin, and one that has continued to help people throughout the covid pandemic by rapidly adapting work practices, so people were not disadvantaged by not being able to access advice when required. The future of the organisation is in stronger links within local neighbourhoods and with other voluntary sector partners. Much of our work in this year, therefore, was to raise greater awareness of what we do and how we help people so that we can attract more volunteers, help more clients appropriately and develop a sustainable funding base.

2.1 Working with clients

Between April 2020 and March 2021, we advised 4,182 clients with 18,172 issues. The biggest areas of work as usual were benefits; 4,484 issues dealt with, plus a further 3,750 issues just on Universal Credit and 2275 debts.

Compared to 2019-2020 the number of clients who were supported this year is reduced due to a changed methodology of data analysis/collection. The new methodology will be used going forward for comparison.

We achieved the following:

- Throughout the Pandemic, we adapted our services to ensure our clients were still able to contact us. We supported 73% of our clients via Telephone, 16% via email, 8% face to face and 3% via letter. Compared to the previous year 76% face to face, 15% telephone and 9% email.
- In addition to clients receiving advice 1,861 people were helped over the phone with general information and signposting.
- More than 1,996 people were helped by our projects with financial crises, claiming benefits and much more (this is not comparable to last year, as the nature and number of projects is different)

The income gained for local people was £3,754,234 mostly in benefit income.

2.2 Staffing

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

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

2.3 Quality monitoring

We have done well this year across most areas of our Performance Quality Framework which is monitored by Citizens Advice nationally. These are scored against a Red, Amber, Yellow, Green (RAYG) system, where Green is the top score. As at 31 March 2021 our scores were as follows:

- Our *Client Experience* scores were all Green or Yellow with 88.6% of our clients saying they would recommend us to someone else. 78.2% of clients said the service was easy to access and 74.7% said their problem had been resolved.
- We scored Green on our *Financial Health*. This is due to the support of our funders and the longer-term agreements they have offered us, which has enabled us to leverage other income streams and manage our delivery year-on-year.
- Our *Quality of Advice* rating is based on local rolling 12-month data for both Client Outcome and Case Administration key performance indicators. This includes monthly internal self-assessment and consistency reviews with the Citizens Advice national QAA Team. A Green rating confirms that clients of Citizens Advice Telford and The Wrekin can have confidence that the advice they receive is of a consistently high quality.
- Our annual *Leadership* audit scored Green for the Leadership rating and Green for our Equalities Leadership. This indicates that we have good governance, management and leadership systems in place.
- *People Management* have improved considerably with 86% of staff clear on their role and 88% understanding their contribution to the organisation. Areas for improvement include staff feeling informed about research and campaigns and staff feeling their views are listened to and informed.

3. FINANCIAL REVIEW

3.1 The financial position

The Trustees consider that the state of the charity's affairs is satisfactory. It has taken into account the current and future effects of the Covid-19 Pandemic (see 4.2 below). However, the Trustees do not expect any significant long-term change in the type or volume of the charity's core business.

Income in the year was £779,178 (£672,728 in 2019/20) of which £576,787 related to restricted projects and activities. Total expenditure was £827,230 (£704,973 in 2019/20). The overall performance was therefore a deficit of £48,052 against a budgeted deficit of £35,372.

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

At the year-end we held unrestricted and undesignated reserves of £49,707 (2020: £49,478). See the reserves policy (at 3.3 below).

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

3.2. Principal Funding Sources

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

- Telford and Wrekin Council
- The Money Advice Service
- The Big Lottery
- The Department of Works and Pensions (DWP)
- Town and Parish councils including Newport Town Council, Madeley Town Council, Greater Dawley Parish Council, Stirchley and Brookside Parish Council, Oakengates Town Council and Hadley and Leegomery Parish Council
- The Good Things Foundation
- The Rotary Club of The Wrekin
- The Rotary Club of Wellington
- Staffordshire Community Foundation
- Wynn Foundation

3.3 Reserves Policy

The Trustees believe that the Charity should hold financial reserves in order to ensure that it can continue to operate and meet the needs of clients in the event of unforeseen and potentially damaging circumstances arising. This policy is monitored quarterly and reviewed annually by the Trustees. The policy was reviewed in August 2021.

