

CITIZENS ADVICE SHROPSHIRE

England & Wales · Charity number 1085220

Details

Other names	SHREWSBURY AND CENTRAL SHROPSHIRE CITIZENS ADVICE BUREAU
Status	Registered
Legal form	Charitable company
Company number	04099352
Registered	2001-02-26
Register	View on the Charity Commission register

Contact

Address	Fletcher House 15 College Hill Shrewsbury SY1 1LY
Phone	01743284178
Email	contact@cabshropshire.org.uk
Website	www.cabshropshire.org.uk

Activities

Objects: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN SHROPSHIRE AND SURROUNDING AREAS.

Activities: Citizens Advice Shropshire offers free, confidential, independent, and impartial information, advice and casework services for residents of Shropshire and environs.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** SHROPSHIRE AND SURROUNDING AREA.
- Herefordshire
- Shropshire
- Telford & Wrekin

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,245,275	£1,266,838	£984,395	41
2024-03-31	£1,185,931	£1,217,882	£1,013,768	41
2023-03-31	£1,971,228	£1,999,259	£982,461	37
2022-03-31	£1,713,086	£1,729,878	£1,051,393	28
2021-03-31	£1,726,084	£1,695,614	£1,036,810	27

Trustees

Name	Role	Appointed
Christopher Boote	Chair	2016-01-27
Andrew Howitt		2014-11-17
Angela Williams		2025-11-18
Christopher Deaves		2025-05-20
JOANNE HARRISON		2019-04-17
MR TONY HINKLEY		2012-02-06
Minh Tuan Hoang		2025-11-18
Paul Langton		2013-11-28

Accounts

Charity registration number 1085220 (England and Wales)

Company registration number 04099352

CITIZENS ADVICE SHROPSHIRE
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

CITIZENS ADVICE SHROPSHIRE

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Chris Boote (Chair) Andy Howitt Joanne Harrison Tony Hinkley Paul Langton														
Secretary	Paul Langton														
Senior management	<table><tr><td>Jackie Jeffrey</td><td>Chief Executive Officer</td></tr><tr><td>Alison Alexander</td><td>Specialist Services Manager</td></tr><tr><td>Iona Ayles</td><td>Generalist Services Manager</td></tr><tr><td>Dawn Ray</td><td>Business Support Manager</td></tr><tr><td>Rachel Storey</td><td>Finance Manager (appointed 12 June 2024)</td></tr><tr><td>Nick Willis</td><td>Advice Services Manager (Resigned 21 March 2025)</td></tr><tr><td>Harriet Hunt</td><td>Advice Services Manager (Appointed 19 May 2025)</td></tr></table>	Jackie Jeffrey	Chief Executive Officer	Alison Alexander	Specialist Services Manager	Iona Ayles	Generalist Services Manager	Dawn Ray	Business Support Manager	Rachel Storey	Finance Manager (appointed 12 June 2024)	Nick Willis	Advice Services Manager (Resigned 21 March 2025)	Harriet Hunt	Advice Services Manager (Appointed 19 May 2025)
Jackie Jeffrey	Chief Executive Officer														
Alison Alexander	Specialist Services Manager														
Iona Ayles	Generalist Services Manager														
Dawn Ray	Business Support Manager														
Rachel Storey	Finance Manager (appointed 12 June 2024)														
Nick Willis	Advice Services Manager (Resigned 21 March 2025)														
Harriet Hunt	Advice Services Manager (Appointed 19 May 2025)														
Charity number	1085220														
Company number	04099352														
	Regulated by the Financial Conduct Authority FRN 617564														
Registered office	Fletcher House, 15 College Hill, Shrewsbury Shropshire SY1 1LY														
Auditor	Mr Robert Humphreys BEng FCA (Senior Statutory Auditor) James, Holyoak & Parker Limited 1 Knights Court, Archers Way, Battlefield Enterprise Park, Shrewsbury. SY1 3GA														
Bankers	National Westminster Bank PLC Shrewsbury Mardol Head, 8 Mardol Head Shrewsbury. SY1 1HE														
Investment Advisers	Rathbones Investment Management Limited Port of Liverpool Building, Pier Head, Liverpool L3 1NW														
Deposit Providers	Flagstone 1st Floor, Clareville House, 26-27 Oxendon Street, London SW1Y 4EL														

CITIZENS ADVICE SHROPSHIRE

CONTENTS

	Page
Chairman's statement	1
Trustees report	2 - 8
Independent auditor's report	9 - 11
Statement of financial activities	12
Balance sheet	13
Statement of cash flows	14
Notes to the financial statements	15 - 28

CITIZENS ADVICE SHROPSHIRE

CHAIRMAN'S STATEMENT

FOR THE YEAR ENDED 31 MARCH 2025

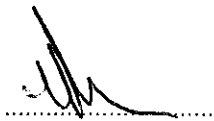
The past 12 months have seen many changes in the UK and in our county but the pressures facing our clients do not seem to have eased. We are all continuing to experience rises in household bills. Although inflation rates have slowed over the past 12 months many essential household costs continue to be high. This puts pressure on the most vulnerable members of our community, working people on low incomes, pensioners and people reliant on benefits who often struggle to make ends meet.

At Citizens Advice we have directed our resources to continue to help the most vulnerable people in the community even though, like every other charity in the country, we are facing a squeeze on our finances. Our operating costs have increased but our income has not kept pace with these increases. We are looking for ways to become more efficient

As a charity we rely on the support of our funders to help us deliver services and we are grateful to all our funders for the help they have given over the past year. We are pleased Shropshire Council was confident in our service offer and, during 2024, awarded us two new contracts to deliver support across the county.

We wouldn't be able to do much at all without the untiring efforts of our paid staff and volunteers, including our trustees. Everyone contributes and helps make Shropshire a better place.

As Chair I have the privilege of leading a fantastic charity and I want to place on record my appreciation of everything people do to help us deliver our mission. Thank you. I wish I could offer a more hopeful future but there is great uncertainty in the world we all live in and this will bring more and new challenges for us to face. I'm confident we are well placed to adapt and will continue to make a positive difference to the lives of thousands of people in the year to come.



Chris Boote
Chairman

Date: 16/09/2025

CITIZENS ADVICE SHROPSHIRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The Trustees (trustees) (who are also directors of the charity for the purposes of the Companies Act) present their report and audited financial statements for the year ended 31 March 2025. Which are also prepared to meet the requirements for a directors' report and accounts for Companies Act purposes.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with Citizen Advice Shropshire's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)".

Objectives and activities

The charity's purposes, as set out in the objects contained in the charity's Articles of Association, are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Shropshire and surrounding areas.

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

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

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

The area of benefit refers to the whole community of Shropshire and for National Projects, England & Wales. Our service delivery model is a mix of telephone, face to face support and referral pathways in to our Single Point of Referral (SPOR) to provide this.

Our key objectives for 2024/25 were:

Strategic aim A: Develop services for vulnerable adults and support disadvantaged and hard to reach communities. For our funders, there is a move away from buildings-based work to neighbourhood and community working to support those most in need – 'One Shropshire'. Developing this will, therefore, influence our service delivery model going forwards which will require a balance of telephone, face to face support and referral pathways in to our Single Point of Referral.

Strategic aim B: Support and develop our paid staff and volunteers. Our people remain our biggest asset and we need to support and develop teams to be the best they can be. This will mean, as our paid staff team grows, developing staffing structures to support this and continuing to develop and support our volunteers.

Strategic aim C: To maintain financial security and growth

Whilst we have been successful in recommissioning our core funding for the next 5 years, some of our new and existing funding come with flat budgets. The cost of living crisis and inflation will mean that we have to find new ways of securing income to cover rising costs and salaries and not rely on our reserves to support this.

Public benefit

All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The trustees have had due regard to the Charity Commission guidance on public benefit and have complied.

CITIZENS ADVICE SHROPSHIRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Achievements and performance

The main areas of charitable activity are:

- the provision of general advice and information services
- the provision of specialist advice and casework services in the debt and welfare benefits categories of social welfare law, and
- Guidance on the new pension regulations.

We have continued to work with stakeholders across the system developing the Prevention Strategy, Health Inequalities Strategy and planning to move to more neighbourhood and community working to support those most in need. As a result, we have been able to develop our Community Advice team, increasing our presence locally and delivered Advice First Aid training to local hubs and groups (supporting communities to access advice and information).

- 9,346 unique clients supported with 39,261 problems
- 55% of our clients were from Shropshire and its borders with 45% of clients helped through our participation on national phone lines including national debt line, Pension Wise and Universal Credit: Help to Claim.
- Increased our face to face support in 10 community locations
- Income gain for clients a total of £5.3 million
- Our volunteers donate over 5,949 hours annually (average of 6 hours per person) to the charity a financial impact of £187,719 (financial value of activities and improved outcomes)
- Social value of our support to the people we help £18.1 million
- Public value of the work we do £26.1 million
- Impact of our advice saving £2.4 million on public services such as health to NHS and Shropshire Council

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

- Advice Line county-wide first point of contact telephone service. Details of service hours and how to contact us can be found on our website www.cabshropshire.org.uk. This service is funded by Shropshire Council, Market Drayton and Church Stretton Town Councils, local Parish Councils, Foodbanks, Trusts and client donations
- Shrewsbury registered office for face-to-face appointments / casework services.
- Outreaches for appointments at agreed locations such as: Oswestry, Whitchurch, Bridgnorth, Church Stretton, Bishop's Castle, Albrighton and Market Drayton.
- Information and Self Help.

In addition to general advice, the following specialist services are provided:

- Specialist provision includes specific subject areas such as debt advice (funded by the Money Advice Service), Pension Wise and Universal Credit: Help to Claim (main funder Department for Work and Pensions), and welfare benefits (funded by Shropshire Council - Enable)
- Outreach services for 2024/2025 have been by phone and / or face-to-face. We have made special arrangement to ensure our most vulnerable clients have been helped and have referral protocols in place for organisations to refer vulnerable clients in to the Charity via our Single Point of Referral (SPOR).
- The IASS service provides Information, Advice and Support Service to children and young people aged 0 to 25 who have, or may have, Special Educational Needs or Disabilities (SEND), as well as their parents and carers. This service is funded by Shropshire Council.

CITIZENS ADVICE SHROPSHIRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Contribution of Volunteers and Paid Staff

The charity's success could not have been achieved without the hard work and dedication of staff and volunteers. Throughout 2024/25 the service employed 41 paid workers (32 FTEs) (2023/24 41 paid workers, 32 FTEs), and 20 volunteers (2023/24: 20 volunteers) together delivering some 17 (2023/24: 18) projects, including the core service.

The contribution of our volunteers brings real added value to the organisation worth over £148,715 if we had to pay them. But volunteering benefits our volunteers too – they improve their skills, resilience, health and wellbeing, while strengthening community engagement.

The charity is working hard to review our approach to attracting and keeping paid staff and volunteers. It is our intention to consistently monitor our approach to training, to provide an accessible and welcoming place to work.

Who used and benefited from our services?

During the reporting year 9,346 unique clients (2023/24: 9,606) benefited from the services of Citizens Advice Shropshire generating 38,934 contacts (2023/24: 37,323). We support people on any issue that they may face however our most common enquiry area is welfare benefits and tax credits which makes up a total of 66% (2023/24: 56%) of the issues we have supported on.

Clients continue to present with multiple problems and on average clients are presenting with 4.2 issues each. On average clients are presenting 4.17 times each before their issues are resolved.

Factors Affecting the Achievement of Objectives

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

A Focus on Pension Wise

This year, we celebrate 10 years of the Pension Wise service!

Citizens Advice Shropshire is one of 38 local Citizens Advice who have been delivering the government's Pension Wise service since its launch in April 2015. Pension Wise is a guidance service from MoneyHelper, that supports people aged 50 and over with their defined contribution pension options.

This year Pension Wise:

- Supported 83,000 clients with their pension options across the service in England, Wales and Northern Ireland
- Reduced the waiting time for an appointment, dropping from 30 days to an average of 18 days, meaning people could get the support they needed quicker
- Client satisfaction rates remained high, exceeding 91% across the year
- Clients reported an increased confidence in recognising and avoiding pension scams, with 92% saying they felt confident in this area post a Pension Wise appointment.

CITIZENS ADVICE SHROPSHIRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Financial review

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

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

In the reporting period, the charity had a deficit of £29,373 (2023/24: £31,307 profit) from a total income of £1,245,275 (2023/24: £1,185,931) and expenditure of £1,266,838 (2023/24: £1,217,882). At the year end the charity's total funds stand at £984,395 (2023/24: £1,013,768) of which £984,395 (2023/24: £1,013,768) is unrestricted.

Principal Funding Sources

The total income for the year of £1,245,275 represents a net increase of £59,344 compared to 2023/24. The trustees extend their sincere gratitude to

- Albrighton Masons
- Albrighton Coop Community Grant
- Albrighton Craft Group
- Albrighton Parish Council
- Boningale Homes
- Boningale Parish Council
- Bridgnorth Food Bank
- Citizens Advice
 - Help to Claim
 - Pension Wise
 - Money and Pensions Service (MaPS) debt funding
- Donington with Boscobel Parish Council
- Hope Bagot Parish Meeting
- Jane Higginson Trust
- Church Stretton Town Council
- Ludlow Walkers Group
- Market Drayton Action for Health
- Market Drayton Town Council
- Millie's Watch
- Shropshire Council
 - Advice, Advocacy and Welfare Benefits
 - Enable – Better Off In Work
 - Information Advice and Support Service – IASS
 - Shaping Places Healthy Lives Programme
 - UK Shared Prosperity Fund
- Stockton Parish Council
- Trussel Trust

Thank you to all those individuals who donated cash or through our on line funding page.

Going concern

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

CITIZENS ADVICE SHROPSHIRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

Reserves policy

The charity is required to ensure that free monies are available in each financial year to meet the day to day funding requirements. The trustees have designated an amount equivalent to six months operating expenditure. The value of this will be calculated using an average of six months running costs based on the current annual budget. This is reviewed on an annual basis, alongside its 3 year Strategic plan, annual budget and investment policy. The reserves policy figure at the end of 2024/25 equates to £661,000 (2024: £642,000). The free reserves (i.e. unrestricted funds less designated and fixed assets) were £321,301 (2023/24: £266,506).

Investment policy

The investment policy is reviewed annually. The income provided by the investments were £21,596 (2024: £24,416), realised gain of £12,547 (2024: £7,027 loss) and a unrealised loss of £20,357 (2024: gain £70,285). This reflects the markets the investment portfolio holds. The trustees use an investment management company (Rathbones) for the portfolio allocation. The portfolio performance is reviewed periodically.

Information on fundraising practices

The charity's fundraising approach has been minimalist as trustees do not consider it to be a risk, as the charity does not have an employee/ volunteer fundraiser.

Key risks and Uncertainties

The trustees annually review the risk register of the charity. They have a duty to identify and review the risks to which the charity is exposed to and ensure appropriate controls are in place to mitigate them.

Plans for future periods

Our key objectives for 25/26 remain the same as last year.

Strategic aim A: Develop services for vulnerable adults and support disadvantaged and hard to reach communities. For our funders, there is a move away from buildings-based work to neighbourhood and community working to support those most in need – 'One Shropshire'. Developing this will, therefore, influence our service delivery model going forwards which will require a balance of telephone, face to face support and referral pathways in to our Single Point of Referral.

Strategic aim B: Support and develop our paid staff and volunteers. We have revised training plans for the organisation and introduced an Employee Support Programme for staff. We have had a number of key vacancies during the year which have delayed our further plans for work force development but after filling these essential roles within the organisation one of our key objectives in 2025/26 is to continue with this work.

Strategic aim C: To maintain financial security and growth

Whilst we have been successful in recommissioning our core funding for the next 5 years, some of our new and existing funding come with flat budgets. The cost of living crisis and inflation will mean that we have to find new ways of securing income to cover rising costs and salaries and not rely on our reserves to support this. We will be map the impact of government reorganisation and local devolution, to see how this will impact on our future funding and partnerships.

Developing a sustainable service that meets the needs of our clients remains a priority of the trustee board for 2025/26. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to client needs.

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

During the year 2025/26 we will improve our internal monitoring mechanisms ensuring that we have a clear understanding of each element of the service, the benefits of that are many - we can ensure that we are achieving as much as we can possibly achieve and delivering an excellent service to our clients and our funders, and we can also understand our business offer and can market our service accordingly.

CITIZENS ADVICE SHROPSHIRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management

The charity was formed as a private company limited by guarantee on 31st October 2000 (Company Number: 04099352). The full name of the charity is Citizens Advice Shropshire and was registered with the Charity Commission on 26th February 2001 (charity Number: 1085220). It is governed by its Memorandum and Articles of Association. The charity is also authorised and regulated by the Financial Conduct Authority – FRN 617564.

The trustees, who are also the directors for the purpose of company law, and who served during the year and up to the date of signature of the financial statements were:

Chris Boote (Chair)

Andy Howitt

Penny Cooper

(Resigned 26 November 2024)

Joanne Harrison

Tony Hinkley

Paul Langton

Elaine Williams

(Resigned 11 October 2024)

Christopher Deaves

(Appointed 20 May 2025)

Recruitment and appointment of trustees

The trustees meet at least 4 times per year. There is a Finance subcommittee and Operational subcommittee who both have their own terms of reference and report to the main Trustee Board.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £10 in the event of a winding up.

Trustees are elected to the Board for a three-year period and are appointed by a resolution of its members at an AGM. The trustees have powers to co-opt members who shall retire at the following AGM and may offer themselves for re-election.

Trustees are recruited through an open and transparent selection and interview process. Recruitment to the trustee board aims to reflect the diversity of the community within which the charity is located. New trustees are invited to initial discussions with the chair about the nature and purpose of the charity and are then invited to attend and observe trustee meetings. After their appointment new trustees are provided with an induction pack, access to online information and trustee training.

Wider network

The charity is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the trustees in order to fulfil its charitable objects and comply with the national membership requirements.

Organisational structure

The Chief Executive (CEO) (Jackie Jeffrey) of the charity has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who are key to the service offered by the charity.

Appraisal of the Chief Executive is the responsibility of the trustees, as is the setting of the salary. The remainder of the charity's key management personnel are set by the CEO.

Funds held as custodian trustee

The charity is the lead partner for various charitable projects and receives money on behalf of third party organisations. All money is paid over and excluded from the income and expenditure of the charity.

Statement of trustees responsibilities

The trustees, who are also the directors of Citizens Advice Shropshire for the purpose 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).

CITIZENS ADVICE SHROPSHIRE

TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

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

In preparing these financial statements, the trustees are required to:

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

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the 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

In accordance with the company's articles, a resolution proposing that James Holyoak & Parker Limited be reappointed as auditor of the company will be put at a General Meeting.

Small company provisions

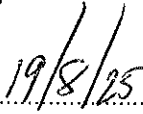
This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies' exemption.

The trustees report was approved by the Board of Trustees.


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Paul Langton

Trustee

Date: 

CITIZENS ADVICE SHROPSHIRE

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE SHROPSHIRE

Opinion

We have audited the financial statements of Citizens Advice Shropshire (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2025 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the financial statements* section of our report. We are independent of the 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.

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 contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Matters on which we are required to report by exception

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 requires us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees report; or
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

CITIZENS ADVICE SHROPSHIRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CITIZENS ADVICE SHROPSHIRE

Responsibilities of trustees

As explained more fully in the statement of trustees responsibilities, the trustees, who are also the directors of the charity for the purpose 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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

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.

The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

The audit team obtained an understanding of the legal and regulatory frameworks that are applicable to the Company and determined that the most significant are those that relate to the reporting framework (FRS102 and the Companies Act 2006), the relevant tax compliance regulations, employment law, Health and Safety Regulations and the EU General Data Protection Regulation (GDPR).

We understood how the company is complying with these frameworks by making enquiries of management and those responsible for legal and compliance procedures.

We assessed the susceptibility of the Company's financial statements to material misstatement, including how fraud might occur by meeting with key management to understand where they considered there was a susceptibility to fraud. Based on our understanding, our procedures involved enquiries of management and those charged with governance, manual journal entry testing, cashbook reviews for large and unusual items and the challenge of significant accounting estimates used in preparing the financial statements.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission, or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charity's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charity's trustees 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 trustees as a body, for our audit work, for this report, or for the opinions we have formed.

CITIZENS ADVICE SHROPSHIRE

INDEPENDENT AUDITOR'S REPORT (CONTINUED) TO THE TRUSTEES OF CITIZENS ADVICE SHROPSHIRE



Mr Robert Humphreys BEng FCA (Senior Statutory Auditor)

For and on behalf of James Holyoak & Parker Limited, Statutory Auditor

Chartered Accountants

1 Knights Court

Archers Way

Battlefield Enterprise Park

Shrewsbury

SY1 3GA

Date: 20/1/2025

James Holyoak & Parker Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

CITIZENS ADVICE SHROPSHIRE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:							
Donations and legacies	3	32,847	930	33,777	47,952	-	47,952
Charitable activities	4	664,903	522,279	1,187,182	613,132	495,728	1,108,860
Investments	5	24,316	-	24,316	29,119	-	29,119
Total income		722,066	523,209	1,245,275	690,203	495,728	1,185,931
Expenditure on:							
Raising funds	6	8,196	-	8,196	184	-	184
Charitable activities	7	682,512	576,130	1,258,642	683,563	534,135	1,217,698
Total expenditure		690,708	576,130	1,266,838	683,747	534,135	1,217,882
Net gains/(losses) on investments	12	(7,810)	-	(7,810)	63,258	-	63,258
Net income/(expenditure)		23,548	(52,921)	(29,373)	69,714	(38,407)	31,307
Transfers between funds		(52,921)	52,921	-	(18,377)	18,377	-
Net movement in funds	9	(29,373)	-	(29,373)	51,337	(20,030)	31,307
Reconciliation of funds:							
Fund balances at 1 April 2024		1,013,768	-	1,013,768	962,431	20,030	982,461
Fund balances at 31 March 2025		984,395	-	984,395	1,013,768	-	1,013,768

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

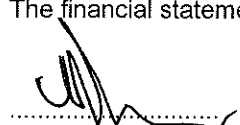
CITIZENS ADVICE SHROPSHIRE

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	14		2,093		5,015
Investments	15		846,466		923,685
			<u>848,559</u>		<u>928,700</u>
Current assets					
Debtors	16	43,766		422,023	
Cash at bank and in hand		183,906		159,569	
		<u>227,672</u>		<u>581,592</u>	
Creditors: amounts falling due within one year	18	(91,836)		(496,524)	
Net current assets			<u>135,836</u>		<u>85,068</u>
Total assets less current liabilities			<u>984,395</u>		<u>1,013,768</u>
The funds of the charity					
Unrestricted funds	21		939,123		948,139
Unrestricted funds - revaluation	21		45,272		65,629
			<u>984,395</u>		<u>1,013,768</u>

The financial statements were approved by the trustees on 19/08/2025


Chris Boote (Chair)
Trustee

Company registration number 04099352 (England and Wales)

CITIZENS ADVICE SHROPSHIRE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash absorbed by operations	24		(69,388)		(93,338)
Investing activities					
Purchase of investments		(110,496)		(133,121)	
Proceeds from disposal of investments		179,905		136,132	
Investment income received		24,316		29,119	
Net cash generated from investing activities			93,725		32,130
Net cash generated from financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			24,337		(61,208)
Cash and cash equivalents at beginning of year			159,569		220,777
Cash and cash equivalents at end of year			183,906		159,569

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Citizens Advice Shropshire is a private company limited by guarantee, and a registered charity in England / Wales . The company number is 04099352 (England & Wales), and the registered charity number is 1085220. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The address of the registered office is Fletcher House, 15 College Hill, Shrewsbury, Shropshire, SY1 1LY. The nature of the charity's operations and principal activities are that of support and advisory services for the benefit of the general public.

The charity constitutes a public benefit entity as defined by FRS 102. 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 2019 , the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value.

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

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, modified to include certain items at fair value. The principal accounting policies adopted are set out below.

1.2 Going concern

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

1.3 Charitable funds

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

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

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.4 Income

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

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

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

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.

1.5 Expenditure

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

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

1.6 Tangible fixed assets

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

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Office Equipment	Over 10 years on a straight line basis
Computers	Over 3 years on a straight line basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end 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).

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

1.9 Cash and cash equivalents

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

1.10 Financial instruments

The Charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise cash at bank and in hand and debtors excluding prepayments.

Financial liabilities held at amortised cost comprise creditors excluding deferred income and taxation payable. Financial liabilities that are provisions are held at fair value. No discounting has been applied on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

1.11 Taxation

The company, being a registered charity with minimal trading income, has been granted exemption from tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

1.12 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.

1.13 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.

2 Critical accounting estimates and judgements

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

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

3 Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	32,847	930	33,777	47,952	-	47,952

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

4 Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income						
General Advice	664,903	61,464	726,367	613,132	84,800	697,932
Debt Advice	-	100,548	100,548	-	102,040	102,040
Benefits advice	-	217,410	217,410	-	169,554	169,554
Pensions guidance	-	142,857	142,857	-	139,334	139,334
	<u>664,903</u>	<u>522,279</u>	<u>1,187,182</u>	<u>613,132</u>	<u>495,728</u>	<u>1,108,860</u>

5 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Income from listed investments	21,596	24,416
Interest receivable	2,720	4,703
	<u>24,316</u>	<u>29,119</u>

6 Expenditure on raising funds

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Fundraising and publicity		
Investment fees	8,196	184
	<u>8,196</u>	<u>184</u>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

7 Expenditure on charitable activities

	Unrestricted 2025 £	Restricted 2025 £	Total 2025 £	Unrestricted 2024 £	Restricted 2024 £	Total 2024 £
General advice	682,512	73,368	755,880	683,563	81,312	764,875
Debt advice	-	109,631	109,631	-	133,783	133,783
Benefits advice	-	226,786	226,786	-	170,580	170,580
Pension guidance	-	166,345	166,345	-	148,460	148,460
	<u>682,512</u>	<u>576,130</u>	<u>1,258,642</u>	<u>683,563</u>	<u>534,135</u>	<u>1,217,698</u>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

8 Analysis of expenditure on charitable activities - current year

	Allocation Basis	General Advice £	Debt Advice £	Benefits Advice £	Pensions Guidance £	Total 2025 £
Direct costs						
Salaries	Direct	533,374	80,534	158,698	124,713	897,319
Staff & volunteers	Direct	10,564	57	498	86	11,205
Office costs	Direct	10,751	538	5,480	693	17,462
Premises costs	Direct	200	-	-	-	200
Other costs	Direct	476	-	-	-	476
Support costs						
Salaries	Staff hours	111,195	15,803	34,987	22,928	184,913
Other support costs	Staff hours	89,320	12,699	27,123	17,925	147,067
Total expenditure on charitable activities		<u>755,880</u>	<u>109,631</u>	<u>226,786</u>	<u>166,345</u>	<u>1,258,642</u>

8a Analysis of expenditure on charitable activities - prior year

	Allocation Basis	General Advice £	Debt Advice £	Benefits Advice £	Pensions Guidance £	Total 2024 £
Direct costs						
Salaries	Direct	560,458	108,405	133,312	121,884	924,059
Staff & volunteers	Direct	11,213	221	896	-	12,330
Office costs	Direct	8,781	993	1,713	75	11,562
Premises costs	Direct	3,926	53	-	-	3,979
Support costs						
Salaries	Staff hours	86,540	14,327	20,541	15,269	136,677
Other support costs	Staff hours	94,141	9,784	14,118	11,232	129,275
Total expenditure on charitable activities		<u>765,059</u>	<u>133,783</u>	<u>170,580</u>	<u>148,460</u>	<u>1,217,882</u>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

9	Net movement in funds	2025	2024
		£	£
	The net movement in funds is stated after charging/(crediting):		
	Fees payable to the charity's auditor:		
	- for the audit of the charity's financial statements	3,600	3,000
	- for other accounting services	5,317	5,040
	Depreciation of owned tangible fixed assets	2,922	2,921
	Profit/(Loss) on disposal of fixed asset investments	12,547	(7,027)
		<u> </u>	<u> </u>

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, but 3 of them were reimbursed a total of £1,026 travelling expenses (2024 - 3 reimbursed £1,287).

11 Employees

	2025	2025	2024	2024
	Full Time	Head	Full Time	Head
	Equivalent	Count	Equivalent	Count
The average number of employees analysed by function:				
Advice workers and support staff	27	35	27	35
Key management personnel	5	6	5	6
	<u> </u>	<u> </u>	<u> </u>	<u> </u>
Total	32	41	32	41
	<u> </u>	<u> </u>	<u> </u>	<u> </u>

Employment costs	2025	2024
	£	£
Wages and salaries	954,071	935,599
Social security costs	75,070	73,513
Pension (defined contribution)	53,091	51,624
	<u> </u>	<u> </u>
	1,082,232	1,060,736
	<u> </u>	<u> </u>

No employee received remuneration amounting to more than £60,000 in the period (2023/24: None)

Remuneration of key management personnel

The key management personnel of the charity comprise the Chief Executive Officer, Specialist & Advice Services Managers, Business Support Manager and Finance Manager. The total employee benefits of the key management personnel of the charity were as follows:

	2025	2024
	£	£
Aggregate compensation	254,894	198,247
	<u> </u>	<u> </u>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

12 Gains and losses on investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Gains/(losses) arising on:		
Revaluation of investments	(20,357)	70,285
Sale of investments	12,547	(7,027)
	<u>(7,810)</u>	<u>63,258</u>

13 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

14 Tangible fixed assets

	Office Equipment £	Computers £	Total £
Cost			
At 1 April 2024	84,963	46,404	131,367
Disposals	(21,581)	(29,583)	(51,164)
At 31 March 2025	<u>63,382</u>	<u>16,821</u>	<u>80,203</u>
Depreciation and impairment			
At 1 April 2024	83,835	42,517	126,352
Depreciation charged in the year	330	2,592	2,922
Eliminated in respect of disposals	(21,581)	(29,583)	(51,164)
At 31 March 2025	<u>62,584</u>	<u>15,526</u>	<u>78,110</u>
Carrying amount			
At 31 March 2025	<u>798</u>	<u>1,295</u>	<u>2,093</u>
At 31 March 2024	<u>1,128</u>	<u>3,887</u>	<u>5,015</u>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

15 Fixed asset investments

	Listed investments £
Cost or valuation	
At 1 April 2024	923,685
Additions	110,496
Valuation changes	(20,111)
Disposals	(167,604)
At 31 March 2025	846,466
Carrying amount	
At 31 March 2025	846,466
At 31 March 2024	923,685

Fixed asset investments have been revalued to market value as at 31st March 2025 in line with the Rathbones Investment Management portfolio.

16 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Other debtors	18,429	359,558
Prepayments and accrued income	25,337	62,465
	43,766	422,023

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

16 Funds received as agents

	2025 £	2024 £
Received during the year	832,876	761,756
Paid to partners	(832,043)	(761,756)
Included in accruals	(833)	-
	<u>-</u>	<u>-</u>

The charity is the lead partner for various charitable projects and receives money on behalf of third-party organisations, all money is paid over to the third parties and excluded from the income and expenditure of the charity.

18 Creditors: amounts falling due within one year

	Notes	2025 £	2024 £
Other taxation and social security		18,064	19,788
Deferred income	19	19,994	399,692
Trade creditors		27,227	61,036
Accruals		26,551	16,008
		<u>91,836</u>	<u>496,524</u>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

19 Deferred income

Deferred income is included in the financial statements as follows:

	2025 £	2024 £
Deferred income is included within:		
Current liabilities	19,994	399,692
Movements in the year:		
Deferred income at 1 April 2024	399,692	390,731
Released from previous periods	(393,128)	(390,731)
Resources deferred in the year	13,430	399,692
Deferred income at 31 March 2025	19,994	399,692

20 Restricted funds

The restricted funds of the charity comprise of the income held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
General- SFPA	-	42,226	(46,454)	4,228	-
General- Shaping Places	-	20,000	(26,914)	6,914	-
Debt Advice	-	100,716	(109,631)	8,915	-
Benefits Advice	-	217,410	(226,786)	9,376	-
Pensions Guidance	-	142,857	(166,345)	23,488	-
	-	523,209	(576,130)	52,921	-

Previous year:	At 1 April 2023 £	Incoming resources £ restated	Resources expended £ restated	Transfers £	At 31 March 2024 £
General - SFPA	6,344	44,800	(39,657)	(11,487)	-
General - Shaping Places	19,382	40,000	(41,655)	(17,727)	-
Debt Advice	-	102,040	(133,783)	31,743	-
Benefits advice	(5,947)	169,554	(170,580)	6,973	-
Pension Guidance	251	139,334	(148,460)	8,875	-
	20,030	495,728	534,135	18,377	-

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

20 Restricted funds

(Continued)

Shropshire Food Poverty Alliance (SFPA) is an alliance of organisations in Shropshire working together to understand the causes of food poverty in Shropshire and use this knowledge to try to put an end to food poverty in the county. It is funded through 'SHROPSHIRE VOLUNTARY COMMUNITY SECTOR INFRASTRUCTURE SUPPORT' PROJECT via the UK Government through the UK Shared Prosperity Fund'.

Shaping places this was a fund to help improve health and address health inequalities relating to Food Poverty. Working with the local authority and Healthwatch Shropshire.

Debt advice/MAPs assist people with their Debt Problems, advising and supporting with the various debt solutions. We provide Casework to support the clients this is done, Face to Face and Phone - we support clients of Shropshire and can also work on the National Debt Line.

Help to Claim work on a National Helpline advising people to claim Universal Credit, checking their entitlement and support up to the first correct payment. This is done via phone and Webchat and is a national Citizens Advice funded project via Dept of Work & Pensions.

Pension Wise a government service that requires Local Citizens Advice staff to deliver appointments both over the phone and in person, offering free impartial information and guidance to clients over 50 years of age with defined contribution pensions. The service offers guidance to help clients make informed decisions about their pensions, not regulated financial advice.

21 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2025 £
Business continuity reserve	642,000	-	-	19,000	-	661,000
IT reserve (previously named Cyber security) reserve	24,516	-	(12,328)	(12,188)	-	-
Support for future contract tendering	20,000	-	(3,650)	(16,350)	-	-
Workforce development reserve	47,876	-	(17,559)	(30,317)	-	-
Health & Outreaches	7,856	73,247	(87,731)	6,628	-	-
General funds	205,891	648,819	(569,440)	(19,694)	12,547	278,123
	948,139	722,066	(690,708)	(52,921)	12,547	939,123
Revaluation reserve	65,629	-	-	-	(20,357)	45,272

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

21 Unrestricted funds

(Continued)

Previous year:	At 1 April 2023 £	Incoming resources £ restated	Resources expended £ restated	Transfers £	Gains and losses £	At 31 March 2024 £
Business continuity reserve	600,000	-	-	42,000	-	642,000
IT Reserve	30,000	-	(5,484)	-	-	24,516
	20,000	-	-	-	-	20,000
Support for future contract tendering	50,000	-	(2,124)	-	-	47,876
Workforce development reserve	-	78,146	(70,290)	-	-	7,856
My money matters residual fund	24,095	-	-	(24,095)	-	-
General funds	242,992	612,057	(605,849)	(36,282)	(7,027)	205,891
	967,087	690,203	683,747	(18,377)	(7,027)	948,139
Revaluation reserve	(4,656)	-	-	-	70,285	65,629

Business continuity reserve - to cover all eventualities in funding and allows the charity to find alternative funding and/or take an orderly winding up of costs associated with the lost funding. It is based on the 25/26 budget 6 months operating costs.

