

# TAX VOLUNTEERS

England & Wales - Charity number 1102276

## Details

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**Other names** TAX HELP FOR OLDER PEOPLE

**Status** Registered

**Legal form** Charitable company

**Company number** [04894491](#)

**Registered** 2004-02-24

**Register** [View on the Charity Commission register](#)

## Contact

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**Address** Unit 10 Pineapple Business Park  
Salway Ash  
Bridport  
Dorset  
DT6 5DB

**Phone** 01308488066

**Email** [taxvol@taxvol.org.uk](mailto:taxvol@taxvol.org.uk)

**Website** [www.taxvol.org.uk](http://www.taxvol.org.uk)

## Activities

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**Objects:** 1. THE RELIEF OF POVERTY BY THE PROVISION OF FREE TAXATION ADVICE AND ASSISTANCE TO PERSONS WHO FOR REASONS OF POVERTY WOULD OTHERWISE BE UNABLE TO OBTAIN SUCH ADVICE OR ASSISTANCE; AND2. THE ADVANCEMENT OF EDUCATION IN THE ADMINISTRATION AND PRACTICE OF TAXATION AND THE PRINCIPLES OF ECONOMICS AND POLITICAL SCIENCE IN RELATION TO TAXATION FOR THE BENEFIT OF THE PUBLIC.

**Activities:** The provision of tax advice and related services to those that are unable to pay professional fees, in particular the elderly. To carry out research into the impact of taxation on the poor and to educate the public on those and related issues.

## Classification

- **How:** Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research
- **What:** Education/training, The Prevention Or Relief Of Poverty
- **Who:** Elderly/old People, Other Defined Groups

## Geography

- **Area of benefit:** NATIONAL
- Northern Ireland
- Scotland
- Throughout England And Wales

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-06-30	£933,348	£1,401,185	£0	22
2024-03-31	£757,292	£742,399	£467,837	21
2023-03-31	£766,634	£780,891	£452,944	23
2022-03-31	£688,167	£648,024	£467,201	24
2021-03-31	£870,357	£737,600	£427,058	16

## Trustees

Name	Role	Appointed
<b>ANNA MOLLETT</b>	Chair	2019-05-23
Angela Marie Cullimore-Todd		2022-11-14
Craig Stewart Muir		2017-12-05
Gary John Jones		2022-11-14
Joanna Clare Wakeman		2023-05-17
John Gresham Whitehead		2017-02-09

**TAX VOLUNTEERS**

England & Wales - Charity number 1102276

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# Accounts

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Company registration number: 04894491  
Charitable company registration number: 1102276

# Tax Volunteers

known as

Tax Help For Older People

(A company limited by guarantee)

Annual Report and Financial Statements

for the period from 1 April 2024 to 30 June 2025

## **Tax Volunteers**

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## **Tax Volunteers**

### **Reference and Administrative Details**

<b>Trustees</b>	J G Whitehead C S Muir A M Mollett (Marian Drew) G J Jones A M Cullimore-Todd J C Wakeman P A Hamilton (resigned 1 July 2025)
<b>Secretary</b>	J W M Crump
<b>Chief Executive Officer</b>	V Boggs
<b>Registered Office</b>	Unit 10 Pineapple Business Park Salway Ash Bridport Dorset DT6 5DB
<b>Charitable company Registration Number</b>	1102276
<b>Company Registration Number</b>	04894491
<b>Auditor</b>	Thompson Jenner LLP Statutory Auditors 1 Colleton Crescent Exeter Devon EX2 4DG

## Tax Volunteers

### Chair's Report for the Period from 1 April 2024 to 30 June 2025

This report covers the final period of activity for Tax Volunteers trading as Tax Help for Older People (Tax Help). On 30 June 2025 all the charity's activities, assets and liabilities were transferred to TaxAid UK (TaxAid) and most of the trustees of Tax Help joined the board of TaxAid.

Penny Hamilton retired after 6 years as a trustee, including 4 years as Chair through the challenges of Covid-19. I am grateful for her continued advocacy for the charity and her support for me when I took over from her.

The Trustees' Report in the pages which follow sets out the charity's response to need in the final 15 months of its activity. In this last Chair's report I reflect on Tax Help's history and the reasons why its beneficiaries are now best served in a new way.

In 2003 Tax Help was conceived and organised by the Low Incomes Tax Reform Group (LITRG) of the Chartered Institute of Taxation (CIOT) to provide tax advice to pensioners who were not able to afford paid advice. Though free, the advice was given by tax professionals who volunteered their time, with the initial contact point a team of telephone call handlers who themselves became increasingly skilled in providing tax advice. This model, funded by HMRC, other generous donors, and some service contracts, delivered over 350,000 interactions with individuals who would otherwise have lacked tax advice.

During the past 10 years Tax Help started to work closely with the other major tax charity, TaxAid (founded a few years before Tax Help, with a remit to support working individuals), setting up Bridge the Gap to fundraise from individuals, then a joint CEO and senior team, and then a collaboration agreement for a triage help line to manage the servicing of requests for help between the two charities.

These developments were within a changing environment of need: financial problems were accompanied by other vulnerabilities and a distinction by age made less sense as work and remuneration patterns changed. With both charities operating in the same general sphere of tax advice, it was clear to the trustees that in order to deliver good services to more individuals the charities should combine their resources.

The core purpose of the merger is to further the common object of the two charities: to help vulnerable people with their tax problems, making sure that the needs of beneficiaries can be met without the encumbrance of a dual governance structure. The aims of the merger can be categorised as **Clarity** (a focussed strategic direction and a simpler pathway for beneficiaries), leading to greater **Reach** (more clients) and **Resilience** (increased funding encouraged by a single brand).

Tax Help has delivered its remit through the dedication of staff, in latter years led by Valerie Boggs; hundreds of volunteers; 23 trustees; funding by donations ranging from a few pounds to hundreds of thousands of pounds, including some legacies from clients and very valuable gifts in kind from professional firms. They cannot all be named here, but I hope that they know how important their involvement has been and how determined are the trustees of Tax Help, who are now trustees of TaxAid, to carry on reaching more people for this good cause.



.....  
A M Mollett (Marian Drew)  
Trustee

## Tax Volunteers

### Trustees' Report

The trustees, who are directors for the purpose of company law, present the Annual Report together with the Financial Statements and Auditor's Report of the charitable company for the 15-month period ended 30 June 2025. The references and administrative information set out on page 1 forms part of this report. The charity is a company limited by guarantee and a registered charity, its governing documents are its Memorandum and Articles of Association.

#### Trustees and officers

The trustees and officers serving during the year and since the year end were as follows:

Trustees:

- J G Whitehead
- C S Muir
- A M Mollett (Marian Drew)
- G J Jones
- A M Cullimore-Todd
- J C Wakeman
- P A Hamilton (resigned 1 July 2025)

Chief Executive Officer: V Boggs

Secretary: J W M Crump

#### Merger with TaxAid

In the report for the year to 31 March 2024 we indicated that work on a new beneficiary strategy was underway, together with a review of the governance and delivery structures needed to meet future needs. This work culminated in a decision by the trustees to merge the activities of the charity with TaxAid. The form of the merger was that the assets, liabilities and activities of Tax Help were transferred to TaxAid on 30 June 2025.

#### Public benefit and how our activities deliver it

**We have a duty to report on our organisation's public benefit under section 4 of the Charities Act 2011. We are confident that we meet those public benefit requirements having taken into consideration the Charity Commission guidance.**

For those in greatest need and struggling with tax we help untangle the problem and alleviate their distress.

We support people over the age of about 60 who are in financial poverty, including that created by debt and those experiencing other hardships or disadvantages. Many have mental or physical health problems, are frail, disabled or recently bereaved.

We provide a tailored response to all those in need, by our helpline, one to one appointments, by email, information provided on our website and in guidance booklets. But in addition to giving clarity and practical help to as many people as possible we shine a light on the issues faced to raise awareness and generate support.

We work closely with partners in the voluntary and community sector through an outreach programme to increase referrals to our service. We provide training to our partners about tax to reach more people.

By working through multiple channels we enable our clients to help themselves and give them the tools and capability to have ownership of and manage their tax in the future.

## Tax Volunteers

### Trustees' Report

We believe therefore that we meet the public benefit requirements through our client led tailored service and outreach programme.

#### Objectives, activities and impact

**Our objective as a charity is to help people in poverty understand their tax better and to empower them to be able to manage their tax themselves. We are led by the needs of our clients, including our partners in the third sector.**

**We reduce poverty by supporting people to pay the right amount of tax. We campaign to make the tax system fairer, working with HMRC to do so.**

**And we are human, we see the reality for those that we help, so we know what is right.**

#### We help our clients

We give professional tax advice, it's that simple, no strings. Advice to people like Stewart.

Stewart contacted Tax Help in September 2024 to ask for our help. He is in his 60s, divorced and not yet eligible for a state pension. He works part time in a fast-food chain and together with income from a private pension of £199 a month, Stewart's income amounted to £7,400 a year.

Stewart contacted us through our telephone helpline because he had noticed that tax was being deducted from his pay – something that had not been the case in previous years. Our helpline adviser immediately recognised that the case, and in particular Stewart's tax code, needed to be reviewed.

The case was then taken up by one of our volunteers who, after speaking to Stewart, contacted HMRC to find out how Stewart's tax had been calculated as it seemed to be incorrect. Our review found that HMRC had split Stewart's personal allowance of £12,570 between his private pension and his part-time employment but had calculated this incorrectly, allowing only £3,219 against his pay.

HMRC agreed that this was indeed an error, corrected Stewart's tax codes and issued a refund for the tax that was incorrectly taken from his pay.

Our intervention resolved Stewart's problem quickly and accurately ensuring that his financial struggles did not worsen because of a tax error.

In 2024/25 we helped 15,000 people, like Stewart.

Most of our help is provided by taking calls on our helpline. This operates 9am-5pm Monday – Friday. The help we provide is to those in financial poverty and those with additional vulnerabilities. Callers to the helpline were connected on average 72.6% of the time. We supported clients with a wide range of tax issues, with Self-Assessment being by far the most common issue raised but PAYE, tax debt, with PAYE and pensions being by far the most common issues raised but self-assessment, simple assessment, and allowances were also significant.

1,314 beneficiaries told us that they had vulnerabilities, many having multiple problems. Of these, mental health problems affected 22% and physical health issues, 41%. Homelessness, bereavement and broken relationships were some of the other vulnerabilities reported to us and with other issues made up the remaining 37% of all the vulnerabilities people told us about.

#### We work with our third sector partners

In addition to calls received directly on our helpline and emails in our inbox, we receive calls from our third sector partners and we provide them with the support they need to help their clients and increase the reach of our expertise.

## Tax Volunteers

### Trustees' Report

In 2024/25 we directly emailed over 600 individuals working in the advice sector with targeted advice about self assessment in January and PAYE tax codes in March.

We didn't stop there, we continued to work in partnership with VCS organisations in a number of ways, seeking to improve how we can support our partners. Following feedback we developed a pilot training programme, working with LITRG (Low Incomes Tax Reform Group) and the Money Advice Trust and delivered training on 'Side Hustles and their Tax Implications.' The presentation was attended by 85 people online and viewed a further 100 times subsequently.

#### We are supported by our volunteers

Tom was supported by one of over 100 volunteers. These volunteers participate in both our individual and corporate volunteering programmes. Volunteer advisers took 700 appointments in 2024/25. We completed a review of our volunteers' skills and engagement in 2024 and as a result client matching has become more effective leading to better outcomes for beneficiaries and volunteers.

We support our volunteers through newsletters, training sessions and bespoke one to one support. An assessment of open rates for our thrice-yearly volunteer newsletter showed an average open rate of 52.74%, exceeding industry benchmarks for internal newsletter engagement. Whilst encouraging, the newsletter often includes essential updates directly relevant to volunteers' roles, and it became clear that a significantly higher open rate was needed to ensure key information wasn't being missed. In response we revised the communications schedule, separating technical updates from general content. Our new newsletter format achieves an increased average open rate of 71.1%. As a result, our tax technical communications are now more directed and accessible to volunteers, ensuring that they are better able to support any emerging tax issues our beneficiaries are facing as well as being on top of administrative or technical changes. And the general newsletter focuses on informative charity news, recognising volunteer contributions, and strengthening community connection and volunteer engagement.

#### We advocate for our clients

We're working to make tax less taxing and speak out for a fairer tax system. To achieve this Senior TaxAid staff participate regularly in HMRC forums, working groups and consultations.