The Trustees believe it to be prudent to have in reserves four months' budgeted operating costs which at the year-end totalled £207,053 based on 2021-22 budgeted operating costs (2020: £224,720). This amount has been set aside as designated at the year-end in order that the Trustees are able to see a figure of general reserves which reflects the true amount left over to make strategic decisions with about future spending. Four months operating costs is the period set by the trustees as they do not believe they would continue to run projects for which funding finished beyond the three months for which most posts have a maximum notice period for.

£76,914 was set aside as Staffing reserve for redundancies (2020: £76,914) and £290,000 (2020: £290,000) for Freehold property which is not readily available for use in the short term as free funds as it is an operating hub of the Charity.

The Trustees have also designated funds for planned expenditure over the next two years by the Charity of: £30,807 for ICT spend (2020: £30,807), £3,473 for development costs (2020: £3,473), £50,000 as provision for a significant spend in the building which could threaten delivery (2020: £50,000) and £19,012 for a managed use of balances from expected deficit in 21-22 to help the organisation to achieve a break-even budget by 2022-23.

These levels are reviewed annually or where there is material change and the Trustees constantly seek to bring the reserves into alignment with its policy. Please see note 18 on page 28 for further information and a breakdown of unrestricted funds.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

3.4 Investment Policy

The company has the power, in furtherance of its objects, to invest monies not immediately required for working capital. In doing so the Trustees aim to get the maximum return balanced against the risks. Pre Covid-19 and following a review of the organisation's investments, the Trustees have revised the placement of funds in accounts with varying notice periods, to achieve better returns.

3.5 Risk Management

The Trustees have considered all the major risks to which the charity is exposed and regularly review the risk management strategy and take action to mitigate those risks. A new Risk Management Strategy was adopted in October 2018 and is reviewed annually. A report is received quarterly by the Trustee Board on major and emerging risks.

The most major risks identified are:

- Loss of income through changes in funding and income streams ceasing
- Changes in the political and policy environment at national, regional and local levels
- The potential for a serious problem with the premises at Tan Bank which we own
- Impact of Covid on service delivery, staff, volunteer and clients' safety and welfare

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

4. PLANS FOR FUTURE PERIODS

4.1 Strategic priorities

In January 2020, the Trustee Board agreed an updated Strategic Plan for the period to 2019-2022. These ambitions have been identified by collective discussion involving staff, Trustees and volunteers. Both this and the accompanying 2020-21 Operations Plan are available upon request.

This will bring a number of developments and changes to the services we deliver and where and how we deliver them. The Trustees recognise that an equal priority in managing any changes is the welfare of the staff and volunteers.

4.2 COVID-19 & Going Concern

Year ending 31 March 2021 was affected by Covid-19..... the recent worldwide outbreak and the virus control measures has resulted in the change of service delivery. We are still providing telephone and email support to those needing our support/advice and have trebled our capacity to deliver services in this way. Tan Bank doors were still open for vulnerable people and those in crisis.

Once the current restrictions are lifted, all activities and income generation will be reviewed on a case-by-case basis. The Trustees anticipate an increased demand on grant funding as a consequence of Covid-19, not least because of new opportunities which will be presented going forward.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

4.2 Covid 19 & Going Concern (contd.)

The charity's funding has continued and, together with our reserves and expenditure control, the Trustees do not consider there to be a going concern issue for the next 12 months. Therefore, at the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees continue to adopt the going concern basis of accounting in the preparing the financial statements.

5. INFORMATION ON FUNDRAISING PRACTICES

5.1 Fundraising code of practice

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

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

In 2020-21 CAT&W did not work with any professional fundraisers or commercial organisations. If it were to do so, it would contract with individuals or organisations so that they are also bound by the provisions of the Code of Fundraising Practice.

6. STRUCTURE, GOVERNANCE AND MANAGEMENT

6.1 Governing Document

The Charity (which has the working name of 'Citizens Advice Telford & The Wrekin') was formed as a company limited by guarantee on 20 September 1999 (Company Number: 03844929). The full name of the charity is 'Telford and The Wrekin Citizens Advice Bureaux' and was registered with the Charity Commission on 27 September 1999 (Charity Number: 1077566). It is governed by its Memorandum and Articles of Association, as last updated on 10 February 2003. The registered office is 40 Tan Bank, Wellington, Telford, TF1 1HW.