IT reserve - to cover expenditure in upgrading the IT infrastructure of the charity to meet Cyber Essentials accreditation. As this was accredited during 24/25 the trustees decided to transfer back to general reserves any balance left.

Support for future contract tendering - to cover expenditure incurred in the tender writing. The trustees have considered any large projects and cannot see an imminent use for this designated reserve and have agreed to transfer back to general reserves any balance left. Any future expenditure will be considered at the time and if necessary a designated reserve will be created.

Workforce development - to cover the future costs of increased support costs. The trustees have considered the forecast budget and have agreed to transfer back any underspend to general reserves.

Health and Outreaches funds we provide generalist advice including welfare benefit checks to ensure clients receive all welfare benefits they are entitled to and we will also look at ways to help reduce expenditure. All referrals for these projects come from the Funder. They have been included within the general activity of the charity.

22 Operating lease commitments

Lessor

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

	2025 £	2024 £
Within one year	19,201	19,201

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

23 Related party transactions

There were no disclosable related party transactions during the year (2024 - none).

24 Cash absorbed by operations	2025 £	2024 £
(Deficit)/surplus for the year	(29,373)	31,307
Adjustments for:		
Investment income recognised in statement of financial activities	(24,316)	(29,119)
(Gain)/loss on disposal of investments	(12,547)	7,027
Fair value gains and losses on investments	20,357	(70,285)
Depreciation and impairment of tangible fixed assets	2,922	2,921
Movements in working capital:		
Decrease/(increase) in debtors	378,257	(22,980)
(Decrease) in creditors	(24,990)	(21,170)
(Decrease)/increase in deferred income	(379,698)	8,961
Cash absorbed by operations	(69,388)	(93,338)

25 Analysis of changes in net funds

The charity had no material debt during the year.

Accounts

Directors' and Trustees' report and accounts

For the year ended 31 March 2024



Contents

Reference and administrative information	2
Introduction from the Chair	4
Who we are	5
Our services	7
Client problems	9
Who our clients are	12
The difference we make	13
The wider impact of the work we do	13
Research and campaigns	14
A focus on Pension Wise	15
Volunteering with us	15
Thank you to our funders	16
How did we do?	17
Key objectives for 2024/25	18
Financial risk and reserves policy	19
Independent auditor's report	26
Statement of financial activities	30
Balance sheet	31
Notes to the financial statements	33

Reference and administrative information

Charity Registration Number 1085220

Company limited by guarantee, Registered Number 4099352

Regulated by the Financial Conduct Authority FRN 617564

Registered Office: Citizens Advice Shropshire, Fletcher House, 15 College Hill, Shrewsbury, SY1 1LY.

Directors and Trustees Chris Boote (Chair – current from 26/11/20)
 Andy Howitt (Vice-Chair – current from 24/01/23)
 Penny Cooper
 Joanne Harrison
 Tony Hinkley
 Paul Langton (Treasurer)
 Elaine Williams
 Julie Bertolini (Resigned 22/05/23)
 Andy Brenan (Resigned 22/08/23)
 Judith Lancaster (Co-opted 23/05/23; Resigned 16/11/23)
 Andrew Philpott (Resigned 03/07/23)

Honorary advisers Keir Hirst (Honorary Solicitor) (Resigned 16/10/23)

Company Secretary Paul Langton

Chief Executive Officer (CEO) Jackie Jeffrey

Senior Management Team (SMT) CEO, Iona Aylen, Alison Alexander, Nick Willis, Dawn Ray

Finance Manager Katharine Haines (Also part of SMT) (Resigned 01/04/24)
 Rachel Storey (Also part of SMT) (Started 12/06/24)

Registered Office Fletcher House, 15 College Hill, Shrewsbury SY1 1LY

Bankers National Westminster Bank Plc.
 Shrewsbury Mardol Head, 8 Mardol Head, Shrewsbury
 SY1 1HE

Auditors

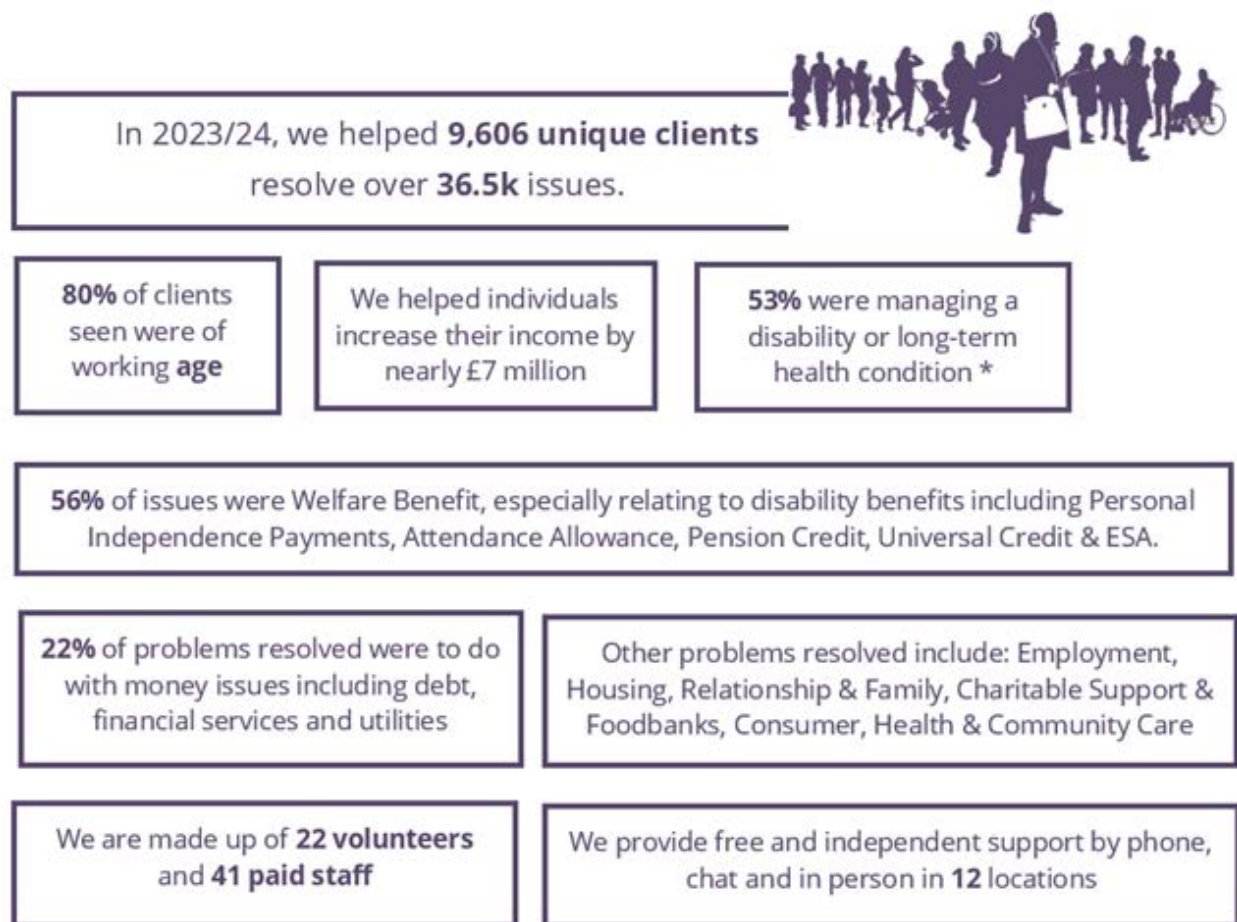
James, Holyoak & Parker Limited
1 Knights Court, Archers Way, Battlefield Enterprise Park,
Shrewsbury SY1 3GA

Investment Advisers

Rathbones Investment Management Limited
Port of Liverpool Building, Pier Head, Liverpool L3 1NW

Deposit Providers

Flagstone
1st Floor, Clareville House, 26-27 Oxendon Street, London
SW1Y 4EL



*Of known values

Introduction from the Chair

Life didn't get any easier for many of the most vulnerable Shropshire residents in the past year. The cost of living crisis fuelled by high inflation continued to have a significant impact on clients who approached Citizens Advice Shropshire for advice and help in 2023/24.

Increases in the costs of many household goods and services, that we all experienced, disproportionately affect the poorest and most vulnerable people in our community. Food and fuel costs were particularly challenging for our clients and much of our work has been focussed on helping people in these areas.

We have always put partnership work at the heart of what we do and our achievements in 2023 continued to be built around strong, effective and mutually respectful partnerships with a range of organisations and stakeholders across Shropshire.

In 2023/24 we were able to provide advice to more than 9,000 clients but also gather evidence and use data to lobby for policy changes.

We wouldn't, of course, be able to do anything without the skill, commitment and hard work of our staff and volunteers who continually amaze me with their creativity and adaptability in the face of a constantly changing landscape.

Lots of people assume that Citizens Advice is a part of government but we're not. We are a charity and rely on donations, grants and funding to enable us to do our work and I want to thank all our funders, large and small, new or long standing, for helping us continue to support Shropshire residents.

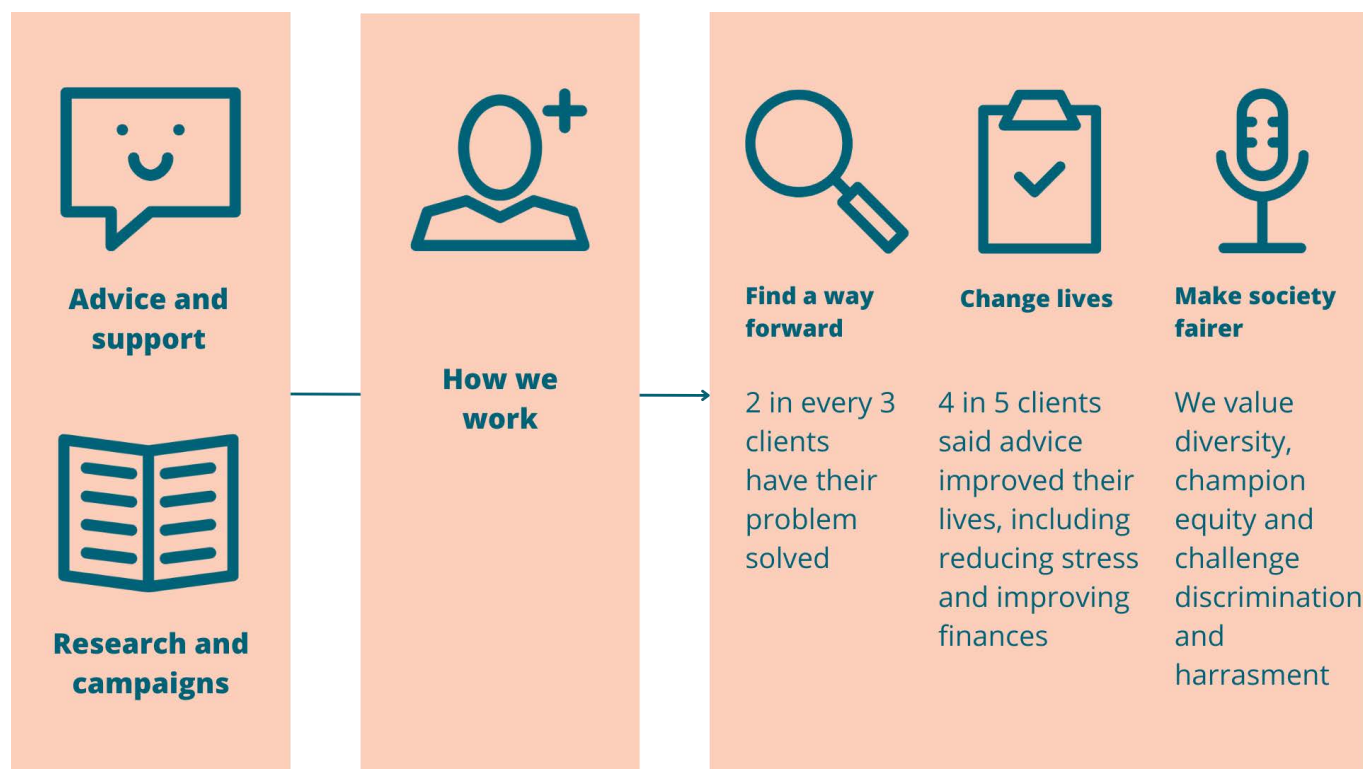
Our charity is overseen by a board of trustees who, like me, are all volunteers and as Chair I'm immensely grateful for their insights, ideas and contributions that help us steer a path forward in an ever-changing world. We receive invaluable guidance from our Chief Executive and Senior Management Team to help us in decision making.

Everything we do is a team effort, so I want to offer a personal and heartfelt 'thank you' to everyone who has continued to contribute to our achievements over the past year.

Chris Boote

Chair

Who we are



Citizens Advice Shropshire (CAS) is a charity, constituted as a Company limited by guarantee and, therefore, governed by its Articles of Association. The trustees confirm they have referred to the information contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of CAS, and in planning activities and setting policies and priorities for the year ahead.

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Shropshire and surrounding areas.

In carrying out its objects and in all aspects of its work, CAS is committed to promoting equality and diversity, preventing prejudice and discrimination, ensuring equal access and promoting good relations between all sections of the community.

The main activities undertaken to further our charitable purposes for public benefit are to provide the advice people need for the problems that they face and to improve the policies and practices that affect people's lives.

We are an organisation that is committed to its **values**, where the client is central to all we do and we are respectful of each other, providing a supportive and inclusive culture. We value integrity and stand up for fairness in all we do.

We have a **vision** of Shropshire where we all work together for the best outcomes possible

for our staff, volunteers and service users. We believe that through collaborative working and focusing on outcomes we can achieve so much more, making the biggest impact for those most vulnerable and excluded members of society, supporting them to be the best that they can be.

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

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

Sub-committee	Responsibilities
Finance sub-committee	To lead, develop and oversee the organisation's policies and strategies in respect of financial management and planning, ensuring effective governance.
Operations sub-committee	To lead, develop and oversee the organisation's policies and strategies in respect of operational matters and service delivery, ensuring effective governance.

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

We recruit trustees using local PR, social media, the CAS website and our contacts to find people who have the skills and perspectives we need to provide good leadership and make sound decisions. Trustees are recruited against a job description and person specification which also list the behavioural competencies expected of a trustee of CAS. All new trustees are initially co-opted on to the board and are then elected to the board by the membership at the Annual General Meeting.

If a trustee has served for more than nine years, their expertise is valued and their reappointment is subject to a particularly rigorous review and takes into account the need for progressive refreshing of the board.

A trustee who holds office as Chair, Vice Chair or Treasurer may not hold office in that capacity for more than 6 consecutive years. After the end of this period a Vice Chair may be appointed as Chair, but two further years must pass before any former Chair, Vice Chair or Treasurer shall be eligible for re-election to any of those offices.

CAS is one of over 245 separate and independent local Citizens Advice offices that make up the Citizens Advice Service across England and Wales. This is a membership organisation and we have to comply with strict membership standards and audit requirements to retain

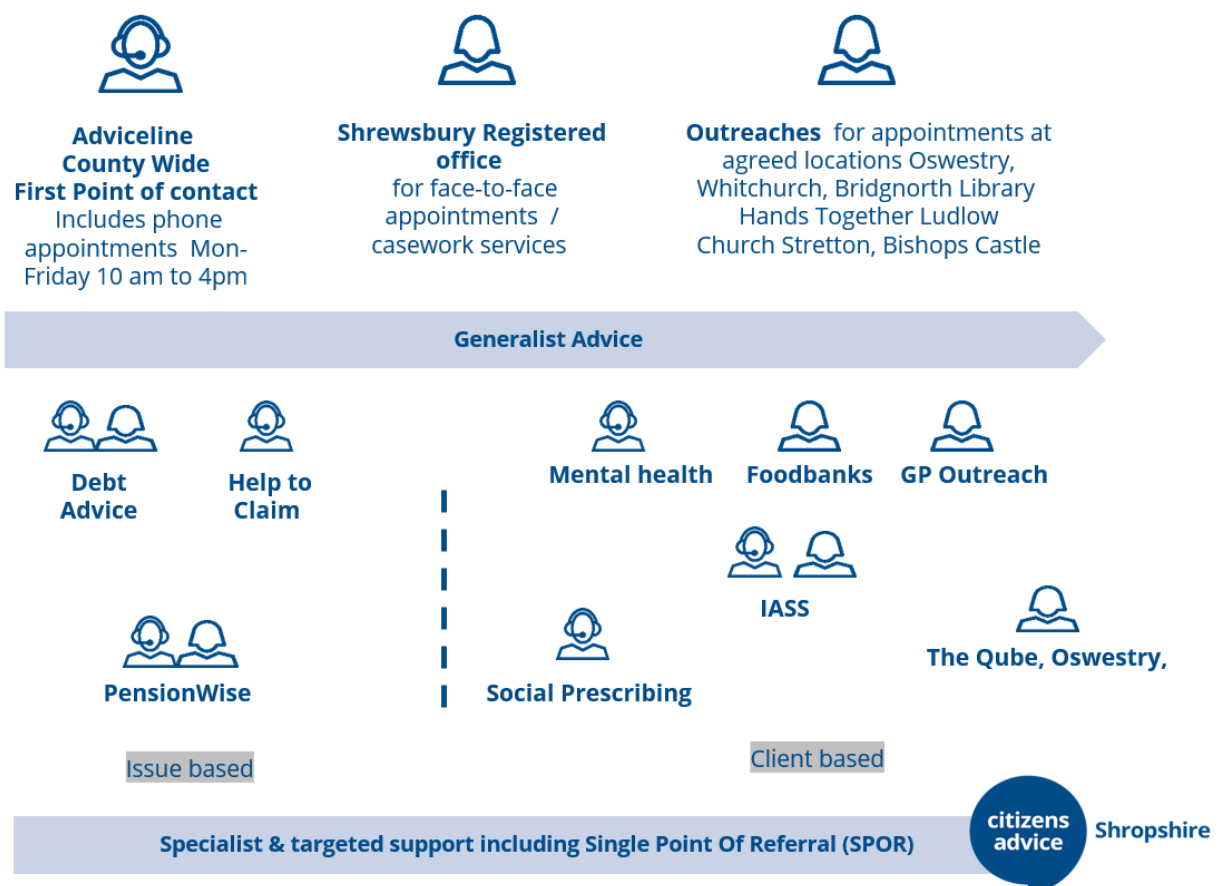
our membership. Through 2023/24 we retained a green rating (excellence) as part of our Performance and Quality Standards. We also hold the AQS Quality Mark (General Help) and we are Charity Commission endorsed as an Effective Charity (Charity Commission Membership Standard).

The day to day running of the organisation is delegated to the Chief Executive Officer (CEO), Jackie Jeffrey, who reports regularly to the board. The operations of CAS are managed through a Senior Management Team (SMT), comprising the CEO, Advice Services Manager - Generalist Service, Advice Services Manager - Specialist Services, Advice Services Manager - Partnerships, the Finance Manager and the Business Support Manager.

The trustees consider and agree annually where budgets allow, an inflation uplift for all paid staff. All CAS staff are paid in excess of the living wage. Trustees have also reviewed the benchmarking data from Citizens Advice.

We have a detailed three year Strategic Plan which sets out organisational priorities and objectives which the SMT use to prioritise work. Risk and operational reports, KPIs and performance are reported to the board to allow trustees to monitor risk and performance.

Our services



Our different service delivery options are supported by a number of funding sources and we would like to take the opportunity to thank everyone who has supported our service

over the last year.

The **Generalist service** for adults is where clients can contact us. In 2023/2024 this has been via our free telephone advice line, with provision for face to face appointments for those who need it. Details of service hours and how to contact us can be found on our website www.cabshropshire.org.uk. This service is funded by Shropshire Council, Market Drayton and Church Stretton Town Councils, local Parish Councils, Foodbanks, Trusts and client donations.



The **IASS service** provides Information, Advice and Support Service to children and young people aged 0 to 25 who have, or may have, special educational needs or disabilities (SEND), as well as their parents and carers. This service is funded by Shropshire Council.



Specialist provision includes specific subject areas such as debt advice (funded by the Money Advice Service), Pension Wise and Universal Credit: Help to Claim (main funder Department for Work and Pensions), and welfare benefits (funded by Shropshire Council - Enable)



Outreach services for 2023/2024 have been by phone and / or face-to-face. We have made special arrangement to ensure our most vulnerable clients have been helped and have referral protocols in place for organisations to refer vulnerable clients in to CAS via our Single Point of Referral (SPOR).



We continue to use our free phone Adviceline (0808 278 7894) as the first point of contact for our clients. We can then assess the best next step for the client depending on the enquiry and advice required.

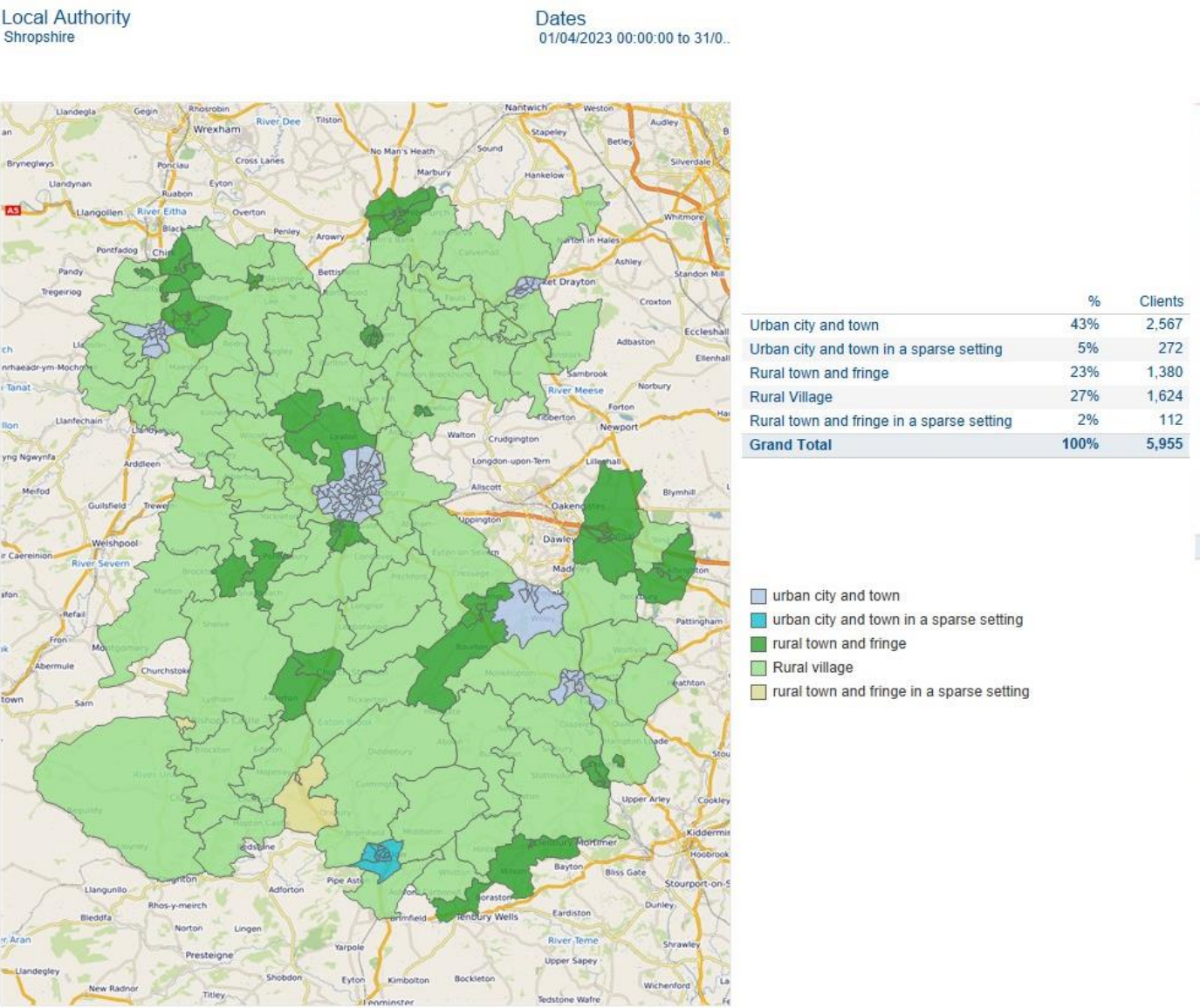
During 2023/24 we have continued our increased capacity for our Policy Work through Shaping Places Healthy Lives funding (Local Government Association & Health Foundation) and hosting the Shropshire Food Poverty Alliance. Both these projects focus on influencing policy decisions locally that impact on food insecurity and supporting foodbanks in Shropshire and have been pivotal in the County's response to the cost of living crisis and support for vulnerable people.

Our Single Point of Referral (SPOR) on 01743 280019 continues to be a vital means for health professionals /social workers and support workers/ local organisations to refer in their vulnerable clients. This local number is also used for IASS and debt clients.

We continue, where we can, to support a flexible approach to hybrid working for staff depending on business need.

Client problems

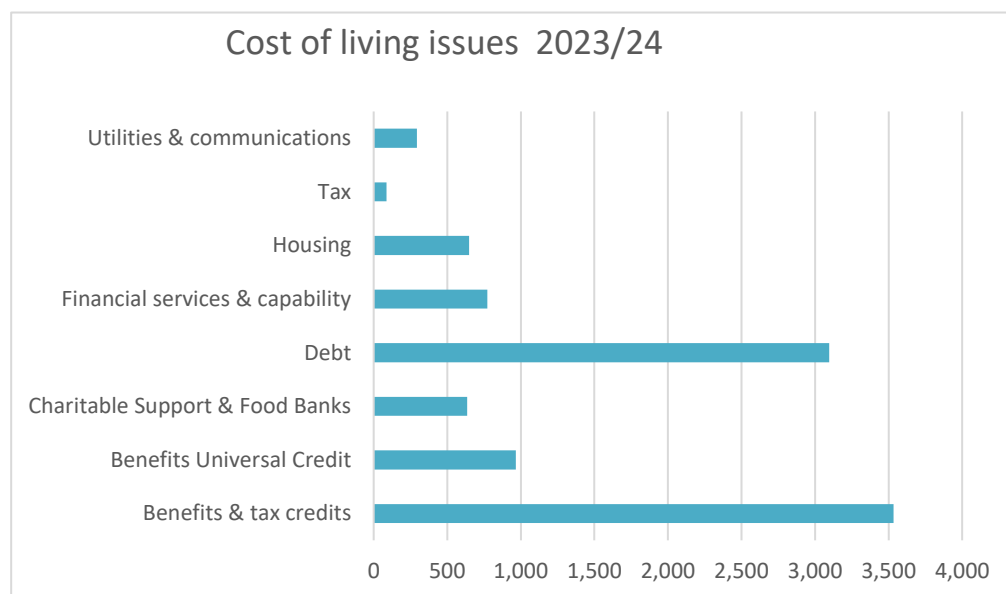
Rural and Urban analysis by Local Authority - Issues



The number of clients helped has remained steady from last year, however, where we have supported them has changed with a 47% increase in in-person appointments at our numerous outreaches. The development of the community advice team has been critical in bringing back our face to face services across the county and in tackling rural isolation and improving access. The figure below demonstrates the equitable split of where our clients come from across urban and rural wards.

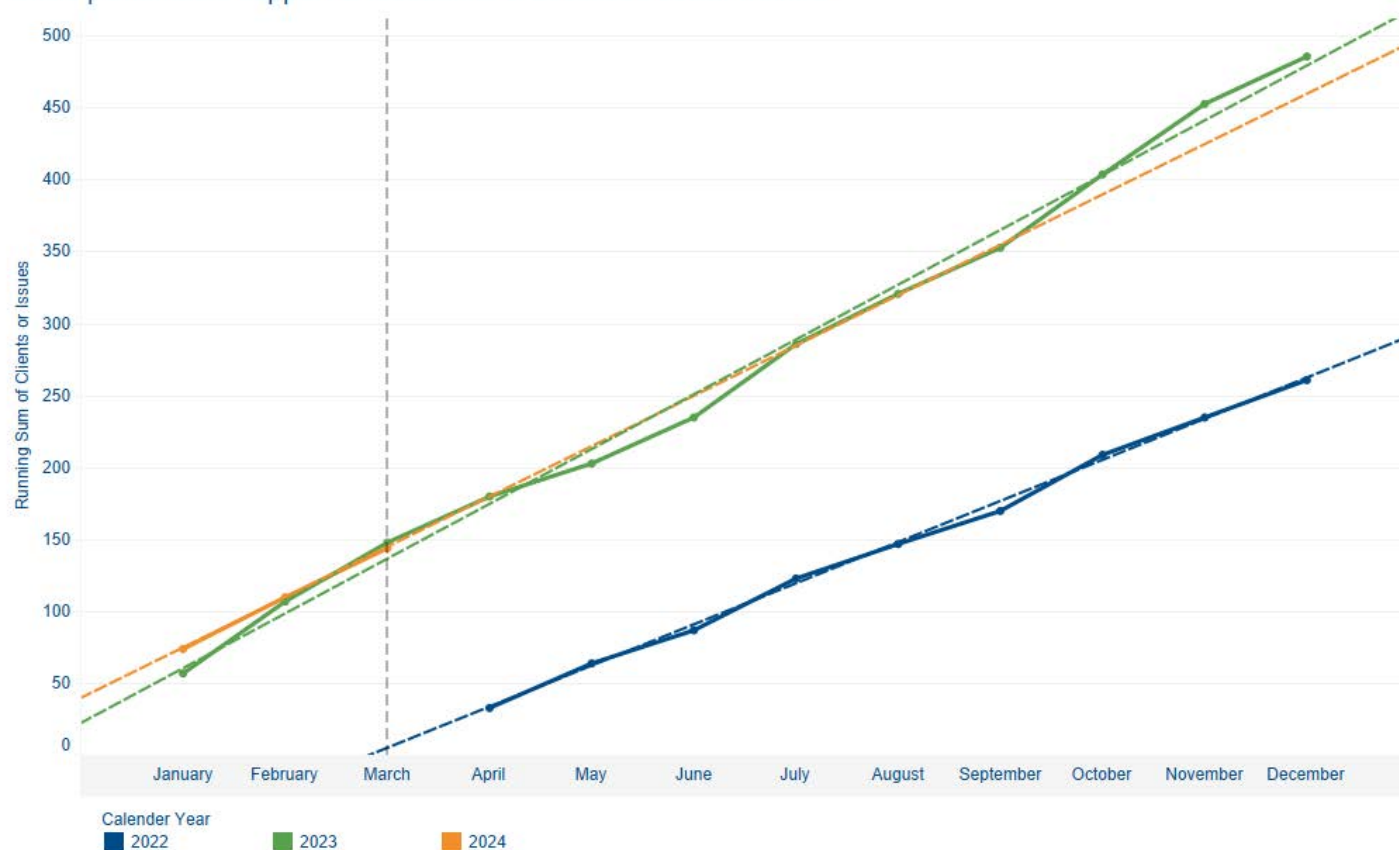
The biggest issue facing our clients during 2023/24 has been the continuing cost of living crisis which has impacted clients in a significant way. During 2023/24 the CEO has continued to chair the Hardship & Poverty Group, part of the Shropshire Social Task Force working in partnership across all sectors to identify those most impacted by the cost of

living crisis and to target support for those most in need including the allocation of the Household Support Fund. We continued to work with the Communications group, setting out key messages for clients, updating the [cost-of-living website](#), key social media posts and leaflets to spread the word about the support available in Shropshire.



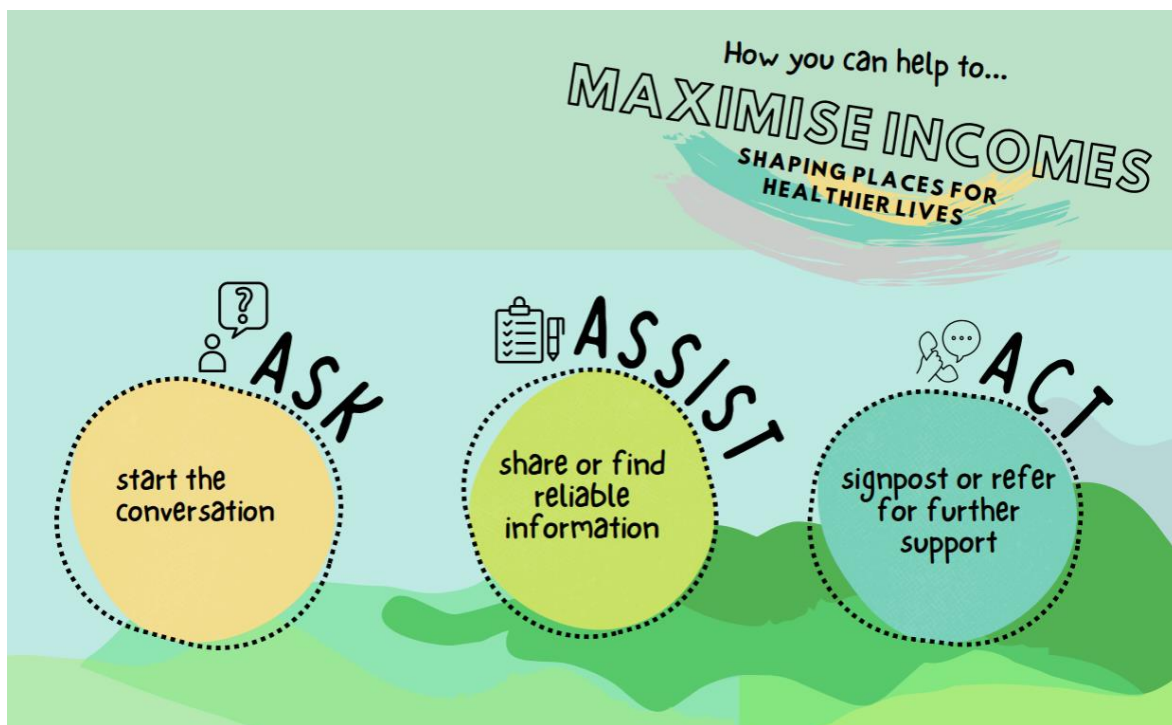
This shows number of people coming to us because they can't afford to eat or need other financial assistance. The trend line for the current year indicates how many clients we might see later in the year based on historic data.