We don't stop here. We listen. During the year we introduced a new feedback survey to gain better understanding of the people we support, the impact of our services and how we can best serve those we support. Although our data set is currently too small to provide any significant findings, it is an important new means through which we can listen to our beneficiaries and ensure that our service is meeting their needs and that our feedback to HMRC is precise.

#### We make a difference

Through our support for vulnerable and low-income taxpayers, we reduced our clients' tax liability by £565,521. This outcome both relieves poverty but also the stress that such liability brings. Our work ensures that people are paying the right amount of tax, and so sometimes the outcome of our work is an increased tax liability, which in 2024-25 was £61,634. For those people who turn to us for support, whose debt remains after we have investigated and appealed, we provide clear signposting to appropriate debt agencies so that they receive the right support to manage their debt (something that we are not qualified to do).

Our steps towards the future are bold. We know from Government data that from April 2026, 780,000 people with business or property income over £50,000 will be required to join Making Tax Digital for Income Tax Self Assessment (MTD for ITSA), with a further 970,000 joining from April 2027. We are working towards delivering tailored services so that no-one is left to navigate these changes alone.

## Tax Volunteers

### Trustees' Report

#### Our clients know we are on their side

'I was and remain deeply grateful for your charitable assistance, in particular for the kind guidance and professional manner of Giles. I knew most of what I needed to do, but it seemed insurmountable, causing me to freeze each time, due to anxiety regarding my current situation. The relief I received as soon as I knew I would have support strengthened and enabled me to log in and prepare alone, knowing that the expert would be there to check my calculation and ensure nothing had been excluded. Thank you once again.'

'I was extremely concerned about having to fill in a tax return for four years ago as I had never done one in my life. The help I received was great and jogged my memory about a certain point. The form was filled in for me, all I had to do was sign it. The help given took a great weight off my shoulders and resolved the problem.'

'The person I spoke to was extremely good in helping me understand the tax issue I was concerned about. The assistance I received was excellent.'

'Simon, the agent I spoke to was authoritative & sympathetic to my concerns & lessened my anxiety.'

#### Financial review

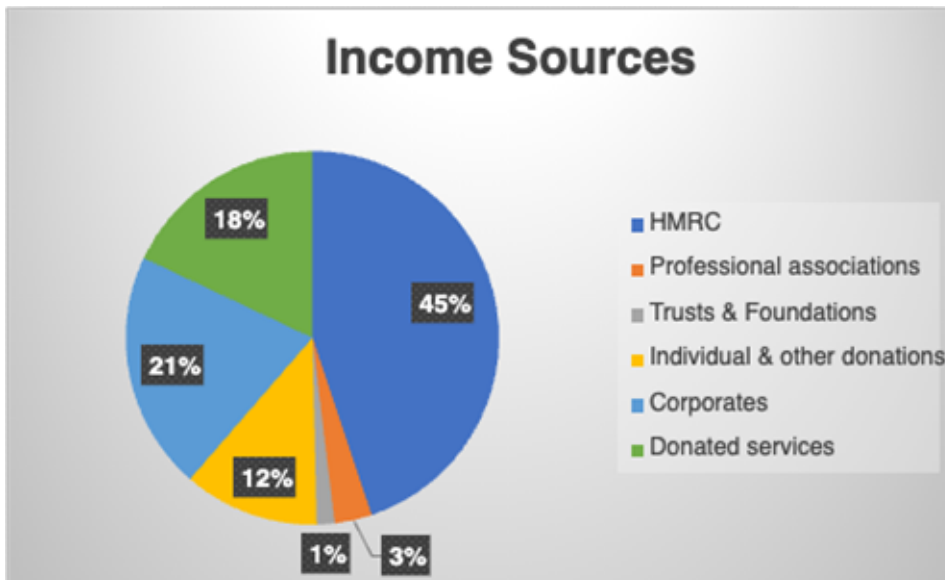
**The charity's financial statements reflect its final period of operation prior to the completion of the merger with TaxAid UK on 30 June 2025.**

#### *Income*

Income in the period ended 30 June 2025 (excluding donated services and facilities) amounted to £766,847.

As reported last year, we were successful in being awarded a grant from HMRC for a further three-year period, running to 31 March 2027. This amounts to £320,000 pa. In this period we benefited from an extra payment of £15,456.

The total income from each source is shown below.



#### *Expenditure*

Expenditure in the period ended 30 June 2025 (excluding donated services and facilities) amounted to £968,565. This figure is before the donation of £266,119 to TaxAid UK on 30 June 2025 as part of the merger.

## **Tax Volunteers**

### **Trustees' Report**

Staff costs increased, reflecting the need to pay higher salaries in the light of inflation and in line with our status as a Real Living Wage employer.

Expenditure also included some one-off costs associated with the merger with TaxAid UK.

#### *Reserves*

At the date of merger, the charity held total funds of £266,119, of which £750 were restricted and £265,369 were unrestricted. In accordance with the merger agreement, all assets, liabilities, operations and remaining reserves were transferred to TaxAid UK.

#### **Risk**

**Prior to the merger, risks were managed by the periodic monitoring of the risk register which identified the key risks and planned their mitigation.**

The primary risk facing the charity was financial instability created by the uncertainty around medium- to long-term funding. This arose from receiving substantial funding from one source, HMRC, but this was mitigated by diversifying income streams.

Our financial management procedures included the preparation of an annual budget and forecast with quarterly reporting against budget provided to the Board.

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

**The charity is managed by the Board of Trustees. The Board met quarterly during the reporting period but now meets when appropriate.**

The directors of the charitable company are its trustees for the purposes of charity law. The names of the trustees who were in office during the period are listed on page 1. All members of the Trustee Board gave their time voluntarily and received no benefits from the charity.

The total number of trustees must not be less than three but is not subject to any maximum. Trustees retire by rotation in accordance with the provisions of the Memorandum and Articles of association but someone who retires can be eligible for reappointment as a trustee, with a maximum of 9 years' service permitted.

Day-to-day management was delegated to our Chief Executive, Valerie Boggs, who was supported by the Senior Management Team whose responsibility was to work to the strategic plan which contained business, financial and service objectives.

During the reporting period Tax Volunteers continued to work closely with TaxAid, sharing a joint management team and back office services.

Remuneration for key management was set with reference to market rates for similar roles and responsibilities in the charitable sector, taking account of geographical differences.

## Tax Volunteers

## Trustees' Report

### Disclosure of information to auditor

Each trustee has taken the required steps to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

The annual report was approved by the trustees of the charitable company on 16/12/25 and signed on its behalf by:



A M Mollett (Marian Drew)  
Trustee

## Tax Volunteers

### Statement of Trustees' Responsibilities

The trustees (who are also the directors of Tax Volunteers 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), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial period. Under company law the trustees must not approve the financial statements unless they are satisfied that they 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 its 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 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, comprising FRS 102 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 charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that can 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charitable company on 19/12/25 and signed on its behalf by:



A M Mollett (Marian Drew)  
Trustee

## **Tax Volunteers**

### **Independent Auditor's Report to the Members and Trustees of Tax Volunteers**

#### **Opinion**

We have audited the financial statements of Tax Volunteers (the 'charitable company') for the period from 1 April 2024 to 30 June 2025, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, 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 United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (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 30 June 2025 and of its results for the period 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, the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 8 of the Charities Accounts (Scotland) Regulations 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.

#### **Emphasis of matter**

We draw attention to note 2 to the financial statements which explains that on 30 June 2025, the charity merged with Tax Aid UK by a transfer of assets and liabilities, and ceased to operate as an independent entity from that date. Accordingly the financial statements have been prepared on a basis other than going concern as described in note 2. Our opinion is not modified in respect of this matter.

#### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report, 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.

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.

## **Tax Volunteers**

### **Independent Auditor's Report to the Members and Trustees of Tax Volunteers**

#### **Opinion on other matter 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 Chair's Report and Trustees' Report for the financial period for which the financial statements are prepared is consistent with the financial statements; and
- the Chair's Report and Trustees' Report have 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 Chair's Report and the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- adequate and proper 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 Statement of Trustees' Responsibilities (set out on page 9), the trustees 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**

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts 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.

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

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.

## **Tax Volunteers**

### **Independent Auditor's Report to the Members and Trustees of Tax Volunteers**

#### **The extent to which the audit was considered capable of detecting irregularities including fraud**

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with directors and other management, and from our commercial knowledge and experience of the charities sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Companies Act 2006, Charities Act 2011, taxation legislation, data protection, employment and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, reviewing licenses, certificates and relevant correspondence including the inspection of legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- enquiring of management as to actual and potential litigation and claims.
- reading the minutes of meetings of those charged with governance; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

## Tax Volunteers

### Independent Auditor's Report to the Members and Trustees of Tax Volunteers

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://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 charitable company's trustees, 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 trustees those matters we are required to state 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 its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

*Thompson Jenner LLP*

Mr David Tucker (Senior Statutory Auditor)  
For and on behalf of Thompson Jenner LLP, Statutory Auditor

1 Colleton Crescent  
Exeter  
Devon  
EX2 4DG

Date: *23/12/25*

## Tax Volunteers

### Statement of Financial Activities for the Period from 1 April 2024 to 30 June 2025 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

<b>2025</b>	<b>Note</b>	<b>Unrestricted £</b>	<b>Restricted £</b>	<b>Total 30 June 2025 £</b>
<b>Income and Endowments from:</b>				
Donations and legacies	3	299,712	446,206	745,918
Charitable activities	4	-	177,660	177,660
Investment income	5	9,770	-	9,770
<b>Total Income</b>		<u>309,482</u>	<u>623,866</u>	<u>933,348</u>
<b>Expenditure on:</b>				
Raising funds		(61,509)	-	(61,509)
Charitable activities		(437,720)	(635,837)	(1,073,557)
Other expenditure - Donation to TaxAid UK		(265,369)	(750)	(266,119)
<b>Total Expenditure</b>	6, 7	<u>(764,598)</u>	<u>(636,587)</u>	<u>(1,401,185)</u>
<b>Net expenditure</b>		<u>(455,116)</u>	<u>(12,721)</u>	<u>(467,837)</u>
<b>Net movement in funds</b>		(455,116)	(12,721)	(467,837)
<b>Reconciliation of funds</b>				
<b>Total funds brought forward</b>		<u>455,116</u>	<u>12,721</u>	<u>467,837</u>
<b>Total funds carried forward</b>	18	<u>-</u>	<u>-</u>	<u>-</u>
<b>2024</b>	<b>Note</b>	<b>Unrestricted £</b>	<b>Restricted £</b>	<b>Total 31 March 2024 £</b>
<b>Income and Endowments from:</b>				
Donations and legacies	3	274,022	332,865	606,887
Charitable activities	4	-	147,658	147,658
Investment income	5	2,747	-	2,747
<b>Total Income</b>		<u>276,769</u>	<u>480,523</u>	<u>757,292</u>
<b>Expenditure on:</b>				
Raising funds		(42,094)	-	(42,094)
Charitable activities		(219,782)	(480,523)	(700,305)
<b>Total Expenditure</b>	6	<u>(261,876)</u>	<u>(480,523)</u>	<u>(742,399)</u>
<b>Net income</b>		<u>14,893</u>	<u>-</u>	<u>14,893</u>
<b>Net movement in funds</b>		14,893	-	14,893
<b>Reconciliation of funds</b>				
<b>Total funds brought forward</b>		<u>440,223</u>	<u>12,721</u>	<u>452,944</u>
<b>Total funds carried forward</b>	18	<u>455,116</u>	<u>12,721</u>	<u>467,837</u>

The notes on pages 17 to 32 form an integral part of these financial statements.


## Tax Volunteers

(Registration number: 04894491)

Balance Sheet as at 30 June 2025

	Note	30 June 2025 £	31 March 2024 £
<b>Fixed assets</b>			
Tangible assets	13	-	2,082
		-	2,082
<b>Current assets</b>			
Debtors	14	-	90,390
Cash at bank and in hand	15	151,036	411,682
		151,036	502,072
<b>Creditors: Amounts falling due within one year</b>	16	(151,036)	(36,317)
<b>Net current assets</b>		-	465,755
<b>Net assets</b>		-	467,837
<b>Funds of the charitable company:</b>			
<b>Restricted</b>		-	12,721
<b>Unrestricted income funds</b>			
Unrestricted		-	455,116
<b>Total funds</b>	18	-	467,837

The financial statements on pages 14 to 32 were approved by the trustees, and authorised for issue on 10/12/25 and signed on their behalf by:

  
 .....  
 J G Whitehead  
 Trustee

  
 .....  
 A M Mollett (Marian Drew)  
 Trustee

The notes on pages 17 to 32 form an integral part of these financial statements.