6.2 Organisational Structure

CAT&W is governed by its Trustee Board which is responsible for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum and delegate the day-to-day operation of the charity to the CEO and Senior Management Team. The Trustee Board is independent of the management team. A register of Trustee Board members' interests is kept at the registered office and is available to the public.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

Trustees/Directors:	David Shelmerdine	(Chair)	3 years
	Paul Clifford	(Treasurer)	3 years
	Cllr Andrew Burford		5 years
	Sam Chilvers		1 year
	Cllr Raj Mehta		1 year
	Julie Twynholme		1 year
	June Slaven	(resigned March 2021)	
	Terry Yarnell	(Vice Chair)	(resigned February 2021)

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

6.3 Recruitment and appointment of trustees

Trustees are recruited and selected for their ability to make an effective contribution to the Board through their skills, knowledge, and experience, as well as having a proven interest in the work of the charity. Trustees are elected from the local community at the Annual General Meeting.

6.4 Trustee induction and training

Induction and training are provided through training courses, mentoring and e-learning. In 2020-21 the way in which new Trustees undergo induction was again refreshed and updated and includes information on the Charity Governance Code, Charity Commission leaflet "The Essential Trustee" and information on the responsibilities of charity governance.

6.5 Pay and remuneration of senior staff

In this year the CEO left the organisation in October 2020 and the Operations Manager and Development Manager, were appointed by the Board Trustees as joint interim CEO's. A new CEO was appointed in February 2021 with a start date in June 2021.

6.6 Related parties

The Trustees confirm that CAT&W works in partnership with several other charities and organisations to fulfil some of its charitable aims. Helping Hands was delivered in partnership with organisations including Mind, Stay, Telford Crisis Support Foodbank and RHCS. We are the lead organisation on the contract and have clear agreement on how funds will be disbursed to partners. We have data-sharing agreements where required.

We have no other subsidiary undertakings delivered by related parties.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2021

7. STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of Citizens Advice Telford and the Wrekin for the purposes of company law) are responsible for preparing the Trustees Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law applicable to charities in England and Wales requires the Trustees to prepare accounts for each financial year which give a true and fair view of the state of affairs of the charity and of the incoming resources and application of resources, including the income and expenditure, of the charity for that year.

In preparing these accounts, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

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

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

The Trustees report was approved by the Board of Trustees, on 18th August 2021:



David J C Shelmerdine
Trustee (Chair)

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

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

8. INDEPENDENT EXAMINER'S REPORT to the TRUSTEES

I report to the charity trustees on my examination of the accounts of the company for the year ended 31st March 2021 which are set out on pages 15 to 33

Responsibilities and basis of report

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

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

Independent examiner's statement

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

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

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

Signed:



Date: 24 August 2021

Robert Humphreys BEng FCA
For and on behalf of James, Holyoak & Parker Limited

Chartered Accountants

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

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

STATEMENT OF FINANCIAL ACTIVITIES

(Including income and expenditure account)

For the year ended 31 March 2021

	Note	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £
Income from:							
Donations and legacies	2	2,909	1,750	4,659	1,304	1,000	2,304
Charitable activities	3	196,501	575,037	771,538	195,333	463,548	658,881
Activities for generating funds	4	-	-	-	2,694	-	2,694
Investments	5	2,981	-	2,981	8,849	-	8,849
Total income		202,391	576,787	779,178	208,180	464,548	672,728
Expenditure on:							
Charitable activities	6,7	200,721	626,509	827,230	241,143	463,830	704,973
Total expenditure		200,721	626,509	827,230	241,143	463,830	704,973
Net income/(expenditure) before transfer		1,670	(49,722)	(48,052)	(32,963)	718	(32,245)
Transfers between funds		(52,546)	52,546	-	-	-	-
Net movement in funds		(50,876)	2,824	(48,052)	(32,963)	718	(32,245)
Reconciliation of funds:							
Total funds brought forward at 01 April 2020		777,842	2,718	780,560	810,805	2,000	812,805
Total funds carried forward at 31 March 2021		726,966	5,542	732,508	777,842	2,718	780,560