Crisis | Charitable support & foodbanks & Localised social welfare



Figures for crisis support represent the number of people Citizens Advice helps with either referrals to food banks' or other charitable support (covers any emergency financial support or support in kind people need to make ends meet) and localised social welfare

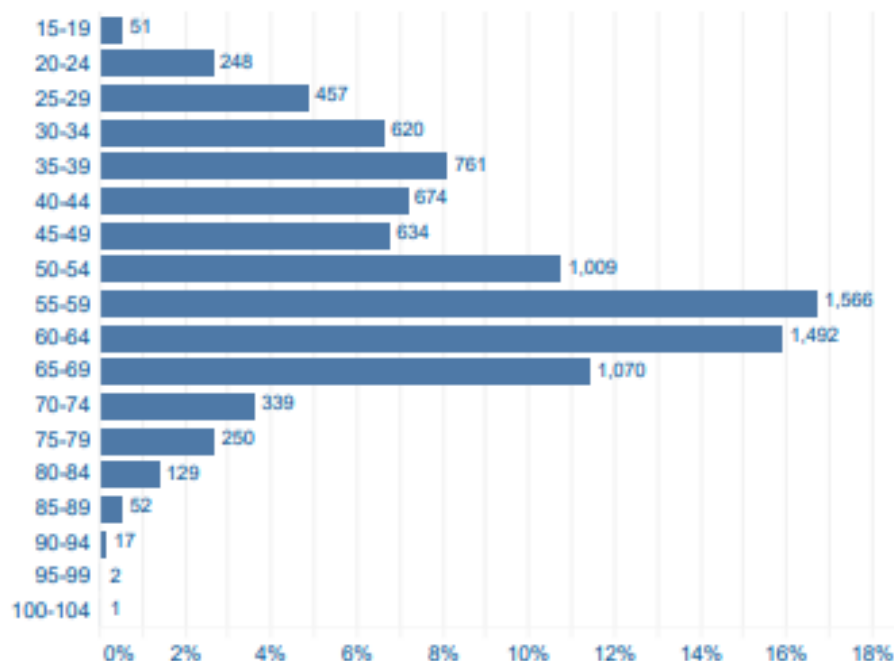
Those of our clients who have a disability or long-term health condition and rely on disability benefits or are working, but due to low income thresholds, rely on in work benefits such as Universal Credit are already experiencing negative budgets where income does not meet essential expenditure. Negative budgets drive people into debt, food and fuel poverty, yet our research shows that there are millions of pounds of unclaimed benefits in Shropshire. So, our key theme during 2023/24 has been maximizing income and developing a tool kit to support people in checking their entitlements using online calculators.



Who our clients are

We continue to support primarily working age clients

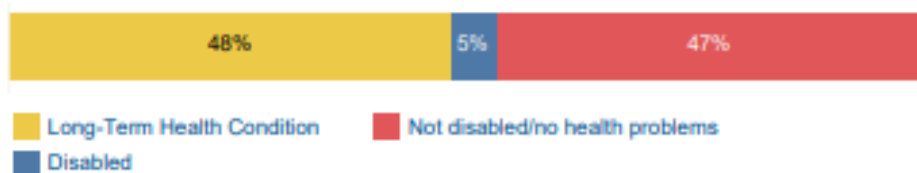
Age



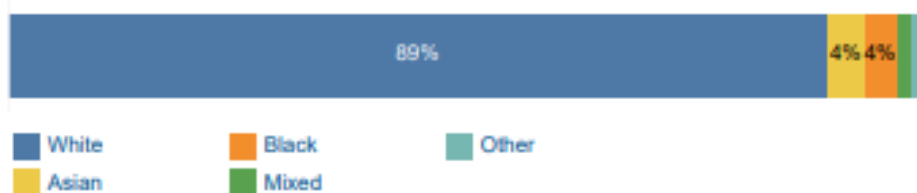
Gender



Disability / Long-term health



Ethnicity



The difference we make



Source: Client satisfaction survey 2023/24

Always lovely straight forward people who are able to access the information or help needed in often complex matters. I'm very grateful

Citizens help always fabulous. The people are so polite and accommodating. Can't praise them enough.

I was delighted with the help I received. Very approachable and professional. Made a huge difference to my mental health. Thank you so much x

I found everyone I spoke to very friendly and incredibly helpful. Happy to recommend.

The wider impact of the work we do

We can put a financial value on our role in:

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

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

Our value to society



For every £1 invested in our service in 2023/24, we generated:

£2.08

in savings to government and public services (fiscal benefits)

Total: £2.5 million

£21.02

in wider economic and social benefits (public value)

Total: £24.9 million

£12.09

in financial value to the people we help (specific outcomes to individuals)

Total: £14.3 million

(Source: Data from Citizens Advice financial modelling tool 2023/24)

Research and campaigns (R&C)

No one else sees so many people with so many different kinds of problems. That gives us a unique insight into the challenges people are facing today. We use our clients' experiences and stories to campaign for positive change. We speak up about the policies and services that cause people problems and seek solutions to those problems.

As the cost of living continued to impact on many of our clients during 2023/24 – our unique understanding of our clients' needs has meant we were in an ideal position to work in partnership with colleagues across the 'system' to put in place support for those in most need. We concentrated our R & C resources on understanding how we could reduce the impact of food insecurity in Shropshire, carried out research on the barriers people face when accessing crisis support and highlighting the problems with people on skilled worker visas accessing work in Shropshire.

Information pack for people working in Shropshire on a

**Health and Care
Worker Visa
and
Skilled Worker Visa**



Health & Care and Skilled Worker Visa: In 2023 we saw a number of cases in Shropshire of people on Skilled Worker Visas working in care homes who, due to their visa conditions, were vulnerable to exploitation. The trends we observed locally were part of large-scale issues and were reported in the news: The Guardian and BBC. We provided evidence to Citizens Advice, Independent Chief Inspector of Borders and Immigration and worked with Shropshire Council to create a local safety net for displaced workers. In November 2023 we created an information pack for people working in Shropshire on a Health and Care Visa and Skilled Worker Visa.



When the Safety Net Fails: In this 2023 report, we share lived experiences and explore learnings from conversations we had on the support system in Shropshire, along with recommendations for how we can work together to best support residents facing financial crisis.

A focus on Pension Wise

Citizens Advice Shropshire is one of 38 local Citizens Advice who have been delivering the government's Pension Wise service for the last 9 years. Launched in April 2015, Pension Wise was a new guidance service set up to help people understand their options under the pension freedoms.

In partnership with Coventry Citizens Advice, Citizens Advice Dudley and Wolverhampton and Citizens Advice Worcester and Herefordshire, Citizens Advice Shropshire delivers Pension Wise appointments to people aged 50 and over with a defined contribution pension.

Key statistics

For 2023/24, Pension Wise has delivered 125,562 client transactions across the service in England, Wales and Northern Ireland.

People using Pension Wise have remained highly satisfied with the guidance they are receiving, with satisfaction ratings remaining consistently high. For 2023/24, Citizens Advice achieved a satisfaction score of 94%.

Volunteering with us

The contribution of our volunteers brings real added value to the organisation worth over £186,141 if we had to pay them. But volunteering benefits our volunteers too – they improve their skills, resilience, health and wellbeing, while strengthening community engagement.

We would like to take this opportunity thank those volunteers who left during the year for their hard work and commitment to the service and our clients, and wish them all the best for the future.

Those working remotely have settled into the new ways of working and we now have a core of 20 volunteers active on the rota. Developing our digital skills has meant we have been able to create a supportive and effective volunteer team who have made such a difference to clients and by putting our resources on to the free Adviceline phone number, we have improved access to advice for those in remote areas or not able to get out of their home. Again, a big thank you to these volunteers for their commitment and resilience.

We have been working hard during the year to put all the training on line and develop recruitment, and training for new and existing volunteers and have had recruitment session for new volunteer assessors and specialist form fillers.

All our people

It seems now that each year becomes more challenging as clients' cases become more complex and advisers reflect that people's problems are becoming too big to resolve, with growing rent and mortgage arrears, higher energy bills and more referrals for crisis support including Foodbanks. The CEO and Board of Trustees thank all the staff, volunteers and partners who have worked so hard this year to support our clients. Our people continue to be our biggest asset and, whatever their role, have shown true commitment, care and compassion through the year

A special thank you to those supporters of CAS who raise thousands of pounds for us: Ludlow Walkers, Sylvia Pledger and Jenny Horner. Their local knowledge and continued support make such a difference, especially as we have no professional fundraisers.

Thank you to our funders

We would like to thank all funders who have continued to support us:

- Albrighton Masons
- Albrighton Coop Community Grant
- Albrighton Craft Group
- Albrighton Parish Council
- Boningale Homes
- Boningale Parish Council
- Bridgnorth Food Bank
- Citizens Advice
 - o Help to Claim
 - o Pension Wise
 - o Money and Pensions Service (MaPS) debt funding
- Donington with Boscobel Parish Council
- Hope Bagot Parish Meeting
- Jane Higginson Trust

- Church Stretton Town Council
- Ludlow Walkers Group
- Market Drayton Action for Health
- Market Drayton Town Council
- Millie's Watch
- Shropshire Council
 - o Advice, Advocacy and Welfare Benefits
 - o Enable – Better Off In Work
 - o Information Advice and Support Service – IASS
 - o Shaping Places Healthy Lives Programme
 - o Shropshire Food Poverty Alliance
- St Andrews Mission
- Stockton Parish Council
- Oswestry Foodbank
- Market Drayton Foodbank

How did we do?

We had set a number of key objectives to achieve during 2023/24.

- **Strategic aim A: Improve service for vulnerable adults and support disadvantaged and hard to reach communities.** The cost of living crisis dominated the work we did during the last year and we were able to set up outreaches in Foodbanks and other community venues to support those most impacted, and we continued with our partnership working to ensure what resources were available in the County went to those in most need. We also developed Advice First Aid training to help people get to the advice they need quickly and developed referral pathways for the most vulnerable.
- **Strategic aim B: Support and develop our paid staff and volunteers.** We introduced an Employee Assistance Programme which can provide one off or a series of counselling support for staff. We adapted our volunteer training programme to help recruit more volunteers and took part in the 'Value of Volunteering' national Citizens Advice research to help understand how best to improve our volunteer offer.
- **Strategic aim C: To maintain financial security and growth.** This was the year where most of our core funding was up for retender and so our strategic priorities

were directed to prepare for this. We are happy to report that all our tenders were successful and we have a secure financial platform for moving forward.

Key objectives for 2024/25

Our key objectives for 2024/25 remain the same as last year.

Strategic aim A: Develop services for vulnerable adults and support disadvantaged and hard to reach communities. For our funders, there is a move away from buildings-based work to neighbourhood and community working to support those most in need – ‘One Shropshire’. Developing this will, therefore, influence our service delivery model going forwards which will require a balance of telephone, face to face support and referral pathways in to our Single Point of Referral.

Strategic aim B: Support and develop our paid staff and volunteers. Our people remain our biggest asset and we need to support and develop teams to be the best they can be. This will mean, as our paid staff team grows, developing staffing structures to support this and continuing to develop and support our volunteers.

Strategic aim C: To maintain financial security and growth

Whilst we have been successful in recommissioning our core funding for the next 5 years, some of our new and existing funding come with flat budgets. The cost of living crisis and inflation will mean that we have to find new ways of securing income to cover rising costs and salaries and not rely on our reserves to support this.

Financial review

Transactions and financial position

The Statement of Financial Activities on page 30 shows Net income/(expenditure) for the year of £31,307 (2023: £(68,932) with total funds of £1,013,768 at 31 March 2024 (2023: £982,461).

We continue to maintain good levels of working capital which allow us to manage short term volatility.

Throughout 2023/24, our funders have continued with their financial support to us, and this enabled us to maintain our levels of service to clients.

Tangible fixed assets for use by the Charity

The details of movements in fixed assets are set out in note 15 to the accounts.

Reserves

The trustees have determined to designate **6 months of operating costs** in order to meet unexpected events (such as a significant loss of funding). The rationale for retaining 6 months of operating costs is that the charity has a number of partner contracts that have a 6 month break clause. As a result retaining 6 months of operating costs ensures that the charity can undertake an orderly wind up of the partner contracts as well as allowing time to secure alternative funding.

The policy is monitored and reviewed by the trustees annually. As at 31 March 2024 the designated reserve for Business continuity reserve was increased by £42,000 to £642,000 – this is based on the 2024/25 budget.

The designated reserves for IT, support for future contract tendering and workforce development have until the 31 March 26 to be spent, any balances at this date will be undesignated and transferred back to the general fund.

The majority of the charity's funds are represented by investment assets. Consequently these investments are expected to generate an investment return which is used to support the continuing activities of the charity.

The charity's investments are outlined in its investment policy which states that the primary objective is to generate an income stream to support the charity's day to day operational activities whilst maintaining the capital value of the investments.

This reserves policy is reviewed annually alongside its 3 year Strategic Plan, annual budget and investment policy.

The free reserves of the charity are £181,675 (2023: £211,575), after excluding all designated funds, lease commitments, negative revaluation reserve and fixed assets. These funds are available for the working capital of the charity.

Investment policy and returns

The trustees reviewed and amended the investment policy in September 2024.

Policy

The investment policy is dependent on the charity's strategic plan as this outlines the plans and ambitions of the charity for the next 3 years in terms of both its operational activity and its plans for investment in projects and infrastructure investment. Consequently, the policy needs to be reviewed annually in line with both the 3 year strategic plan and the annual budget.

The general investments are managed on a discretionary basis by an investment manager in such a way as to provide supplemental income for the charity. Where possible, trustees would like the value of the assets invested to be enhanced so that as a minimum they keep pace with inflation in the long term. The trustees are willing to take a long-term view with regard to the investment term, i.e. up to five years. It should, however, be noted that access to the invested funds should be available at short notice.

Income from the investments is paid into the charity's bank account as and when the income falls due on a monthly basis and this is monitored by the charity.

Risk Appetite

An approximate balance is to be maintained between the enhancement of capital and the generation of income and the trustees are willing to take a "medium risk" approach to the management of the assets.

Investments that fall within this category will include those investments that will carry a degree of volatility and will include UK and foreign blue chip equities and fixed interest securities. Such holdings are generally designed to be long-term investments and investors should be aware that there is a risk that the value of their investment may fall, and while access is granted to the investment itself, there is no guarantee upon encashment the value of the holding will not have fallen. These investments are suitable for those who are familiar with the risk and volatility usually associated with stock market-based investments.

The trustees are required to review the Rathbones investment risk questionnaire on an annual basis.

Target Investment Return

The charity aims to achieve the following target returns:

Investment income: The income generated from the investments contributes to the operational running costs of the charity and that continues to be an important aspect of

the investment performance. Historically we have achieved a return of up to 4.0% annually on the investment portfolio. Given the nature of investment markets we will look to achieve an investment income return in the range of 2% to 4%.

Capital growth: The investment funds have 2 primary purposes from a capital perspective. Firstly, the capital is there to support the charity's reserve requirements as set out in the charity's reserves policy. Secondly, any capital value above this can be used to support the operational activities.

Investment Parameters and Exclusions

The trustees have appointed Rathbones Investment Management on a discretionary mandate and so the investment portfolio can consist of both "collective" investments and individual holdings. In this way it is anticipated that the portfolio will be spread over a much wider number of holdings and therefore the overall investment risk will be spread as widely as possible.

If any alteration to the above is to be made then the trustees' permission will be required.

Investment Performance

The charity will monitor the performance of the investment manager as follows.

Investment income: This measure will be based on the target investment return of 2% to 4% as outlined earlier under the Target Investment Return on an annual basis.

Capital growth: this will be measured quarterly against the performance of the MSCI PIMFA Balanced index.

Ethical Investment Statement

The organisation is in the process of reviewing its Environmental policy, including Ethical Investments, and once this review has been completed the impact, if any, on Investment Policy will be assessed

The Trustees have taken into account the guidance from the Charity Commission with respect to portfolio restrictions and exclusions and have sought to balance these against the Trustees' fiduciary duty to preserve and grow the assets of the charity. The Trustees have decided that certain investment areas do not align with the objectives of the charities and as such will not invest directly in companies whose primary activity is in the following areas:

- Manufacturing of Tobacco related products
- Manufacture or distribution of Armaments
- Gambling
- Usury
- Pornography

In a wider sense, the Trustees recognise the concept of 'Responsible Investment' (taking into account Environmental, Social and Governance - ESG - issues) and that this could

reduce the risk associated with the investment portfolio and/or offer potential for enhanced returns. CAS requires its Investment Manager to incorporate these factors into their investment process and engage with companies on ESG matters, with the objective of enhancing returns, reducing risk or promoting best practice.

The trustees note that this will be an actively evolving element of the policy as stakeholder engagement increases and the investment industry develops its approach, achieves greater transparency and provides better tools to analyse exposures.

Going concern

The financial position and performance have been outlined in the financial review. The trustees have assessed our position and concluded that Citizens Advice Shropshire is well-placed to meet our liabilities as they fall due and to manage the business risks we face.

This position is supported by a strong cash flow, sufficient reserves and good relationships with our funders. Our planning and reporting processes, including financial projections, take into consideration the current economic climate and its potential impact on our various sources of income and planned expenditure.

We have therefore adopted the going concern basis of preparation of these financial statements on the basis that we have concluded there is a reasonable expectation that we have sufficient resources to continue in operational existence for the foreseeable future, being at least 12 months from the date of approval of these financial statements

Directors and trustees

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

Statement of internal control and risk management

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

This system of internal control is designed to manage risk to a reasonable level rather than to eliminate the risk of failure to achieve policies, aims and objectives: it can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of CAS policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically. The system of internal control has been in place in CAS for the year ended 2023/24 and up to the date of approval of the annual report and accounts.

The trustee board conducted a review of the major risks in May 2024 to which the Charity is exposed which are kept under regular review. Where appropriate, systems or

procedures have been established to mitigate the risks the Charity faces. The CEO also reports to the trustees regular updates on key risks and milestones at Operations, Finance sub committees and full board meetings.

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

At May 2024 the Risk Register showed that of the 21 major risks identified:

- 8 were 'very high' and required active management including continued funding uncertainty, changes to Government policy and regulation, increased workloads for staff, increases in client demand due to loss of other services and the longer term impacts of the cost of living on funding
- 6 were 'high' and required contingency plans
- 7 were medium risk and required good housekeeping with regular review

The current Risk Register is now undergoing a major review to include:

- a statement up front which sets out the Board's overall risk strategy and an appetite statement for each risk type (Operational, Compliance etc) not just for Information Assurance and Investments
- ensuring the risk strategy links to the overall strategy for CAS - i.e. what are we looking to achieve over the next 5 years, what new risks will that present and how will these be managed and to include the top/emerging external risks that the Board identified in their current PESTE over the next 2-3 years

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

Information technology is embedded in all the work we do including all our national Citizens Advice operating platforms for advice, case recording, management guidance and telephony so it is vital that we continually invest in our IT infrastructure and IT support. The move to home based service delivery led to swift changes in the technology used – increasing our use of Microsoft 365 to include Teams for video meetings, change to Outlook for emails, sharing information resources and for soft phones. We have secured individual cyber insurance through our existing provider and made it mandatory for all staff, volunteers and trustees to undertake Remote Working training so they are aware of the risks. Work is now complete for Cyber Essentials and we are awaiting accreditation.

The local Citizens Advice trustee board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. CAS holds joint responsibility for client data that is held in our case management system, with the national Citizens Advice service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the UK GDPR and Data Protection Act 2018.

The current Cost of Living crisis is a continuing threat and challenge, not just to our clients but to our service delivery and staff. We continue to review the impact of inflation on the budget and operational costs. Two areas of concern is the lack of COL rise in most of our grants and contracts leading to more stress on our reserves and not being able to keep up with rising salaries for paid staff and, therefore impacting on recruitment and retention.

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

Statement of trustees' responsibilities

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

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

In preparing these financial statements, the trustees are required to:

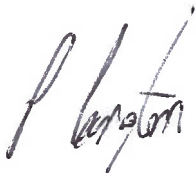
- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent;
- state whether applicable accounting standards have been followed, subject to any material departures disclosed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

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charity and enable them to ensure that the financial statements comply with the Charities Act 2011, the Charity (Accounts and Reports) Regulations 2008 and the provisions of the trust deed. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

- there is no relevant accounting information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant accounting information and to establish that the auditor is aware of that information.

This report was approved by the board of directors and trustees on 24 September 2024 and signed on their behalf.



.....
Paul Langton
Company Secretary

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

Opinion

We have audited the financial statements of Citizens Advice Shropshire (the 'charitable company') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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 charitable company'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.

CITIZENS ADVICE SHROPSHIRE
INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF CITIZENS ADVICE SHROPSHIRE (CONTINUED)

Other information

The other information comprises the information included in the trustees' 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within 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 charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within 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.

CITIZENS ADVICE SHROPSHIRE
INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF CITIZENS ADVICE SHROPSHIRE (CONTINUED)

Responsibilities of trustees

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

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

Auditor 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:

The audit team obtained an understanding of the legal and regulatory frameworks that are applicable to the Company and determined that the most significant are those that relate to the reporting framework (FRS102 and the Companies Act 2006), the relevant tax compliance regulations, employment law, Health and Safety Regulations and the EU General Data Protection Regulation (GDPR).

We understood how the company is complying with these frameworks by making enquiries of management and those responsible for legal and compliance procedures. We assessed the susceptibility of the Company's financial statements to material misstatement, including how fraud might occur by meeting with key management to understand where they considered there was a susceptibility to fraud. Based on our understanding, our procedures involved enquiries of management and those charged with governance, manual journal entry testing, cashbook reviews for large and unusual items

CITIZENS ADVICE SHROPSHIRE
INDEPENDENT AUDITOR'S REPORT
TO THE TRUSTEES OF CITIZENS ADVICE SHROPSHIRE (CONTINUED)

and the challenge of significant accounting estimates used in preparing the financial statements.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the FRC's website at: <https://www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi/description-of-the-auditor%E2%80%99s-responsibilities-for> This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Mr Robert Humphreys BEng FCA (Senior Statutory Auditor)
for and on behalf of James Holyoak & Parker Limited
Chartered Accountants
Statutory Auditor

Date 17 October 2024

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

James Holyoak & Parker Limited is eligible for appointment as auditor of the charity by virtue of its eligibility for appointment as auditor of a company under section 1212 of the Companies Act 2006.

CITIZENS ADVICE SHROPSHIRE

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £ restated	Restricted funds 2023 £ restated	Total 2023 £ restated
Income from:							
Donations and legacies	3	62,430	-	62,430	41,254	-	41,254
Charitable activities	4	598,654	495,728	1,094,382	549,806	530,955	1,080,761
Investments	5	29,119	-	29,119	23,691	-	23,691
Total income		690,203	495,728	1,185,931	614,751	530,955	1,145,706
Expenditure on:							
Raising funds	6	184	-	184	12,040	-	12,040
Charitable activities	7	683,563	534,135	1,217,698	649,605	512,092	1,161,697
Total expenditure		683,747	534,135	1,217,882	661,645	512,092	1,173,737
Net gains/(losses) on investments	13	63,258	-	63,258	(40,901)	-	(40,901)
Net income/(expenditure)		69,714	(38,407)	31,307	(87,795)	18,863	(68,932)
Transfers between funds		(18,377)	18,377	-	-	-	-
Net movement in funds	9	51,337	(20,030)	31,307	(87,795)	18,863	(68,932)
Reconciliation of funds:							
Fund balances at 1 April 2023		962,431	20,030	982,461	1,050,226	1,167	1,051,393
Fund balances at 31 March 2024		1,013,768	-	1,013,768	962,431	20,030	982,461

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

CITIZENS ADVICE SHROPSHIRE

BALANCE SHEET

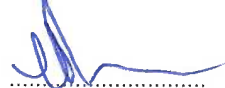
AS AT 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Fixed assets					
Tangible assets	15		5,015		7,936
Investments	16		923,685		863,438
			<u>928,700</u>		<u>871,374</u>
Current assets					
Debtors	12	422,023		399,043	
Cash at bank and in hand		159,569		220,777	
		<u>581,592</u>		<u>619,820</u>	
Creditors: amounts falling due within one year	18	(496,524)		(508,733)	
Net current assets			85,068		111,087
Total assets less current liabilities			<u>1,013,768</u>		<u>982,461</u>
The funds of the charity					
Restricted income funds	20		-		20,030
Unrestricted funds	21		948,139		967,087
Unrestricted funds - revaluation	21		65,629		(4,656)
			<u>1,013,768</u>		<u>982,461</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024, although an audit has been carried out under section 144 of the Charities Act 2011.

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

The financial statements were approved by the trustees on 24/09/24



Trustee

Company registration number 4099352 (England and Wales)

CITIZENS ADVICE SHROPSHIRE

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash absorbed by operations	25		(93,338)		(51,963)
Investing activities					
Purchase of tangible fixed assets		-		(1,006)	
Purchase of investments		(133,121)		(789,305)	
Proceeds from disposal of investments		136,132		589,797	
Investment income received		29,119		23,691	
Net cash generated from/(used in) investing activities			32,130		(176,823)
Net cash used in financing activities			-		-
Net decrease in cash and cash equivalents			(61,208)		(228,786)
Cash and cash equivalents at beginning of year			220,777		449,563
Cash and cash equivalents at end of year			159,569		220,777

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

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

The charity constitutes a public benefit entity as defined by FRS 102. 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 2019 , the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

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

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

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's governing document, the Companies Act 2006, FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the Charities SORP "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (effective 1 January 2019). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

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

1.3 Charitable funds

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

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

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

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.4 Income

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

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

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

1.5 Expenditure

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

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

1.6 Tangible fixed assets

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

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Office Equipment	Over 10 years on a straight line basis
Computers	Over 3 years on a straight line basis

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.7 Fixed asset investments

Fixed asset investments are initially measured at transaction price excluding transaction costs, and are subsequently measured at fair value at each reporting date. Changes in fair value are recognised in net income/(expenditure) for the year. Transaction costs are expensed as incurred.

1.8 Impairment of fixed assets

At each reporting end 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 Cash and cash equivalents

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

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

1.10 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally 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.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

1.11 Employee benefits

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

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

2 Critical accounting estimates and judgements

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

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

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

3 Income from donations and legacies

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Donations and gifts	62,430	41,254
Donations and gifts		
Town Council grants	9,464	7,297
Parish Council grants	5,014	4,158
Donations	47,952	29,799
	62,430	41,254

4 Income from charitable activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £ restated	Restricted funds 2023 £ restated	Total 2023 £ restated
Income						
Government and local authority funding	534,752	495,728	1,030,480	524,287	502,209	1,026,496
Big Lottery	-	-	-	-	28,746	28,746
Grants for services and project income	41,345	-	41,345	20,837	-	20,837
Other income related to projects	22,557	-	22,557	4,682	-	4,682
	598,654	495,728	1,094,382	549,806	530,955	1,080,761

5 Income from investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Income from listed investments	24,416	21,799
Interest receivable	4,703	1,892
	29,119	23,691

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

6 Expenditure on raising funds

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Fundraising and publicity		
Investment fees	184	12,040

7 Expenditure on charitable activities

	Unrestricted 2024 £	Restricted 2024 £	Total 2024 £	Unrestricted 2023 £ restated	Restricted 2023 £ restated	Total 2023 £ restated
Staff costs	633,625	426,928	1,060,553	572,879	431,239	1,004,118
Travel & training	11,814	1,394	13,208	6,216	1,451	7,667
Reference books & software	2,122	491	2,613	151	207	358
Publicity	244	-	244	925	-	925
Telephone	553	-	553	665	166	831
Printing, postage & stationery	9,991	893	10,884	6,300	2,783	9,083
Reruitment	2,059	1,253	3,312	1,263	2,031	3,294
Room hire	462	-	462	930	1,087	2,017
Meeeting expenses	2,785	63	2,848	1,596	21	1,617
Repairs & renewals	935	-	935	2,950	345	3,295
Cleaning	3,234	-	3,234	2,011	1,223	3,234
Audit	3,444	-	3,444	2,556	-	2,556
Legal & professional	7,622	-	7,622	7,766	3,214	10,980
Insurance	7,488	97	7,585	7,441	37	7,478
Depreciation	2,921	-	2,921	4,464	-	4,464
Rent, rates, service charges & utilities	40,775	-	40,775	28,239	13,854	42,093
IT support	43,469	1,624	45,093	37,928	7,700	45,628
Other charitable expenditure	10,749	663	11,412	9,805	2,254	12,059
Management fees	(100,729)	100,729	-	(44,480)	44,480	-
	<u>683,563</u>	<u>534,135</u>	<u>1,217,698</u>	<u>649,605</u>	<u>512,092</u>	<u>1,161,697</u>

8 Restatement

Income and expenditure in respect of projects undertaken by multiple bureaux (where Citizens Advice Shropshire was the lead partner organisation) were included in income and expenditure. However management have reconsidered and on the basis that income and expenditure in respect of partner organisations are contractual and are of fixed value, these figures should be netted off.

There is no change whatsoever to historic surplus/deficit and no change to the balance sheet and accumulated reserves. This is a change in reporting presentation only.

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

9	Net movement in funds	2024	2023
		£	£
	The net movement in funds is stated after charging/(crediting):		
	Fees payable to the charity's auditor:		
	- for the audit of the charity's financial statements	3,444	2,556
	- for other assurance services	1,440	1,720
	Depreciation of owned tangible fixed assets	2,921	4,464
	Profit/(Loss) on disposal of fixed asset investments	(7,027)	132,584
		<u> </u>	<u> </u>

10 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year, but 3 of them were reimbursed a total of £1,287 travelling expenses (2023 - 2 reimbursed £852).

11 Employees

The average monthly number of employees during the year was:

	2024	2023
	Number	Number
Charitable activities	39	39
Governance	2	2
	<u> </u>	<u> </u>
Total	41	41
	<u> </u>	<u> </u>

Employment costs	2024	2023
	£	£
Wages and salaries	1,060,553	1,004,118
	<u> </u>	<u> </u>

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

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2024	2023
	£	£
Aggregate compensation	188,160	174,118
	<u> </u>	<u> </u>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

12 Funds received as agents

	2024 £	2023 £
Received and paid to partners during the year	761,756	825,522

The charity is the lead partner for various charitable projects and receives money on behalf of third-party organisations, all money is paid over to the third parties and excluded from the income and expenditure of the charity.

13 Gains and losses on investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Gains/(losses) arising on:		
Revaluation of investments	70,285	(173,485)
Sale of investments	(7,027)	132,584
	63,258	(40,901)

14 Taxation

The charity is exempt from taxation on its activities because all its income is applied for charitable purposes.

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

15 Tangible fixed assets

	Office Equipment £	Computers £	Total £
Cost			
At 1 April 2023	84,963	46,404	131,367
At 31 March 2024	84,963	46,404	131,367
Depreciation and impairment			
At 1 April 2023	83,505	39,926	123,431
Depreciation charged in the year	330	2,591	2,921
At 31 March 2024	83,835	42,517	126,352
Carrying amount			
At 31 March 2024	1,128	3,887	5,015
At 31 March 2023	1,458	6,478	7,936

16 Fixed asset investments

	Listed investments £
Cost or valuation	
At 1 April 2023	863,438
Additions	133,121
Valuation changes	70,285
Disposals	(143,159)
At 31 March 2024	923,685
Carrying amount	
At 31 March 2024	923,685
At 31 March 2023	863,438

Listed investments are invested with Rathbones, and carried at market value.

12 Debtors

	2024 £	2023 £
Amounts falling due within one year:		
Other debtors	359,558	340,883
Prepayments and accrued income	62,465	58,160
	422,023	399,043

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

18 Creditors: amounts falling due within one year

	Notes	2024 £	2023 £
Other taxation and social security		19,788	17,121
Deferred income	19	399,692	390,731
Accruals		77,044	100,881
		<u>496,524</u>	<u>508,733</u>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

19 Deferred income

Deferred income is included in the financial statements as follows:

	2024 £	2023 £
Deferred income is included within:		
Current liabilities	399,692	390,731
Movements in the year:		
Deferred income at 1 April 2023	390,731	357,315
Released from previous periods	(390,731)	(357,315)
Resources deferred in the year	399,692	390,731
Deferred income at 31 March 2024	399,692	390,731

20 Restricted funds

The restricted funds of the charity comprise the unexpended balances of donations and grants held on trust subject to specific conditions by donors as to how they may be used.

	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Help to claim	(5,947)	169,554	(170,580)	6,973	-
SFPA	6,344	44,800	(39,657)	(11,487)	-
Shaping places	19,382	40,000	(41,655)	(17,727)	-
MaPs (previously named Money advice service - Debt advice)	-	102,040	(133,783)	31,743	-
Pension Wise	251	139,334	(148,460)	8,875	-
	20,030	495,728	(534,135)	18,377	-
Previous year:	At 1 April 2022 £	Incoming resources £ restated	Resources expended £ restated	Transfers £	At 31 March 2023 £
Help to claim	(9,306)	155,357	(151,998)	-	(5,947)
SFPA	-	45,150	(38,806)	-	6,344
Shaping places	-	40,000	(20,618)	-	19,382
Money Advice Service - Debt Advice	-	105,956	(105,956)	-	-
Pension Wise	-	137,069	(136,818)	-	251
My Money Matters	10,473	28,746	(39,219)	-	-
DARG	-	18,677	(18,677)	-	-
	1,167	530,955	512,092	-	20,030

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

20 Restricted funds

(Continued)

Help to Claim work on a National Helpline advising people to claim Universal Credit, checking their entitlement and support up to the first correct payment. This is done via phone and Webchat and is a national Citizens Advice funded project via Dept of Work & Pensions.

Shropshire Food Poverty Alliance (SFPA) is an alliance of organisations in Shropshire working together to understand the causes of food poverty in Shropshire and use this knowledge to try to put an end to food poverty in the county. It is funded through 'SHROPSHIRE VOLUNTARY COMMUNITY SECTOR INFRASTRUCTURE SUPPORT' PROJECT via the UK Government through the UK Shared Prosperity Fund'.

Shaping places this was a fund to help improve health and address health inequalities relating to Food Poverty. Working with the local authority and Healthwatch Shropshire.

MAPs assist people with their Debt Problems, advising and supporting with the various debt solutions. We provide Casework to support the clients this is done, Face to Face and Phone - we support clients of Shropshire and can also work on the National Debt.