## Tax Volunteers

### Statement of Cash Flows for the Period from 1 April 2024 to 30 June 2025

	Note	30 June 2025 £	31 March 2024 £
<b>Cash flows from operating activities</b>			
Net cash (expenditure)/income		(467,837)	14,893
<b>Adjustments to cash flows from non-cash items</b>			
Depreciation		1,813	1,182
Investment income	5	<u>(9,770)</u>	<u>(2,747)</u>
		(475,794)	13,328
<b>Working capital adjustments</b>			
Decrease in debtors	14	90,390	48,676
Increase/(decrease) in creditors	16	<u>114,719</u>	<u>(4,495)</u>
Net cash flows from operating activities		<u>(270,685)</u>	<u>57,509</u>
<b>Cash flows from investing activities</b>			
Interest receivable and similar income	5	9,770	2,747
Purchase of tangible fixed assets	13	(5,889)	-
Sale of tangible fixed assets		<u>6,158</u>	<u>-</u>
Net cash flows from investing activities		<u>10,039</u>	<u>2,747</u>
Net (decrease)/increase in cash and cash equivalents		(260,646)	60,256
Cash and cash equivalents at 1 April		<u>411,682</u>	<u>351,426</u>
Cash and cash equivalents at 30 June		<u><u>151,036</u></u>	<u><u>411,682</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 17 to 32 form an integral part of these financial statements.

## **Tax Volunteers**

### **Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025**

#### **1 Charitable company status**

The charitable company is a charitable company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £10 towards the assets of the charitable company in the event of liquidation. The company was incorporated in England and Wales and also registered as a charity in Scotland, its registered office is Unit 10, Pineapple Business Park, Salway Ash, Bridport, Dorset, DT6 5DB.

#### **2 Accounting policies**

##### **Summary of significant accounting policies and key accounting estimates**

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

##### **Statement of compliance**

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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

##### **Basis of preparation**

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

##### **Going concern**

These financial statements have not been prepared on a going concern basis.

On 30 June 2025, the charity merged with Tax Aid UK by a transfer of assets and liabilities, and ceased to operate as an independent entity from that date.

As a result, the trustees have determined that it is not appropriate to prepare these financial statements on a going concern basis. The financial statements have therefore been prepared on a break-up basis. No material adjustments were required as a result of this change in basis.

##### **Disclosure of long or short period**

The accounting period for these financial statements is 15 months from 1 April 2024 to 30 June 2025 rather than the usual 12 months. The accounting period has been extended to align with the merger of Tax Volunteers and Tax Aid UK on 30 June 2025. This ensures that the financial statements reflect the financial position of the charity at that date.

## **Tax Volunteers**

### **Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025**

#### **Income and endowments**

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably. Income derived from the provision of goods/services is stated after trade discounts, other sales taxes and net of VAT.

Grants receivable, which include grants of a general nature provided by government, are accounted for when evidence of unconditional entitlement is received except when they are subject to donor-imposed conditions. Grants received which impose regional restrictions are treated as contributing to the cost of providing free tax advice in that specified area and costs are apportioned on a quarterly basis commencing in the quarter following the quarter in which the grant was received. Income earned for the provision of tax services under agreement with commercial organisations is invoiced on a quarterly basis in arrears following the delivery of the service.

#### ***Donations and legacies***

Donations are recognised when the charitable company has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charitable company before the charitable company is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charitable company and it is probable that these conditions will be fulfilled in the reporting period.

#### ***Donated services and facilities***

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services, professional qualified tax personnel or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Donations of gifts, services and facilities include seconded employees, IT software and office space. Seconded staff's services are provided free of charge to the charity and the cost of their salary is incurred by a third party. IT software and office space are included at their estimate market value when donated.

#### ***Investment income***

Bank interest is recognised once the interest has been received.

#### **Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

#### ***Raising funds***

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

## Tax Volunteers

### Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025

#### *Charitable activities*

Charitable expenditure comprises those costs incurred by the charitable company 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.

#### **Support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of the personnel involved with each activity.

	<b>2025</b>	<b>2024</b>
Advice services	82%	83%
Tax education	7%	5%
Cost of raising funds	7%	7%
Governance costs	4%	5%

#### **Governance costs**

These include the costs attributable to the charitable company's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

#### **Taxation**

The charitable company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charitable company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

#### **Tangible fixed assets**

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

#### **Depreciation and amortisation**

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

<b>Asset class</b>	<b>Depreciation method and rate</b>
Leasehold improvements	Straight line over the life of the lease
Office equipment	4 years straight line
Computer equipment	4 years straight line

## Tax Volunteers

### Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025

Call-centre equipment

4 years straight line

#### Trade debtors

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

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

#### Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

#### Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charitable company does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

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

#### Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charitable company.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

#### Pensions and other post retirement obligations

The charitable company operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charitable company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

## **Tax Volunteers**

### **Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025**

#### **Financial instruments**

##### ***Classification***

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

##### ***Recognition and measurement***

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charitable company intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charitable company transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charitable company, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

##### ***Impairment***

At the end of each reporting period financial assets measured at amortised cost are assessed for objective evidence of impairment. If an asset is impaired the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in the statement of financial activities.

## Tax Volunteers

### Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025

#### 3 Income from donations and legacies

	Unrestricted funds		Total 2025 £	Total 2024 £
	General £	Restricted funds £		
HM Revenue & Customs	-	415,456	415,456	300,365
Chartered Institute of Taxation	-	30,000	30,000	30,000
Association of Taxation Technicians	-	-	-	-
XPS	13,750	-	13,750	15,000
Tax Advisers' Charitable Trust	6,000	-	6,000	4,000
Access to Justice Foundation	6,913	-	6,913	-
Postcode Local Trust	-	-	-	25,000
Oakdene Foundation	2,500	-	2,500	2,500
Charles French Charitable Trust	5,000	-	5,000	2,500
The Inman Charity	2,000	-	2,000	-
Schroder Charity	5,000	-	5,000	-
Individual and other donations	92,048	750	92,798	115,453
Donated facilities and services	166,501	-	166,501	112,069
	<u>299,712</u>	<u>446,206</u>	<u>745,918</u>	<u>606,887</u>
Total income PE 30 June 2025	<u>299,712</u>	<u>446,206</u>	<u>745,918</u>	<u>606,887</u>
Total income YE 31 March 2024	<u>274,022</u>	<u>332,865</u>	<u>606,887</u>	

Other donations includes 50% of the following amounts greater than £3,000 from organisations received through Bridge The Gap. This is a joint initiative set up by Tax Volunteers and TaxAid UK, whereby amounts received are split equally between the two charities.

	2025 £	2024 £
Kathleen Beryl Sleigh Charitable Trust	-	10,000
Tax Advisers' Charitable Trust (the Worshipful Company of Tax Advisers)	-	4,000
Virtual CPD Events	26,546	26,171
Freshfields	-	9,998
BDO	-	7,755
Proskauer Rose	10,000	5,000
London Legal Support	7,203	-

## Tax Volunteers

### Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025

#### 4 Income from charitable activities

	<b>Restricted funds £</b>	<b>Total funds £</b>
AVIVA Life Services Ltd	32,650	32,650
Rothesay Life	106,250	106,250
Coal Board Pension Trustee Services Ltd	38,760	38,760
<b>Total for period ended 30 June 2025</b>	<b>177,660</b>	<b>177,660</b>
<b>Total for period ended 31 March 2024</b>	<b>147,658</b>	<b>147,658</b>

#### 5 Investment income

	<b>Unrestricted funds General £</b>	<b>Total funds £</b>
Interest receivable and similar income; Interest receivable on bank deposits	9,770	9,770
<b>Total for period ended 30 June 2025</b>	<b>9,770</b>	<b>9,770</b>
<b>Total for period ended 31 March 2024</b>	<b>2,747</b>	<b>2,747</b>

## Tax Volunteers

### Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025

#### 6 Expenditure on charitable activities

	Cost of raising funds £	Tax advice £	Tax education £	Governance costs £	Support costs £	Total 2025 £	Total 2024 £
Staff costs	31,331	377,461	30,336	18,898	298,389	756,415	503,356
Gifts in kind	-	166,501	-	-	-	166,501	112,069
Depreciation	-	-	-	-	1,813	1,813	1,182
Telephone	-	23,887	-	-	-	23,887	15,967
Postage and stationery	-	-	-	-	4,261	4,261	4,514
Advertising	-	1,990	-	-	-	1,990	-
Legal and professional fees	-	-	-	47,167	2,950	50,117	11,927
Volunteer expenses	-	-	-	1,418	-	1,418	2,603
Rent, rates and services	-	-	-	-	41,501	41,501	31,883
Bank charges	-	-	-	-	548	548	212
Audit	-	-	-	8,125	-	8,125	6,326
Insurance	-	-	-	-	2,631	2,631	3,190
Repairs and maintenance	-	-	-	-	4,142	4,142	1,008
Staff travel and training	-	-	-	-	10,685	10,685	5,705
Computer costs	-	-	-	-	55,187	55,187	41,374
Sundry	238	-	-	-	5,607	5,845	1,083
	31,569	569,839	30,336	75,608	427,714	1,135,066	742,399
Support costs	29,940	350,725	29,940	17,109	(427,714)	-	-
Total expenditure 2025	61,509	920,564	60,276	92,717	-	1,135,066	-
Total expenditure 2024	42,094	621,355	31,022	47,928	-	742,399	-

## Tax Volunteers

### Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025

#### 7 Other Expenditure

Other expenditure consists of the donation of £266,119 to the sister company TaxAid UK of all assets and liabilities, including £750 restricted funds.

#### 8 Net incoming/outgoing resources

Net (outgoing)/incoming resources for the period include:

	30 June 2025	31 March 2024
	£	£
Operating leases - other assets	(33,068)	(28,854)
Audit fees	(8,125)	(6,326)
Depreciation of fixed assets	<u>(1,813)</u>	<u>(1,182)</u>

#### 9 Trustees' remuneration and expenses

No trustees, nor any persons connected with any trustee, has received any remuneration from the charitable company during the year.

No trustees have received any reimbursed expenses or any other benefits from the charity during the year.

Donations made by the trustees without any conditions attached totalled £3,750 for the year (2024 - £600).

#### 10 Staff costs

The aggregate payroll costs were as follows:

	2025	2024
	£	£
<b>Staff costs during the period were:</b>		
Wages and salaries	618,347	416,361
Social security costs	68,529	37,891
Pension costs	21,088	16,457
Other staff costs	<u>48,451</u>	<u>32,647</u>
	<u>756,415</u>	<u>503,356</u>

The monthly average number of persons employed by the charity or working for the benefit of the charity, including those on joint employment contracts with TaxAid UK ((Note 21) which includes the senior management team), was 22 (2024 - 21).

The monthly average number of persons employed by the charity or working for the benefit of the charity, expressed as full-time equivalents was as follows:

## Tax Volunteers

### Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025

	2025 No	2024 No
Raising funds	0.6	0.6
Advice services	7.6	7.1
Tax education	0.6	0.5
Support	6.0	5.7
Governance	0.4	0.4
	<u>15.2</u>	<u>14.3</u>

No employee received emoluments of more than £60,000 during the period.

The total employee benefits of the key management personnel of the charitable company were £58,383 (2024 - £46,145).

#### 11 Auditors' remuneration

	2025 £	2024 £
Audit of the financial statements	<u>8,125</u>	<u>6,326</u>
<b>Other fees to auditors</b>		
All other non-audit services	<u>-</u>	<u>3,860</u>

#### 12 Taxation

The charitable company is a registered charity and is therefore exempt from corporation tax on its income.

## Tax Volunteers

### Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025

#### 13 Tangible fixed assets

	Leasehold improvements £	Office equipment £	Computer equipment £	Call-centre equipment £	Total £
<b>Cost</b>					
At 1 April 2024	654	5,417	15,511	5,261	26,843
Additions	-	-	5,889	-	5,889
Disposals	(654)	(5,417)	(21,400)	(5,261)	(32,732)
At 30 June 2025	-	-	-	-	-
<b>Depreciation</b>					
At 1 April 2024	654	5,417	13,429	5,261	24,761
Charge for the year	-	-	1,813	-	1,813
Eliminated on disposals	(654)	(5,417)	(15,242)	(5,261)	(26,574)
At 30 June 2025	-	-	-	-	-
<b>Net book value</b>					
At 30 June 2025	-	-	-	-	-
At 31 March 2024	-	-	2,082	-	2,082

#### 14 Debtors

	2025 £	2024 £
Trade debtors	-	527
Prepayments	-	5,752
Other debtors	-	84,111
	-	90,390

#### 15 Cash and cash equivalents

	2025 £	2024 £
Cash at bank	151,036	411,682

## Tax Volunteers

### Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025

#### 16 Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	-	2,087
Other taxation and social security	-	5,172
Other creditors	151,036	5,088
Accruals	-	23,970
	<u>151,036</u>	<u>36,317</u>

#### 17 Pension and other schemes

##### Defined contribution pension scheme

The charitable company operates a defined contribution pension scheme. The pension cost charge for the period represents contributions payable by the charitable company to the scheme and amounted to £21,088 (2024 - £16,457).