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

The notes on pages 19 to 33 form part of these financial statements.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

BALANCE SHEET

As at 31 March 2021

		2021	2020
	Note	£	£
Fixed assets			
Tangible assets	13	290,000	290,000
Current assets			
Debtors	14	15,911	37,310
Cash at bank and in hand		483,464	536,405
		<u>499,375</u>	<u>573,715</u>
Current liabilities			
Creditors: amounts falling due within one year	15	(56,867)	(83,155)
		<u></u>	<u></u>
Net current assets		442,508	490,560
		<u></u>	<u></u>
Total net assets		732,508	780,560
		<u></u>	<u></u>
Funds of the charity			
Unrestricted funds	18	49,707	49,478
Designated funds	18	677,259	728,364
Restricted funds	19	5,542	2,718
		<u></u>	<u></u>
Total charity funds	21	732,508	780,560
		<u></u>	<u></u>

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime under Companies Act 2006 and in accordance with Accounting and Reporting by Charities SORP (FRS 102).

For the year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

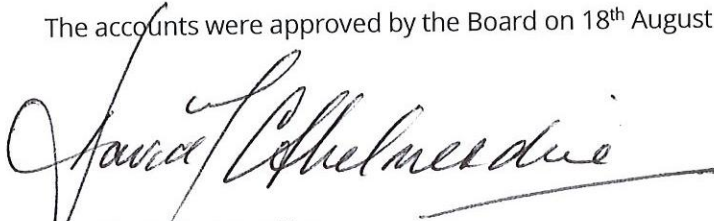
- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

BALANCE SHEET Continued

For the year ended 31 March 2021

The accounts were approved by the Board on 18th August 2021, and signed on its behalf by,

A handwritten signature in black ink, appearing to read 'David J C Shelmerdine', with a long horizontal flourish extending to the right.

David J C Shelmerdine
Trustee (Chair)

The notes on pages 19 to 33 form part of these financial statements.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

CASH FLOW STATEMENT

For the year ended 31 March 2021

	Note	2021 £	2020 £
Cash flows from operating activities:			
Net cash provided by operating activities	24	(55,922)	(33,505)
Cash flows from investing activities:			
Interest income	5	2,981	8,849
Net cash provided by investing activities		2,981	8,849
Increase / (decrease) in cash and cash equivalents in the reporting period		(52,941)	(24,656)
Cash and cash equivalents at the beginning of the reporting period		536,405	561,061
Cash and cash equivalents at the end of the reporting period	25	483,464	536,405

The notes on pages 19 to 33 form part of these financial statements.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

Charitable Company Information

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

1 Accounting Policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

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

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

1.2 Fund accounting

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

Designated funds are unrestricted funds earmarked by the Trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

1.3 Income

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

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

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

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

1 Accounting Policies (continued)

1.4 Interest receivable

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

1.5 Resources expended

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

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

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

1.6 Operating leases

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

1.7 Taxation

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

1.8 Tangible fixed assets, depreciation and impairment

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

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

The Trustees consider that freehold properties are maintained in such a state of repair that their residual value is at least equal to their net book value. As a result, the corresponding depreciation would not be material and therefore, is not charged in the statement of activities. The Trustees perform annual impairment reviews in accordance with the requirements of FRS 15 and FRS 11 to ensure that the carrying value is not higher than the recoverable amount.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

1 Accounting Policies (continued)

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

At each reporting date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.9 Debtors

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

1.10 Cash at bank and in hand

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

1.11 Creditors and provisions

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

1.12 Pensions and retirement benefits

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

1.13 Financial instruments

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

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

Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

1 Accounting Policies (continued)

1.14 Agency arrangements

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

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

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

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

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

1.16 Going concern

Year ending 31 March 2021 was affected by Covid-19, the recent worldwide outbreak and the virus control measures has resulted in the charity closing its offices. However, we are still providing telephone and email support to those needing our support/advice and have trebled our capacity to deliver services in this way.