Pension Wise a government service that requires Local Citizens Advice staff to deliver appointments both over the phone and in person, offering free impartial information and guidance to clients over 50 years of age with defined contribution pensions. The service offers guidance to help clients make informed decisions about their pensions, not regulated financial advice.

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

21 Unrestricted funds

The unrestricted funds of the charity comprise the unexpended balances of donations and grants which are not subject to specific conditions by donors and grantors as to how they may be used. These include designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes.

	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Gains and losses £	At 31 March 2024 £
Business continuity reserve	600,000	-	-	42,000	-	642,000
My money matters residual funds	24,095	-	-	(24,095)	-	-
IT reserve (previously named Cyber security) reserve	30,000	-	(5,484)	-	-	24,516
Support for future contract tendering	20,000	-	-	-	-	20,000
Workforce development reserve	50,000	-	(2,124)	-	-	47,876
Health & Outreaches	-	78,146	(70,290)	-	-	7,856
General funds	242,992	612,057	(605,849)	(36,282)	(7,027)	205,891
	967,087	690,203	(683,747)	(18,377)	(7,027)	948,139
Revaluation reserve	(4,656)	-	-	-	70,285	65,629

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

21 Unrestricted funds

(Continued)

Previous year:	At 1 April 2022 £	Incoming resources £ restated	Resources expended £ restated	Transfers £	Gains and losses £	At 31 March 2023 £
Business continuity reserve	500,000	-	-	100,000	-	600,000
My money matters residual funds	-	-	-	24,095	-	24,095
Cyber security reserve	-	-	-	30,000	-	30,000
Support for future contract tendering	-	-	-	20,000	-	20,000
Workforce development reserve	-	-	-	50,000	-	50,000
General funds	381,397	614,751	(661,645)	(224,095)	132,584	242,992
	881,397	614,751	661,645	-	132,584	967,087
Revaluation reserve	168,829	-	-	-	(173,485)	(4,656)

Business continuity reserve - to cover all eventualities in funding and allows the charity to find alternative funding and/or take an orderly winding up of costs associated with the lost funding. It is based on the 24/25 budget 6 months operating costs.

My money matters - was an underspend at the end of the project which, with the funders permission, was agreed to put into general funds.

IT reserve - to cover expenditure in upgrading the IT infrastructure of the charity to meet Cyber Essentials accreditation.

Support for future contract tendering - to cover expenditure incurred in the tender writing.

Workforce development - to cover the future costs of increased support costs.

Health and Outreaches funds we provide generalist advice including welfare benefit checks to ensure clients receive all welfare benefits they are entitled to and we will also look at ways to help reduce expenditure. All referrals for these projects come from the Funder.

General funds - these funds can be used for the charitable purposes of the organisation within the area of benefit.

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

22 Analysis of net assets between funds

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:			
Tangible assets	5,015	-	5,015
Investments	923,685	-	923,685
Current assets/(liabilities)	85,068	-	85,068
	<u>1,013,768</u>	<u>-</u>	<u>1,013,768</u>

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
At 31 March 2023:			
Tangible assets	7,936	-	7,936
Investments	863,438	-	863,438
Current assets/(liabilities)	91,057	20,030	111,087
	<u>962,431</u>	<u>20,030</u>	<u>982,461</u>

23 Operating lease commitments

Lessor

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

	2024 £	2023 £
Within one year	<u>19,201</u>	<u>18,825</u>

24 Related party transactions

There were no disclosable related party transactions during the year (2023 - none).

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

25	Cash generated from operations	2024 £	2023 £
	Surplus/(deficit) for the year	31,307	(68,932)
	Adjustments for:		
	Investment income recognised in statement of financial activities	(29,119)	(23,691)
	Loss/(gain) on disposal of investments	7,027	(132,584)
	Fair value gains and losses on investments	(70,285)	173,485
	Depreciation and impairment of tangible fixed assets	2,921	4,464
	Movements in working capital:		
	(Increase) in debtors	(22,980)	(21,458)
	(Decrease) in creditors	(21,170)	(16,663)
	Increase in deferred income	8,961	33,416
	Cash absorbed by operations	(93,338)	(51,963)

26 Analysis of changes in net funds

The charity had no material debt during the year.

Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard. We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.



Citizens Advice Shropshire. Charity registration number 1085220.
Company limited by guarantee. Registered number 4099352 England.
Authorised and regulated by The Financial Conduct Authority – FRN: 617564.
Registered office: Fletcher House, 15 College Hill, Shrewsbury SY1 1LY



cabshropshire.org.uk
citizensadvice.org.uk

Published September 2024
Registered charity number 1085220



Accounts

Directors' and Trustees' report and accounts

For the year ended 31 March 2023

Contents

Reference and administrative information	2
Introduction from the Chair	4
Who we are	5
Our services	7
Client problems	8
Income by funding source	10
Thanks	10
A focus on Pension Wise	11
Who our clients are	12
The difference we make	13
The wider impact of the work we do	13
Research and campaigns	14
Citizens Advice Shropshire is proud to support the LGBTQ+ community	14
Volunteering with us	15
How did we do?	15
Key objectives for 2023/24	16
Financial risk and reserves policy	17
Report of the auditors	24
Statement of financial activities	28
Balance sheet	30
Notes to the financial statements	31

Reference and administrative information

Charity Registration Number 1085220

Company limited by guarantee, Registered Number 4099352

Regulated by the Financial Conduct Authority FRN 617564

Registered Office: Citizens Advice Shropshire, Fletcher House, 15 College Hill, Shrewsbury SY1 1LY

Directors and Trustees Chris Boote (Chair)
 Andy Howitt (Vice-Chair – current from 24/01/23)
 Penny Cooper
 Joanne Harrison
 Tony Hinkley
 Judith Lancaster (Co-opted 23/05/23)
 Paul Langton
 Elaine Williams (Co-opted 25/07/23)

Frances Beck (Resigned 28/10/22)
 Julie Bertolini (Resigned 22/05/23)
 Andy Brenan (Resigned 01/09/23)
 Bethan Cross (Resigned 26/11/22)
 Andrew Philpott (Resigned 03/07/23)

Honorary advisers Keir Hirst (Honorary Solicitor)
 Steve Dargan (Honorary Adviser) (Resigned 19/07/22)

Company Secretary Paul Langton

Chief Executive Officer (CEO) Jackie Jeffrey

Senior Management Team (SMT) CEO, Iona Aylen, Alison Alexander, Nick Willis (from 01/12/22)

Finance Manager Katharine Haines (Also part of SMT)

Registered Office Fletcher House, 15 College Hill, Shrewsbury SY1 1LY

Bankers National Westminster Bank Plc.
 Shrewsbury Mardol Head, 8 Mardol Head, Shrewsbury SY1 1HE

Auditors

James, Holyoak & Parker Limited
 1 Knights Court, Archers Way, Battlefield Enterprise Park,
 Shrewsbury SY1 3GA

Investment Advisers

Rathbones Investment Management Limited
 Port of Liverpool Building, Pier Head, Liverpool L3 1NW
 (From 10/02/22)

Deposit Providers

Flagstone
 1st Floor, Clareville House, 26-27 Oxendon Street, London
 SW1Y 4EL

In 2022/23 we helped **10,243** clients with **37,640** unique queries



77% were of working age

Through our advice, we helped individuals
 increase their income by over **£7 million**

58% were female

54% needed Benefits
 advice

51% were managing a
 disability or long term health condition *

8% needed help with
 Debt issues

We are made up of **33 volunteers** and **41 paid
 staff**

We provide free and independent support by
 phone and in person in **8 locations**

*of known values

Introduction from the Chair

There is little doubt that 2022-23 was one of the most challenging years in Citizens Advice Shropshire's history.

We have all seen the effects of the cost of living crisis over the past year, with significant rises in the day to day essentials of food, fuel, and housing costs and heating. In Shropshire, as elsewhere in the country, these price increases have hit the poorest and most vulnerable the hardest. Demand for our services has grown and in 2022-23 we helped over 10,000 clients. We have always worked in partnership with other service providers in the voluntary sector and I am pleased we were able to take on the role as host for the Shropshire Food Poverty Alliance, working closely with food banks to help people affected by food insecurity.

Many people don't always realise that our policy work is an important strand to our work. By gathering data and evidence, we strive to influence policy makers, both locally and nationally. Although the government stepped in to support people, we know from research we started to undertake in late 2022 that not everyone was able to get the help they needed and sometimes the most vulnerable in our communities 'fell through the gaps'. The rurality of Shropshire and digital exclusion create challenges that are difficult to overcome. Our research is helping us to make the case for improving how vulnerable people can access support.

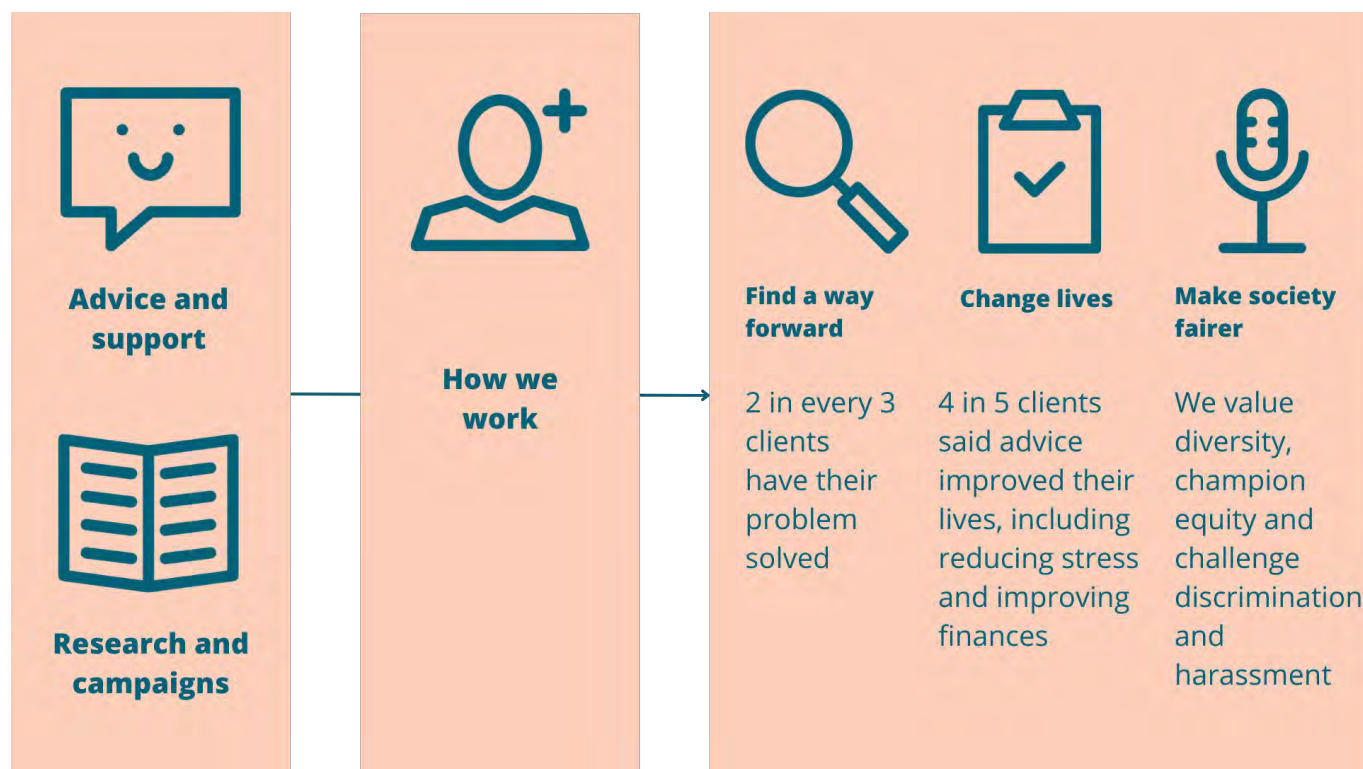
None of what we do would be possible without the commitment of our fantastic team of volunteers and paid staff, who show amazing resilience and creativity, day in and day out. We are led by a Board of Trustees – all volunteers - who provide strategic oversight and support to ensure we maintain our reputation as a well-run charity.

Our funders are just as important and they provide us with the financial stability to deliver services and respond to the changing needs of the people we serve.

As Chair I'd like to place on record my thanks to everyone who has helped us in the past year. Every contribution, big or small, makes a difference.

Chris Boote
Chair

Who we are



Citizens Advice Shropshire (CAS) is a charity, constituted as a Company limited by guarantee and, therefore, governed by its Articles of Association. The trustees confirm they have referred to the information contained in the Charity Commission's general guidance on public benefit, when reviewing the aims and objectives of CAS and in planning activities and setting policies and priorities for the year ahead.

The Charity's objects are to promote any charitable purpose for the public benefit, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Shropshire and surrounding areas.

In carrying out its objects and in all aspects of its work, CAS is committed to promoting equality and diversity, preventing prejudice and discrimination, ensuring equal access and promoting good relations between all sections of the community.

The main activities undertaken, to further our charitable purposes for public benefit, are to provide the advice people need for the problems that they face and to improve the policies and practices that affect people's lives.

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

We cover many different subject areas, including debt, welfare benefits, housing,

employment, consumer, family and personal, utilities, tax, health and social care, education and legal.

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

Sub-committee	Responsibilities
Finance sub-committee	To lead, develop and oversee the organisation's policies and strategies in respect of financial management and planning, ensuring effective governance.
Operations sub-committee	To lead, develop and oversee the organisation's policies and strategies in respect of operational matters and service delivery, ensuring effective governance.

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

We recruit trustees using local PR, social media, the CAS website and our contacts to find people who have the skills and perspectives we need to provide good leadership and make sound decisions. Trustees are recruited against a job description and person specification, which also list the behavioural competencies expected of a trustee of CAS. All new trustees are initially co-opted on to the board and are then elected to the board by the membership at the Annual General Meeting.

Trustees shall retire from office at the third annual general meeting following the annual general meeting at which they were elected but may be re-elected.

A trustee who holds office as Chair or Vice Chair may not hold office in that capacity for more than 6 consecutive years. After the end of this period a Vice Chair may be appointed as Chair, but 2 further years must pass before any former Chair or Vice Chair shall be eligible for re-election to any of those offices.

CAS is one of over 250 separate and independent local Citizens Advice offices that make up the Citizens Advice Service across England and Wales. This is a membership organisation and we have to comply with strict membership standards and audit requirements to retain our membership. Through 2022/23 we retained a green rating (excellence) as part of our Performance and Quality Standards. We also hold the AQS Quality Mark (General Help) and we are Charity Commission endorsed as an Effective Charity (Charity Commission Membership Standard).

The day to day running of the organisation is delegated to the Chief Executive Officer (CEO), Jackie Jeffrey, who reports regularly to the board. The operations of CAS are managed

through a Senior Management Team (SMT), comprising the CEO, Advice Services Manager - Generalist Service, Advice Services Manager - Specialist Service, Advice Services Manager - Partnerships, and Finance Manager.

In 2019 trustees adopted the process of assessing CAS job roles, using an industry job evaluation scheme, and are allocating roles to grades, with the aim of providing a more structured, transparent and fair pay scheme. All CAS staff are paid in excess of the living wage.

We have a detailed three-year Strategic Plan which sets out organisational priorities and objectives which the SMT use to prioritise work. Risk and operational reports, KPIs and performance are reported to the board, to allow trustees to monitor risk and performance.

Our services

Our different service delivery options are supported by a number of funding sources and we would like to take the opportunity to thank everyone who has supported our service over the last year.



The **Generalist service** for adults is where clients can contact us. In 2022/2023 this has been via our free telephone advice line, with provision for face to face appointments for those who need it. Details of service hours and how to contact us can be found on our website www.cabshropshire.org.uk. This service is funded by Shropshire Council, Ludlow Town Council, local Parish Councils and donations.



IASS service provides information, advice and support services to children and young people aged 0 to 25 who have, or may have, special educational needs or disabilities (SEND), as well as their parents and carers. This service is funded by Shropshire Council.



Specialist provision includes specific subject areas such as debt advice (funded by the Money Advice Service), Pension Wise and Universal Credit: Help to Claim (main funder Department for Work and Pensions), welfare benefits (funded by Shropshire Council - Enable), Syrian Families and Marches Energy Agency with the Healthy Homes Project.



Outreach services for 2022/2023 have been by phone and / or face-to-face as Covid restrictions changed and we were able to re-open some of our outreaches for face-to-face services. We have made special arrangement to ensure our most vulnerable clients have been helped and have referral protocols in place for organisations to refer vulnerable clients in to CAS via our Single Point of Referral (SPOR).

We continue to use our free phone Adviceline (0808 278 7894) as the first point of contact for our clients. We can then assess the best next step for the client, depending on the enquiry and advice required.

During 2022/23 we have been able to increase our capacity for our Policy Work through Shaping Places Healthy Lives funding (Local Government Association & Health Foundation) and hosting the Shropshire Food Poverty Alliance. Both these projects focus on influencing policy decisions locally that impact on food insecurity and have been pivotal in the County's response to the cost of living crisis and support for vulnerable people.

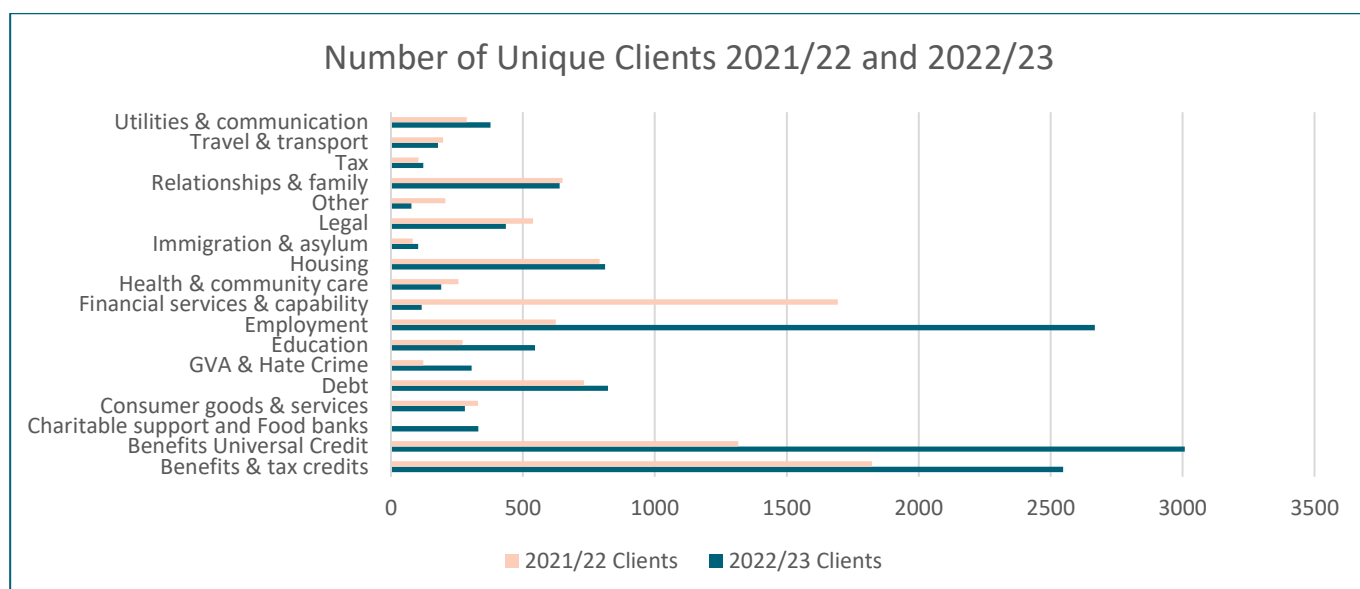
During 2022/23 the CEO has chaired the Hardship & Poverty Group, part of the Shropshire Social Task Force which was set up to work in partnership across all sectors, to identify those most impacted by the cost of living crisis and to target support for those most in need.

Our Single Point of Referral (SPOR) on 01743 280019 continues to be a vital means for health professionals /social workers and support workers/ local organisations to refer in their vulnerable clients. This local number is also used for IASS and debt clients.

As we have come out of Covid restrictions, many staff have now come back in to the office to work. However, we continue to support a flexible approach to hybrid working where we can, depending on business need.

Client problems

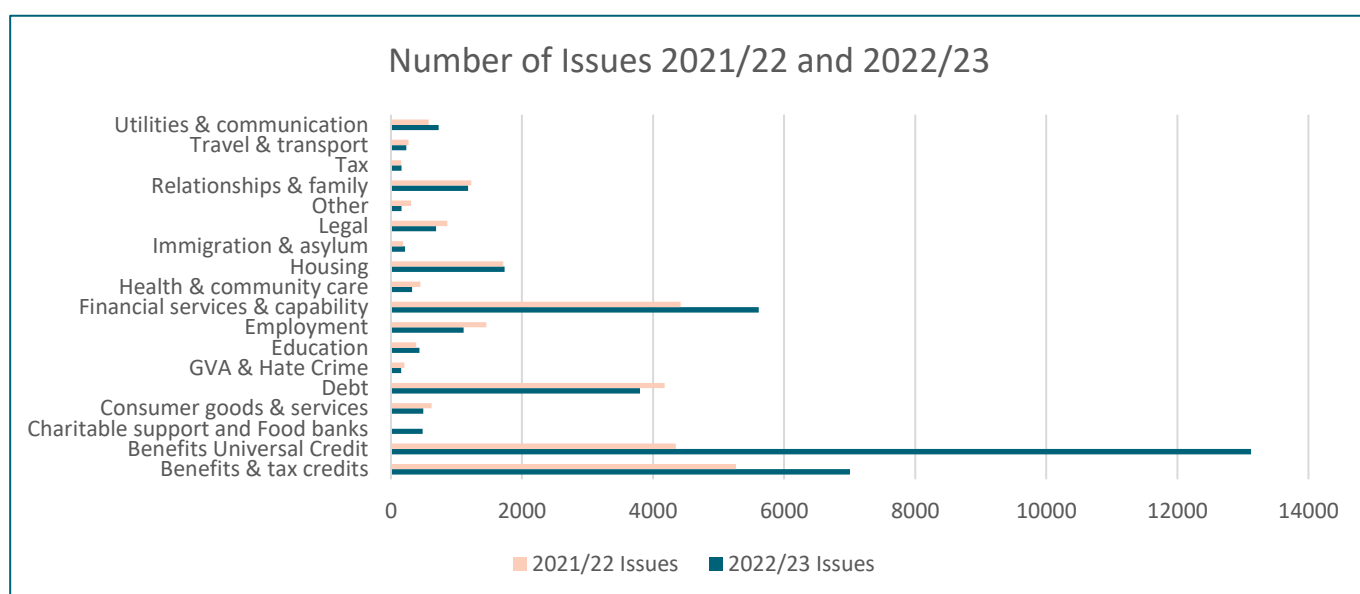
The most significant change is in the number of unique clients seen this year, with a rise of 3,134 from 7,109 in 2021/22 to 10,243. This is mainly due to our increased capacity for Universal Credit: Help to Claim and Pension Wise projects. As these are national call centres, we have seen a sharp rise in the number of clients helped outside the county of Shropshire which, in turn, has also had some impact on our client demographics.



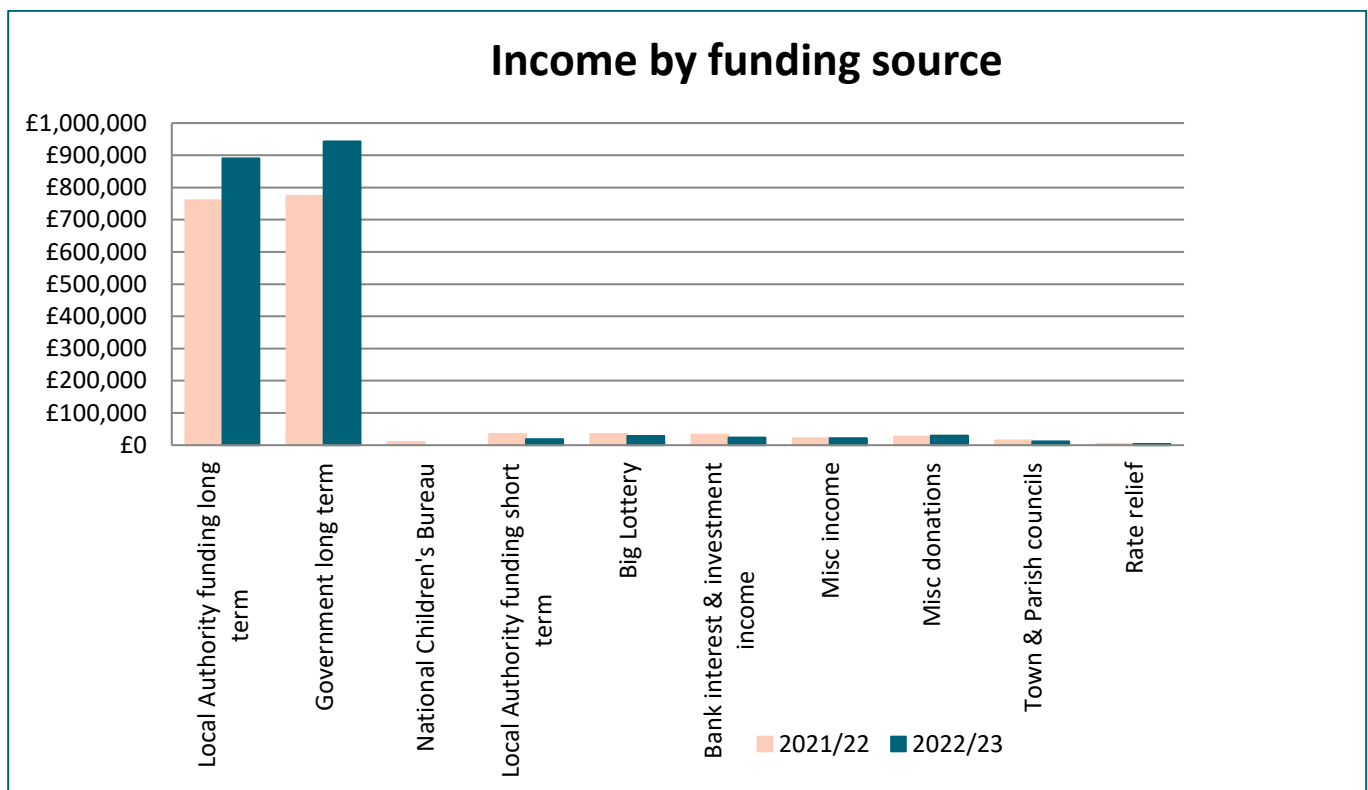
Issues Change

Again, we can see the impact of our national funded projects, showing rising numbers for Universal Credit and Financial Services. Excluding Help to Claim and Pension Wise, the biggest change is in Employment (reducing numbers on discrimination, terms and conditions and dispute resolution). See chart below.

The impact of the cost of living crisis is demonstrated in the statistics below. The reduction in non-priority debt reflects the trend that we only have capacity to deal with clients' priority debt and the reduction in fuel debts may reflect the support people have had in the last 12 months. January 2023 saw the highest number of calls to Shropshire's telephone Advice Line, reflecting the growing cost of living crisis.



Income by funding source



Thanks

It has been a challenging year, as clients' cases become more complex and advisers reflect that people's problems are becoming too big to resolve, with growing rent and mortgage arrears, higher energy bills and more referrals for crisis support, including Foodbanks. The CEO and Board of Trustees thank all the staff, volunteers and partners who have worked so hard this year to support our clients. Our people continue to be our biggest asset and, whatever their role, have shown true commitment, care and compassion through the year.

We would like to thank all funders who have continued to support us:

- Albrighton Parish Council
- Bridgnorth Food Bank
- Citizens Advice
 - o Best Practice Lead and Help to Claim
 - o Pension Wise
 - o Money and Pensions Service (MaPS) debt funding
- Culmington Parish Council
- Donington with Boscobel Parish Council

- Hope Bagot Parish Meeting
- Jane Higginson Trust
- Kinnerley Parish Council
- Ludlow Town Council
- Ludlow Walkers Group
- Market Drayton Action for Health
- Market Drayton Town Council
- Marches Energy Agency – Healthy Homes welfare benefits checks
- My Money Matters – Oswestry Community Action
- Quatt Malvern Parish Council
- RAF Cosford
- Shaping Places Healthy Lives Programme
- Shropshire Council
 - o Advice, Advocacy and Welfare Benefits
 - o Discretionary Additional Restrictions Grants - DARG
 - o Enable – Better Off In Work
 - o Information Advice and Support Service - IASS
 - o Syrian families support
- Shropshire Food Poverty Alliance
- Stockton Parish Council

A focus on Pension Wise

Citizens Advice Shropshire is one of 38 local Citizens Advice who have been delivering the government's Pension Wise service for the last 8 years. Launched in April 2015, Pension Wise was a new guidance service set up to help people understand their options under the pension freedoms.

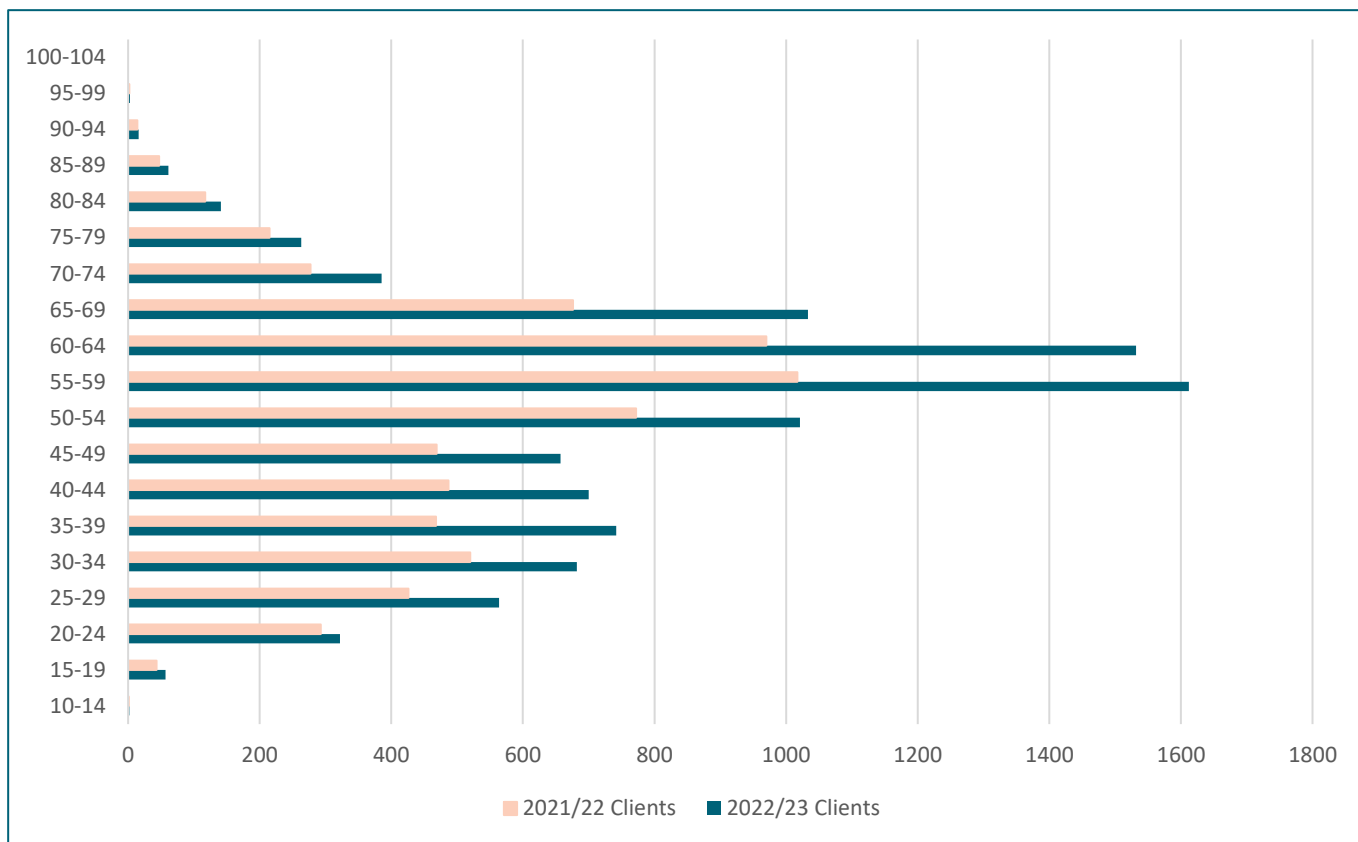
In partnership with Coventry Citizens Advice, Citizens Advice Dudley and Wolverhampton and Citizens Advice Worcester, Citizens Advice Shropshire delivers Pension Wise appointments to people aged 50 and over with a defined contribution pension.

Key statistics

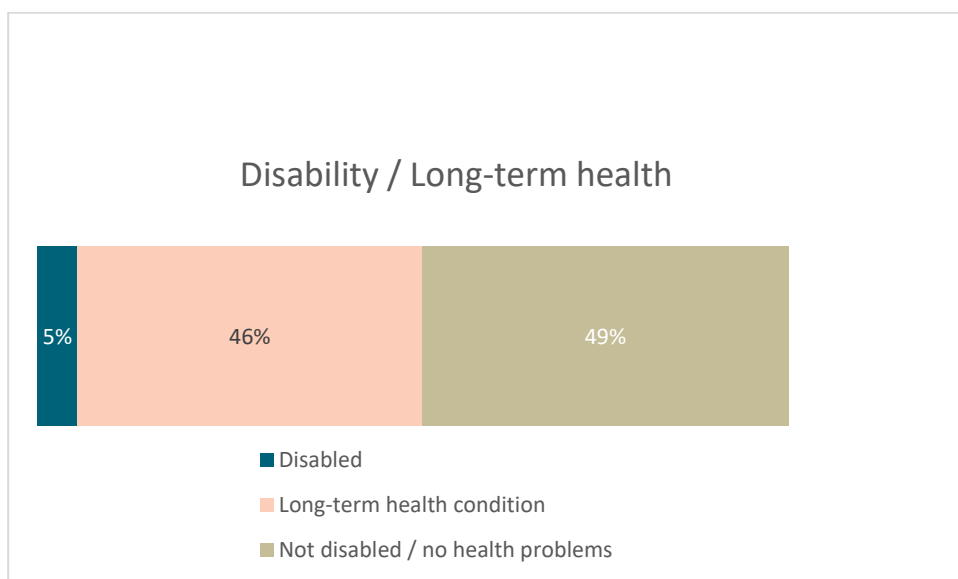
For 2022/23, Pension Wise has delivered 113,023 client transactions across the service in England, Wales and Northern Ireland.

People visiting Pension Wise have remained highly satisfied with the guidance they are receiving, with satisfaction ratings remaining consistently high. For 2022/23, Citizens Advice achieved a satisfaction score of 96%.