## Tax Volunteers

### Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025

#### 18 Funds

	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	Balance at 30 June 2025 £
<b>Unrestricted funds</b>					
<i>General</i>					
General fund	340,792	309,482	(764,598)	114,324	-
<i>Designated</i>					
Designated fund	114,324	-	-	(114,324)	-
<b>Total unrestricted funds</b>	<u>455,116</u>	<u>309,482</u>	<u>(764,598)</u>	<u>-</u>	<u>-</u>
<b>Restricted funds</b>					
HM Revenue & Customs	-	415,456	(415,456)	-	-
Aviva Life Services Ltd	-	32,650	(32,650)	-	-
Chartered Institute of Taxation	-	30,000	(30,000)	-	-
Association of Taxation Technicians	11,650	-	(11,650)	-	-
Esmée Fairbairn	1,071	-	(1,071)	-	-
Rothesay Life	-	106,250	(106,250)	-	-
Mineworkers Pension Scheme & British Coal Staff Superannuation Scheme	-	38,760	(38,760)	-	-
London Legal Walk	-	750	(750)	-	-
<b>Total restricted funds</b>	<u>12,721</u>	<u>623,866</u>	<u>(636,587)</u>	<u>-</u>	<u>-</u>
<b>Total funds</b>	<u><u>467,837</u></u>	<u><u>933,348</u></u>	<u><u>(1,401,185)</u></u>	<u><u>-</u></u>	<u><u>-</u></u>

## Tax Volunteers

### Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>					
<i>General</i>					
General fund	440,223	276,769	(261,876)	(114,324)	340,792
<i>Designated</i>					
Designated fund	-	-	-	114,324	114,324
<b>Total unrestricted funds</b>	<u>440,223</u>	<u>276,769</u>	<u>(261,876)</u>	<u>-</u>	<u>455,116</u>
<b>Restricted</b>					
HM Revenue & Customs	-	300,365	(300,365)	-	-
Aviva Life Services Ltd	-	32,650	(32,650)	-	-
Chartered Institute of Taxation	-	30,000	(30,000)	-	-
Association of Taxation Technicians	11,650	-	-	-	11,650
CSFCT Grant	-	2,500	(2,500)	-	-
Esmée Fairbairn	1,071	-	-	-	1,071
Rothsay Life	-	84,000	(84,000)	-	-
Mineworkers Pension Scheme & British Coal Staff Superannuation Scheme	-	31,008	(31,008)	-	-
<b>Total restricted funds</b>	<u>12,721</u>	<u>480,523</u>	<u>(480,523)</u>	<u>-</u>	<u>12,721</u>
<b>Total funds</b>	<u><u>452,944</u></u>	<u><u>757,292</u></u>	<u><u>(742,399)</u></u>	<u><u>-</u></u>	<u><u>467,837</u></u>

The specific purposes for which the funds are to be applied are as follows:

#### Advice services

This fund represents income which is for delivering the main charitable purpose of Tax Volunteers, that of advising older low income clients and the generalist voluntary sector on tax matters.

#### Tax education

This fund represents income provided to improve access to information on tax so that older people on low incomes are aware of their rights and responsibilities under the tax system. It is delivered through conferences, seminars, training and the Tax Volunteers website. The funds from the Chartered Institute of Taxation and the Association of Tax Technicians are exclusively for tax education. Other restricted and unrestricted funds deliver both advice services and tax education.

#### Designated funds

This fund represents the calculated statutory redundancy costs and payment in lieu of notice that would be payable should the charitable company cease to operate.

## Tax Volunteers

### Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025

#### 19 Analysis of net assets between funds

	<b>Unrestricted funds General £</b>	<b>Restricted funds £</b>	<b>Total funds at 30 June 2025 £</b>
Current assets	150,286	750	151,036
Current liabilities	<u>(150,286)</u>	<u>(750)</u>	<u>(151,036)</u>
Total net assets	<u><u>-</u></u>	<u><u>-</u></u>	<u><u>-</u></u>
	<b>Unrestricted funds £</b>	<b>Restricted funds £</b>	<b>Total funds at 31 March 2024 £</b>
Tangible fixed assets	2,082	-	2,082
Current assets	489,351	12,721	502,072
Current liabilities	<u>(36,317)</u>	<u>-</u>	<u>(36,317)</u>
Total net assets	<u><u>455,116</u></u>	<u><u>12,721</u></u>	<u><u>467,837</u></u>

#### 20 Analysis of net funds

	<b>At 1 April 2024 £</b>	<b>Financing cash flows £</b>	<b>At 30 June 2025 £</b>
Cash at bank and in hand	<u>411,682</u>	<u>(260,646)</u>	<u>151,036</u>
Total	<u><u>411,682</u></u>	<u><u>(260,646)</u></u>	<u><u>151,036</u></u>
	<b>At 1 April 2023 £</b>	<b>Financing cash flows £</b>	<b>At 31 March 2024 £</b>
Cash at bank and in hand	<u>351,426</u>	<u>60,256</u>	<u>411,682</u>
Net debt	<u><u>351,426</u></u>	<u><u>60,256</u></u>	<u><u>411,682</u></u>

## **Tax Volunteers**

### **Notes to the Financial Statements for the Period from 1 April 2024 to 30 June 2025**

#### **21 Related party transactions**

TaxAid UK, a related party by virtue of shared CEO, Valerie Boggs, operated the payroll on behalf of Tax Volunteers during the period in relation to employees held on joint employment contracts. Payroll costs for the period and recharged from TaxAid UK to Tax Volunteers totalled £750,968 (2024 - £470,709). No amounts were outstanding at the period end in respect of payroll costs.

During the period, income totalling £68,329 (2024 - £85,405) was collected by TaxAid UK on behalf of Tax Volunteers in connection with the Bridge The Gap fundraising initiative. At the period end, the amount due from TaxAid UK, included in other debtors in the financial statements, was £nil (2024 - £15,182). A further £nil (2024 - £21,163) included within other debtors is due from TaxAid UK in relation to recharged shared costs and £nil (2024 - £19,373) included within other creditors is due to TaxAid UK in relation to recharged shared costs.

Donations were received from Trustees during the period totalling £3,750 (2024: £600). No restrictions have been attached to these donations.

**TAX VOLUNTEERS**

England & Wales - Charity number 1102276

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# Accounts

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Company registration number: 04894491

Charitable company registration number: 1102276 (England & Wales) and SCO 45819 (Scotland)

# Tax Volunteers

known as

Tax Help For Older People

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2024

## **Tax Volunteers**

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## Tax Volunteers

### Reference and Administrative Details

<b>Trustees</b>	P A Hamilton J G Whitehead C S Muir A M Mollett (Marian Drew) B Chapman (resigned 20 April 2023) G J Jones A M Cullimore-Todd J C Wakeman (appointed 17 May 2023)
<b>Secretary</b>	J W M Crump
<b>Chief Executive Officer</b>	V Boggs
<b>Registered Office</b>	Unit 10 Pineapple Business Park Salway Ash Bridport Dorset DT6 5DB
<b>Charitable company Registration Number</b>	1102276 in England & Wales and SCO 45819 Scotland
<b>Company Registration Number</b>	04894491
<b>Auditor</b>	Thompson Jenner LLP Statutory Auditors 1 Colleton Crescent Exeter Devon EX2 4DG

## Tax Volunteers

### Chair's Report for the Year Ended 31 March 2024

Tax Help for Older People seeks to alleviate the hardship caused to vulnerable individuals by complications and misunderstandings in their tax affairs. The Trustees' Report sets out the scale of the charity's response and the ways in which it tries to meet those needs, but the prescribed form does not do justice to the individual impact of what is done and the commitment put into it. I encourage you to read the compelling stories of meeting individual need.

During the year there was no let up in demand and no sign that the tax system itself was becoming easier for the disadvantaged to engage with. So Tax Help for Older People remains as necessary as when it was founded over 20 years ago.

Beneficiaries' needs are met by a team of paid staff and hundreds of volunteers, led by Valerie Boggs. Her calm leadership through unexpected events, such as the closure of HMRC's self-assessment helpline for a period in 2023, is guided by her personal dedication to the charity's cause, with which she enthuses her team. My thanks go to all of them.

We are keen to build partnerships with other voluntary organisations and commercial firms, as the success of these relationships enables Tax Help for Older People to reach more potential beneficiaries. A crucial continuing alliance with TaxAid helps us to be an efficient organisation.

None of this work can happen without funding in cash from a range of concerns and individuals and support in kind. This report provides assurance that their support has been used well. Our major funder is HMRC and during 2023/24 they committed to a further three years' support from April 2024. This gives the charity a solid base to develop in the future. I thank everyone and every organization which has given to Tax Help for Older People, whether £10 or £100,000, whether by organising a walk or by recognizing that that the purpose and values of this charity match their organisation's.

Ultimate responsibility for the charity rests with the trustee board. There has been a period of stability since Brian Chapman left in April 2023 and joined as Director of Finance and Infrastructure in July 2023 and Jo Wakeman, with huge experience of HMRC, joined in May 2023. The appointments of Gary Jones and Angela Cullimore-Todd the previous year, combined with Jo Wakeman's, have given the trustee board valuable new and probing perspectives. The major change in the year for the trustee board came with Penny Hamilton's retirement as Chair in November 2024. Her four years as Chair were defined by the charity's response to Covid-19 and a strengthened relationship with TaxAid. The Trustees are hugely grateful for what she achieved for Tax Help and I am grateful that she remains on the board, bringing a refreshing combination of enthusiasm and rigour.

The day to day delivery to our beneficiaries is paramount, but we also have to make sure that we are reaching the widest range of the vulnerable, and not just those we have reached before. Making the space to look forward, while delivering today, can be challenging. We have started work on developing a beneficiary strategy for the next few years and we are seeking to ensure that our governance and delivery structures will be appropriate to tomorrow's needs, not just today's. In all of this, our prime concern is the needs of beneficiaries.

The strategic report was approved by the trustees of the charitable company on ~~11/11/24~~ and signed on its behalf by:



.....  
A M Mollett (Marian Drew)  
Trustee

## **Tax Volunteers**

### **Trustees' Report**

The trustees, who are directors for the purpose of company law, present the Annual Report together with the Financial Statements and Auditor's Report of the charitable company for the year ended 31 March 2024. The references and administrative information set out on page 1 forms part of this report. The charity is a company limited by guarantee and a registered charity, its governing documents are its Memorandum and Articles of Association.

#### **Public benefit and how our activities deliver it**

**We have a duty to report on our organisation's public benefit under section 4 of the Charities Act 2011. We are confident that we meet those public benefit requirements having taken into consideration the Charity Commission guidance.**

Our vision is 'To provide tax help to all who need it'.

We support people over the age of about 60, who are in financial poverty, including that created by debt and those experiencing other hardships or disadvantages. Many have mental or physical health problems, are frail, disabled or recently bereaved.

We provide support for our beneficiaries by the provision of tax information and advice as well as direct intervention by submitting forms, claims, elections and appeals as appropriate to HMRC.

When possible, we enable our beneficiaries to help themselves and give them the tools and capability to have ownership of and manage their tax affairs in the future, tailoring our service to individual tax and personal circumstances.

When our community highlights issues we cannot resolve, such as fraud or external systemic issues, we work with HMRC to address these concerns.

In addition we work closely with partners in the voluntary and community sector through an outreach programme to strengthen referrals to our service and educate partners about tax to reach more people and ensure that people with tax problems who cannot otherwise access support have a route to a fair outcome.

We believe therefore that we meet the public benefit requirements through our beneficiary led tailored service which maximises the reach of our service.

#### **Objectives, activities and impact**

**Our objective as a charity is to help older people in poverty understand their tax better and to empower them to be able to manage their tax themselves. We are led by the needs of our beneficiaries.**

**We reduce poverty by supporting people to pay the right amount of tax.**

We do this by:

- **Providing step-by-step support to help people to resolve their tax problem.** In the year to 31 March 2024, this help was provided to **12,117** people, leading to improved financial circumstances and enabling our beneficiaries to have a better understanding of their tax position and how to manage their tax affairs in the future.