Once the current restrictions are lifted, all activities and income generation will be reviewed on a case-by-case basis. The Trustees anticipate an increased demand on grant funding as a consequence of Covid-19, not least because of new opportunities which will be presented going forward.

The charity's funding has continued and, together with our reserves and expenditure control, the Trustees do not consider there to be a going concern issue for the next 12 months. Therefore, at the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees continue to adopt the going concern basis of accounting in the preparing the financial statements.

2 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Voluntary donations & gifts	2,909	1,750	4,659	2,304
	<u>2,909</u>	<u>1,750</u>	<u>4,659</u>	<u>2,304</u>

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

3 Income from charitable activities

Grants and contract income receivable for charitable activity	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Core Advice:				
Telford & Wrekin Council: Corporate	195,000	37,000	232,000	232,000
Energy projects	-	17,640	17,640	18,758
Other grants	1,501	14,844	16,345	1,550
	<u>196,501</u>	<u>69,484</u>	<u>265,985</u>	<u>252,308</u>
Debt & Benefits:				
Money Advice & Pensions Service: Debt Advice	-	125,591	125,591	104,064
Help to Claim (Universal Support)	-	111,664	111,664	108,341
Big Lottery Fund: Helping Hands	-	189,529	189,529	50,351
Telford & Wrekin Council: Children Centre Services	-	10,000	10,000	10,000
HMRC - Good Things Foundation	-	8,505	8,505	5,000
Other grants	-	-	-	333
	<u>-</u>	<u>445,289</u>	<u>445,289</u>	<u>278,089</u>
Social Care & Support:				
Telford & Wrekin Council: Other grants	-	-	-	36,564
Telford & Wrekin Council: Armed Forces Covenant	-	6,319	6,319	20,000
Brexit Advice Grant	-	-	-	20,000
FDI	-	3,125	3,125	7,875
Nationwide	-	-	-	6,624
Domestic and Emotional Abuse project	-	9,976	9,976	-
Enable	-	5,250	5,250	-
Other Grants	-	344	344	8,734
	<u>-</u>	<u>25,014</u>	<u>25,014</u>	<u>99,797</u>
Outreach & Engagement:				
Newport	-	5,500	5,500	5,500
Oakengates	-	5,000	5,000	5,000
Dawley	-	5,000	5,000	5,000
Madeley	-	5,250	5,250	5,250
Stirchley	-	4,000	4,000	4,000
Had/Lee	-	5,250	5,250	2,625
Woodside	-	5,250	5,250	1,312
	<u>-</u>	<u>35,250</u>	<u>35,250</u>	<u>28,687</u>
Total income from charitable activities	<u>196,501</u>	<u>575,037</u>	<u>771,538</u>	<u>658,881</u>

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

4 Activities for generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Training & other	-	-	-	2,694
	-	-	-	2,694

5 Investments

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Interest received	2,981	-	2,981	8,849
	2,981	-	2,981	8,849

6 Expenditure on charitable activities by fund

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Core Advice	200,721	61,620	262,341	298,951
Debt & Benefits	-	478,703	478,703	277,756
Social Care & Support	-	31,119	31,119	99,579
Outreach & Engagement	-	55,067	55,067	28,687
	200,721	626,509	827,230	704,973

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

7 Analysis of expenditure on charitable activities

	Core Advice £	Debt & Benefits £	Social Care & Support £	Outreach & Engagement £	Total 2021 £	Total 2020 £
Direct costs:						
Salaries and wages	153,052	232,732	17,426	34,978	438,188	410,468
Staff and volunteers	692	1,963	57	191	2,903	15,282
Office & IT costs	11,770	4,411	-	-	16,181	24,445
Other costs	-	103,474	4,884		108,358	5,625
	<u>165,514</u>	<u>342,580</u>	<u>22,367</u>	<u>35,169</u>	<u>565,630</u>	<u>455,820</u>
Support costs:						
Staff costs	53,263	94,450	6,076	13,804	167,593	194,660
Office & IT costs	14,730	26,297	1,691	3,845	46,563	20,951
Premises costs	5,615	9,954	640	1,455	17,664	19,630
Governance costs	23,217	5,421	349	793	29,780	14,598
	<u>96,825</u>	<u>136,122</u>	<u>8,756</u>	<u>19,897</u>	<u>261,600</u>	<u>249,839</u>
Total expenditure	<u>262,339</u>	<u>478,702</u>	<u>31,123</u>	<u>55,066</u>	<u>827,230</u>	<u>704,973</u>