Who our clients are



The number of clients seen in all age ranges has increased, but the percentage in each group has been consistent year on year.



We have seen a 5% increase in people with long term health conditions, year on year.

The difference we make



Source: Client satisfaction survey 2022/23

The wider impact of the work we do



(Source: Data from Citizens Advice financial modelling tool 2022-23)

Research and campaigns

No one else sees so many people with so many different kinds of problems. That gives us a unique insight into the challenges people are facing today. We use our clients' experiences and stories to campaign for positive change. We speak up about the policies and services that cause people problems.

The Board of CAS has recognised the importance of good research by investing in a research post that will enable us to enhance our understanding of who needs our help, how we can best support them and what services make the most difference to them. We will continue to fill any gaps in our evidence base and give a voice to people's concerns.

Increasing our understanding of people's needs means we will be well placed to act with our partners as an 'intelligent provider' for commissioners, not just delivering services but also well-equipped to advise on and influence the shape of provision.

This year our research and campaign work focused on the ongoing cost-of-living crisis. As an active member of the Social Taskforce, we took part in the consultation on the allocation of the Household Support Fund. We helped to target the fund to those who needed it the most.

We helped establish a communications group and develop key messages that would be shared universally by stakeholders to reassure people about support available. We took part in creating a [cost-of-living website](#), key social media posts and leaflets to spread the word about the support available in Shropshire.

In collaboration with the Shropshire Food Poverty Alliance, we surveyed and interviewed people in Shropshire about access to support around the cost of living. This fed into a report that was released in June 2023.

Citizens Advice Shropshire is proud to support the LGBTQ+ community

When we say we are here for everyone, whoever they are and whatever their problem, we mean it - and we recognise that not everyone is the same. Equality, diversity and inclusion are at the heart of our work. This is why we were the first organisation to sign up for [The Covenant - a project created by Safe Ageing No Discrimination \(SAND\)](#). We are actively taking practical actions to ensure our service is welcoming and inclusive.

Volunteering with us

The contribution of our volunteers brings real added value to the organisation worth over £186,141 if we had to pay them. But volunteering benefits our volunteers too – they improve their skills, resilience, health and wellbeing, while strengthening community engagement.

Our volunteers continued to remote work during the pandemic, though some were unable to continue with their volunteering whilst our offices were closed. We would like to take this opportunity thank those volunteers who left during the year, for their hard work and commitment to the service and our clients, and wish them all the best for the future.

Those working remotely have settled into the new ways of working and we now have a core of 25 volunteers active on the rota. Developing our digital skills has meant we have been able to create a supportive and effective volunteer team who have made such a difference to clients and, by putting our resources on to the free Adviceline phone number, we have improved access to advice for those in remote areas or not able to get out of the home due to the pandemic. Again, a big thank you to these volunteers for their commitment and resilience during this time.

We have been working hard during the year to put all the training on line and develop recruitment, and training for new and existing volunteers. We have held a recruitment session for new volunteer assessors and specialist form fillers.

How did we do?

We had set a number of key objectives to achieve during 2022/23.

- ***Our clients:*** *Improving the service for vulnerable adults and supporting disadvantaged and hard to reach communities.* Having reviewed feedback from users and non-users of the service and our own data, we revised our operating model to provide more face to face support in places where people are in crisis such as foodbanks. We were successful in securing funding during 2022/23 to expand our outreach services.
- ***Our people:*** *Creating structures and systems which support and enable efficient, flexible working.* We have developed a Flexible Working Policy and Procedure that allows paid staff to formally make a flexible working request. Where our operating model allows, we have also worked with staff to agree a more flexible approach to remote working, without permanent changes to their contracts. Our annual people management scores continue to show high levels of satisfaction of working with CAS.

- **Our Stakeholders:** *Ensuring we work together and develop our relationship with health colleagues across the Integrated Care System (ICS).* We continue to develop our partnership working across the system. The CEO represents the voluntary and community sector (VCS) on the Midlands Partnership Foundation Trust Transformation Steering Group, Shropshire Health & Wellbeing Board, Integrated Care Board and sits on the VCS Assembly Board. Other members of the Senior Team also attend other Partnership Boards within the Council and ICS.

Key objectives for 2023/24

The cost of living crisis will dominate the work we do moving forwards and, as most of our funding is due for recommissioning, our priorities will be directed to preparing for this. Other strategic aims include:

Strategic aim A: Improve service for vulnerable adults and support disadvantaged and hard to reach communities. This will include developing our community adviser team in the north and south of the county and Advice First Aid training, getting ready for commissioning and proving impact.

Strategic aim B: Support and develop our paid staff and volunteers including introducing an Employee Assistance Programme, succession planning and review of volunteer roles and policies.

Strategic aim C: To maintain financial security and growth. The majority of our funding is due for recommissioning during 2023/24.

Financial review

Transactions and financial position

The Statement of Financial Activities on page 28 shows an operating deficit for the year of £16,792, with total funds of £1,051,393 at 31 March 2022. The operating surplus in 2020/21 was £30,470 and total funds were £1,036,810 at 31 March 2021.

We continue to maintain good levels of working capital, which allow us to manage short term volatility. We have a deposit account with the Nationwide, via Flagstone Deposits, to spread counterparty risk, ensuring that our cash deposits are covered as far as possible by the Financial Services Compensation Scheme.

Throughout 2021/22, our funders have continued with their financial support to us, and this enabled us to maintain our levels of service to clients.

Tangible fixed assets for use by the Charity

The details of movements in fixed assets are set out in note 10 to the accounts.

Reserves

In previous years the trustees have determined to retain **6 months of operating costs** in reserves, in order to meet unexpected events (such as a significant loss of funding). The rationale for retaining 6 months of operating costs is that the charity has a number of partner contracts that have a 6 month break clause. As a result, retaining 6 months of operating costs ensures that the charity can undertake an orderly wind up of the partner contracts, as well as allowing time to secure alternative funding. As at 31 March 2022 this reserve was calculated to be £500,000.

The policy is monitored and reviewed by the trustees annually. As part of the budget approval for 2023/24 in March 2023, the Trustee Board agreed to allocate additional reserves over and above 6 months of operating costs. As a result, as at 31 March 2023, the following designated reserves have been determined.

1. 6 months of operating costs - the amount calculated for 31 March 2023 is £600,000 based on the 2023/24 budget.
2. IT Reserve – as at 31 March 2023 £30,000 has been set aside for expenditure expected to be incurred in upgrading the IT infrastructure of the company.
3. Support for future contract negotiations – during the next 2 years there are a number of contract re-negotiations to be undertaken. This reserve has been provided to ensure that there is sufficient capacity within the senior management team to complete the re-tendering processes. A reserve of £20,000 has been provided for this.

4. Succession planning – a number of single points of weakness exist within the organisational structure, which need to be reviewed and determined how best to provide adequate cover. A reserve of £50,000 has been provided for this.

The majority of the charity's funds are represented by investment assets. Consequently, the charity's reserves are expected to generate an investment return which is used to support the continuing activities of the charity. In addition the trustees have decided that any additional funds in excess of the reserves policy shall also be invested for the long term and used to support infrastructure and other projects that the charity identifies in its 3-year strategic plan.

The charity's investments are outlined in its investment policy which states that the primary objective is to generate an income stream to support the charity's day to day operational activities, whilst maintaining the capital value of the investments.

This reserves policy is reviewed annually alongside its 3-year Strategic Plan, annual budget and investment policy.

Investment policy and returns

The trustees reviewed and amended the investment policy during 2022/23.

Policy

The investment policy is dependent on the charity's strategic plan as this outlines the plans and ambitions of the charity for the next 3 years, in terms of both its operational activity and its plans for investment in projects and infrastructure. Consequently, the policy needs to be reviewed annually, in line with both the 3-year strategic plan and the annual budget.

The general investments are managed on a discretionary basis by an investment manager, in such a way as to provide supplemental income for the charity. Where possible, trustees would like the value of the assets invested to be enhanced so that, as a minimum, they keep pace with inflation in the long term. The trustees are willing to take a long-term view with regard to the investment term, i.e. up to five years. It should, however, be noted that access to the invested funds should be available at short notice.

Income from the investments is paid into the charity's bank account as and when the income falls due, on a monthly basis, and this is monitored by the charity.

Risk Appetite

An appropriate balance is to be maintained between the enhancement of capital and the generation of income and the trustees are willing to take a "medium risk" approach to the management of the assets.

Investments that fall within this category will include those investments that will carry a degree of volatility and will include UK and foreign blue chip equities and fixed interest securities. Such holdings are generally designed to be long-term investments and

investors should be aware that there is a risk that the value of their investment may fall, and, while access is granted to the investment itself, there is no guarantee upon encashment the value of the holding will not have fallen. These investments are suitable for those who are familiar with the risk and volatility usually associated with stock market-based investments.

The trustees are required to review the Rathbones investment risk questionnaire on an annual basis.

Target Investment Return

The charity aims to achieve the following target returns:

Investment income: The income generated from the investments contributes to the operational running costs of the charity and that continues to be an important aspect of the investment performance. Historically we have achieved a return of up to 4.0% annually on the investment portfolio. Given the nature of investment markets we will look to achieve an investment income return in the range of 2% to 4%.

Capital growth: The investment funds have 2 primary purposes from a capital perspective. Firstly, the capital is there to support the charity's reserve requirements, as set out in the charity's reserves policy. Secondly, any capital value above this can be used to support the operational activities.

Investment Parameters and Exclusions

The trustees have appointed Rathbones Investment Management on a discretionary mandate and so the investment portfolio can consist of both "collective" investments and individual holdings. In this way it is anticipated that the portfolio will be spread over a much wider number of holdings and therefore the overall investment risk will be spread as widely as possible.

If any alteration to the above is to be made then the trustees' permission will be required.

Investment Performance

The charity will monitor the performance of the investment manager as follows.

Investment income: This measure will be based on the target investment return of 2% to 4% as outlined in section 5 above, on an annual basis.

Capital growth: This will be measured quarterly against the performance of the MSCI PIMFA Balanced Index.

Ethical Investment Statement

The organisation is in the process of reviewing its Environmental policy, including Ethical Investments, and once this review has been completed the impact, if any, on Investment policy will be assessed

The Trustees have taken into account the guidance from the Charity Commission with respect to portfolio restrictions and exclusions and have sought to balance these against the Trustees' fiduciary duty to preserve and grow the assets of the charity. The Trustees have decided that certain investment areas do not align with the objectives of the charities and as such will not invest directly in companies whose primary activity is in the following areas:

- Manufacturing of Tobacco related products
- Manufacture or distribution of Armaments
- Gambling
- Usury
- Pornography

In a wider sense, the Trustees recognise the concept of 'Responsible Investment' (taking into account Environmental, Social and Governance - ESG - issues) and that this could reduce the risk associated with the investment portfolio and/or offer potential for enhanced returns. CAS requires its Investment Manager to incorporate these factors into their investment process and engage with companies on ESG matters, with the objective of enhancing returns, reducing risk or promoting best practice.

The trustees note that this will be an actively evolving element of the policy as stakeholder engagement increases and the investment industry develops its approach, achieves greater transparency and provides better tools to analyse exposures.

Going concern

The financial position and performance have been outlined in the financial review. The trustees have assessed our position and concluded that Citizens Advice Shropshire is well-placed to meet our liabilities as they fall due and to manage the business risks we face.

This position is supported by a strong cash flow, sufficient reserves and good relationships with our funders. Our planning and reporting processes, including financial projections, take into consideration the current economic climate (including the effects of the Covid-19 pandemic) and its potential impact on our various sources of income and planned expenditure.

We have therefore adopted the going concern basis of preparation of these financial statements on the basis that we have concluded there is a reasonable expectation that we have sufficient resources to continue in operational existence for the foreseeable future, being at least 12 months from the date of approval of these financial statements

Directors and trustees

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

Statement of internal control and risk management

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

This system of internal control is designed to manage risk to a reasonable level rather than to eliminate the risk of failure to achieve policies, aims and objectives: it can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of CAS policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically. The system of internal control has been in place in CAS for the year ended 2022/23 and up to the date of approval of the annual report and accounts.

In January 2023, the trustee board conducted a review of the major risks to which the Charity is exposed which are kept under regular review. Where appropriate, systems or procedures have been established to mitigate the risks the Charity faces. The CEO also reports to the trustees regular updates on key risks and milestones at Operations and Finance sub committees and full board meetings.

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

During 2022/23 the Risk Register showed that of the 30 major risks identified:

- 8 were 'very high' and required active management, including continued funding uncertainty, changes to Government policy and regulation, increased workloads for staff, increases in client demand due to loss of other services and the longer term impacts of the cost of living on funding
- 7 were 'high' and required contingency plans
- 15 were medium risk and required good housekeeping with regular review

The current Risk Register is now undergoing a major review to include:

- a statement up front which sets out the Board's overall risk strategy and an appetite statement for each risk type (Operational, Compliance etc) not just for Information Assurance and Investments
- ensuring the risk strategy links to the overall strategy for CAS - i.e. what are we looking to achieve over the next 5 years, what new risks will that present and how will these be managed and including the top/emerging external risks that the Board identified in their current PESTE over the next 2-3 years

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

Information technology is embedded in all the work we do including all our national Citizens Advice operating platforms for advice, case recording, management guidance and telephony so it is vital that we continually invest in our IT infrastructure and IT support. The move to home based service delivery led to swift changes in the technology used – increasing our use of Microsoft 365 to include Teams for video meetings, change to Outlook for emails, sharing information resources and for soft phones. We have secured individual cyber insurance through our existing provider and made it mandatory for all staff, volunteers and trustees to undertake Remote Working training so they are aware of the risks. Work is now being carried out for applying for Cyber Essentials accreditation.

The local Citizens Advice trustee board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. CAS holds joint responsibility for client data that is held in our case management system, with the national Citizens Advice service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the UK GDPR and Data Protection Act 2018.

The current Cost of Living crisis is a new threat and challenge, not just to our clients but to our service delivery and staff. We continue to review the impact of the inflation on the budget and operational costs. One area of concern is the lack of COL rise in most of our grants and contracts, leading to more stress on our reserves.

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

Statement of trustees' responsibilities

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

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;

- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

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

In so far as the trustees are aware:

- there is no relevant accounting information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant accounting information and to establish that the auditor is aware of that information.

This report was approved by the board of directors and trustees on 26 September 2023 and signed on their behalf.


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Paul Langton
Company Secretary

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

Opinion

We have audited the financial statements of Citizens Advice Shropshire (the 'charitable company') for the year ended 31 March 2023 which comprise the Statement of Financial Activities, the Statement of Cash Flows, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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 charitable company'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.

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 contained within the annual report. Our opinion on the financial statements does not cover the other information and we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other

CITIZENS ADVICE SHROPSHIRE
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF
CITIZENS ADVICE SHROPSHIRE (CONTINUED)

information is materially inconsistent with the financial statements or our knowledge obtained in the course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

Matters on which we are required to report by exception

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

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require 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
- 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.
- 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 Trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 22, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is

CITIZENS ADVICE SHROPSHIRE
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF
CITIZENS ADVICE SHROPSHIRE (CONTINUED)

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.

The audit team obtained an understanding of the legal and regulatory frameworks that are applicable to the Charity and determined that the most significant are those that relate to the reporting framework (The Charities SoRP, FRS102 and the Companies Act 2006), the relevant tax compliance regulations, employment law, Health and Safety Regulations and the EU General Data Protection Regulation (GDPR).

We understood how the company is complying with these frameworks by making enquiries of management and those responsible for legal and compliance procedures.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

We assessed the susceptibility of the Charity's financial statements to material misstatement, including how fraud might occur by meeting with key management to understand where they considered there was a susceptibility to fraud. Based on our understanding, our procedures involved enquiries of management and those charged with governance, manual journal entry testing, cashbook reviews for large and unusual items and the challenge of significant accounting estimates used in preparing the financial statements.

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.

CITIZENS ADVICE SHROPSHIRE
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF
CITIZENS ADVICE SHROPSHIRE (CONTINUED)

- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the

audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.

- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with section 391 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



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

DATE: 10 October 2023

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

CITIZENS ADVICE SHROPSHIRE
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2023

Summary Income and Expenditure Account

	Notes	Restricted £	Unrestricted £	Total 2023 £	Total 2022 £
Income from:					
Donations & legacies	2	-	41,254	41,254	42,021
Income from charitable activities	3	1,075,742	830,541	1,906,283	1,638,852
Investment income	4	-	23,691	23,691	32,213
Total incoming resources		1,075,742	895,486	1,971,228	1,713,086
Expenditure on:					
Charitable activities	5	1,012,399	974,820	1,987,219	1,718,371
Raising funds	6	-	12,040	12,040	11,507
Transfers between funds	7	(44,480)	44,480	-	-
Net income/(expenditure)		18,863	(46,894)	(28,031)	(16,792)
Other recognised gains/(losses):					
Realised gain/(loss) on fixed asset investments	12	-	132,584	132,584	120,133
Unrealised gain/(loss) on fixed asset investments	12	-	(173,485)	(173,485)	(88,758)
Net movement in funds	16	18,863	(87,795)	(68,932)	14,583
Reconciliation of funds:					
Total funds brought forward	16	1,167	1,050,226	1,051,393	1,036,810
Total funds carried forward	16	20,030	962,431	982,461	1,051,393

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

All income and expenditure derive from continuing activities.

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

CITIZENS ADVICE SHROPSHIRE
STATEMENT OF CASH FLOWS
AS AT 31 MARCH 2023

	Notes	2023 £	2022 £
Cash flows from operating activities			
Net cash generated by/(used in) operating activities	18	(51,963)	8,866
Investing activities			
Purchase of tangible fixed assets	11	(1,006)	(4,254)
Purchase of fixed asset investments	12	(789,305)	(107,110)
Income from UK listed fixed asset investments	4	21,799	32,111
Interest received	4	1,892	102
Disposal of fixed asset investments		<u>589,797</u>	<u>346,449</u>
Net cash used in investing activities		(176,823)	267,298
Net increase in cash and cash equivalents		(228,786)	276,164
Cash and cash equivalents at beginning of year		<u>449,563</u>	<u>173,399</u>
Cash and cash equivalents at end of year		<u>220,777</u>	<u>449,563</u>
		-	

CITIZENS ADVICE SHROPSHIRE
BALANCE SHEET
AS AT 31 MARCH 2023

	Notes	2023 £	2022 £
Fixed assets			
Tangible assets	11	7,936	11,394
Investments	12	<u>863,438</u>	<u>704,831</u>
		871,374	716,225
Current assets			
Debtors	13	399,043	377,585
Cash at bank and in hand		<u>220,777</u>	<u>449,563</u>
		619,820	827,148
Creditors: amounts falling due within one year			
	14	<u>(508,733)</u>	<u>(491,980)</u>
Net current assets		<u>111,087</u>	<u>335,168</u>
Net assets		<u>982,461</u>	<u>1,051,393</u>
Charity funds			
Unrestricted funds	16	967,087	881,397
Restricted funds	16	20,030	1,167
Revaluation surplus	16	<u>(4,656)</u>	<u>168,829</u>
		<u>982,461</u>	<u>1,051,393</u>
		-	-

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

The financial statements were approved and authorised for issue by the Board of Trustees on 26 September 2023 and signed on its behalf by:

Chris Boote
Director and Trustee



Paul Langton
Director and Trustee



The notes on pages 31 to 45 form part of these financial statements.
Company Registration Number: 04099352 (England & Wales)

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1 Summary of significant accounting policies

1.1 General information and basis of preparation

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

The charity constitutes a public benefit entity as defined by FRS 102. 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 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

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

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

1.2 Funds

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund.

1.3 Income recognition

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

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

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

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

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

Investment income is included as it becomes receivable.

1.4 Expenditure recognition

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

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

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

1.5 Tangible fixed assets

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

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

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

Computer equipment	Over 3 years on a straight line basis
Office equipment	Over 10 years on a straight line basis
Furniture	Over 10 years on a straight line basis

1.6 Fixed asset investments

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

1.7 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise cash at bank and in hand and debtors excluding prepayments.

Financial liabilities held at amortised cost comprise creditors excluding deferred income and taxation payable. Financial liabilities that are provisions are held at fair value. No discounting has been applied on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

1.8 Leases

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

1.9 Pensions

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

1.10 Tax

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

1.11 Going Concern

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

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

1.12 Comparative Figures

The Charities SORP states that financial statements must include comparatives for all amounts presented in the accounts and notes. However comparative figures included in these financial statements have been presented as total funds and have not been split into separate funds. The trustees consider that to do so would make the financial statements potentially confusing. If required, a full breakdown of comparative figures can be found on the register at Companies House.

2 Income from donations and legacies

	Restricted £	Unrestricted £	Total 2023 £	Total 2022 £
Town Council grants	-	7,297	7,297	13,000
Parish Council grants	-	4,158	4,158	2,025
Donations	-	29,799	29,799	26,996
	-	41,254	41,254	42,021

3 Income from charitable activities

	Restricted £	Unrestricted £	Total 2023 £	Total 2022 £
Government and local authority funding	1,046,996	805,022	1,852,018	1,584,440
Big Lottery	28,746	-	28,746	34,643
Grants for services and project income	-	20,837	20,837	14,706
Other income related to projects	-	4,682	4,682	5,063
	1,075,742	830,541	1,906,283	1,638,852

4 Income from investments

	Restricted £	Unrestricted £	Total 2023 £	Total 2022 £
Income from UK listed fixed asset investments	-	21,799	21,799	32,111
Interest received on bank deposits	-	1,892	1,892	102
	-	23,691	23,691	32,213

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

5 Analysis of expenditure on charitable activities

	Restricted	Unrestricted	Total	Total
	£	£	2023	2022
			£	£
Costs directly allocated to activities				
Salaries & wages (note 10)	431,239	572,879	1,004,118	855,966
Travel & training	1,451	6,216	7,667	2,868
Reference books & software	207	151	358	6,156
Publicity	-	925	925	420
Telephone	166	665	831	3,241
Printing, postage & stationery	2,783	6,300	9,083	5,793
Recruitment	2,031	1,263	3,294	625
Room Hire	1,087	930	2,017	276
Meeting expenses	21	1,596	1,617	-
Project partner payments	544,787	280,735	825,522	706,869
Support costs				
Repairs & renewals	345	2,950	3,295	1,056
Cleaning	1,223	2,011	3,234	3,234
Audit	-	2,556	2,556	2,556
Legal & professional fees	3,214	7,766	10,980	10,518
Insurance	37	7,441	7,478	4,989
Depreciation and loss on disposals	-	3,169	3,169	7,963
Profit on disposals of investments (see note 12)	-	-	-	-
Rent, rates, service charges & utilities	13,854	28,239	42,093	45,376
IT support	7,700	37,928	45,628	50,494
Sundries	2,254	11,100	13,354	9,971
	<u>1,012,399</u>	<u>974,820</u>	<u>1,987,219</u>	<u>1,718,371</u>

6 Analysis of expenditure on raising funds

	Restricted	Unrestricted	Total	Total
	£	£	2023	2022
			£	£
Legal & professional fees	<u>-</u>	<u>12,040</u>	<u>12,040</u>	<u>11,507</u>

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

7 Contributions to general overheads

	Total 2023 £	Total 2022 £
Overhead costs apportioned to restricted funds from general funds	71,936	46,017
Adjustments on restricted project fund balances	(27,456)	(30,543)
	<u>44,480</u>	<u>15,474</u>

8 Net income for the year

	2023 £	2022 £
Net income is stated after charging:		
Depreciation of tangible fixed assets owned by the charity	3,169	7,963
Loss on disposal of fixed asset investments	(132,584)	(120,133)
Fees payable to the charity's auditor for the audit of the charity's annual accounts	2,556	2,556
Fees payable to the charity's auditor for other services	1,720	1,150

9 Trustees' and key management personnel remuneration and expenses

No remuneration was paid to trustees during the year.

Remuneration paid to key management personnel was as follows:

2023 Number	2022 Number	2023 £	2022 £
<u>5</u>	<u>5</u>	<u>174,118</u>	<u>166,214</u>

The reimbursement of trustees' expenses was as follows:

	2023 Number	2022 Number	2023 £	2022 £
Travel and subsistence	<u>2</u>	<u>-</u>	<u>852</u>	<u>-</u>

10 Staff costs and employee benefits

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

	2023 Number	2023 FTE	2022 Number	2022 FTE
Charitable activities	39	30	35	26
Governance	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>
	<u>41</u>	<u>32</u>	<u>37</u>	<u>28</u>

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

The total staff costs and employees benefits were as follows:

	2023	2022
	£	£
Wages and salaries	884,387	746,595
Redundancy costs	-	9,306
Social security costs	72,325	57,633
Defined contribution pension costs	47,406	42,432
	<u>1,004,118</u>	<u>855,966</u>

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

11 Tangible fixed assets

	Computer & office eq't	Furniture	Total
	£	£	£
Cost or valuation:			
At 1 April 2022	45,398	84,963	130,361
Additions	1,006	-	1,006
Disposals	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2023	<u>46,404</u>	<u>84,963</u>	<u>131,367</u>
Depreciation:			
At 1 April 2022	35,858	83,109	118,967
Charge for year	4,068	396	4,464
Eliminated on disposal	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2023	<u>39,926</u>	<u>83,505</u>	<u>123,431</u>
Net book value:			
At 1 April 2022	<u>9,540</u>	<u>1,854</u>	<u>11,394</u>
At 31 March 2023	<u>6,478</u>	<u>1,458</u>	<u>7,936</u>

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

12 Fixed asset investments

	2023	2022
	£	£
UK listed investments		
Market value at 1 April 2022	704,831	912,795
Additions	789,305	107,110
Disposals	(457,213)	(226,316)
Changes in market value	<u>(173,485)</u>	<u>(88,758)</u>
Market value at 31 March 2023	<u>863,438</u>	<u>704,831</u>
Realised profits/(losses) on disposal of fixed asset investments	<u>132,584</u>	<u>120,133</u>

13 Debtors

	2023	2022
	£	£
Other debtors	340,883	323,370
Prepayments	<u>58,160</u>	<u>54,215</u>
	<u>399,043</u>	<u>377,585</u>

14 Creditors: amounts falling due within one year

	2023	2022
	£	£
Social security and other taxes	17,121	14,364
Accruals and other creditors	100,881	120,301
Deferred income	<u>390,731</u>	<u>357,315</u>
	<u>508,733</u>	<u>491,980</u>

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

15 Analysis of net assets between the funds

	Unrestricted	Designated	Revaluation	Restricted	Total
	funds	funds	fund	funds	£
	£	£	£	£	£
Fixed assets	151,935	724,095	(4,656)	-	871,374
Net current assets	<u>91,057</u>	<u>-</u>	<u>-</u>	<u>20,030</u>	<u>111,087</u>
	<u>242,992</u>	<u>724,095</u>	<u>(4,656)</u>	<u>20,030</u>	<u>982,461</u>

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

16 Fund reconciliation

	As at 1 April 2022 £	Income £	Expenditure & gains/ (losses) £	Transfers £	As at 31 March 2023 £
Unrestricted:					
General reserve	381,397	895,486	(854,276)	(179,615)	242,992
Designated funds:					
Business continuity reserve	500,000	-	-	100,000	600,000
My Money Matters residual funds	-	-	-	24,095	24,095
Cyber security reserve	-	-	-	30,000	30,000
Support for future contract tendering	-	-	-	20,000	20,000
Workforce development reserve	-	-	-	50,000	50,000
Total unrestricted funds	881,397	895,486	(854,276)	44,480	967,087
Revaluation funds:					
In respect of fixed asset investments	168,829	-	(173,485)	-	(4,656)
Restricted funds:					
Pension Wise	-	681,856	(664,044)	(17,561)	251
Money Advice Service - Debt Advice	-	105,956	(123,995)	18,039	-
DARG	-	18,677	(18,639)	(38)	-
Help to Claim UC Support	(9,306)	155,357	(137,317)	(14,681)	(5,947)
My Money Matters	10,473	28,746	(17,715)	(21,504)	-
Shropshire Food Poverty Alliance	-	45,150	(33,506)	(5,300)	6,344
Shaping Places	-	40,000	(17,183)	(3,435)	19,382
Total restricted funds	1,167	1,075,742	(1,012,399)	(44,480)	20,030
Total funds	1,051,393	1,971,228	(2,040,160)	-	982,461

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

17 Operating lease commitments

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

	2023	2022
	£	£
Not later than one year	<u>18,825</u>	<u>20,640</u>

18 Cash generated from operations

	2023	2022
	£	£
Net income/(expenditure) for the year (as per SoFA)	(28,031)	(16,792)
Adjustments for:		
Depreciation	4,464	7,964
Loss on disposal of tangible fixed assets	-	-
Loss on disposal of UK listed fixed asset investments	-	-
Income from UK listed fixed asset investments	(21,799)	(32,111)
Interest receivable	(1,892)	(102)
Movement in working capital:		
(Increase)/Decrease in debtors	(21,458)	875
Increase/(Decrease) in creditors	16,753	49,032
	<u> </u>	<u> </u>
Net cash (used in) operating activities	<u>(51,963)</u>	<u>8,866</u>

19 Related party transactions

No material transactions with related parties occurred during the year.

Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard. We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.



Citizens Advice Shropshire. Charity registration number 1085220.
Company limited by guarantee. Registered number 4099352 England.
Authorised and regulated by The Financial Conduct Authority – FRN: 617564.
Registered office: Fletcher House, 15 College Hill, Shrewsbury SY1 1LY



cabshropshire.org.uk
citizensadvice.org.uk

Published September 2023
Registered charity number 1085220



Accounts

Directors' and Trustees' report and accounts

For the year ended 31 March 2022



Contents

Reference and administrative information	2
Introduction from the Chair	4
Who we are	5
Our services	7
Client problems	8
Income by funding source	9
Thanks	9
A focus on Pension Wise	10
Who our clients are	11
The difference we make	12
The wider impact of the work we do	12
Research and campaigns	13
Volunteering with us	14
How did we do?	15
Key objectives for 2022/23	16
Financial review	17
Report of the auditors	24
Statement of financial activities	28
Balance sheet	30
Notes to the financial statements	31

Reference and administrative information

Charity Registration Number 1085220

Company limited by guarantee, Registered Number 4099352

Regulated by the Financial Conduct Authority FRN 617564

Registered Office: Citizens Advice Shropshire, Fletcher House, 15 College Hill, Shrewsbury, SY1 1LY.

Directors and Trustees Chris Boote (Chair – current from 26/11/20)
Penny Cooper, Bethan Cross, Joanne Harrison,
Tony Hinkley, Andy Howitt, Paul Langton
Frances Beck (Elected 25/11/21)
Andy Brenan (Elected 25/11/21)
Julie Bertolini (Co-opted 27/01/22)
Andrew Philpott (Co-opted 23/03/22)

Claire Cartlidge (Resigned 25/11/21)

Honorary advisers Keir Hirst (Honorary Solicitor)
Steve Dargan (Honorary Adviser) (Resigned 19/07/22)

Company Secretary Paul Langton

Chief Executive Officer (CEO) Jackie Jeffrey

Senior Management Team (SMT) CEO, Iona Aylen, Alison Alexander,
Tereza Hayek (Resigned 18/03/22)

Finance Manager Katharine Haines (Also part of SMT)

Registered Office Fletcher House, 15 College Hill, Shrewsbury SY1 1LY

Bankers National Westminster Bank Plc.
Shrewsbury Mardol Head, 8 Mardol Head, Shrewsbury
SY1 1HE

Auditors

James, Holyoak & Parker Limited
 1 Knights Court, Archers Way, Battlefield Enterprise Park,
 Shrewsbury SY1 3GA

Investment Advisers

Redmayne Bentley
 4 Tettenhall Road, Wolverhampton WV1 4SA
 (To 10/02/22)
 Rathbones Investment Management Limited
 Port of Liverpool Building, Pier Head, Liverpool L3 1NW
 (From 10/02/22)

Deposit Providers

Flagstone
 1st Floor, Clareville House, 26-27 Oxendon Street, London
 SW1Y 4EL



* of known values

Introduction from the Chair

During 2021-22 Citizens Advice Shropshire continued to adapt its services to best serve the people of Shropshire, strengthening and enhancing the telephone advice service which has proved to be an effective and accessible way of providing free independent advice to people living in all parts of the county. As we adjusted to a post lockdown 'way of life' it's also pleasing to report that we were able to reintroduce face to face appointments to people who need to access our service in person. We know that not everyone finds it easy, or possible, to use the telephone or other digital services and we have tried hard to open up our services in a way that has kept our staff, volunteers, and clients safe.

The economic impact of the Covid-19 pandemic started to make itself felt in 2021-22 as government furlough support ended. Many individuals and families have struggled to pay bills and cover essentials. We will have all seen newspaper headlines reporting growing demands for the help offered by food banks throughout the UK. Shropshire has been affected in this way like many other areas, and food poverty and insecurity is a growing area of concern.

I was therefore pleased that during the year Citizens Advice Shropshire was able to agree to take on the hosting role for the Shropshire Food Poverty Alliance to ensure that practical solutions to help people affected by food poverty can be developed and research can be used to campaign for change in a positive way.

I wish I could offer an optimistic forecast for the coming 12 months but there is little doubt that thousands of people in Shropshire are going to continue to need the support of Citizens Advice Shropshire and the partners we work with. The cost of living crisis is getting worse. Inflation forecasts are increasing prices for all of us – and already causing hardship for families and individuals with limited income. As we approach the autumn and winter months, fuel poverty is likely to become an acute problem in our county as it will elsewhere.

I cannot promise Citizens Advice Shropshire will be able to help everyone in the future, but what I can promise is that our incredibly hard working, creative and resilient team of volunteers and staff will continue to strive hard to help those who need our help most and to use our evidence and data to campaign for change in policies that we see have an unfair impact on those who do not have a voice. As Chair, I'd like to record my thanks to all our staff, our volunteers, our partners, and our funders who have helped us over the past year. The impacts and outcomes reported elsewhere in this report show just how much we've achieved in challenging circumstances.

It's also important to note that we are fortunate to be a financially secure and stable charity and I'd like to thank my fellow Trustees who (like myself) are also volunteers, for their time, insights, and expertise.

Although we are facing a difficult and challenging period, I'm confident the qualities of our people and the strength in our partnerships put us in the best possible place to successfully help the most vulnerable in our community.

Chris Boote
Chair

Who we are



Citizens Advice Shropshire (CAS) is a charity, constituted as a Company limited by guarantee and, therefore, governed by its Articles of Association. The trustees confirm they have referred to the information contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of CAS, and in planning activities and setting policies and priorities for the year ahead.

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Shropshire and surrounding areas.

In carrying out its objects and in all aspects of its work, CAS is committed to promoting equality and diversity, preventing prejudice and discrimination, ensuring equal access and promoting good relations between all sections of the community.