- **Investigating tax debt and challenging it when erroneous or where there are legitimate grounds to do so.** During the year, our investigations and appeals resulted in **£120,657** of tax debt being written off, improving financial wellbeing and reducing or preventing poverty.
- **Improving the current financial position of disadvantage people through taxes written off and refunds generated.** Advice and case work generated tax refunds of **£195,167** in the year to 31 March 2024.

Our expertise in providing emphatic support together with our knowledge of tax administration enables us to resolve tax debt issues, like the problem that Bernie called us with.

Bernie, an 80 year-old pensioner, came to us with a large tax debt. He had previously been self employed and had used an accountant to file his tax returns. However, his income and circumstances changed in 2015 and his only income was from his State Pension and a small private pension.

Bernie did not know that since 2015 his wife, rather than an accountant, had completed his tax returns. Nor was he aware of the tax debt until he found debt collection letters relating to a debt from 2021-22. His wife had tried to keep this from him and had been trying to pay off the debt.

Tax Help spoke to HMRC and obtained a copy of his 2021/22 and 2022/23 tax returns. We were quickly able to determine that the issue was due to the State Pension being declared twice on the return. We requested that HMRC make an amendment as this was an obvious error, which they did.

As a result of our work, debt collection ceased and Bernie received a refund of the amount he had incorrectly paid, which totalled £3,535.

**We ensure that no one is disadvantaged by the tax system just because they cannot access the help they need.**

We do this by

- **Providing support that recognises individual needs and circumstances and never leaves a case unresolved.**

Each caller was supported with advice from our trained staff and provided with accessible resources giving our callers a better understanding of their tax affairs and how to manage them. Where needed, a volunteer tax adviser provided further support to resolve their problem directly with HMRC.

- **Reaching out to disadvantaged communities through partnership with other voluntary and community sector organisations.**

In the past year, we have been working to improve access to our services by delivering outreach to voluntary and community sector (VCS) partners, educating them about our service and why, how and when to refer clients to us.

- **Using our reputation and the learning gained to influence the tax ecosystem for the benefit of those we support.**

We advocate for our beneficiary group at relevant HMRC user groups, working with partners in the tax industry to highlight issue the impact of tax policy and tax administration.

We also faced a significant challenge in 2023 when the unexpected closure of HMRC's self assessment helpline caused a significant and unforeseeable peak in demand in June 2023 for 3 months. The demand placed significant strain on our services at very short notice but was managed through the outstanding commitment of staff and volunteers.

## **We contribute to the better long-term economic security by empowering people to manage their tax affairs**

- **Accompanying our beneficiaries as they take charge of their tax affairs and build confidence.**

Our helpline provides immediate support and advice from trained, empathetic staff, enabling many beneficiaries to understand and manage their affairs. When further support is needed, 289 volunteer tax experts across the UK are able to provide case work that is individual and accessible.

- **Helping people to understand their taxes and where to find accessible and reliable resources and information**

Tax Help regards the education of its beneficiaries about their tax affairs as critical to the support we provide. When we provide help to a person in need of help with their tax, we not only help them to resolve that particular problem but also help them understand why the problem has arisen and how to manage their tax affairs in the future. So, each person who contacts us for help, is supported to better understand their taxes so they can manage their affairs in future or know where to get the help they need. One of the key resources that we refer our beneficiaries to is the LITRG website.

We help people like Rob, who, following diagnosis of terminal cancer, cashed in his pensions to clear his debts. But errors made on his tax return led to a debt of £54,000, which, through our advice and support was cancelled.

- **Respond to issues raised by our community both through the advice we deliver and advocacy with HMRC**

Tax Help for Older People has a positive and cooperative relationship with HMRC, built over many years for the benefit of those we support. We share the trends that we see on the helpline and help to provide HMRC with an understanding of the barriers people in poverty can experience when trying to overcome tax problems.

We attend workshops and consultation discussions, participate in forums and other meetings with HMRC, and we are able to better advocate for our beneficiaries because of this close mutually beneficial relationship. Our relationship with HMRC ensures they will alert us when they plan to communicate on certain issues, where these issues will be likely to lead to more queries on our helpline. We can then be ready with help, guidance, and reassurance for those who are most in need.

We want to ensure that the tax issues that are specific to people in poverty are brought to the attention of HMRC, to drive the change and action that can help resolve these issues in the long-term.

Our working relationship with HMRC not only equips us with an understanding of the difficulties that older and vulnerable people face when navigating the tax system, but it helps us resolve individual issues on a case by case basis, helping people like Jack.

Jack contacted Tax Help as he had received a simple assessment demand of £2,785 for the tax year 2022-23 and had been advised by HMRC's debt management department that there would be a further demand of £2,000 for a further two tax years. He had not slept since receiving the initial demand and was thinking of selling his car to help pay the debt.

Jack's income was just £16,534 in 2022-23 and our helpline adviser recognised that the tax demand for that year appeared to be excessive. She transferred Jack directly to HMRC's Extra Support Team to ask them to check the simple assessment calculation and issue Jack with a copy so that we could support him further if needed.

Jack called Tax Help back later that day to say that HMRC had not allowed any Personal Allowance on the original calculation. His tax debt had been recalculated and was now just £1,240 across all three tax years.

As a result of Tax Help's support and our ability to work cooperatively and directly with HMRC's Extra Support Team, Jack's tax debt was reduced by £3,545 and he is now able to manage the remaining debt through HMRC's debt management department. Jack was delighted by the outcome, saying to our helpline adviser,

*'You do not know how much happier you have made me, I have been so worried. A million thank yous'*

We helped over 12,000 people like Jack in 2023/24 but we want to help more and to be led by the needs of all our beneficiaries. To do this we are undertaking a beneficiary assessment, using research to inform our understanding of the current and future needs of our beneficiaries. We will use this to inform our future strategy working towards our vision to provide tax help to all who need it.

## **Financial review**

### *Summary of position*

**The statement of Financial Activities for the year on page 14 shows a surplus of income over expenditure in the year of £14,893 (2022/23 – deficit £14,257). Income increased by around £48,000 which was offset in part by an increase in expenditure of around £19,000 (both figures exclude gifts in kind).**

### *Income*

HMRC funding comprised the final year of its three-year grant period.

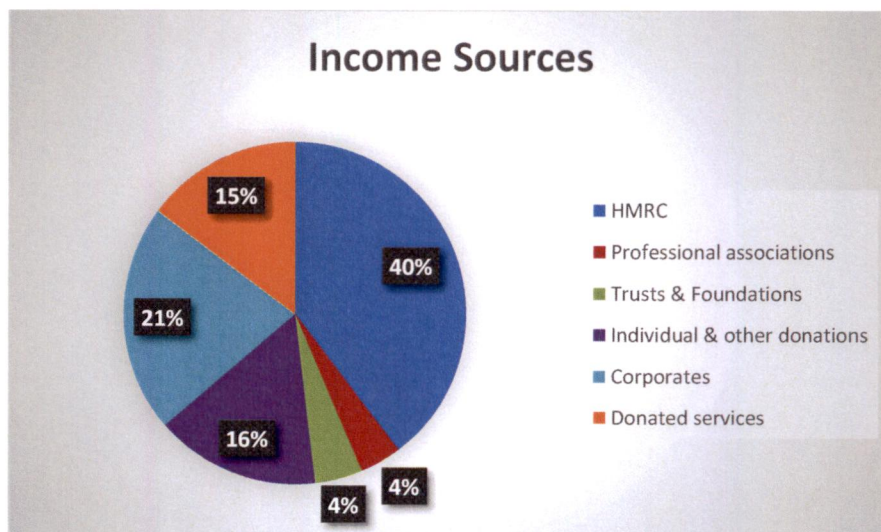
We are pleased to report that we have been successful in being awarded a grant from HMRC for a further three years, running to 31 March 2027. This amounts to £320,000 pa.

Tax Volunteers received funding from the CIOT with the specific purpose of advancing tax education.

The support from our corporate partners continued, enabling us to help to demystify the taxation of pensions. We could also ensure that pensioners claimed all their allowances, and so helping those on the lowest incomes to maximise their pensions.

In the light of the cost-of-living crisis, funding applications took longer than usual to be considered given the pressure on trusts and foundations.

The total income from each source is shown below.



### *Expenditure*

Expenditure in the year ended 31 March 2024 (excluding donated services and facilities) amounted to £630,330, an increase of 3% over the previous year. This was primarily due to increased staff costs which reflect the need to pay higher salaries in the light of inflation.

As mentioned in the prior years' reviews, we reduced the size of our office from two floors to one with effect from August 2022. The cost savings from this were fully realised in 2023/24.

#### *Reserves*

The free reserves at 31 March 2024 are £352,442 which is more than five months' expected expenditure for the current year. This position is in line with our reserves policy which is to:

- Provide stability and the means for the development of the charity's principal objects; and
- In the long term, achieve a sufficient level to provide a cushion equivalent to six months' operating expenditure.

#### **Risk**

**The risks are managed by the periodic monitoring of the risk register which identifies the key risks and plans their mitigation.**

The primary risk facing the charity is financial instability created by the uncertainty around medium- to long-term funding. This arises from receiving substantial funding from one source, HMRC, but this is mitigated by diversifying income streams.

Our financial management procedures include the preparation of an annual budget and forecast with quarterly reporting against budget provided to the Board.

The trustees have given consideration to the major risks to which the charity is exposed and satisfied themselves that systems or procedures are established in order to manage those risks.

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

**The charity is managed by the Board of Trustees which meets quarterly. The Board delegates day to day management to the Chief Executive and the Senior Management Team.**

The directors of the charitable company are its trustees for the purposes of charity law. The names of the trustees who were in office during the year are listed on page 1. All members of the Trustee Board gave their time voluntarily and received no benefits from the charity.

The total number of trustees must not be less than three but is not subject to any maximum. New trustees are identified with the necessary specialist expertise and appropriate charitable, commercial, tax and legal experience to enrich the standing Board and are given induction and training by the current post holders. Trustees retire by rotation in accordance with the provisions of the Memorandum and Articles of association but someone who retires can be eligible for reappointment as a trustee, with a maximum of 9 years' service permitted.

Day-to-day management is delegated to our Chief Executive, Valerie Boggs, who is supported by the Senior Management Team whose responsibility is to work to the strategic plan which contains business, financial and service objectives.

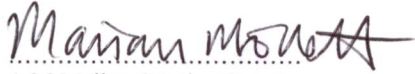
Tax Volunteers continues to work closely with TaxAid. The two charities share a Senior Management Team and work together under a collaboration agreement which not only achieves cost-efficiencies through sharing back-office services but also facilitates synergy between the two charities.

Remuneration for key management is set with reference to market rates for similar roles and responsibilities in the charitable sector, taking account of geographical differences.

**Disclosure of information to auditor**

Each trustee has taken the required steps to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

The annual report was approved by the trustees of the charity on ...11/11/24... and signed on its behalf by:



A M Mollett (Marian Drew)  
Trustee

## Tax Volunteers

### Statement of Trustees' Responsibilities

The trustees (who are also the directors of Tax Volunteers 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), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

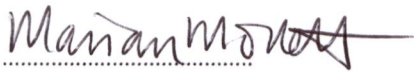
Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including its 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 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, comprising FRS 102 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 charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that can 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charitable company on 11/11/24 and signed on its behalf by:



A M Mollett (Marian Drew)  
Trustee

## **Tax Volunteers**

### **Independent Auditor's Report to the Members and Trustees of Tax Volunteers**

#### **Opinion**

We have audited the financial statements of Tax Volunteers (the 'charitable company') for the year ended 31 March 2024, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, 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 United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (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 results 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, the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 8 of the Charities Accounts (Scotland) Regulations 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 original financial statements were 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 annual report, 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.

## **Tax Volunteers**

### **Independent Auditor's Report to the Members and Trustees of Tax Volunteers**

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.

#### **Opinion on other matter 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 Chair's Report and Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Chair's Report and Trustees' Report have 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 Chair's Report and the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- adequate and proper 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 Statement of Trustees' Responsibilities (set out on page 9), the trustees 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.

## **Tax Volunteers**

### **Independent Auditor's Report to the Members and Trustees of Tax Volunteers**

#### **Auditor responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts 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.

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

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 extent to which the audit was considered capable of detecting irregularities including fraud**

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with directors and other management, and from our commercial knowledge and experience of the charities sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Companies Act 2006, Charities Act 2011, taxation legislation, data protection, employment and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, reviewing licenses, certificates and relevant correspondence including the inspection of legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;

## Tax Volunteers

### Independent Auditor's Report to the Members and Trustees of Tax Volunteers

- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- enquiring of management as to actual and potential litigation and claims.
- reading the minutes of meetings of those charged with governance; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.