8 Net incoming resources for the year

	2021 £	2020 £
This is stated after charging		
Operating leases - other	1,543	2,263
Auditor's remuneration:		
- Audit	-	6,000
- Independent Examination	3,000	-
- Other financial services	-	-
	<u>4,543</u>	<u>8,263</u>

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

9 Trustees

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

Reimbursement of training, travel and incidental expenses to the Trustees came to £0 during the year to 31 March 2021, (2019/20: £285 to two Trustees).

10 Employees

	2021 FTE Number	2020 FTE Number	2021 Head Count	2020 Head Count
Number of employees				
The average number of employees, analysed by function was:				
Advice workers and support staff	19	20	26	27
Key management personnel	3	3	3	3
	<hr/>	<hr/>	<hr/>	<hr/>
	22	23	29	30
			2021 £	2020 £
Employment costs				
Wages and salaries			551,570	551,148
Social security costs			38,034	38,718
Pension costs			12,836	15,262
			<hr/>	<hr/>
			602,440	605,128
			<hr/>	<hr/>

No employee received remuneration amounting to more than £60,000 in the period (2019/20: NIL)

The key management personnel of the Charity comprise of the Chief Executive Officer, Operations Manager and the Development Manager. The total employee benefits of the key management personnel of the Charity were £108,686 (2019/20: £117,172) - covering three key management personnel.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

11 Pensions

There is a defined contribution pension scheme for employees. The basis for allocating the employer expense between activities is based on the salary cost of staff working on that activity. The Charity automatically enrolls eligible jobholders into a qualifying scheme in accordance with pensions legislation. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund is a Group Personal Pension Scheme with Scottish Widows. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £12,836 (2020: £15,262). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £4,167 was owed to the pension scheme (2020: £4,871).

12 Volunteers

The charity is grateful for the huge contribution of its volunteers who are involved in service provision and support roles. During the year a total of 23 active volunteers contributed around 2,092 hours with an estimated value of almost £100,000 (using TOMs standard proxy measure). They worked in a range of roles including Trustees, advisers, hub receptionists, telephonists, form-fillers, administrators and much more (£290,000 estimated value in 2019/20).

13 Fixed Assets

	Freehold property	Computers, furniture & equipment	Total
	£	£	£
Cost			
At 01 April 2020	290,000	27,320	317,320
At 31 March 2021	290,000	27,320	317,320
Depreciation			
At 01 April 2020	-	27,320	27,320
At 31 March 2021	-	27,320	27,320
Net book value	290,000	-	290,000
At 31 March 2021			
At 31 March 2020	290,000	-	290,000

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

14 Debtors		2021	2020
		£	£
Trade debtors		-	21,373
Accrued income		14,292	13,884
Prepayments		1,619	1,493
Other debtors		-	560
		<hr/>	<hr/>
		15,911	37,310
		<hr/>	<hr/>
15 Creditors: amounts falling due within one year		2021	2020
		£	£
	Note		
Trade creditors		8,434	558
PAYE/NI		10,228	9,632
Pensions		4,167	4,871
Accruals		26,333	27,396
Deferred income	16	7,705	40,698
		<hr/>	<hr/>
		56,867	83,155
		<hr/>	<hr/>

The Holiday accrual is exceptionally high this year due to Covid but 21-22 will be de minimus as the holiday year has been brought in line with financial year. Therefore to give a more accurate out-turn over the 2 years, £14,870 which represents 50% of the actual has been accrued.