The main activities undertaken to further our charitable purposes for public benefit are to provide the advice people need for the problems that they face and to improve the policies and practices that affect people's lives.

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

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

The Charity is organised so that the trustees meet regularly to manage its affairs, with full board meetings held every two months. There are also two sub-committees which oversee

the more detailed aspects of governance, and, in turn, report to the main board.

Sub-committee	Responsibilities
Finance sub-committee	To lead, develop and oversee the organisation's policies and strategies in respect of financial management and planning, ensuring effective governance.
Operations sub-committee	To lead, develop and oversee the organisation's policies and strategies in respect of operational matters and service delivery, ensuring effective governance.

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

We recruit trustees using local PR, social media, CAS website and our contacts to find people who have the skills and perspectives we need to provide good leadership and make sound decisions. Trustees are recruited against a job description and person specification which also list the behavioural competencies expected of a trustee of CAS. All new trustees are initially co-opted on to the board and are then elected to the board by the membership at the Annual General Meeting.

Trustees shall retire from office at the third annual general meeting following the annual general meeting at which they were elected but may be re-elected.

A trustee who holds office as Chair or Vice Chair may not hold office in that capacity for more than 6 consecutive years. After the end of this period a Vice Chair may be appointed as Chair, but two further years must pass before any former Chair or Vice Chair shall be eligible for re-election to any of those offices.

CAS is one of 265 separate and independent local Citizens Advice offices that make up the Citizens Advice Service across England and Wales. This is a membership organisation and we have to comply with strict membership standards and audit requirements to retain our membership. Through 2021/22 we retained a green rating (excellence) as part of our Performance and Quality Standards. We also hold the AQS Quality Mark (General Help) and we are Charity Commission endorsed as an Effective Charity (Charity Commission Membership Standard).

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

In 2019 trustees adopted the process of assessing CAS job roles using an industry job evaluation scheme and are allocating roles to grades with the aim of providing a more structured, transparent and fair pay scheme. NJC scales are used as a guide for salaries. All

CAS staff are paid in excess of the living wage.

We have a detailed three year Strategic Plan which sets out organisational priorities and objectives which the SMT use to prioritise work. Risk and operational reports, KPIs and performance are reported to the board to allow trustees to monitor risk and performance.

Our services

Our different service delivery options are supported by a number of funding sources and we would like to take the opportunity to thank everyone who has supported our service over the last year.



The **Generalist service** for adults is where clients can contact us. In 2021/2022 this has been via our free telephone advice line, with provision for face to face appointments for those who need it (Subject to Government restrictions in force at that time). Details of service hours and how to contact us can be found on our website www.cabshropshire.org.uk. This service is funded by Shropshire Council, Ludlow Town Council, local Parish Councils and client donations.



IASS service provides Information, Advice and Support Service to children and young people aged 0 to 25 who have, or may have, special educational needs or disabilities (SEND), as well as their parents and carers. This service is funded by Shropshire Council and National Children's Bureau.



Specialist provision includes specific subject areas such as debt advice (funded by the Money Advice Service), Pension Wise and Universal Credit: Help to Claim (main funder Department for Work and Pensions), welfare benefits (funded by Shropshire Council - Enable), Syrian Families and Marches Energy Agency with the Healthy Homes Project.



Outreach services have previously been face to face, for 2021/2022 we have had to support these clients by phone and have made special arrangement to ensure our most vulnerable clients have been helped. As Covid restrictions have changed we have begun to re-open some of our outreaches for face-to-face services.

We continue to use our free phone Adviceline (0808 278 7894) as the first point of contact for our clients. We can then assess the next best step for the client depending on enquiry and advice required.

Over the last year our Single Point of Referral (SPOR) on 01743 280019 has become more important as a means for health professionals /social workers and support workers/ local organisations to refer in their vulnerable clients. This local number is also used for IASS and debt clients.

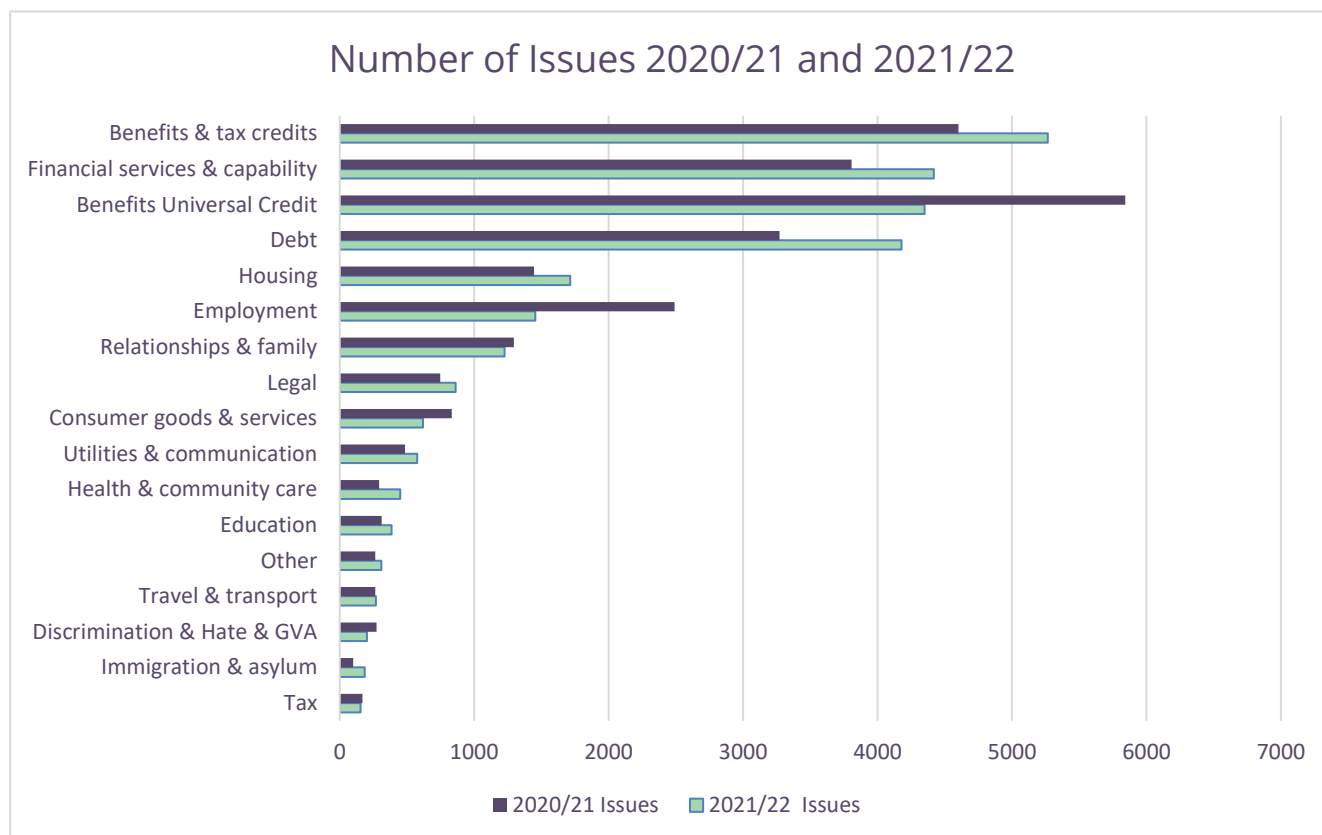
Early in the year our staff continued to work mainly from home and we would like to thank all our staff for their flexibility and support in ensuring that CAS continued to provide essential support to our clients. We are now working with staff and volunteers to plan their return to the office.

Client problems

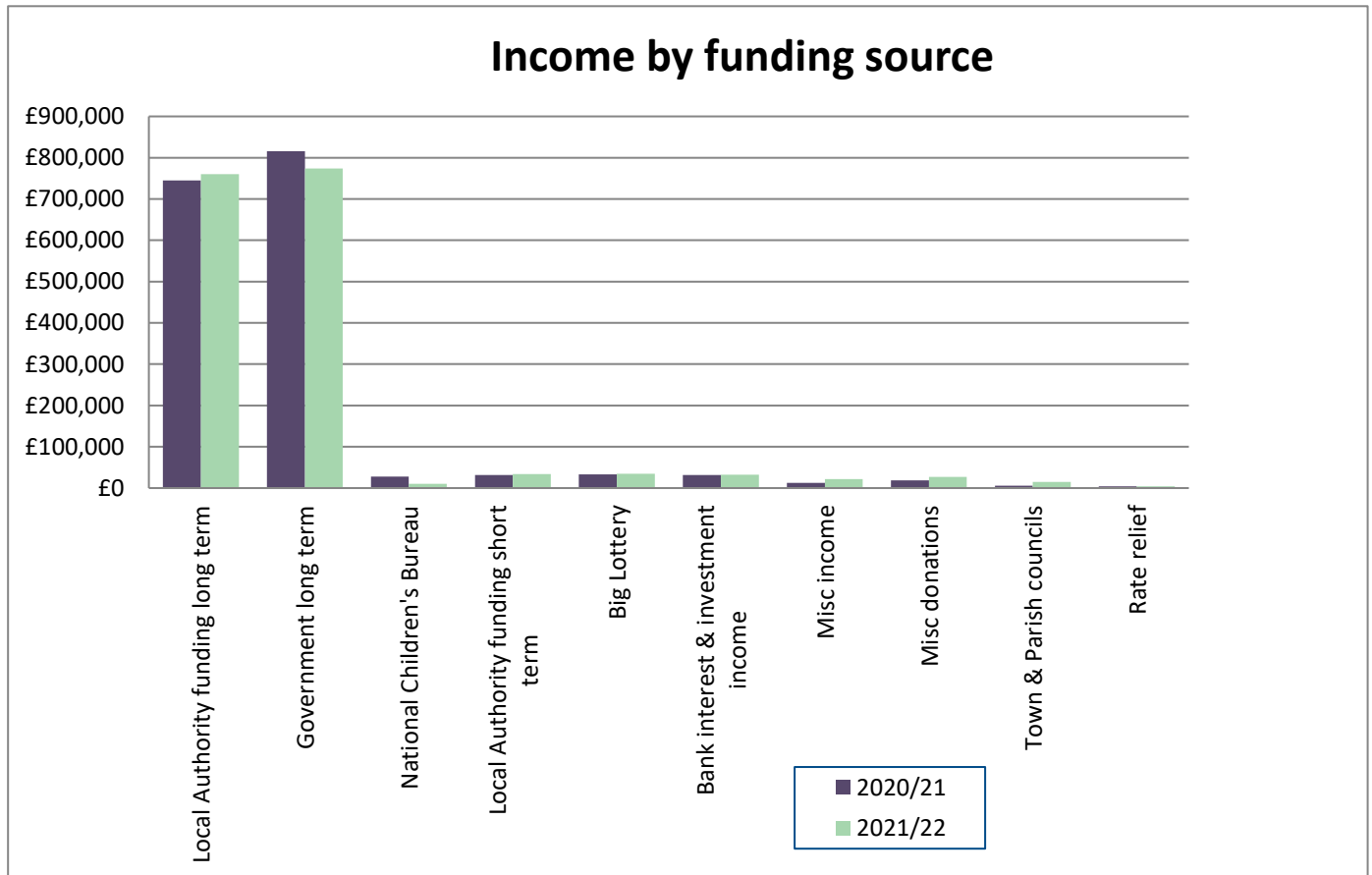
Despite continuing challenges of working within a pandemic and homeworking there has been a 6% increase in numbers helped, up by 420 from the previous year to 7,109. Since the beginning of the pandemic we have seen a number of changes to enquiries coming to CAS reflecting the challenges being faced by our clients. For example, employment issues have dropped 42% as we come out of furlough schemes and debt has risen 28% compared to 2020/21 as creditor action, including repossessions and evictions, began again after the closure of the courts. However, debt figures still remain lower than in 2019/20.

There were decreases in the number of issues about Benefits Universal Credit (26%) but an increase in Benefits and tax credits issues (14%) as people began to receive notification of reviews.

Issues Change



Income by funding source



Thanks

The CEO and Board of Trustees thank all the staff, volunteers and partners who have worked so hard this year to achieve these successes. Our people continue to be our biggest asset. In writing last year's report, we never expected that we would still be in a pandemic a year later. Everyone has given more than 100 %, continuing with changed roles whilst working remotely. For those who joined in the last year, most haven't even met their colleagues in person, but the team work and support given to each other has never changed. They are all outstanding.

We would like to thank all funders who have continued to support us:

- Albrighton Parish Council
- Bridgnorth Food Bank
- Citizens Advice
 - o Best Practice Lead and Help to Claim
 - o Pension Wise
 - o Money and Pensions Service (MaPS) debt funding

- o Money Advice Service Sub project: MaPS DAP - Increased capacity
- Craven Arms Town Council
- Culmington Parish Council
- Hope Bagot Parish Meeting
- Jane Higginson Trust
- Kinnerley Parish Council
- Ludlow Town Council
- Ludlow Walkers Group
- Market Drayton Action for Health
- Market Drayton Town Council
- Marches Energy Agency – Healthy Homes welfare benefits checks
- My Money Matters – Oswestry Community Action
- National Children’s Bureau - Information Advice and Support Program
- Shropshire Council
 - o Advice, Advocacy and Welfare Benefits
 - o DARG
 - o Enable – Better Off In Work
 - o Information Advice and Support Service
 - o Syrian families support
- St Andrews Church
- Stanton Lacy Parish Council
- Stockton Parish Council

A focus on Pension Wise

Citizens Advice Shropshire is one of 38 local Citizens Advice who have been delivering the government’s Pension Wise service for the last six years. Launched in April 2015, Pension Wise was a new guidance service set up to help people understand their options under the pension freedoms.

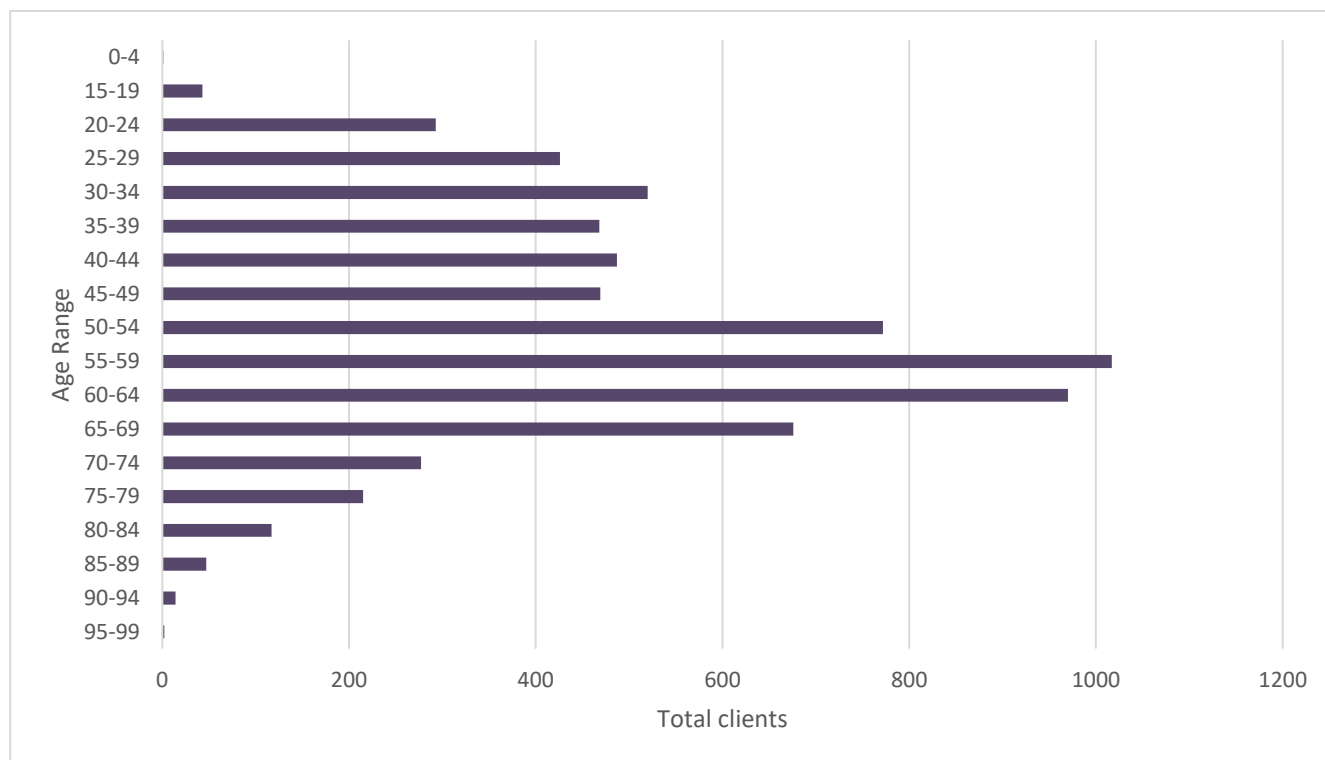
In partnership with Coventry Citizens Advice, Citizens Advice Dudley and Wolverhampton and Citizens Advice Worcester, Citizens Advice Shropshire delivers Pension Wise appointments to people aged 50 and over with a defined contribution pension.

Key statistics

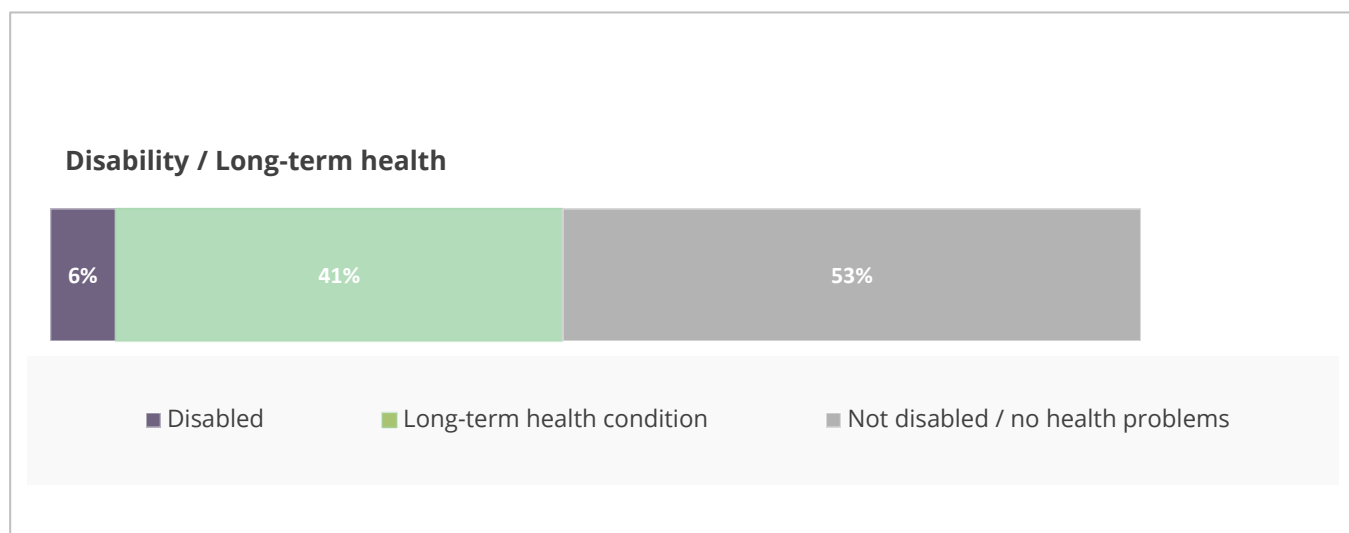
For 2021/22, Pension Wise has delivered 106,487 appointments across the service in England, Wales and Northern Ireland.

People visiting Pension Wise have remained highly satisfied with the guidance they are receiving, with satisfaction ratings remaining consistently high. For 2021/22, Citizens Advice achieved a satisfaction score of 96%.

Who our clients are

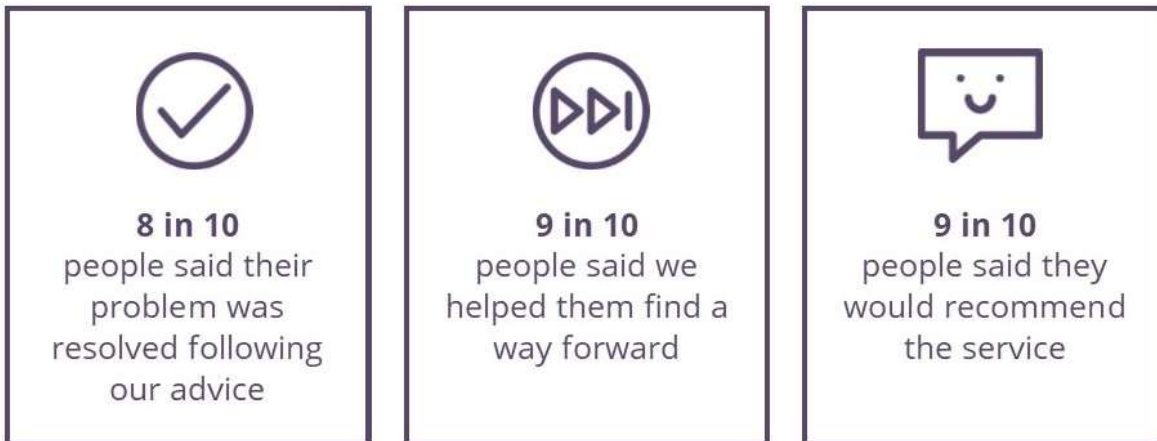


Following a year of remote working and concentrating our resources onto the phone, there has been a change in the demographics of our clients.



We have seen a 7% increase in people with long term health conditions, year on year; an increase in people who identify as female, and a decrease in people 65+.

The difference we make



Source: Client satisfaction survey 2021/22

The wider impact of the work we do

We can put a financial value on our role in:

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

(Source: Modelling the value of the Citizens Advice service in 2017)

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

Our value to society

£ For every £1 invested in our service in 2021/22, we generated:



(Source: Financial modelling our value to society 2019/20
Greater Manchester Combined Authority's - GMCA (formerly New Economy) cost benefit model)

Research and campaigns

With advice we help people solve a particular problem, whereas with research and campaigns work we tackle the cause of the problem and stop it from happening to others.

We use our clients' experience and stories to campaign for positive change, speaking up about the policies and services that cause people problems. As a local Citizens Advice we can spot emerging issues early, and use our evidence to tackle the root cause of problems and improve services for us all.

The Board of CAS has recognised the importance of good research by agreeing to underwrite the funding of a research post that enables us to enhance our understanding of who needs our help, how we can best support them and what services make the most difference to them. We will continue to fill any gaps in our evidence base and give a voice to people's concerns.

Increasing our understanding of people's needs means we will be well placed to act with our partners as an 'intelligent provider' for commissioners, not just delivering services but also well-equipped to advise on and influence the shape of provision.

This year there were lots of different activities that happened as part of research and campaigns.

We continued campaigning on the existing Council Tax Support scheme. Additional Covid-19 support from government has meant that many of those on low incomes have not had to contribute their usual 20% charge for 2 years and now the Council have also agreed to review the Council Tax Reduction scheme for 2022/23.

We have also been a part of the "Keep the lifeline" campaign on the loss of the £20 Universal Credit uplift government introduced at the beginning of the pandemic. This effort had an impact on the targeted support package introduced in May 2022.

In 2021/22 we also worked with Shropshire Food Poverty Alliance, Public Health and Health Watch Shropshire on research into food insecurity in South West Shropshire. This has been an important piece of research which has led to a number of recommendations to help reduce the impact of food insecurity in Shropshire and the barriers that people face.

Our policy work during 2021/22 also included working with partners and Shropshire Council on the Social Task Force to minimise the impact of the pandemic on the most vulnerable. Jackie Jeffrey, CEO, also chairs the Hardship & Poverty Subcommittee that feeds into the Social Task Force, this work has continued with the rising cost of living crisis, and support for households during the winter of 2021/22 and beyond.

Volunteering with us

The contribution of our volunteers brings real added value to the organisation worth over £186,141 if we had to pay them. But volunteering benefits our volunteers – they improve their skills, resilience, health and wellbeing, while strengthening community engagement.

Our volunteers continued to remote work during the pandemic although some were unable to continue with their volunteering whilst our offices have been closed. We would like to take this opportunity to thank these volunteers who left during the year for their hard work and commitment to the service and our clients and wish them all the best for the future.

Those working remotely have settled into the new ways of working and we now have a core of 20 volunteers active on the rota. Developing our digital skills has meant we have been able to create a supportive and effective volunteer team who have made such a difference to clients and by putting our resources on to the free Adviceline phone number – we have improved access to advice for those in remote areas or not able to get out of the home due to the pandemic. Again, a big thank you to these volunteers for their commitment and resilience during this time.

We have been working hard during the year to put all the training on line and develop recruitment, and training for new and existing volunteers and have had recruitment session for new volunteer assessors and specialist form fillers.

How did we do?

We had set a number of key objectives to achieve during 2021/22.

1. Introduce Work Force Development Plans to include:
 - Looking after the **well-being** of our staff
 - Plans for bringing staff back in to the office and establishing a flexible working policy.
 - Review the staffing structure so that staff roles are aligned to new ways of working.
 - Review our volunteer 'offer' and **redesign volunteer roles** to best suit our future needs
2. Understanding what **resource and support** is needed to maintain Adviceline and the Single Point Of Referral
3. Review **information technology and communication requirements** to enable mobile and remote flexible working and resilience and invest in solutions that will future proof the organisation.
4. Consider options for **business recovery** taking account of government advice.
5. Develop a Comms Strategy keeping all **stakeholders** updated on what is happening including staff and volunteers, funders and clients and the general public.
6. Understanding the **advice needs** of the clients in the current crisis

Despite the continuing challenging work environment and the pandemic, we have achieved many of our key objectives. Feedback from regular well-being questionnaires and our annual people management survey demonstrated that we have supported the well-being of our staff, offering development opportunities and have now begun bringing many of our roles back in to the office. In developing a flexible work force, we have invested in new soft phone technology and cloud based working to make the most of flexible working and have now adopted a Flexible Working Policy to support this. We have created paid telephone assessor roles to support access to our service via the free telephone Adviceline, whilst developing community adviser roles for face to face services and moved our volunteer recruitment online to widen our volunteer offer. We have continued to work with all our stakeholders and had excellent results from our stakeholder survey. Training for staff included reviewing welfare benefits and employment to ensure we were all up to date and developed a Money Advice Strategy for the county with our stakeholders.

We have achieved so much during the year, but it has not been without its challenges for everyone both professionally and personally. We have not achieved all we set out to do, but throughout the year we have maintained high quality accessible services to the residents of Shropshire and the rest of England through our funded programmes. As Chief Officer, I cannot begin to thank everyone enough for your dedication and commitment and everyone has given more than 100%.

You all continue to be marvellous and outstanding.

Key objectives for 2022/23

Whilst this annual report reflects back on 2021/22 and what we have achieved through the pandemic we cannot help but look to 2022/23 without recognising the even bigger challenges that face our clients and our service. The cost of living crisis will dominate the work we do moving forwards and our strategic plans. As our resources become even more strained, we have to ensure that they are targeted at those who need us most. We will therefore focus on:

- ***Our clients*** Improving the service for vulnerable adults and support disadvantaged and hard to reach communities
- ***Our people*** Creating structures and systems which support and enable efficient, flexible working
- ***Our stakeholders*** Ensuring we work together and develop our relationship with health colleagues across the Integrated Care System
- ***Our resources*** To maintain financial security and growth

Financial review

Transactions and financial position

The Statement of Financial Activities on page 28 shows an operating deficit for the year of £16,792, with total funds of £1,051,393 at 31 March 2022. The operating surplus in 2020/21 was £30,470 and total funds were £1,036,810 at 31 March 2021.

We continue to maintain good levels of working capital which allow us to manage short term volatility. We have a deposit account with the Nationwide, via Flagstone Deposits, to spread counterparty risk, ensuring that our cash deposits are covered as far as possible by the Financial Services Compensation Scheme.

Throughout 2021/22, our funders have continued with their financial support to us, and this enabled us to maintain our levels of service to clients.

Tangible fixed assets for use by the Charity

The details of movements in fixed assets are set out in note 10 to the accounts.

Reserves

The trustees reviewed the reserves policy during 2021/22, and determined to retain 6 months of operating costs in reserves in order to meet unexpected events (such as a significant loss of funding). The rationale for retaining 6 months of operating costs is that the charity has a number of partner contracts that have a 6 month break clause. As a result retaining 6 months of operating costs ensures that the charity can undertake an orderly wind up of the partner contracts as well as allowing time to secure alternative funding.

The policy is monitored and reviewed by the trustees annually. The amount of reserves is calculated from the annual budget and amounts to £500,000. Further details are disclosed in note 16 to the accounts.

The majority of the charity's funds are represented by investment assets. Consequently the charity's reserves are expected to generate an investment return which is used to support the continuing activities of the charity. In addition the trustees have decided that any additional funds in excess of the reserves policy shall also be invested for the long term and used to support infrastructure and other projects that the charity identifies in its 3 year strategic plan.

Investment policy and returns

The trustees reviewed and amended the investment policy during 2021/22.

Policy

The investment policy is dependent on the charity's strategic plan as this outlines the plans and ambitions of the charity for the next 3 years in terms of both its operational activity and its plans for investment in projects and infrastructure investment. Consequently, the

policy needs to be reviewed annually in line with both the 3 year strategic plan and the annual budget.

The general investments are managed on a discretionary basis by an investment manager in such a way as to provide supplemental income for the charity. Where possible, trustees would like the value of the assets invested to be enhanced so that as a minimum they keep pace with inflation in the long term. The trustees are willing to take a long-term view with regard to the investment term, i.e. up to five years. It should, however, be noted that access to the invested funds should be available at short notice.

Income from the investments is paid into the charity's bank account as and when the income falls due on a monthly basis and this is monitored by the charity.

Risk appetite

An approximate balance is to be maintained between the enhancement of capital and the generation of income and the trustees are willing to take a "medium risk" approach to the management of the assets.

Investments that fall within this category will include those investments that will carry a degree of volatility and will include UK and foreign blue chip equities and fixed interest securities. Such holdings are generally designed to be long-term investments and investors should be aware that there is a risk that the value of their investment may fall, and while access is granted to the investment itself, there is no guarantee upon encashment the value of the holding will not have fallen. These investments are suitable for those who are familiar with the risk and volatility usually associated with stock market-based investments.

The trustees are required to review the Rathbones investment risk questionnaire on an annual basis.

Target investment return

The charity aims to achieve the following target returns:

Investment income: The income generated from the investments contributes to the operational running costs of the charity and that continues to be an important aspect of the investment performance. Historically we have achieved a return of up to 4% annually on the investment portfolio. Given the nature of investment markets we will look to achieve income return in the range of 2% to 4%.

Capital growth: The investment funds have 2 primary purposes from a capital perspective. Firstly, the capital is there to support the charity's reserve requirements as set out in the charity's reserves policy. Secondly, any capital value above this can be used to support activities.

Investment Parameters and Exclusions

The trustees have appointed Rathbones Investment Management on a discretionary mandate and so the investment portfolio can consist of both “collective” investments and individual holdings. In this way it is anticipated that the portfolio will be spread over a much wider number of holdings and therefore the overall investment risk will be spread as widely as possible.

If any alteration to the above is to be made then the trustees’ permission will be required.

Investment Performance

The charity will monitor the performance of the investment manager as follows.

Investment income: This measure will be based on the target investment return of 2% to 4% as outlined in section 5 above on an annual basis.

Capital growth: this will be measured quarterly against the performance of the MSCI PIMFA Balanced index.

Ethical Investment Statement

The Trustees have taken into account the guidance from the Charity Commission with respect to portfolio restrictions and exclusions and have sought to balance these against the Trustees’ fiduciary duty to preserve and grow the assets of the charity. The Trustees have decided that certain investment areas do not align with the objectives of the charities and as such will not invest directly in companies whose primary activity is in the following areas:

- Manufacturing Tobacco related products
- Manufacture or distribution of Armaments
- Gambling
- Usury
- Pornography
- Alcohol

In a wider sense, the Trustees recognise the concept of ‘Responsible Investment’ (taking into account Environmental, Social and Governance – ESG – issues) and that this could reduce the risk associated with the investment portfolio and/or offer potential for enhanced returns. CAS requires its Investment Manager to incorporate these factors into their investment process and engage with companies on ESG matters, with the objective of enhancing returns, reducing risk or promoting best practice.

The trustees note that this will be an actively evolving element of the policy as stakeholder engagement increases and the investment industry develops its approach, achieves greater transparency and provides better tools to analyse exposures.

Going concern

The financial position and performance have been outlined in the financial review. The trustees have assessed our position and concluded that Citizens Advice Shropshire is well-placed to meet our liabilities as they fall due and to manage the business risks we face.

This position is supported by a strong cash flow, sufficient reserves and good relationships with our funders. Our planning and reporting processes, including financial projections, take into consideration the current economic climate (including the effects of the Covid-19 pandemic) and its potential impact on our various sources of income and planned expenditure.

We have therefore adopted the going concern basis of preparation of these financial statements on the basis that we have concluded there is a reasonable expectation that we have sufficient resources to continue in operational existence for the foreseeable future, being at least 12 months from the date of approval of these financial statements

Directors and trustees

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

Statement of internal control and risk management

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

This system of internal control is designed to manage risk to a reasonable level rather than to eliminate the risk of failure to achieve policies, aims and objectives: it can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of CAS policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically. The system of internal control has been in place in CAS for the year ended 2021/22 and up to the date of approval of the annual report and accounts.

The trustee board conducted a review of the major risks to which the Charity is exposed and has also adopted a specific Covid-19 Risk Assessment for the pandemic, which was kept under regular review until April 2022 when all restrictions were lifted. Where appropriate, systems or procedures have been established to mitigate the risks the Charity faces. The CEO also reports to the trustees regular updates on key risks and milestones.

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

procedures are periodically reviewed to ensure they continue to meet the needs of the Charity.

During 2021/22 the Risk Register showed that of the 45 major risks identified (% in brackets shows 2020/21 risk):

- 17% (12%) were 'very high' and required active management including continued funding uncertainty, changes to Government policy and increases in client demand due to loss of other services and the longer term impacts of the pandemic on funding
- 44% (56%) were 'high' and required contingency plans
- 31% (32%) were medium risk and required good housekeeping with regular review

We no longer require any specific Covid 19 risk assessments

The current Risk Register is now undergoing a major review to include:

- a statement up front which sets out the Board's overall risk strategy and an appetite statement for each risk type (Operational, Compliance etc) not just for Information Assurance and Investments
- ensuring the risk strategy links to the overall strategy for CAS - i.e. what are we looking to achieve over the next 5 years, what new risks will that present and how will these be managed and to include the top/emerging external risks that the Board identified in their current PESTE over the next 2-3 years

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

Information technology is embedded in all the work we do including all our national Citizens Advice operating platforms for advice, case recording, management guidance and telephony so it is vital that we continually invest in our IT infrastructure and IT support. The move to home based service delivery led to swift changes in the technology used – increasing our use of Microsoft 365 to include Teams for video meetings, change to Outlook for emails, sharing information resources and for soft phones. We have secured cyber insurance for CAS through our existing provider and made it mandatory for all staff, volunteers and trustees to undertake remote working training so they are aware of the risks. Work is now being carried out on securing a new backup system for data to protect against potential hacking.