There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://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 charitable company's trustees, 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 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 charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

  
Mr David Tucker (Senior Statutory Auditor)  
For and on behalf of Thompson Jenner LLP, Statutory Auditor

1 Colleton Crescent  
Exeter  
Devon  
EX2 4DG

Date: 2/12/24.....

## Tax Volunteers

### Statement of Financial Activities for the Year Ended 31 March 2024 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

2024	Note	Unrestricted £	Restricted £	Total 2024 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	274,022	332,865	606,887
Charitable activities	4	-	147,658	147,658
Investment income	5	2,747	-	2,747
Total Income		<u>276,769</u>	<u>480,523</u>	<u>757,292</u>
<b>Expenditure on:</b>				
Raising funds		(42,094)	-	(42,094)
Charitable activities		(219,782)	(480,523)	(700,305)
Total Expenditure	6	<u>(261,876)</u>	<u>(480,523)</u>	<u>(742,399)</u>
Net income		<u>14,893</u>	<u>-</u>	<u>14,893</u>
Net movement in funds		14,893	-	14,893
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>440,223</u>	<u>12,721</u>	<u>452,944</u>
Total funds carried forward	18	<u>455,116</u>	<u>12,721</u>	<u>467,837</u>
2023	Note	Unrestricted £	Restricted £	Total 2023 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	304,847	313,233	618,080
Charitable activities	4	-	147,658	147,658
Investment income	5	896	-	896
Total Income		<u>305,743</u>	<u>460,891</u>	<u>766,634</u>
<b>Expenditure on:</b>				
Raising funds		(39,162)	-	(39,162)
Charitable activities		(292,488)	(449,241)	(741,729)
Total Expenditure	6	<u>(331,650)</u>	<u>(449,241)</u>	<u>(780,891)</u>
Net (expenditure)/income		<u>(25,907)</u>	<u>11,650</u>	<u>(14,257)</u>
Net movement in funds		(25,907)	11,650	(14,257)
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>466,130</u>	<u>1,071</u>	<u>467,201</u>
Total funds carried forward	18	<u>440,223</u>	<u>12,721</u>	<u>452,944</u>

All of the charitable company's activities derive from continuing operations during the above two periods.  
The funds breakdown for 2023 is shown in note 18.

The notes on pages 17 to 30 form an integral part of these financial statements.

## Tax Volunteers

(Registration number: 04894491)  
Balance Sheet as at 31 March 2024

	Note	2024 £	2023 £
<b>Fixed assets</b>			
Tangible assets	12	2,082	3,264
		2,082	3,264
<b>Current assets</b>			
Debtors	13	90,390	139,066
Cash at bank and in hand	14	411,682	351,426
		502,072	490,492
<b>Creditors: Amounts falling due within one year</b>	15	(36,317)	(40,812)
<b>Net current assets</b>		465,755	449,680
<b>Net assets</b>		467,837	452,944
<b>Funds of the charitable company:</b>			
<b>Restricted</b>		12,721	12,721
<b>Unrestricted income funds</b>			
Unrestricted		455,116	440,223
<b>Total funds</b>	18	467,837	452,944

The financial statements on pages 14 to 30 were approved by the trustees, and authorised for issue on 31/03/24 and signed on their behalf by:

*J G Whitehead*  
.....  
J G Whitehead ✓  
Trustee

*Marian Mollett*  
.....  
A M Mollett (Marian Drew)  
Trustee

The notes on pages 17 to 30 form an integral part of these financial statements.

## Tax Volunteers

### Statement of Cash Flows for the Year Ended 31 March 2024

	Note	2024 £	2023 £
<b>Cash flows from operating activities</b>			
Net cash income/(expenditure)		14,893	(14,257)
<b>Adjustments to cash flows from non-cash items</b>			
Depreciation		1,182	3,780
Investment income	5	<u>(2,747)</u>	<u>(896)</u>
		13,328	(11,373)
<b>Working capital adjustments</b>			
Decrease/(increase) in debtors	13	48,676	(45,527)
Decrease in creditors	15	<u>(4,495)</u>	<u>(4,815)</u>
Net cash flows from operating activities		<u>57,509</u>	<u>(61,715)</u>
<b>Cash flows from investing activities</b>			
Interest receivable and similar income	5	2,747	896
Purchase of tangible fixed assets	12	<u>-</u>	<u>(2,341)</u>
Net cash flows from investing activities		<u>2,747</u>	<u>(1,445)</u>
Net increase/(decrease) in cash and cash equivalents		60,256	(63,160)
Cash and cash equivalents at 1 April		<u>351,426</u>	<u>414,586</u>
Cash and cash equivalents at 31 March		<u><u>411,682</u></u>	<u><u>351,426</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 17 to 30 form an integral part of these financial statements.

## **Tax Volunteers**

### **Notes to the Financial Statements for the Year Ended 31 March 2024**

#### **1 Charitable company status**

The charitable company is a charitable company limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £10 towards the assets of the charitable company in the event of liquidation. The company was incorporated in England and Wales and also registered as a charity in Scotland, its registered office is Unit 10, Pineapple Business Park, Salway Ash, Bridport, Dorset, DT6 5DB.

#### **2 Accounting policies**

##### **Summary of significant accounting policies and key accounting estimates**

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

##### **Statement of compliance**

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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

##### **Basis of preparation**

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

##### **Going concern**

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charitable company.

##### **Income and endowments**

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably. Income derived from the provision of goods/services is stated after trade discounts, other sales taxes and net of VAT.

Grants receivable, which include grants of a general nature provided by government, are accounted for when evidence of unconditional entitlement is received except when they are subject to donor-imposed conditions. Grants received which impose regional restrictions are treated as contributing to the cost of providing free tax advice in that specified area and costs are apportioned on a quarterly basis commencing in the quarter following the quarter in which the grant was received. Income earned for the provision of tax services under agreement with commercial organisations is invoiced on a quarterly basis in arrears following the delivery of the service.

## **Tax Volunteers**

### **Notes to the Financial Statements for the Year Ended 31 March 2024**

#### ***Donations and legacies***

Donations are recognised when the charitable company has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charitable company before the charitable company is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charitable company and it is probable that these conditions will be fulfilled in the reporting period.

#### ***Donated services and facilities***

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services, professional qualified tax personnel or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Donations of gifts, services and facilities include seconded employees, IT software and office space. Seconded staff's services are provided free of charge to the charity and the cost of their salary is incurred by a third party. IT software and office space are included at their estimate market value when donated.

#### ***Investment income***

Bank interest is recognised once the interest has been received.

#### ***Expenditure***

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

#### ***Raising funds***

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

#### ***Charitable activities***

Charitable expenditure comprises those costs incurred by the charitable company 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.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2024

#### Support costs

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of the personnel involved with each activity.

	2024	2023
Advice services	83%	83%
Tax education	5%	5%
Cost of raising funds	7%	7%
Governance costs	5%	5%

#### Governance costs

These include the costs attributable to the charitable company's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

#### Taxation

The charitable company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charitable company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

#### Tangible fixed assets

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

#### Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Leasehold improvements	Straight line over the life of the lease
Office equipment	4 years straight line
Computer equipment	4 years straight line
Call-centre equipment	4 years straight line

## **Tax Volunteers**

### **Notes to the Financial Statements for the Year Ended 31 March 2024**

#### **Trade debtors**

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

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

#### **Cash and cash equivalents**

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

#### **Trade creditors**

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charitable company does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

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

#### **Fund structure**

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charitable company.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

#### **Pensions and other post retirement obligations**

The charitable company operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charitable company has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

## **Tax Volunteers**

### **Notes to the Financial Statements for the Year Ended 31 March 2024**

#### **Financial instruments**

##### ***Classification***

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

##### ***Recognition and measurement***

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charitable company intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charitable company transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charitable company, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

##### ***Impairment***

At the end of each reporting period financial assets measured at amortised cost are assessed for objective evidence of impairment. If an asset is impaired the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in the statement of financial activities.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2024

#### 3 Income from donations and legacies

	Unrestricted funds		Total 2024 £	Total 2023 £
	General £	Restricted funds £		
HM Revenue & Customs	-	300,365	300,365	271,583
Chartered Institute of Taxation	-	30,000	30,000	30,000
Association of Taxation Technicians	-	-	-	11,650
XPS	15,000	-	15,000	15,000
Tax Advisers' Charitable Trust	4,000	-	4,000	4,000
The Beeching Trust	-	-	-	5,000
Postcode Local Trust	25,000	-	25,000	-
Oakdene Foundation	2,500	-	2,500	-
Charles French Charitable Trust	-	2,500	2,500	-
Individual and other donations	115,453	-	115,453	111,628
Donated facilities and services	112,069	-	112,069	169,219
<b>Total income 2024</b>	<b>274,022</b>	<b>332,865</b>	<b>606,887</b>	<b>618,080</b>
<b>Total income 2023</b>	<b>304,847</b>	<b>313,233</b>	<b>618,080</b>	

Other donations includes 50% of the following amounts greater than £3,000 from organisations received through Bridge The Gap. This is a joint initiative set up by Tax Volunteers and TaxAid UK, whereby amounts received are split equally between the two charities.

	2024 £	2023 £
Deloitte	-	14,352
Kathleen Beryl Sleigh Charitable Trust	10,000	5,000
London Legal Support	-	3,537
Norton Rose Fulbright	-	5,000
Tax Advisers' Charitable Trust (the Worshipful Company of Tax Advisers)	4,000	4,000
Virtual CPD Events	26,171	18,882
Freshfields	9,998	-
BDO	7,755	-
Proskauer Rose	5,000	-

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2024

#### 4 Income from charitable activities

	<b>Restricted funds £</b>	<b>Total funds £</b>
AVIVA Life Services Ltd	32,650	32,650
Rothesay Life	84,000	84,000
Coal Board Pension Trustee Services Ltd	31,008	31,008
<b>Total for 2024</b>	<u>147,658</u>	<u>147,658</u>
<b>Total for 2023</b>	<u>147,658</u>	<u>147,658</u>

#### 5 Investment income

	<b>Unrestricted funds General £</b>	<b>Total funds £</b>
Interest receivable and similar income; Interest receivable on bank deposits	<u>2,747</u>	<u>2,747</u>
<b>Total for 2024</b>	<u>2,747</u>	<u>2,747</u>
<b>Total for 2023</b>	<u>896</u>	<u>896</u>

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2024

#### 6 Expenditure on charitable activities

	Cost of raising funds £	Tax advice £	Tax education £	Governance costs £	Support costs £	Total 2024 £	Total 2023 £
Staff costs	21,824	249,918	16,544	14,080	200,990	503,356	471,130
Gifts in kind	-	112,069	-	-	-	112,069	169,219
Depreciation	-	-	-	-	1,182	1,182	3,780
Telephone	-	15,967	-	-	-	15,967	13,808
Postage and stationery	-	1,277	-	-	3,237	4,514	3,710
Advertising	-	-	-	-	-	-	-
Legal and professional fees	-	-	-	11,582	345	11,927	8,201
Volunteer expenses	-	1,554	-	1,049	-	2,603	3,574
Rent, rates and services	-	-	-	-	31,883	31,883	37,232
Bank charges	-	-	-	-	212	212	222
Audit	-	-	-	6,326	-	6,326	6,000
Insurance	-	-	-	413	2,777	3,190	3,402
Repairs and maintenance	-	-	-	-	1,008	1,008	9,224
Staff travel and training	-	230	-	-	5,475	5,705	8,646
Computer costs	-	-	-	-	41,374	41,374	42,076
Sundry	-	-	-	-	1,083	1,083	667
	21,824	381,015	16,544	33,450	289,566	742,399	780,891
Support costs	20,270	240,340	14,478	14,478	(289,566)	-	
Total expenditure 2024	<u>42,094</u>	<u>621,355</u>	<u>31,022</u>	<u>47,928</u>	<u>-</u>	<u>742,399</u>	
Total expenditure 2023	<u>39,162</u>	<u>670,216</u>	<u>28,067</u>	<u>43,446</u>	<u>-</u>	<u>780,891</u>	

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2024

#### 7 Net incoming/outgoing resources

Net incoming/(outgoing) resources for the year include:

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Operating leases - other assets	(28,854)	(34,541)
Audit fees	(6,326)	(6,000)
Depreciation of fixed assets	<u>(1,182)</u>	<u>(3,780)</u>

#### 8 Trustees' remuneration and expenses

No trustees, nor any persons connected with any trustee, has received any remuneration from the charitable company during the year.