16 Deferred income

Deferred income comprises of income received for the following projects for which performance is expected in the following year; totalling £7,705 in 2020/21 (2019/20: 40,698):

	Helping Hands	Domestic Abuse	Others
	£	£	£
Balance as at 01 April 2020	24,516	16,182	-
Amount released to income earned	24,516	9,977	-
-			
Amount deferred in year	-	6,205	1,500
	<hr/>	<hr/>	<hr/>
Balance as at 31 March 2021	-	6,205	1,500
	<hr/>	<hr/>	<hr/>

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

17 Financial instruments	2021 £	2020 £
Financial assets		
Financial assets measured at fair value through profit & loss:		
- Cash at bank and in hand	483,464	536,405
Financial assets that are debt instruments measured at amortised cost:		
- Trade debtors	-	21,373
- Accrued income	14,292	13,884
- Prepayments	1,619	1,493
- Other debtors	-	560
	499,375	573,715
Financial liabilities		
Financial liabilities measured at amortised cost:		
- Trade creditors	10,108	558
- PAYE/NI	10,228	9,632
- Pensions	4,167	4,871
- Accruals	24,659	27,396
- Deferred income	7,705	40,698
	56,867	83,155

18 Unrestricted funds	Balance at 01 April 2020 £	Incoming resources £	Resources expended £	Transfers Between Funds £	Balance at 31 March 2021 £
General funds: Free reserves	49,478	-	-	229	49,707
Designated funds: Reserves policy	224,720	-	-	(17,667)	207,053
Designated funds: Freehold property	290,000	-	-	-	290,000
Designated funds: IT Replacement	30,807	-	-	-	30,807
Designated funds: Premises repairs	50,000	-	-	-	50,000
Designated funds: Staffing reserve	76,914	-	-	-	76,914
Designated funds: Development costs	3,473	-	-	-	3,473
Designated funds: Planned deficits	52,450	-	(50,876)	17,438	19,012
Total Unrestricted funds	777,842	-	(50,876)	-	726,966

A designated fund is held of £290,000 for freehold property (2020: £290,000) as this amount is not readily available to spend on the charitable objects of the Charity.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

19 Restricted funds

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

	Balance at 01 April 2020 £	Incoming resources £	Resources expended £	Transfers Between Funds £	Balance at 31 March 2021 £
Core Advice:					
Telford & Wrekin Council: First Point	-	37,000	(37,000)	-	-
Energy projects	-	17,640	(17,640)	-	-
Other Grants	-	16,594	(11,703)	-	4,891
Rotary Club Ironbridge	1500	-	(1,500)	-	-
	<u>1,500</u>	<u>71,234</u>	<u>(67,843)</u>	<u>-</u>	<u>4,891</u>
Debt & Benefits:					
MAPS: Debt Advice	-	125,591	(125,591)	-	-
Help to Claim (Universal Support)	-	111,664	(111,664)	-	-
Big Lottery Fund: Helping Hands	-	189,529	(189,529)	-	-
T&W Council: Children Centre Services	-	10,000	(10,000)	-	-
HMRC - Good Things Foundation	-	8,505	(8,505)	-	-
	-	<u>445,289</u>	<u>(445,289)</u>	<u>-</u>	<u>-</u>
Social Care & Support:					
T&W Council: Armed Forces Covenant	-	6,319	(6,319)	-	-
FDI	-	3,125	(3,125)	-	-
Up Up Project	484	344	(344)	-	484
Domestic and Emotional Abuse project	734	9,976	(10,543)	-	167
Enable	-	5,250	(5,250)	-	-
	<u>1,218</u>	<u>25,014</u>	<u>(25,581)</u>	<u>-</u>	<u>651</u>
Outreach & Engagement:					
Newport	-	5,500	(5,500)	-	-
Oakengates	-	5,000	(5,000)	-	-
Dawley	-	5,000	(5,000)	-	-
Madeley	-	5,250	(5,250)	-	-
Stirchley	-	4,000	(4,000)	-	-
Had/Lee	-	5,250	(5,250)	-	-
Woodside	-	5,250	(5,250)	-	-
	-	<u>35,250</u>	<u>(35,250)</u>	<u>-</u>	<u>-</u>
Total	<u>2,718</u>	<u>576,787</u>	<u>(573,963)</u>	<u>-</u>	<u>5,542</u>

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

20 Purpose of funds (material funds only)

Unrestricted Funds

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

Designated Reserves

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

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

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

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

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

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

Planned deficits - A fund to cover the planned budgeted deficits the charity expects for the next year;

Restricted Funds over £30k in annual income

First Point - This is an outreach service to provide the generalist service of citizens advice, paid for by Telford and Wrekin Council.