The local Citizens Advice trustee board oversees the information security of all personal information of our clients, staff, funders and strategic partners that is processed. CAS holds joint responsibility for client data that is held in our case management system, with the national Citizens Advice service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is

maintained to a level which is compliant with the requirements of the UK GDPR and Data Protection Act 2018.

The current cost of living crisis is a new threat and challenge, not just to our clients but to our service delivery and staff. We continue to review the impact of inflation on our budget and operational costs.

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

Statement of trustees' responsibilities

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

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

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

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

In so far as the trustees are aware:

- there is no relevant accounting information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant accounting information and to establish that the auditor is aware of that information.

Auditors

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

This report was approved by the board of directors and trustees on 22 September 2022 and signed on their behalf.

A handwritten signature in black ink, appearing to read 'Langton', written over a dotted line.

Paul Langton
Company Secretary

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

Opinion

We have audited the financial statements of Citizens Advice Shropshire (the 'charitable company') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Statement of Cash Flows, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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 charitable company'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.

Other information

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

CITIZENS ADVICE SHROPSHIRE
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF
CITIZENS ADVICE SHROPSHIRE (Continued)

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 22, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

CITIZENS ADVICE SHROPSHIRE
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF
CITIZENS ADVICE SHROPSHIRE (Continued)

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.

The audit team obtained an understanding of the legal and regulatory frameworks that are applicable to the Charity and determined that the most significant are those that relate to the reporting framework (The Charities SoRP, FRS102 and the Companies Act 2006), the relevant tax compliance regulations, employment law, Health and Safety Regulations and the EU General Data Protection Regulation (GDPR).

We understood how the charitable company is complying with these frameworks by making enquiries of management and those responsible for legal and compliance procedures. We assessed the susceptibility of the Charity's financial statements to material misstatement, including how fraud might occur by meeting with key management to understand where they considered there was a susceptibility to fraud. Based on our understanding, our procedures involved enquiries of management and those charged with governance, manual journal entry testing, cashbook reviews for large and unusual items and the challenge of significant accounting estimates used in preparing the financial statements.

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required

CITIZENS ADVICE SHROPSHIRE
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF
CITIZENS ADVICE SHROPSHIRE (Continued)

- To draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



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

10 OCTOBER 2022

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

CITIZENS ADVICE SHROPSHIRE
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2022

Summary Income and Expenditure Account

	Notes	Restricted £	Unrestricted £	Total 2022 £	Total 2021 £
Income from:					
Donations & legacies	2	-	42,021	42,021	24,729
Income from charitable activities	3	849,225	789,627	1,638,852	1,669,927
Investment income	4	-	32,213	32,213	31,428
Total incoming resources		849,225	863,861	1,713,086	1,726,084
Expenditure on:					
Charitable activities	5	841,776	876,595	1,718,371	1,690,488
Raising funds	6	-	11,507	11,507	5,126
Transfers between funds	7	(15,474)	15,474	-	-
Net income/(expenditure)		(8,025)	(8,767)	(16,792)	30,470
Other recognised gains/(losses):					
Realised gain/(loss) on fixed asset investments	12	-	120,133	120,133	-
Unrealised gain/(loss) on fixed asset investments	12	-	(88,758)	(88,758)	144,564
Net movement in funds		(8,025)	22,608	14,583	175,034
Reconciliation of funds:					
Total funds brought forward	16	9,192	1,027,618	1,036,810	861,776
Total funds carried forward	16	1,167	1,050,226	1,051,393	1,036,810

CITIZENS ADVICE SHROPSHIRE
STATEMENT OF CASH FLOWS
AS AT 31 MARCH 2022

	Notes	2022 £	2021 £
Cash flows from operating activities			
Net cash generated by/(used in) operating activities	18	8,866	(23,370)
Investing activities			
Purchase of tangible fixed assets	11	(4,254)	(458)
Purchase of fixed asset investments	12	(107,110)	-
Income from UK listed fixed asset investments	4	32,111	31,355
Interest received	4	102	73
Disposal of fixed asset investments		<u>346,449</u>	<u>40,183</u>
Net cash used in investing activities		<u>267,298</u>	<u>71,153</u>
Net increase in cash and cash equivalents		276,164	47,783
Cash and cash equivalents at beginning of year		<u>173,399</u>	<u>125,616</u>
Cash and cash equivalents at end of year		<u><u>449,563</u></u>	<u><u>173,399</u></u>

CITIZENS ADVICE SHROPSHIRE
BALANCE SHEET
AS AT 31 MARCH 2022

	Notes	2022 £	2021 £
Fixed assets			
Tangible assets	11	11,394	15,104
Investments	12	<u>704,831</u>	<u>912,795</u>
		716,225	927,899
Current assets			
Debtors	13	377,585	378,460
Cash at bank and in hand		<u>449,563</u>	<u>173,399</u>
		827,148	551,859
Creditors: amounts falling due within one year	14	<u>(491,980)</u>	<u>(442,948)</u>
Net current assets		<u>335,168</u>	<u>108,911</u>
Net assets		<u><u>1,051,393</u></u>	<u><u>1,036,810</u></u>
Charity funds			
Unrestricted funds	16	881,397	770,031
Restricted funds	16	1,167	9,192
Revaluation surplus	16	<u>168,829</u>	<u>257,587</u>
		<u><u>1,051,393</u></u>	<u><u>1,036,810</u></u>

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

The financial statements were approved and authorised for issue by the Board of Trustees on 22 September 2022 and signed on its behalf by:



Chris Boote
Director and Trustee



Paul Langton
Director and Trustee

The notes on pages 31 to 41 form part of these financial statements.
Company Registration Number: 04099352 (England & Wales)

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

1 Summary of significant accounting policies

1.1 General information and basis of preparation

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

The charity constitutes a public benefit entity as defined by FRS 102. 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 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

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

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

1.2 Funds

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund.

1.3 Income recognition

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

Voluntary income is received by way of grants, donations and gifts, and is included in full in the Statement of Financial Affairs when receivable. Grants, where entitlement is not

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant#

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

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

Investment income is included as it becomes receivable.

1.4 Expenditure recognition

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

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

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

1.5 Tangible fixed assets

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

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

Computer equipment	Over 3 years on a straight line basis
Office equipment	Over 10 years on a straight line basis
Furniture	Over 10 years on a straight line basis

1.6 Fixed asset investments

Investments are recognised initially at fair value which is normally the transaction price excluding

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

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

1.7 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise cash at bank and in hand and debtors excluding prepayments.

Financial liabilities held at amortised cost comprise creditors excluding deferred income and taxation payable. Financial liabilities that are provisions are held at fair value. No discounting has been applied on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

1.8 Leases

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

1.9 Pensions

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

1.10 Tax

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

1.11 Going Concern

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

1.12 Comparative Figures

The Charities SORP states that financial statements must include comparatives for all amounts presented in the accounts and notes. However comparative figures included in these financial statements have been presented as total funds and have not been split into separate funds. The trustees consider that to do so would make the financial statements potentially confusing. If required, a full breakdown of comparative figures can be found on the register at Companies House.

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

2 Income from donations and legacies

	Restricted £	Unrestricted £	Total 2022 £	Total 2021 £
Town Council grants	-	13,000	13,000	5,800
Parish Council grants	-	2,025	2,025	230
Donations	-	26,996	26,996	18,699
	-	42,021	42,021	24,729

3 Income from charitable activities

	Restricted £	Unrestricted £	Total 2022 £	Total 2021 £
Government and local authority funding	814,273	770,167	1,584,440	1,620,245
Big Lottery	34,643	-	34,643	33,352
Grants for services and project income	-	14,706	14,706	5,200
Other income related to projects	309	4,754	5,063	11,130
	849,225	789,627	1,638,852	1,669,927

4 Income from investments

	Restricted £	Unrestricted £	Total 2022 £	Total 2021 £
Income from UK listed fixed asset investments	-	32,111	32,111	31,355
Interest received on bank deposits	-	102	102	73
	-	32,213	32,213	31,428

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

5 Analysis of expenditure on charitable activities

	Restricted	Unrestricted	Total	Total
	£	£	2022	2021
			£	£
Costs directly allocated to activities				
Salaries & wages (note 10)	367,370	488,596	855,966	801,061
Travel & training	370	2,498	2,868	1,367
Reference books & software	1,684	4,472	6,156	2,349
Publicity	-	420	420	806
Telephone	1,137	2,104	3,241	8,348
Printing, postage & stationery	2,215	3,578	5,793	13,067
Recruitment	250	375	625	698
Room hire	250	26	276	-
Meeting expenses	-	-	-	-
Project partner payments	429,463	277,406	706,869	736,073
Support costs				
Repairs & renewals	330	726	1,056	1,016
Cleaning	1,263	1,971	3,234	2,425
Audit	-	2,556	2,556	2,556
Legal & professional fees	7,770	2,748	10,518	3,030
Insurance	40	4,949	4,989	4,736
Depreciation and loss on disposals	-	7,963	7,963	11,599
Profit on disposals of investments (see note 12)	-	-	-	(7,872)
Rent, rates, service charges & utilities	14,805	30,571	45,376	43,623
IT support	13,067	37,427	50,494	19,623
Sundries	1,762	8,209	9,971	45,983
	<u>841,776</u>	<u>876,595</u>	<u>1,718,371</u>	<u>1,690,488</u>

6 Analysis of expenditure on raising funds

	Restricted	Unrestricted	Total	Total
	£	£	2022	2021
			£	£
Legal & professional fees	-	11,507	11,507	5,126

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

7 Contributions to general overheads

	Total 2022 £	Total 2021 £
Overhead costs apportioned to restricted funds from general funds	46,017	45,195
Adjustments on restricted project fund balances	(30,543)	(1,922)
	<u>15,474</u>	<u>43,273</u>

8 Net income for the year

	2022 £	2021 £
Net income is stated after charging:		
Depreciation of tangible fixed assets owned by the charity	7,963	11,599
(Gain)/loss on disposal of fixed asset investments	(120,133)	(7,872)
Fees payable to the charity's auditor for the audit of the charity's annual accounts	2,556	2,556
Fees payable to the charity's auditor for other services	1,150	1,050
	<u>1,150</u>	<u>1,050</u>

9 Trustees' and key management personnel remuneration and expenses

No remuneration was paid to trustees during the year.

Remuneration paid to key management personnel was as follows:

2022 Number	2021 Number	2022 £	2021 £
<u>5</u>	<u>5</u>	<u>166,214</u>	<u>164,600</u>

The reimbursement of trustees' expenses was as follows:

	2022 Number	2021 Number	2022 £	2021 £
Travel and subsistence	<u>-</u>	<u>-</u>	<u>-</u>	<u>-</u>

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

10 Staff costs and employee benefits

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

	2022 Number	2022 FTE	2021 Number	2021 FTE
Charitable activities	35	26	35	25
Governance	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>
	<u>37</u>	<u>28</u>	<u>37</u>	<u>11</u>

The total staff costs and employees benefits were as follows:

	2022 £	2021 £
Wages and salaries	746,595	707,969
Redundancy costs	9,306	-
Social security costs	57,633	54,109
Defined contribution pension costs	<u>42,432</u>	<u>38,983</u>
	<u>855,966</u>	<u>801,061</u>

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

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

11 Tangible fixed assets

	Computer & office eq't £	Furniture £	Total £
Cost or valuation:			
At 1 April 2021	41,144	84,963	126,107
Additions	4,254	-	4,254
Disposals	-	-	-
At 31 March 2022	45,398	84,963	130,361
Depreciation:			
At 1 April 2021	29,221	81,782	111,003
Charge for year	6,637	1,327	7,964
Eliminated on disposal	-	-	-
At 31 March 2022	35,858	83,109	118,967
Net book value:			
At 1 April 2021	11,923	3,181	15,104
At 31 March 2022	9,540	1,854	11,394

12 Fixed asset investments

	2022 £	2021 £
UK listed investments		
Market value at 1 April 2021	912,795	800,542
Additions	107,110	-
Disposals	(226,316)	(32,311)
Changes in market value	(88,758)	144,564
Market value at 31 March 2022	704,831	912,795
Realised profits/(losses) on disposal of fixed asset investments	120,133	-

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

During the year, the charity changed its investment portfolio manager. This has resulted in a disposal of some long term historic investments on the transfer of funds to the new investment broker. The resultant profit on disposal of £120,133 distorts the routine "trading" picture of the SOFA, and consequently the realised profit on disposal has been shown as a separate item on the face of the SOFA. This treatment makes the financial statements provide a clearer picture of the actual core activities of the charity.

Historically, the charity has rarely sold investments, and the profit on the disposal of one investment in the prior period is immaterial. Therefore no prior period adjustment has been made to re-allocate this amount (see note 5.)

13 Debtors

	2022	2021
	£	£
Other debtors	323,370	326,147
Prepayments	54,215	52,313
	<u>377,585</u>	<u>378,460</u>

14 Creditors: amounts falling due within one year

	2022	2021
	£	£
Social security and other taxes	14,364	14,423
Accruals and other creditors	120,301	98,275
Deferred income	357,315	330,250
	<u>491,980</u>	<u>442,948</u>

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

15 Analysis of net assets between the funds

	Unrestricted funds	Designated funds	Revaluation fund	Restricted funds	Total
	£	£	£	£	£
Fixed assets	47,396	500,000	168,829	-	716,225
Net current assets	334,001	-	-	1,167	335,168
	<u>381,397</u>	<u>500,000</u>	<u>168,829</u>	<u>1,167</u>	<u>1,051,393</u>

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

16 Fund reconciliation

	As at 1 April 2021 £	Income £	Expenditure & gains/ (losses) £	Transfers £	As at 31 March 2022 £
Unrestricted:					
General reserve	270,031	863,861	(767,969)	15,474	381,397
Designated funds:					
Business continuity reserve	500,000	-	-		500,000
Total unrestricted funds	770,031	863,861	(767,969)	15,474	881,397
Revaluation funds:					
In respect of fixed asset investments	257,587	-	(88,758)	-	168,829
Restricted funds:					
Pension Wise	1,712	551,641	(540,008)	(13,345)	-
Money Advice					
Service - Debt Advice	-	113,234	(132,279)	19,045	-
MAS - Debt Advice					
Inc Capacity	-	20,775	(25,691)	4,916	-
DARG	-	31,323	(26,774)	(4,549)	-
Best Practice Lead	214	32,730	(29,089)	(3,855)	-
Help to Claim UC					
Support	584	62,152	(66,254)	(5,788)	(9,306)
My Money Matters	6,682	34,643	(21,681)	(9,171)	10,473
SC Covid Support					
Grant	-	2,727	-	(2,727)	-
Total restricted funds	9,192	849,225	(841,776)	(15,474)	1,167
Total funds	1,036,810	1,713,086	(1,698,503)	-	1,051,393

CITIZENS ADVICE SHROPSHIRE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

17 Operating lease commitments

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

	2022	2021
	£	£
Not later than one year	<u>20,640</u>	<u>20,640</u>

18 Cash generated from operations

	2022	2021
	£	£
Net income/(expenditure) for the year (as per SoFA)	(16,792)	30,470
Adjustments for:		
Depreciation	7,964	11,599
Loss on disposal of tangible fixed assets	-	-
Loss on disposal of UK listed fixed asset investments	-	(7,872)
Income from UK listed fixed asset investments	(32,111)	(31,355)
Interest receivable	(102)	(73)
Movement in working capital:		
(Increase)/Decrease in debtors	875	10,438
Increase/(Decrease) in creditors	49,032	(36,577)
	<u>8,866</u>	<u>(23,370)</u>
Net cash (used in) operating activities		

19 Related party transactions

No material transactions with related parties occurred during the year.

Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard. We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.



Citizens Advice Shropshire. Charity registration number 1085220.
Company limited by guarantee. Registered number 4099352 England.
Authorised and regulated by The Financial Conduct Authority – FRN: 617564.
Registered office: Fletcher House, 15 College Hill, Shrewsbury SY1 1LY



cabshropshire.org.uk
citizensadvice.org.uk

Published September 2022
Registered charity number 108522



Accounts

Directors' and Trustees' report and accounts

For the year ended 31 March 2021



Contents

Reference and administrative information	2
Introduction from the Chair	4
Who we are	5
Our services	8
Client problems	9
Income by funding source	10
Thanks	11
A focus on Pension Wise	12
Who our clients are	12
The difference we make	13
The wider impact of the work we do	13
Research and campaigns	14
Volunteering with us	15
How did we do?	15
Key objectives for 2021/22	17
Financial risk and reserves policy	18
Report of the auditors	24
Statement of financial activities	28
Balance sheet	30
Notes to the financial statements	31

Reference and administrative information

Charity Registration Number 1085220

Company limited by guarantee, Registered Number 4099352

Regulated by the Financial Conduct Authority FRN 617564

Registered Office:	Citizens Advice Shropshire, Fletcher House, 15 College Hill, Shrewsbury, SY1 1LY.
Directors and Trustees	Chris Boote (Chair – current from 26/11/20) Paul Langton (Former Chair to 26/11/20), Claire Cartlidge, Penny Cooper, Joanne Harrison, Tony Hinkley, Andy Howitt, Bethan Cross (Co-opted 20/05/20, Elected at AGM 26/11/20) Frances Beck (Co-opted 25/03/21) Andy Brenan (Co-opted 22/07/21) Jeremy Hunt (Resigned 20/07/20) Alan Taylor (Resigned 18/12/20)
Honorary advisers	Keir Hirst (Honorary Solicitor) Steve Dargan (Honorary Adviser)
Company Secretary	Paul Langton
Chief Executive Officer (CEO)	Jackie Jeffrey
Senior Management Team (SMT)	CEO, Iona Aylen, Alison Alexander, Tereza Hayek
Finance Manager	Katharine Haines (Also part of SMT)
Registered Office	Fletcher House, 15 College Hill, Shrewsbury SY1 1LY
Bankers	National Westminster Bank Plc. Shrewsbury Mardol Head, 8 Mardol Head, Shrewsbury SY1 1HE

Auditors

James, Holyoak & Parker Limited
1 Knights Court, Archers Way, Battlefield Enterprise Park,
Shrewsbury SY1 3GA

Investment Advisers

Redmayne Bentley
4 Tettenhall Road, Wolverhampton WV1 4SA

Deposit Providers

Flagstone (from 08/02/21)
1st Floor, Clareville House, 26-27 Oxendon Street, London
SW1Y 4EL



In 2020/21 we helped **6,689** clients
with **26,494** unique queries

83% were
aged 15 to 64
years old *

47% had a household
income of <£1,000 a
month *

41% were managing a dis-
ability or long term health
condition *

49% needed
Benefits
advice

14% needed help with
Debt issues

We helped individuals in-
crease their income by
over **£3.4m**

We are made up of **64**
volunteers and **35** paid
staff

Since March 2020 we have provided free
and independent support by phone

* of known values

Introduction from the Chair

As we entered the start of the 2020-2021 financial year it was becoming clear that, like many other charities, Citizens Advice Shropshire would need to adapt quickly to the very different environment created by the impact of the coronavirus pandemic. There was clarity from our Trustee Board and Leadership Team that it was vital to continue to support people in Shropshire even though the lock down and travel restrictions meant we could no longer see people face to face. We rapidly moved to remote working, providing advice over the telephone and over the course of the year have monitored the impact of this in terms of helping our clients and remaining accessible to everyone. It's been really pleasing to see that this new way of working, which has not been without challenges, has enabled us to help almost as many people in this year as we did in the previous year. None of this would have been possible without the resilience and adaptability of our team of people who have been creative and incredibly committed to helping our clients, and the continued support of our funders. I'd like to give a special mention to our volunteers who were not able to contribute as much as they would have liked, due to the limitations of home and remote working. We are pleased to have been able gradually to bring back some of our volunteers to support our service to clients.

As Chair I'd like to say a massive thank you to everyone who has worked for us and worked with us to help us transition to new ways of working and to my colleagues on our Trustee Board, (all volunteers), who have been ever willing to adapt to change and share insights.

As we look forward, we know we need to build on the lessons of 2020 and strengthen and expand what we do. We anticipate many more people will need our help as the government packages of support put in place through the pandemic are phased out. We are going to remain focused on using the telephone and digital systems to help many people, but know that we also need to offer some face-to-face help when it is needed. We have plans to recruit and train more volunteers and have strengthened our staff team to support this. The future will, no doubt, continue to challenge us but I am confident our willingness to listen, learn and adapt will mean that we can continue to provide free, high quality, independent advice to those who need it and make a real difference to the lives of people and communities in Shropshire.

Chris Boote
Chair

Who we are



Citizens Advice Shropshire (CAS) is a charity, constituted as a Company limited by guarantee and, therefore, governed by its Articles of Association. The trustees confirm they have referred to the information contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of Citizens Advice, and in planning activities and setting policies and priorities for the year ahead.

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Shropshire and surrounding areas.

In carrying out its objects and in all aspects of its work, Citizens Advice is committed to promoting equality and diversity, preventing prejudice and discrimination, ensuring equal access and promoting good relations between all sections of the community.

The main activities undertaken to further our charitable purposes for public benefit are to provide the advice people need for the problems that they face and to improve the policies and practices that affect people's lives.

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

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

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

Sub-committee	Responsibilities
Finance sub-committee	To lead, develop and oversee the organisation's policies and strategies in respect of financial management and planning, ensuring effective governance.
Operations sub-committee	To lead, develop and oversee the organisation's policies and strategies in respect of operational matters and service delivery, ensuring effective governance.

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

We recruit trustees using local PR, social media, CAS website and our contacts to find people who have the skills and perspectives we need to provide good leadership and make sound decisions. Trustees are recruited against a job description and person specification which also list the behavioural competencies expected of a trustee of CAS. All new trustees are initially co-opted on to the board and are then elected to the board by the membership at the Annual General Meeting.

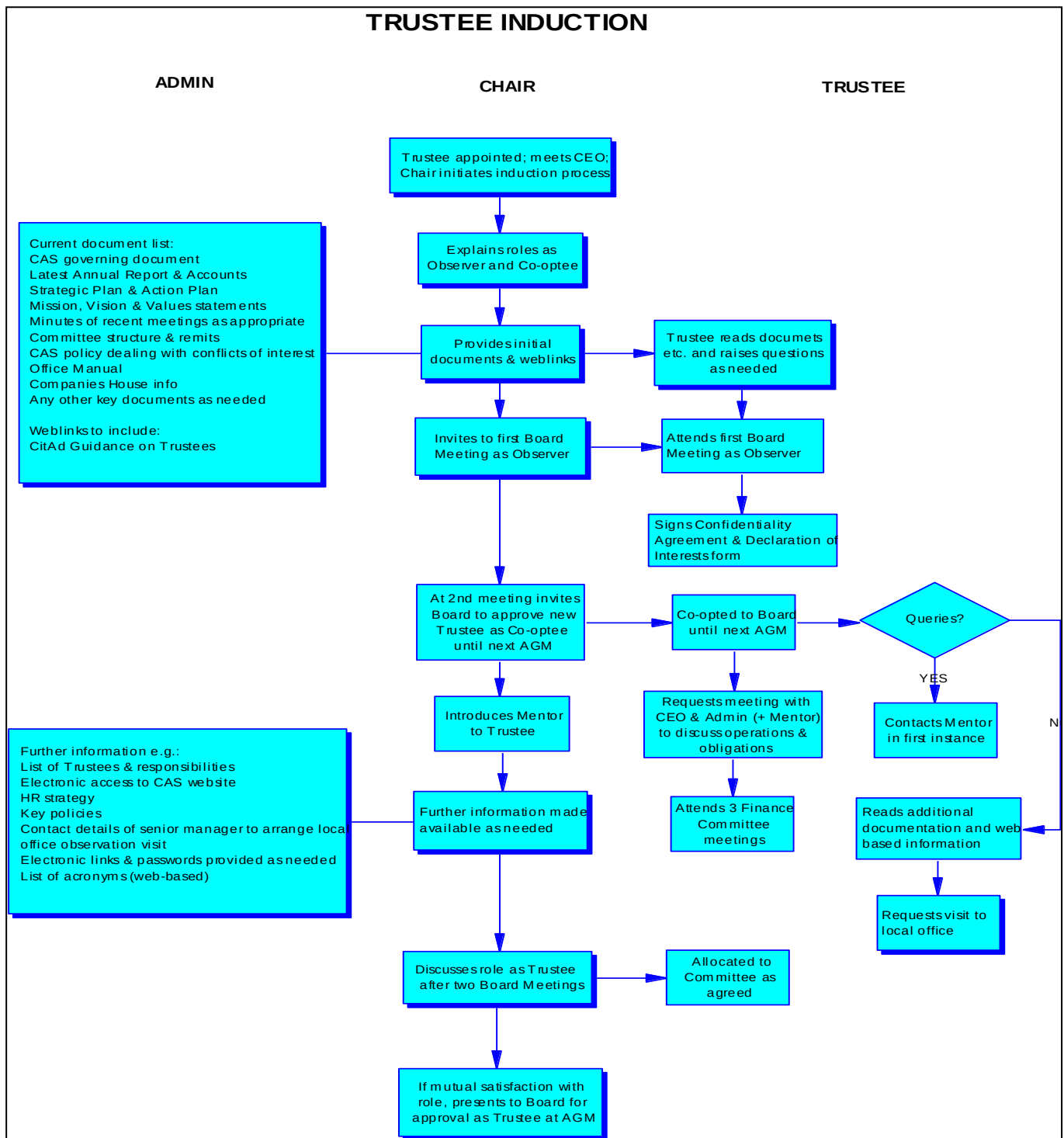
The induction process for trustees is shown on the next page.

Trustees shall retire from office at the third annual general meeting following the annual general meeting at which they were elected but may be re-elected.

A trustee who holds office as Chair or Vice Chair may not hold office in that capacity for more than 6 consecutive years. After the end of this period a Vice Chair may be appointed as Chair, but two further years must pass before any former Chair or Vice Chair shall be eligible for re-election to any of those offices.

CAS is one of 265 separate and independent local Citizens Advice offices that make up the Citizens Advice Service across England and Wales. This is a membership organisation and we have to comply with strict membership standards and audit requirements to retain our membership. We use our national organisation's policies and procedures as the basis for our own. We retain an overall rating of green (excellence) as part of our Performance and Quality Standards. We also hold the AQS Quality Mark (General Help) and we are Charity Commission endorsed as an Effective Charity (Charity Commission Membership Standard).

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



In 2019 trustees started the process of assessing CAS job roles using an industry job evaluation scheme and are allocating roles to grades with the aim of providing a more structured, transparent and fair pay scheme. Salary grades are based on NJC scales. All CAS staff are paid in excess of the living wage.

We have a detailed three year Strategic Plan which sets out organisational priorities and objectives which the SMT use to prioritise work. Risk and operational reports, KPIs and performance are reported to the board to allow trustees to monitor risk and performance.

Our services

Our different service delivery options are supported by a number of funding sources and we would like to take the opportunity to thank everyone who has supported our service over the last year.



The **Generalist service** for adults is where clients can contact us. Previously this has included face to face provision but in 2020/2021 it has been via our telephone advice line. Details of service hours and how to contact us can be found on our website www.cabshropshire.org.uk. This service is funded by Shropshire Council, Ludlow Town Council, local Parish Councils and client donations.



IASS service provides Information, Advice and Support Service to children and young people aged 0 to 25 who have, or may have, special educational needs or disabilities (SEND), as well as their parents and carers. This service is funded by Shropshire Council and National Children's Bureau.



Specialist provision includes specific subject areas such as debt advice (funded by the Money Advice Service), Pension Wise and Universal Credit: Help to Claim (main funder Department for Work and Pensions), welfare benefits (funded by Shropshire Council - Enable).



Outreach services have previously been face to face, for 2020/2021 we have had to support these clients by phone and have made special arrangement to ensure our most vulnerable clients have been helped.

From 23rd March 2020 we moved all our resources to a telephone only service delivery model. By concentrating on one channel we ensured that we could maintain a county wide response without stretching our resources too thinly.

For clients: they can access telephone Advice on **0808 278 7894** and we maintain our Single Point of Referral (SPOR) on 01743 280019 for IASS, Pension Wise, Enable and professionals / local organisations who have vulnerable clients.

For staff: this meant moving swiftly to home based service delivery and we would like to thank all our staff for their flexibility and support in ensuring that CAS continued to provide essential support to our clients.

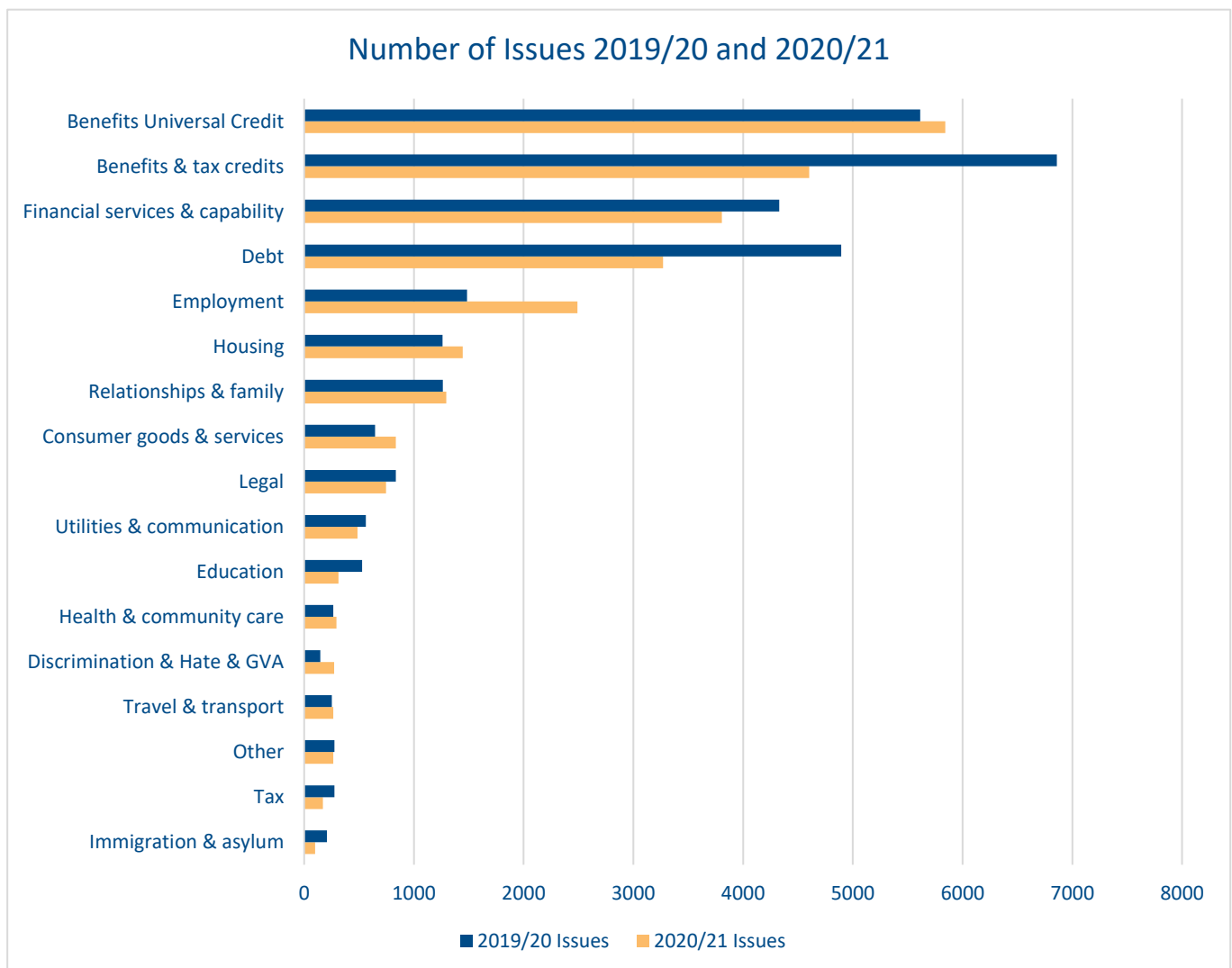
Client problems

Despite challenges of working within a pandemic and homeworking there has only been an 11% decrease in numbers helped, down by 840 from the previous year to 6,689. Since the beginning of the pandemic we have seen a number of changes to enquiries coming to CAS reflecting the challenges being faced by our clients.