The trustees' travelling expenses are reimbursed in respect of expenses incurred on charity business. In the year 6 trustees (2023 - 3) claimed reimbursement of travelling and accommodation expenses totalling £1,049 (2023 - £723).

#### 9 Staff costs

The aggregate payroll costs were as follows:

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
<b>Staff costs during the year were:</b>		
Wages and salaries	416,361	391,955
Social security costs	37,891	34,614
Pension costs	16,457	14,656
Other staff costs	<u>32,647</u>	<u>29,905</u>
	<u>503,356</u>	<u>471,130</u>

The monthly average number of persons employed by the charity or working for the benefit of the charity, including those on joint employment contracts with TaxAid UK ((Note 21) which includes the senior management team), was 21 (2023 - 23).

The monthly average number of persons employed by the charity or working for the benefit of the charity, expressed as full-time equivalents was as follows:

	<b>2024</b>	<b>2023</b>
	<b>No</b>	<b>No</b>
Raising funds	0.6	0.6
Advice services	7.1	7.3
Tax education	0.5	0.4
Support	5.7	5.8
Governance	<u>0.4</u>	<u>0.4</u>
	<u>14.3</u>	<u>14.5</u>

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2024

During the year, the charitable company made redundancy and/or termination payments which totalled £Nil (2023 - £5,040).

The termination payments made in 2023 comprised ex-gratia payments made under settlement agreements during the period.

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charitable company were £46,145 (2023 - £43,332) which includes the grossing up of costs to cover travelling between two places of work.

#### 10 Auditors' remuneration

	2024 £	2023 £
Audit of the financial statements	6,326	6,000
<b>Other fees to auditors</b>		
All other non-audit services	3,860	3,860

#### 11 Taxation

The charitable company is a registered charity and is therefore exempt from corporation tax on its income.

#### 12 Tangible fixed assets

	Leasehold improvements £	Office equipment £	Computer equipment £	Call-centre equipment £	Total £
<b>Cost</b>					
At 1 April 2023	654	5,417	15,511	5,261	26,843
At 31 March 2024	654	5,417	15,511	5,261	26,843
<b>Depreciation</b>					
At 1 April 2023	654	5,417	12,247	5,261	23,579
Charge for the year	-	-	1,182	-	1,182
At 31 March 2024	654	5,417	13,429	5,261	24,761
<b>Net book value</b>					
At 31 March 2024	-	-	2,082	-	2,082
At 31 March 2023	-	-	3,264	-	3,264

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2024

#### 13 Debtors

	2024 £	2023 £
Trade debtors	527	15,527
Prepayments	5,752	5,480
Other debtors	84,111	118,059
	90,390	139,066

#### 14 Cash and cash equivalents

	2024 £	2023 £
Cash at bank	411,682	351,426

#### 15 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	2,087	2,066
Other taxation and social security	5,172	5,674
Other creditors	5,088	5,588
Accruals	23,970	27,484
	36,317	40,812

#### 16 Obligations under leases and hire purchase contracts

##### Operating lease commitments

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

	2024 £	2023 £
<b>Land and buildings</b>		
Within one year	21,450	21,450
Between one and five years	7,150	28,600
	28,600	50,050
<b>Other</b>		
Within one year	260	3,208
Between one and five years	1,042	-
	1,302	3,208

The amount of non-cancellable operating lease payments recognised as an expense during the year was £28,854 (2023 - £34,541).

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2024

#### 17 Pension and other schemes

##### Defined contribution pension scheme

The charitable company operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charitable company to the scheme and amounted to £16,457 (2023 - £14,656).

#### 18 Funds

	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2024 £
<b>Unrestricted funds</b>					
<i>General</i>					
General fund	440,223	276,769	(261,876)	(114,324)	340,792
<i>Designated</i>					
Designated fund	-	-	-	114,324	114,324
<b>Total unrestricted funds</b>	<u>440,223</u>	<u>276,769</u>	<u>(261,876)</u>	<u>-</u>	<u>455,116</u>
<b>Restricted funds</b>					
HM Revenue & Customs	-	300,365	(300,365)	-	-
Aviva Life Services Ltd	-	32,650	(32,650)	-	-
Chartered Institute of Taxation	-	30,000	(30,000)	-	-
Association of Taxation Technicians	11,650	-	-	-	11,650
Esmée Fairbairn	1,071	-	-	-	1,071
Rothesay Life	-	84,000	(84,000)	-	-
Mineworkers Pension Scheme & British Coal Staff Superannuation Scheme	-	31,008	(31,008)	-	-
CSFCT Grant	-	2,500	(2,500)	-	-
<b>Total restricted funds</b>	<u>12,721</u>	<u>480,523</u>	<u>(480,523)</u>	<u>-</u>	<u>12,721</u>
<b>Total funds</b>	<u><u>452,944</u></u>	<u><u>757,292</u></u>	<u><u>(742,399)</u></u>	<u><u>-</u></u>	<u><u>467,837</u></u>

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2024

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Balance at 31 March 2023 £
<b>Unrestricted funds</b>				
<i>General</i>				
General fund	466,130	305,743	(331,650)	440,223
<b>Restricted</b>				
HM Revenue & Customs	-	271,583	(271,583)	-
Aviva Life Services Ltd	-	32,650	(32,650)	-
Chartered Institute of Taxation	-	30,000	(30,000)	-
Association of Taxation Technicians	-	11,650	-	11,650
Esmée Fairbairn	1,071	-	-	1,071
Rothsay Life	-	84,000	(84,000)	-
Mineworkers Pension Scheme & British Coal Staff Superannuation Scheme	-	31,008	(31,008)	-
<b>Total restricted funds</b>	<u>1,071</u>	<u>460,891</u>	<u>(449,241)</u>	<u>12,721</u>
<b>Total funds</b>	<u>467,201</u>	<u>766,634</u>	<u>(780,891)</u>	<u>452,944</u>

The specific purposes for which the funds are to be applied are as follows:

#### Advice services

This fund represents income which is for delivering the main charitable purpose of Tax Volunteers, that of advising older low income clients and the generalist voluntary sector on tax matters.

#### Tax education

This fund represents income provided to improve access to information on tax so that older people on low incomes are aware of their rights and responsibilities under the tax system. It is delivered through conferences, seminars, training and the Tax Volunteers website. The funds from the Chartered Institute of Taxation and the Association of Tax Technicians are exclusively for tax education. Other restricted and unrestricted funds deliver both advice services and tax education.

#### Designated funds

This fund represents the calculated statutory redundancy costs and payment in lieu of notice that would be payable should the charitable company cease to operate.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2024

#### 19 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total funds at 31 March 2024 £
Tangible fixed assets	2,082	-	2,082
Current assets	489,351	12,721	502,072
Current liabilities	(36,317)	-	(36,317)
Total net assets	<u>455,116</u>	<u>12,721</u>	<u>467,837</u>
	Unrestricted funds £	Restricted funds £	Total funds at 31 March 2023 £
Tangible fixed assets	3,264	-	3,264
Current assets	477,771	12,721	490,492
Current liabilities	(40,812)	-	(40,812)
Total net assets	<u>440,223</u>	<u>12,721</u>	<u>452,944</u>

#### 20 Analysis of net funds

	At 1 April 2023 £	Financing cash flows £	At 31 March 2024 £
Cash at bank and in hand	351,426	60,256	411,682
Total	<u>351,426</u>	<u>60,256</u>	<u>411,682</u>

#### 21 Related party transactions

TaxAid UK, a related party by virtue of shared CEO, Valerie Boggs, operated the payroll on behalf of Tax Volunteers during the year in relation to employees held on joint employment contracts. Payroll costs for the year and recharged from TaxAid UK to Tax Volunteers totalled £470,709 (2023 - £441,225). No amounts were outstanding at the year end in respect of payroll costs.

During the year, income totalling £85,405 (2023 - £92,672) was collected by TaxAid UK on behalf of Tax Volunteers in connection with the Bridge The Gap fundraising initiative. At the year end, the amount due from TaxAid UK, included in other debtors in the financial statements, was £15,182 (2023 - £36,277). A further £21,163 (2023 - £37,520) included within other debtors is due from TaxAid UK in relation to recharged shared costs and £19,373 (2023 - £23,461) included within other creditors is due to TaxAid UK in relation to recharged shared costs.

Donations were received from Trustees during the year totalling £600 (2023: £6,200). No restrictions have been attached to these donations.

**TAX VOLUNTEERS**

England & Wales - Charity number 1102276

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# Accounts

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Company registration number: 04894491  
Charity registration number: 1102276 (England & Wales) and SCO 45819 (Scotland)

# Tax Volunteers

known as

Tax Help For Older People

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2023

## **Tax Volunteers**

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## Tax Volunteers

### Reference and Administrative Details

<b>Trustees</b>	P A Hamilton A M Delorie (resigned 14 November 2022) S Mitha CBE (resigned 14 November 2022) J G Whitehead C S Muir A M Mollett (Marian Drew) B Chapman (resigned 20 April 2023) G J Jones (appointed 14 November 2022) A M Cullimore-Todd (appointed 14 November 2022) J C Wakeman (appointed 17 May 2023)
<b>Secretary</b>	J W M Crump
<b>Chief Executive Officer</b>	V Boggs
<b>Registered Office</b>	Unit 10 Pineapple Business Park Salway Ash Bridport Dorset DT6 5DB
<b>Charity Registration Number</b>	1102276 in England & Wales and SCO 45819 Scotland
<b>Company Registration Number</b>	04894491
<b>Auditor</b>	Thompson Jenner LLP Statutory Auditors 1 Colleton Crescent Exeter Devon EX2 4DG

## **Tax Volunteers**

### **Chair's Report**

As you will see from the Trustees' Report, this year the problems arising from COVID-19 were replaced by the cost of living crisis. As ever, Tax Help for Older People has risen to the challenge, and will continue to do so.

In last year's Report I referred to the four pillars supporting our work. This year I should like to adopt another metaphor and refer to the links in the chain which enable the charity to reach out to those who so desperately need our help.

A crucial link between Tax Help for Older People and its beneficiaries is our band of volunteers. The figures in the Trustees' Report indicate the level of their success, and the two testimonials are only a sample of the many cards and letters we receive from those whom we have been able to help. Without that help no tax could have been refunded or waived and no debt written off.

Those volunteers are linked to the people they help by one of our team of tax advisers who have the initial contact with our beneficiaries, usually on the telephone via our helpline but also by letter or email. Anyone who has ever been fortunate enough to listen in to our helpline will have been struck by the empathy with which our advisers listen to older people, who are often in distress, and the skillful way in which they glean all facts they need to know to be able to help them or refer them to a volunteer. The triage line we operate for TaxAid means that our advisers have also had to learn to help younger people, sometimes with different problems.

Nothing these advisers accomplish would have been possible without the hard work and dedication of all our staff, under the capable leadership of our CEO and her Senior Management Team. I should like to thank all our people for enabling Tax Help for Older People to achieve its charitable objectives.

Another link in the chain is our Board of Trustees, which has ultimate responsibility for everything which the charity does. This year, we decided to look beyond the tax profession to find Trustees to replace those who had retired. We were fortunate to be able to recruit Angela Cullimore-Todd and Gary Jones, both of whom have considerable experience in the third sector, who have added a wider perspective to our discussions and decisions. Just after our year-end we were also able to persuade Jo Wakeman, the recently retired Director, Large Business at HMRC, to join us as another very valuable addition to our number. We were very sorry to lose Brian Chapman as a Trustee just after the year end, but equally pleased that in July 2023 he joined the Senior Management team as Director of Finance and Infrastructure.

The length and strength of a chain is only as good as each individual link. But there would be no chain at all if we did not have the primary link: our funders. I should like to express our gratitude to HMRC, The Chartered Institute of Taxation, The Association of Tax Technicians, XPS and The Worshipful Company of Tax Advisers for their crucial annual support; and also the Trusts and Foundations, corporates, professional firms and individuals who have supported us financially, either directly or via Bridge the Gap. The contributions from our donors have not only been in money in but also in kind and I should also like to thank Blick Rothenberg, the Chartered Institute of Taxation, Deloitte, Macquarie, Norton Rose Fulbright, RELX, Women in Tax, and individual tax professionals for their generosity in organising or hosting seminars and other events, speaking at those events, providing legal advice and other consultancy services or supporting us in fundraising activities such as the London Legal Walk.

This is my last Chair's Report because I shall be stepping down at the Annual General Meeting. It has been a privilege and a great pleasure to serve Tax Help for Older People and I am pleased that I shall remain a Trustee for the time being.