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

Helping Hands - This is funded by Big Lottery to provide support for vulnerable people in crisis because of their young age, housing circumstances, physical or mental health, who are experiencing a financial crisis.

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

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

21 Analysis of net assets between funds

(a) Current year	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2021 are represented by:			
Tangible fixed assets	290,000	-	290,000
Net current assets	436,967	5,541	442,508
	<hr/>	<hr/>	<hr/>
	726,967	5,541	732,508
	<hr/>	<hr/>	<hr/>

(b) Prior year	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2020 are represented by:			
Tangible fixed assets	290,000	-	290,000
Net current assets	487,842	2,718	490,560
	<hr/>	<hr/>	<hr/>
	777,842	2,718	780,560
	<hr/>	<hr/>	<hr/>

22 Commitments under operating leases

As at 31 March 2021, commitments under non-cancellable operating leases as follows:

	2021 £	2020 £
Operating leases which expire:		
Within one year	-	1,108
Between one and two years	3,297	-
Over two years	-	-
	<hr/>	<hr/>

23 Related parties

There have been no related party transactions in the year, there was no reimbursement of Trustee expenses in 2021, see note 9. (2020: There have been no related party transactions in the year, other than the reimbursement of the Trustees expenses that is disclosed in note 9).

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2021

24	Reconciliation of cash flows from operating activities	2021 £	2020 £
	Net income / (expenditure) for the reporting period	(48,052)	(32,245)
	Less: Investment income	(2,981)	(8,849)
	(Increase) / decrease in debtors	21,399	(27,905)
	Increase / (decrease) in creditors	(26,288)	35,494
	Net cash provided by operating activities	(55,922)	(33,505)

25	Analysis of cash and cash equivalents	2021 £	2020 £
	Cash at bank and in hand	483,464	536,405
	Total cash and cash equivalents	483,464	536,405

26 Government grants

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

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

27 Working in partnership with other charitable organisations

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

The charity has acted as lead partner on one contacts during this year. The nature of its role is as agent for the other charities. Income is received as agent for the other charities and paid on to them. A total of £103,194 (2019/20: £133,043) was received and paid on. At the year-end £Nil was held on behalf of other charities (2020: £12,007).

28 Members liability

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

None of the Trustees has any beneficial interest in the company. All of the Trustees are members of

the company and guarantee to contribute £1 in the event of winding up.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

DETAILED INCOME & EXPENDITURE ACCOUNTS (MANAGEMENT INFORMATION ONLY)

For the year ended 31 March 2021

	2021 £	2020 £
INCOME		
Grants for charitable activities	771,538	658,881
Donations	4,659	2,304
Bank interest	2,981	8,849
Other income	-	2,694
	<hr/>	<hr/>
TOTAL INCOME	779,178	672,728
	<hr/>	<hr/>
EXPENDITURE		
Staff & volunteer costs		
Salaries, NI & pension	605,784	605,128
Recruitment & training	2,050	3,254
Travel & Subsistence	371	5,533
Volunteer expenses	248	6,588
Other	231	-
	<hr/>	<hr/>
	608,684	620,503
Office & IT costs		
CitA insurance	2,280	2,280
Computer & telephone costs	30,313	28,011
Office equipment	3,992	2,263
Postage, stationery & shredding	3,019	8,797
Reference materials & memberships	2,689	1,105
Security	684	171
Other	1,543	2,624
	<hr/>	<hr/>
	44,520	45,251
Premises costs		
Fire maintenance, Cleaning & repairs	4,588	3,601
Heat, light & water	9,766	12,722
Insurance – general	3,310	3,307
	<hr/>	<hr/>
	17,664	19,630
Governance & Other costs		
Audit & other accounting	6,926	7,770
Legal & professional	35,720	6,542
Trustees' expenses	-	285
Bank charges	620	744
Other	113,096	4,249
	<hr/>	<hr/>
	156,362	19,589
	<hr/>	<hr/>
TOTAL EXPENDITURE	827,230	704,973
	<hr/>	<hr/>
NET INCOME/(EXPENDITURE)	(48,052)	(32,245)
	<hr/>	<hr/>