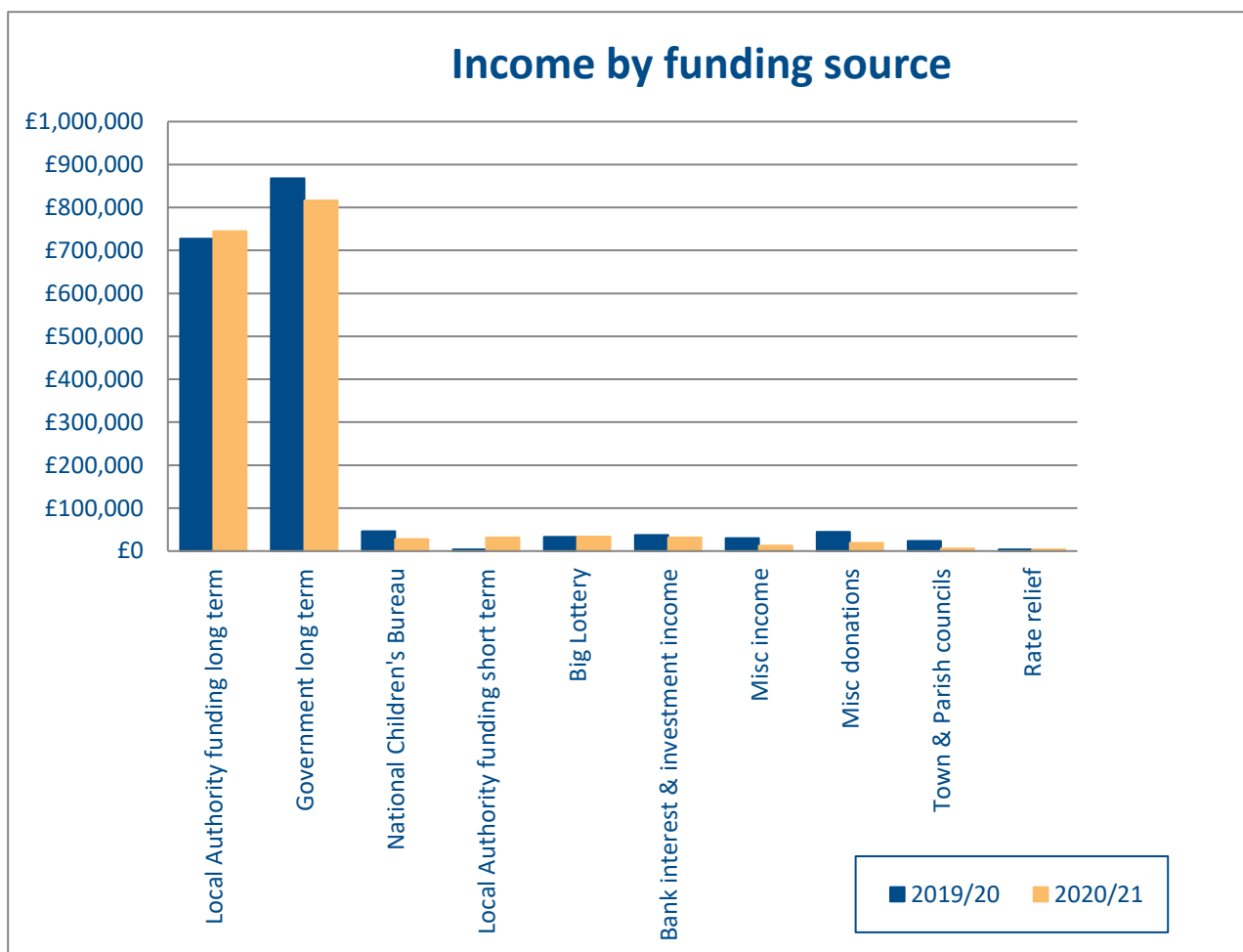
We have seen a decrease in the number of issues with which clients have been helped, down by 3,204 from the previous year to 26,494, but overall this is an increase in issues of 3% over the last 2 years.

We saw a 68% rise in employment issues, mainly relating to furlough, change of terms and conditions, pay and threat of redundancy. Also, there was a huge rise in Universal Credit enquiries at the beginning of lockdown as people needed to claim benefits due to loss of earnings but claimant numbers have steadied out in the last 12 months.

Issues Change



Income by funding source



We are grateful to all our funders who maintained all contract and grant payments and relaxed KPIs, so we were able to continue to deliver essential services whilst adjusting to new ways of working. We received grants from Shropshire Council to pay for essential equipment and software to allow remote working, and to pay for infection control measures. We should also like to thank the Department for Business, Energy and Industrial Strategy (BEIS) for grants received via national Citizens Advice which funded soft phones and remote working equipment.

Thanks

The CEO and Board of Trustees thank all the staff, volunteers and partners who have worked so hard this year to achieve these successes. Our people continue to be our biggest asset. More than ever people have given their best to maintain services during the pandemic and the patience of our volunteers has been appreciated whilst we have set up a framework for them to return to the service and provide essential phone advice remotely. Staff have changed roles and had to adapt to challenging circumstances whilst working remotely away from their teams. They have all been outstanding.

We would like to thank all funders who have continued to support us

- Bridgnorth Food Bank
- Citizens Advice
 - Best Practice Lead and Help to Claim
 - Pension Wise
 - Money and Pensions Service (MaPS) debt funding
 - Department for Business, Energy and Industrial Strategy (BEIS) – Covid-19 support for softphones and remote working equipment
- Culmington Parish Council
- Enable – Better Off In Work
- Hope Bagot Parish Meeting
- Information Advice and Support Programme
- Jane Higginson Trust
- Kinnerley Parish Council
- Leominster Town Council
- Ludlow Town Council
- Ludlow Walkers Group
- Market Drayton Action for Health
- Market Drayton Town Council
- Marches Energy Agency welfare benefits checks
- My Money Matters – Oswestry Community Action
- Shropshire Council
 - Advice, Advocacy and Welfare Benefits
 - Information Advice and Support Service
 - Covid-19 support
 - Syrian families support
 - Remote working equipment and infection control grant
- Stanton Lacy Parish Council
- Stockton Parish Council

A focus on Pension Wise

Citizens Advice Shropshire is one of 38 local Citizens Advice who have been delivering the government's Pension Wise service for the last six years. Launched in April 2015, Pension Wise was a new guidance service set up to help people understand their options under the pension freedoms.

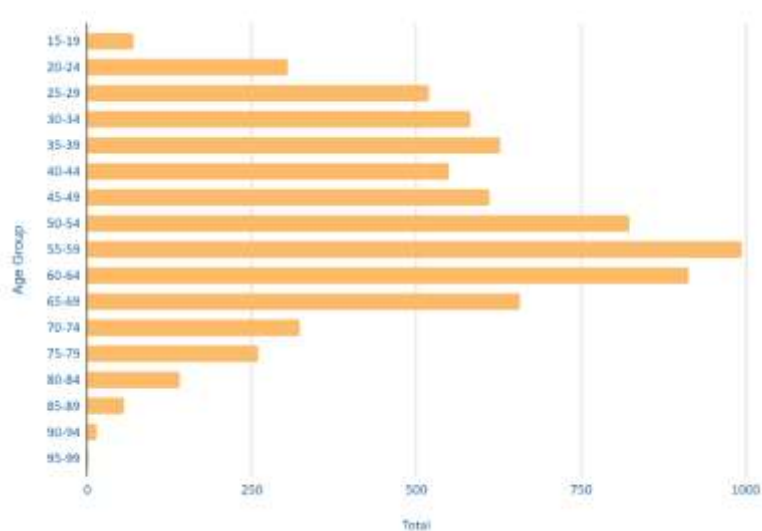
In partnership with Coventry Citizens Advice, Citizens Advice Wolverhampton and Citizens Advice Worcester, Citizens Advice Shropshire delivers Pension Wise appointments to people aged 50 and over with a defined contribution pension.

Key statistics

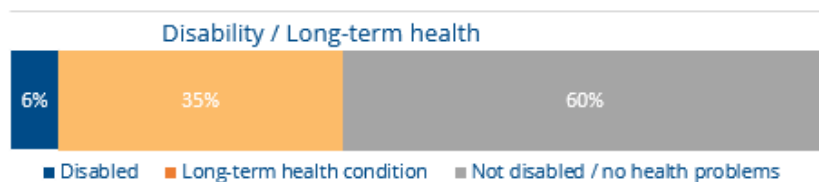
For 2020/21, Pension Wise has delivered 77,631 appointments across the service in England, Wales and Northern Ireland.

People visiting Pension Wise have remained highly satisfied with the guidance they are receiving, with satisfaction ratings remaining consistently high. For 2020/21, Citizens Advice achieved a satisfaction score above 95%.

Who our clients are



Following a year of remote working and putting all our resources onto the phone, there has been a change in the demographics of our clients. More clients from remote rural, deprived areas in Shropshire have been able to access us. We have seen a shift towards a younger age group, increase in clients from BAME communities and we have continued to support those who are sick or have long term disabilities.



The difference we make



Source: Client satisfaction survey 2019/20

The wider impact of the work we do

We can put a financial value on our role in:

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

(Source: Modelling the value of the Citizens Advice service in 2017)

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

Our value to society



For every £1 invested in our service in 2020/21, we generated:

£2.20

in savings to
government and
public services
(fiscal benefits)

Total: £2.5m

£15.60

In wider economic
and social benefits
(public value)

Total: £18.2m

£8.48

In financial value to
the people we help
(specific outcomes
to individuals)

Total: £9.9m

(Source: Financial modelling our value to society 2020/21

Greater Manchester Combined Authority's - GMCA (formerly New Economy) cost benefit model)

Research and campaigns

We use our clients' anonymous data to campaign for positive change, speaking up about the policies and services that cause people problems. As a local Citizens Advice we can spot emerging issues early and tackle the root cause of problems.

The Board of CAS has recognised the importance of good research by investing in a research post that will enable us to enhance our understanding of who needs our help, how we can best support them and what services make the most difference to them. We will continue to fill any gaps in our evidence base and give a voice to people's concerns.

Increasing our understanding of people's needs means we will be well placed to act with our partners as an 'intelligent provider' for commissioners, not just delivering services but also well-equipped to advise on and influence the shape of provision.

During 2020/21 we continued campaigning on the changes to Council Tax Support. Additional Covid-19 support from Government has meant that many of those on low income have had their 20% reduction for 2 years and now the Council have also agreed to review the Council Tax Reduction scheme for 2022/23.

We have also campaigned on Universal Credit and the potential loss of the £20 uplift during the pandemic. We have also been working with partners including Shropshire Food Poverty Alliance, Public Health and Health Watch Shropshire on research into food insecurity in South West Shropshire. This has been an important piece of research which has led to a number of recommendations to help reduce the impact of food insecurity in Shropshire and the barriers that people face. We are currently awaiting the results of a funding bid to continue this work.

Volunteering with us

The contribution of our volunteers brings real added value to the organisation worth over £94,000 if we had to pay them. But volunteering benefits our volunteers – they improve their skills, resilience, health and wellbeing, while strengthening community engagement.

However, this has been a particularly difficult year for our volunteers having to remote work during the pandemic. Many of our volunteers were unable to continue with their volunteering whilst our offices have been closed and have missed the friendship and camaraderie of working together or have had life events that have meant they can no longer volunteer. We would like to take this opportunity thank these volunteers for their hard work and commitment to the service and our clients and wish them all the best for the future.

Others have really enjoyed remote working and settled into the new ways of working and we now have a core of 20 volunteers active on the rota. Developing our digital skills has meant we have been able to create a supportive and effective volunteer team who have made such a difference to clients and by putting our resources on to the free Adviceline phone number – we have improved access to advice for those in remote areas or not able to get out of the home due to the pandemic. Again, a big thank you to these volunteers for their commitment and resilience during this time.

We have been working hard during the year to put all the training on line and develop recruitment, and training for new and existing volunteers.

How did we do?

We had set a number of key objectives to achieve during 2020/21.

The first year (2020/2021) of the Strategic Plan was rewritten and agreed by the board in response to the pandemic. Key themes were:

1. Looking after **the well-being of our staff and volunteers**. During the year we carried out a number of wellbeing questionnaires to ensure our staff and volunteers were coping with remote working and the fast pace of change due to the pandemic. We were overwhelmed with the responses from our staff and volunteers that reassured us that people felt supported with their wellbeing and our people management survey showed that over 90% of the workforce believe Citizens Advice Shropshire a great place to work or volunteer. We have used MS Teams to keep in touch and Zoom for staff meetings. Feedback has been that staff feel more engaged and in touch than before when we were geographically

dispersed. But it has been a difficult year for our volunteers where we have had our volunteer resource reduced from 70 to 20.

2. **Understanding what resources and support** were required to remote work. We have spent the last year looking at the impact of remote working on service delivery, client access and satisfaction and quality of advice, and we consulted with clients, staff and funders. We have now have produced a Direction of Travel document which sets out the next 18 months' service delivery and costed the additional resources required to meet those objectives.
3. Keeping all **stakeholders** updated on what is happening. All through the year we have had weekly meetings with Shropshire Council and the Commissioners of our local services and participated in national Citizens Advice consultation meetings. We have attended partnership meetings and joined the Shropshire Social Task Force where we could update all sectors on how the pandemic was impacting on our clients. We continued with our social media to keep clients up to date.
4. **Understanding the advice needs** of our clients in the current crisis. We looked at the advice trends and evidence coming from government and national Citizens Advice, undertook research work on food insecurity and debt and undertook additional training on employment issues affecting clients during the pandemic.
5. **Exploring alternative governance systems** to ensure trustees can continue to meet their roles and responsibilities. Trustees have worked hard on ensuring that they can continue to meet digitally and processes have been put in place to ensure online meetings are safe and secure.
6. **Ensuring strong financial controls** were maintained. We have introduced a number of checks and balances to ensure we maintain rigorous financial controls whilst remote working, including ensuring correct authorisation of invoices and digital signatures, and separation of payment input and authorisation roles.
7. **Business Recovery Plan.** These objectives were and continue to be underpinned by a specific Covid-19 Organisational Risk Assessment and are set out in our Direction of Travel document in the Strategic Plan.

We have achieved so much during the year but it has not been without its challenges for everyone both professionally and personally. As a Chief Officer I cannot begin to thank everyone enough for your dedication and commitment and everyone has given more than 100%. You have all been marvelous and outstanding.

Key objectives for 2021/22

1. Work Force development Plans to include:
 - Looking after the **well-being** of our staff, ensuring they are safe, well and supported whilst we homework.
 - Creating a plan and risk assessments for bringing staff back in to the office and establishing flexible working policy.
 - Review the staffing structure so that staff roles are aligned to new ways of working.
 - Review our volunteer 'offer' and **redesign volunteer roles** to best suit our future needs
2. Understanding what **resource and support** is needed to maintain Adviceline and Single Point Of Referral
3. Review **information technology and communication requirements** to enable mobile and remote flexible working and resilience and invest in solutions that will future proof the organisation.
4. Consider options for **business recovery** taking account of government advice.
5. Develop a Comms Strategy keeping all **stakeholders** updated on what is happening including staff and volunteers, funders and clients and the general public.
6. Understanding the **advice needs** of the clients in the current crisis including employment, housing, debt advice and welfare benefits and what tools we can develop to support self-help, and supporting advisers to know where the latest information is and what is changing.

Financial review

Transactions and financial position

The Statement of Financial Activities on page 28 shows an operating surplus for the year of £30,470, with total funds of £1,036,810 at 31 March 2021. The operating surplus in 2019/20 was £28,651 and total funds were £861,776 at 31 March 2020. This significant increase in funds is due to the increase in stock market values during 2020/21, as they recovered from the sharp fall which occurred in the early months of the Covid-19 pandemic.

We continue to maintain good levels of working capital which allow us to manage short term volatility. During 2020/21, we opened a new deposit account with the Nationwide, via Flagstone Deposits, to spread counterparty risk, ensuring that our cash deposits are covered as far as possible by the Financial Services Compensation Scheme.

Throughout 2020/21, our funders have continued with their financial support to us, and this enabled us to maintain our levels of service to clients. We have even received additional funding, from Shropshire Council and from the Department for Business, Energy and Industrial Strategy. Much of this was spent on the equipment and infrastructure required in the shift to remote working, as well as helping to ensure our central office, which remained open throughout, is covid secure.

Tangible fixed assets for use by the Charity

The details of movements in fixed assets are set out in note 10 to the accounts.

Reserves

The trustees reviewed and amended the reserves policy during 2020/21, and have determined to retain 6 months of operating costs in reserves in order to meet unexpected events (such as a significant loss of funding). The rationale for retaining 6 months of operating costs is that the charity has a number of partner contracts that have a 6 month break clause. As a result retaining 6 months of operating costs ensures that the charity can undertake an orderly wind up of the partner contracts as well as allowing time to secure alternative funding.

The policy is monitored and reviewed by the trustees annually. The amount of reserves is calculated from the annual budget and amounts to £500,000. Further details are disclosed in note 15 to the accounts.

The majority of the charity's funds are represented by investment assets. Consequently the charity's reserves are expected to generate an investment return which is used to support the continuing activities of the charity. In addition the trustees have decided that any additional funds in excess of the reserves policy shall also be invested for the long term and used to support infrastructure and other projects that the charity identifies in its 3 year strategic plan.

Investment policy and returns

The trustees reviewed and amended the investment policy during 2020/21.

Policy

The investment policy is dependent on the charity's strategic plan as this outlines the plans and ambitions of the charity for the next 3 years in terms of both its operational activity and its plans for investment in projects and infrastructure investment. Consequently, the policy needs to be reviewed annually in line with both the 3 year strategic plan and the annual budget.

The general investments are managed on an advisory basis by an investment manager in such a way as to provide supplemental income for the charity and will go some way towards helping it to carry out effectively its activities in both the short term and the long term. Where possible, trustees would like the value of the assets invested to be enhanced so that as a minimum they keep pace with inflation in the long term. With regard to the investments that are being put forward by the investment manager the trustees are willing to take a long-term view with regard to the investment term, i.e. up to five years. It should, however, be noted that access to the invested funds is available at all times.

Income from the investments is paid into the charity's bank account as and when the income falls due and this is monitored by the charity.

Since the 2020/21 year end trustees have reviewed, amended and expanded the Ethical Investment statement.

Risk appetite

An approximate balance is to be maintained between the enhancement of capital and the generation of income and the trustees are willing to take a "medium risk" approach to the management of the assets.

Investments that fall within this category will include those investments that will carry a degree of volatility and will include UK based blue chip equities and fixed interest securities. Such holdings are generally designed to be long-term investments.

Target investment return

The charity aims to achieve the following target returns:

Investment income: The income generated from the investments contributes to the operational running costs of the charity and that continues to be an important aspect of the investment performance. Historically we have achieved a return of 4% on the investment portfolio and the aim is to continue achieving this level of return in future years. However, given the nature on investment markets we will monitor the investment income return in the range of 2% to 4%.

Capital growth: The investment funds have 2 primary purposes from a capital perspective. Firstly, the capital is there to support the charity's reserve requirements as set out in the

charity's reserves policy. Secondly, any capital value above that level can be used to support the charity's objectives in supporting its operational activities.

Investment Parameters and Exclusions

The trustees of the charity are keen to ensure that the investment portfolio holds an appropriate level of cash to support the charity's operational activities. This is currently based on the charity's annual budget.

The trustees prefer that remaining investment portfolio consists of "collective" investments as opposed to individual equity or fixed interest holdings. In this way it is anticipated that the portfolio will be spread over a much wider number of holdings and therefore the overall investment risk will be spread as widely as possible. Where possible, investments should be concentrated into either equity backed funds or fixed interest backed funds with the former intended to provide scope for a growth in capital together with a modest but growing level of dividend income and the latter intended to provide more of an emphasis towards generating a higher level of investment income in the long term. The portfolio will hold no more than 25% of its assets in any one particular collective investment although may hold up to 25% of its total assets with one particular investment company. If any alteration to the above is to be made then the trustees' permission will be required. The geographical spread of assets for both equity backed funds and the fixed interest security portfolio will have an emphasis towards UK stocks although the companies managing these portfolios will have the discretion to invest into overseas stocks should they feel it appropriate. It should also be noted that the companies with whom the investments are made may also have the discretion to invest in a variety of other investments including cash on deposit, derivatives, options, currencies, property at their discretion.

Investment Performance

The charity will monitor the performance of the investment manager as follows.

Investment income: This measure will be based on the target investment return of 2% to 4% as outlined in section 5 above on an annual basis.

Capital growth: this will be measured annually against the performance of the ARC Balanced Index.

As at 31 March 2021 the charity had £912,795 invested in readily tradeable securities. The investments are managed by Redmayne Bentley.

Going concern

The financial position and performance have been outlined in the financial review. The trustees have assessed our position and concluded that Citizens Advice Shropshire is well-placed to meet our liabilities as they fall due and to manage the business risks we face.

This position is supported by a strong cash flow, sufficient reserves and good relationships with our funders. Our planning and reporting processes, including financial projections,

take into consideration the current economic climate (including the effects of the Covid-19 pandemic) and its potential impact on our various sources of income and planned expenditure.

We have therefore adopted the going concern basis of preparation of these financial statements on the basis that we have concluded there is a reasonable expectation that we have sufficient resources to continue in operational existence for the foreseeable future, being at least 12 months from the date of approval of these financial statements

Directors and trustees

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

Statement of internal control and risk management

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

This system of internal control is designed to manage risk to a reasonable level rather than to eliminate the risk of failure to achieve policies, aims and objectives: it can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of CAS policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically. The system of internal control has been in place in CAS for the year ended 2020/21 and up to the date of approval of the annual report and accounts.

The trustee board conducted a review of the major risks to which the Charity is exposed and has also adopted a specific Covid-19 Risk Assessment for the pandemic which is kept under regular review. Where appropriate, systems or procedures have been established to mitigate the risks the Charity faces. The CEO also reports to the trustees regular updates on key risks and milestones.

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

The current organisational risk analysis (which now includes assessments of major contracts held and a Covid-19 risk analysis) was updated in October 2020 and again in July 2021. This shows that of the 45 major risks identified:

- 17% (12%) are 'very high' and require active management and include continued

funding uncertainty, changes to Government policy and increases in client demand due to loss of other services and the long term impacts of the pandemic on funding

- 44% (56%) are 'high' and require contingency plans
- 31% (32%) are medium risk and require good housekeeping with regular review

In our Covid-19 risk analysis 30% of 'high risks' identified July 2020 have been reduced to 'medium' and 5% reduced from 'very high' to 'high' risk because our understanding of government legislation, the availability of our stocks of PPE, testing and the vaccine have mitigated many of the risks.

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

Information technology is embedded in all the work we do including BMIS, CABlink, CAS web site, Casebook and information tools so it is vital that we continually invest in our IT infrastructure and IT support. The move to home based service delivery lead to swift changes in the technology used – increasing our use of Microsoft 365 to include Teams for video meetings, change to Outlook for emails, sharing information resources and for soft phones. We have secured individual cyber insurance through our existing provider and made it mandatory for all staff, volunteers and trustees to undertake Remote Working training so they are aware of the risks. Work is now being carried out on securing a new backup system for data to protect against potential hacking.

The local Citizens Advice trustee board oversee the information security of all personal information of our clients, staff, funders and strategic partners that is processed. CAS holds joint responsibility for client data that is held in our case management system, with the national Citizens Advice service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulation and Data Protection Act 2018.

The organisation has a written business continuity plan which is reviewed regularly and updated in response to Covid-19.

Statement of trustees' responsibilities

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

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

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

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

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

In so far as the trustees are aware:

- there is no relevant accounting information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant accounting information and to establish that the auditor is aware of that information.

Auditors

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

This report was approved by the board of directors and trustees on 23 September 2021 and signed on their behalf.



.....
Paul Langton
Company Secretary

CITIZENS ADVICE SHROPSHIRE

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

Opinion

We have audited the financial statements of Citizens Advice Shropshire (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Statement of Cash Flows, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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 charitable company'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.

Other information

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

CITIZENS ADVICE SHROPSHIRE

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF CITIZENS ADVICE SHROPSHIRE (Continued)

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

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

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 22, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

CITIZENS ADVICE SHROPSHIRE

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF CITIZENS ADVICE SHROPSHIRE (Continued)

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable

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

company's members as a body, for our audit work, for this report, or for the opinions we have formed.



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

Chartered Accountants and Statutory Auditors

Date: 18 OCTOBER 2021
1 Knights Court
Archers Way
Battlefield Enterprise Park
Shrewsbury
Shropshire
SY1 3GA

CITIZENS ADVICE SHROPSHIRE

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2021

Summary Income and Expenditure Account

	Notes	Restricted £	Unrestricted £	Total 2021 £	Total 2020 £
Income from:					
Donations & legacies	2	-	24,729	24,729	68,003
Income from charitable activities	3	881,198	788,729	1,669,927	1,711,839
Investment income	4	-	31,428	31,428	37,349
Total incoming resources		881,198	844,886	1,726,084	1,817,191
Expenditure on:					
Charitable activities	5	831,610	858,878	1,690,488	1,786,140
Raising funds		-	5,126	5,126	2,400
Transfers between funds	6	(43,273)	43,273	-	-
Net income/(expenditure)		6,315	24,155	30,470	28,651
Other recognised gains/(losses):					
Unrealised gain/(loss) on fixed asset investments	11	-	144,564	144,564	(115,532)
Net movement in funds	15	6,315	168,719	175,034	(86,881)
Reconciliation of funds:					
Total funds brought forward	15	2,877	858,899	861,776	948,657
Total funds carried forward	15	9,192	1,027,618	1,036,810	861,776

CITIZENS ADVICE SHROPSHIRE

STATEMENT OF CASH FLOWS
AS AT 31 MARCH 2021

	Notes	2021 £	2020 £
Cash flows from operating activities			
Net cash (used in) operating activities	17	(23,370)	(27,083)
Investing activities			
Purchase of tangible fixed assets	(458)	(17,972)	
Income from UK listed fixed asset investments	31,355	37,083	
Interest received	73	266	
Disposal of fixed asset investments	40,183	-	
Net cash used in investing activities		71,153	19,377
Net (decrease) in cash and cash equivalents		47,783	(7,706)
Cash and cash equivalents at beginning of year		125,616	133,322
Cash and cash equivalents at end of year		<u>173,399</u>	<u>125,616</u>

CITIZENS ADVICE SHROPSHIRE

BALANCE SHEET
AS AT 31 MARCH 2021

	Notes	2021 £	2020 £
Fixed assets			
Tangible assets	10	15,104	26,244
Investments	11	<u>912,795</u>	<u>800,542</u>
		927,899	826,786
Current assets			
Debtors	12	378,460	388,898
Cash at bank and in hand		<u>173,399</u>	<u>125,616</u>
		551,859	514,514
Creditors: amounts falling due within one year	13	<u>(442,948)</u>	<u>(479,524)</u>
Net current assets		<u>108,911</u>	<u>34,990</u>
Net assets		<u>1,036,810</u>	<u>861,776</u>
Charity funds			
Unrestricted funds	15	770,031	745,876
Restricted funds	15	9,192	2,877
Revaluation surplus	15	<u>257,587</u>	<u>113,023</u>
		<u>1,036,810</u>	<u>861,776</u>

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

The financial statements were approved and authorised for issue by the Board of Trustees on 23 September 202 and signed on its behalf by:



 Chris Boote
 Director and Trustee



 Paul Langton
 Director and Trustee

The notes on pages 31 to 40 form part of these financial statements.
 Company Registration Number: 04099352 (England & Wales)

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. Summary of significant accounting policies

1.1. General information and basis of preparation

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

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

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

1.2. Funds

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

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund.

1.3. Income recognition

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

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

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

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

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

Investment income is included as it becomes receivable.

1.4. Expenditure recognition

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

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

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

1.5. Tangible fixed assets

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

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

Computer equipment	Over 3 years on a straight line basis
Office equipment	Over 10 years on a straight line basis
Furniture	Over 10 years on a straight line basis

1.6. Fixed asset investments

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

CITIZENS ADVICE SHROPSHIRE**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

or their fair value can otherwise be measured reliably.

1.7. Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise cash at bank and in hand and debtors excluding prepayments.

Financial liabilities held at amortised cost comprise creditors excluding deferred income and taxation payable. Financial liabilities that are provisions are held at fair value. No discounting has been applied on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

1.8. Leases

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

1.9. Pensions

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

1.10. Tax

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

1.11. Going Concern

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

1.12. Comparative Figures

The Charities SORP states that financial statements must include comparatives for all amounts presented in the accounts and notes. However comparative figures included in these financial statements have been presented as total funds and have not been split into separate funds. The trustees consider that to do so would make the financial statements potentially confusing. If required, a full breakdown of comparative figures can be found on the register at Companies House.

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**2. Income from donations and legacies**

	Restricted £	Unrestricted £	Total 2021 £	Total 2020 £
Town Council grants	-	5,800	5,800	23,074
Parish Council grants	-	230	230	220
Donations	-	18,699	18,699	44,709
	-	24,729	24,729	68,003

3. Income from charitable activities

	Restricted £	Unrestricted £	Total 2021 £	Total 2020 £
Government and local authority funding	847,629	772,616	1,620,245	1,660,321
Big Lottery	33,352	-	33,352	32,884
Grants for services and project income	-	5,200	5,200	6,212
Other income related to projects	217	10,913	11,130	12,422
	881,198	788,729	1,669,927	1,711,839

4. Income from investments

	Restricted £	Unrestricted £	Total 2021 £	Total 2020 £
Income from UK listed fixed asset investments	-	31,355	31,355	37,083
Interest received on bank deposits	-	73	73	266
	-	31,428	31,428	37,349

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

5. Analysis of expenditure on charitable activities

	Restricted £	Unrestricted £	Total 2021 £	Total 2020 £
Costs directly allocated to activities				
Salaries & wages (note 9)	334,669	466,392	801,061	739,733
Travel & training	520	847	1,367	43,563
Reference books & software	364	1,985	2,349	2,471
Publicity	467	339	806	1,486
Telephone	2,942	5,406	8,348	10,474
Printing, postage & stationery	2,525	10,542	13,067	16,862
Recruitment	363	335	698	1,733
Room Hire	-	-	-	9,300
Meeting expenses	-	-	-	3,571
Project partner payments	462,417	273,656	736,073	822,124
Support costs				
Repairs & renewals	357	659	1,016	1,173
Cleaning	952	1,473	2,425	3,234
Audit	-	2,556	2,556	2,556
Legal & professional fees	137	2,893	3,030	3,118
Insurance	-	4,736	4,736	4,658
Depreciation and loss on disposals	-	11,599	11,599	9,759
Loss on disposals of investments	-	(7,872)	(7,872)	-
Rent, rates, service charges & utilities	14,215	29,408	43,623	46,527
IT support	1,115	18,508	19,623	49,988
Sundries	10,567	35,416	45,983	13,810
	<u>831,610</u>	<u>858,878</u>	<u>1,690,488</u>	<u>1,786,140</u>

6. Contributions to general overheads

	Total 2021 £	Total 2020 £
Overhead costs apportioned to restricted funds from general funds	45,195	49,245
Adjustments on restricted project fund balances	<u>(1,922)</u>	<u>(3,105)</u>
	<u>43,273</u>	<u>46,140</u>

CITIZENS ADVICE SHROPSHIRE

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

7. Net income for the year

	2021	2020
	£	£
Net income is stated after charging:		
Depreciation of tangible fixed assets owned by the charity	11,599	9,759
Loss on disposal of fixed asset investments	(7,872)	-
Fees payable to the charity's auditor for the audit of the charity's annual accounts	2,556	2,556
Fees payable to the charity's auditor for other services	1,050	1,050

8. Trustees' and key management personnel remuneration and expenses

No remuneration was paid to trustees during the year.

Remuneration paid to key management personnel was as follows:

	2021	2020	2021	2020
	Number	Number	£	£
	5	5	164,600	156,036

The reimbursement of trustees' expenses was as follows:

	2021	2020	2021	2020
	Number	Number	£	£
Travel and subsistence	-	4	-	1,648

9. Staff costs and employee benefits

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

	2021	2021	2020	2020
	Number	FTE	Number	FTE
Charitable activities	35	25	35	24
Governance	2	2	2	2
	37	27	37	26

CITIZENS ADVICE SHROPSHIRE

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

The total staff costs and employees benefits were as follows:

	2021	2020
	£	£
Wages and salaries	707,969	651,599
Redundancy costs	-	492
Social security costs	54,109	49,385
Defined contribution pension costs	38,983	38,257
	<u>801,061</u>	<u>739,733</u>

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

10. Tangible fixed assets

	Computer & office eq't £	Furniture £	Total £
Cost or valuation:			
At 1 April 2020	40,686	84,963	125,649
Additions	458	-	458
Disposals	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2021	<u>41,144</u>	<u>84,963</u>	<u>126,107</u>
Depreciation:			
At 1 April 2020	19,116	80,289	99,405
Charge for year	10,105	1,493	11,598
Eliminated on disposal	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2021	<u>29,221</u>	<u>81,782</u>	<u>111,003</u>
Net book value:			
At 1 April 2020	<u>21,570</u>	<u>4,674</u>	<u>26,244</u>
At 31 March 2021	<u>11,923</u>	<u>3,181</u>	<u>15,104</u>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**11. Fixed asset investments**

	2021	2020
	£	£
UK listed investments		
Market value at 1 April 2020	800,542	916,074
Disposals	(32,311)	-
Changes in market value	144,564	(115,532)
Market value at 31 March 2021	912,795	800,542

12. Debtors

	2021	2020
	£	£
Other debtors	326,147	314,286
Prepayments	52,313	74,612
	378,460	388,898

13. Creditors: amounts falling due within one year

	2021	2020
	£	£
Social security and other taxes	14,423	13,440
Accruals and other creditors	98,275	105,329
Deferred income	330,250	360,755
	442,948	479,524

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

14. Analysis of net assets between the funds

	Unrestricted funds	Designated funds	Revaluation fund	Restricted funds	Total
	£	£	£	£	£
Fixed assets	170,312	500,000	257,587	-	927,899
Net current assets	99,719	-	-	9,192	108,911
	270,031	500,000	257,587	9,192	1,036,810

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

15. Fund reconciliation

	As at 1 April 2020 £	Income £	Expenditure & gains/(losses) £	Transfers £	As at 31 March 2021 £
Unrestricted:					
General reserve	120,876	844,886	(864,004)	168,273	270,031
Designated funds:					
Business continuity reserve	494,000	-	-	6,000	500,000
Contractual & wind up costs reserve	131,000	-	-	(131,000)	-
Premises & development reserve	-	-	-	-	-
IT replacement & development	-	-	-	-	-
Total unrestricted funds	745,876	844,886	(864,004)	43,273	770,031
Revaluation funds:					
In respect of fixed asset investments	113,023	-	144,564	-	257,587
Restricted funds:					
Pension Wise	3,013	573,581	(528,571)	(46,311)	1,712
Money Advice Service - Debt Advice	35	125,730	(143,193)	17,428	-
MAS - Debt Advice Inc Capacity	-	15,317	(15,317)	-	-
Best Practice Lead	(52)	35,887	(31,267)	(4,354)	214
Help to Claim UC Support	(2,392)	66,002	(58,499)	(4,527)	584
My Money Matters	2,273	33,352	(23,434)	(5,509)	6,682
SCC Covid Support Grant	-	15,337	(15,337)	-	-
SCC Covid Infection Control Grant	-	4,273	(4,273)	-	-
BEIS Remote Working Eq't Grant	-	8,460	(8,460)	-	-
BEIS Softphones Grant	-	3,259	(3,259)	-	-
Total restricted funds	2,877	881,198	(831,610)	(43,273)	9,192
Total funds	861,776	1,726,084	(1,551,050)	-	1,036,810

CITIZENS ADVICE SHROPSHIRE

**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

16. Operating lease commitments

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

	2021	2020
	£	£
Not later than one year	20,640	21,516

17. Cash generated from operations

	2021	2020
	£	£
Net income/(expenditure) for the year (as per SoFA)	30,470	28,651
Adjustments for:		
Depreciation	11,598	9,759
Loss on disposal of tangible fixed assets	-	-
Loss on disposal of UK listed fixed asset investments	(7,872)	-
Income from UK listed fixed asset investments	(31,355)	(37,083)
Interest receivable	(73)	(266)
Movement in working capital:		
(Increase)/Decrease in debtors	10,438	(365,929)
Increase/(Decrease) in creditors	(36,576)	337,785
Net cash (used in) operating activities	(23,370)	(27,083)

18. Related party transactions

No material transactions with related parties occurred during the year.

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