One of the most important tasks of any office holder is to find a successor and I am delighted that Marian Drew has agreed to take over as Chair. She will, I am sure, bring a fresh approach and new insights into the role and I wish her every success. I hope that she finds her term of office as stimulating and rewarding as I have done.



P A Hamilton  
Chair of the Trustees

Dated: 1.11.23

## Tax Volunteers

### Trustees' Report

The trustees, who are directors for the purpose of company law, present the Annual Report together with the Financial Statements and Auditor's Report of the charitable company for the year ended 31 March 2023. The references and administrative information set out on page 1 forms part of this report. The charity is a company limited by guarantee and a registered charity, its governing documents are its Memorandum and Articles of Association.

#### **Public benefit and how our activities deliver it**

**We have a duty to report on our organisation's public benefit under section 4 of the Charities Act 2011. We are confident that we meet those public benefit requirements having taken into consideration the Charity Commission guidance.**

Our vision is 'To provide tax advice to all who need it'. We aim to achieve this by delivering the appropriate support to those in poverty, whether financial or by reference to other vulnerabilities, who would otherwise be unable to access help with tax problems. The assistance provided ranges from the provision of education through our third sector partners, to support on our helpline, our printed and digital materials, and includes our face to face meetings for the beneficiaries most in need. We believe therefore that we meet the public benefit requirements through this comprehensive range of activities, delivered through different channels to maximise the numbers of people that we can help.

In addition we work with HMRC to increase their awareness of the specific tax issues that impact our beneficiary demographic, with the purpose of ensuring that our knowledge and understanding of the tax administration system as it impacts older, unrepresented taxpayers with the lowest incomes, can benefit the wider public, beyond those who make direct contact with us.

#### **Objectives, activities and impact**

**Our objective as a charity is to help older people in poverty understand their tax better and to empower them to be able to manage their tax themselves. Through both our helpline service and our online presence we provide information to help people understand the parts of the tax system that apply to them and then take ownership of their tax problems.**

At the beginning of this year we were still facing the challenge of COVID-19 and the omicron variant, with its possible implications. Although by the end of the year the effects of the pandemic had subsided new challenges like the cost of living crisis took its place.

#### **Our Direct support and its impact**

Throughout the challenges our helpline supported people by phone and email. In 2022/23 we helped 7,592 new callers and received 1,797 emails from our beneficiaries.

The majority of these contacts present tax problems that can be resolved in just one phone call by our trained and compassionate staff. But complicated cases can take weeks or even months to resolve. However, for people in poverty, even the smallest saving can mean a lot, and a sudden tax bill can be devastating. We aim never to leave our beneficiaries with an unresolved case and we will work to ensure that our beneficiaries pay no more than the correct amount of tax.

In 2022/23 our beneficiaries received total refunds of £389,013 as a result of our intervention and our work achieved the cancellation of £80,746 in tax debt.

### ***Joan's story***

*Joan had recently been widowed. Without her husband's pension she was now trying to manage on a lower income that she had lived on in the past. She called our helpline agitated and distressed because she had a bill from HMRC, she had no savings to pay the bill. Neither could she understand why she had received it.*

*Our helpline adviser explained that following the death of her husband and the change in pension entitlement, a tax liability had arisen and the bill was correct. However, the adviser contacted HMRC detailing Joan's financial circumstances and as a result the tax debt was cancelled.*

### **Our digital support and its impact**

One of the consequences of the pandemic is the acceleration of the digitalisation of many government services including the tax administration system. As a consequence, during the year we worked with our sister charity, TaxAid and their partner Deloitte LLP to understand digital exclusion in the older population. A report published by the Centre for Ageing Better notes that 'Digital inclusion is not just about being online, it's also about building skills and confidence'. Being able to contact your grandchildren on zoom is not the same as being able to log into and manage your personal tax account.

We are working on how our services need to adapt to support older people manage in an increasingly digital environment, but in the meantime we recognise that some of our beneficiaries already choose to interact with us digitally. Our yearly page views are 310,626, yearly web users 134,558 and total social media users 1,676.

### **Our beneficiaries and their needs**

The 2022 Joseph Rowntree Poverty report found that rates of pensioner poverty are rising, with rates among older females rising slightly faster. Older women tend to have higher poverty rates due to living longer than males and often have a less complete national insurance contribution history and more gaps in their employment history, leading to lower pension benefits.

### ***Barbara's story***

*Surviving on a tiny income of just £3,000 a year, Barbara was struggling. She was taking handouts from friends just to get by. She was in her 70s, but due to outstanding tax returns, she had never claimed her state pension.*

*Barbara had retired in 2019 from her work as a dog behaviourist, but she had not completed her self-assessment tax returns since 2006. She confessed to us it was because she could not get her head around the paperwork.*

*Her close friend, Pat, reached out to us because she was concerned about Barbara's level of poverty. HMRC advised that they would need to receive her tax returns for the years from 2006/7 up until her retirement. We worked with them to complete and submit the tax returns for the most recent four years of working history. HMRC accepted these figures as enough evidence and no tax was found to be due on all the returns that were submitted.*

*Because of this, Barbara was no able to claim her state pension. She no longer had to survive in absolute poverty. She also received a large lump sum payment to cover the years that she did not claim her state pension. This was life changing for Barbara.*

*Barbara came back to us for support to ensure that she correctly paid the tax on her lump sum payment, no longer deciding to look the other way or bury her head in the sand. She was armed with the knowledge that she could deal with her tax problems and felt more confident in dealing with this second tax issue.*

## **Our advocacy and its impact**

Tax Help for Older People has a positive and cooperative relationship with HMRC, built over many years for the benefit of those we support. We share the trends that we see on the helpline and help to provide HMRC with an understanding of the barriers people in poverty can experience when trying to overcome tax problems.

We attend workshops and consultation discussions, participate in forums and other meetings with HMRC, and we are able to better advocate for our beneficiaries because of this close mutually beneficial relationship. Our relationship with HMRC ensures they will alert us when they plan to communicate on certain issues, where these issues will be likely to lead to more queries on our helpline. We can then be ready with help, guidance, and reassurance for those who are most in need.

We want to ensure that the tax issues that are specific to people in poverty are brought to the attention of HMRC, to drive the change and action that can help resolve these issues in the long-term.

## **Our work with our charity partners and its impact**

In August 2022 we started a project to increase the number of referrals from the voluntary and community sector (VCS), working with our partner charity TaxAid. We knew that other charities, community organisations, local authorities, social prescribers, faith-based organisations, housing associations, pension providers, and debt advisory bodies were speaking to people with tax problems but it wasn't always obvious where they could get help.

We needed to make sure that we kept our beneficiaries' needs and best interests at the heart of our work. We looked at how we communicated about our services, staff, and volunteers, and how they provide assistance with tax issues whilst still being compassionate and aware to each beneficiary's specific needs.

To this end we undertook outreach with VCS organisations all across the UK, from homelessness charities in London, to Age Friendly organisations in Londonderry, from Citizen's Advice advisers in Exeter to social prescribers in Birmingham. In total we have delivered twenty presentations on our work to more than 400 advisers, sign posters, and guiders all across the UK.

## **Our volunteers and their impact**

Our volunteers are the lifeblood of our organisation. They are tax professionals who want to give something back to society using their expert tax knowledge to do so. We are incredibly lucky to have such a brilliant team of volunteers supporting our beneficiaries, their work is invaluable and greatly appreciated by the people they help:

*'Spoke to a lovely lady about my Mum's (89) tax situation. She gave some good advice and afterwards I contact HMRC and resolved the issue. I would definitely recommend this service.'* (HB on Facebook)

*'I had been very worried by the letters I was receiving from the Tax Office and had no idea how to sort it. The person who guided me through this was so patient and helpful and now have a better understanding of how to organise things'* (Anonymous review)

## **Financial review**

### *Summary of position*

**The statement of Financial Activities for the year on page 14 shows a deficit of expenditure over income in the year of £14,257 (2021/22 – surplus £40,143). This is primarily due to a drop in income from Trusts and Foundations and an increase in staff costs.**

## Income

In the light of the cost-of-living crisis, funding applications took longer than usual to be considered given the pressure on trusts and foundations.

Face-to-face events were again limited. However we continued to generate income through virtual CPD events, made possible by the generosity of the CIOT (Chartered Institute of Taxation).

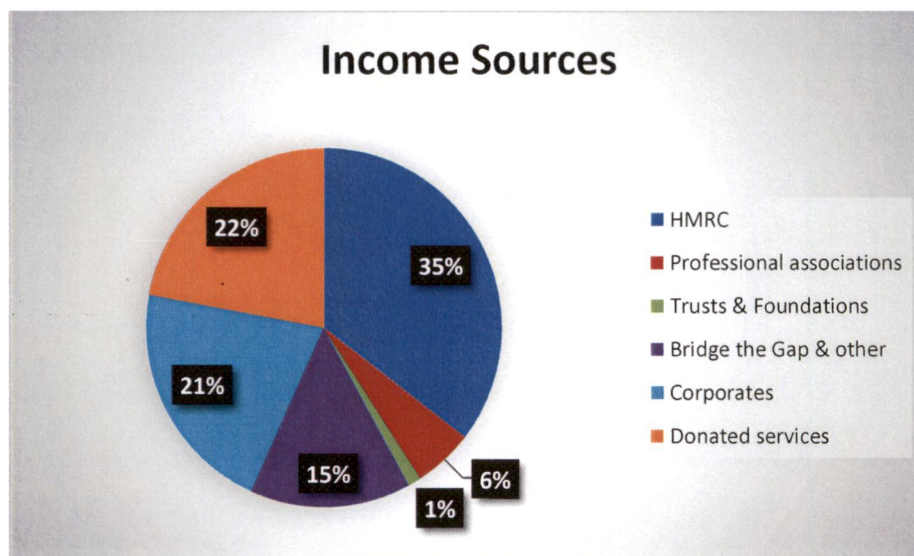
HMRC funding comprised the second year of its three-year grant period.

Tax Volunteers received funding from the CIOT & ATT (Association of Taxation Technicians) with the specific purpose of advancing tax education.

The support from our corporate partners continued, enabling us to help to demystify the taxation of pensions. We could also ensure that pensioners claimed all their allowances, and so helping those on the lowest incomes to maximise their pensions.

In September 2022 a group of tax professionals climbed Kilimanjaro which was an extreme challenge and raised around £28,000 for the Bridge the Gap campaign (shared 50:50 with TaxAid).

The total income from each source is shown below.



## Expenditure

Expenditure in the year ended 31 March 2023 (excluding donated services and facilities) amounted to £611,672, an increase of 6% over the previous year. This was primarily due to increased staff costs reflecting the need to pay higher salaries in the light of inflation.

As mentioned in last year's review, we reduced the size of our office from two floors to one with effect from August 2022. The cost savings from this were not fully realised in 2022/23 as there were some minor dilapidations, but the benefits will be felt in future years.

## Reserves

The free reserves at 31 March 2023 are £440,223 (21/22 £466,130) which is more than ten months' expected expenditure for the current year. This position is in line with our reserves policy which is to:

- Provide stability and the means for the development of the charity's principal objects; and
- In the long term, achieve a sufficient level of readily realisable fixed assets investments to provide a cushion equivalent to six months' operating expenditure.

## Risk

**The risks are managed by the periodic monitoring of the risk register which identifies the key risks and plans their mitigation.**

The primary risk facing the charity is financial instability created by the uncertainty around medium- to long-term funding. This arises from receiving substantial funding from one source, HMRC, but this is mitigated by diversifying income streams.

Our financial management procedures include the preparation of an annual budget and forecast with quarterly reporting against budget provided to the Board.

The trustees have given consideration to the major risks to which the charity is exposed and satisfied themselves that systems or procedures are established in order to manage those risks.

## Structure, governance and management

**The charity is managed by the Board of Trustees which meets quarterly. The Board delegates day to day management to the Chief Executive and the Senior Management Team.**

The directors of the charitable company are its trustees for the purposes of charity law. The names of the trustees who were in office during the year are listed on page 1. All members of the Trustee Board gave their time voluntarily and received no benefits from the charity.

The total number of trustees must not be less than three but is not subject to any maximum. New trustees are identified with the necessary specialist expertise and appropriate charitable, commercial, tax and legal experience to enrich the standing Board and are given induction and training by the current post holders. Trustees retire by rotation in accordance with the provisions of the Memorandum and Articles of association but someone who retires can be eligible for reappointment as a trustee.

Day-to-day management is delegated to our Chief Executive, Valerie Boggs, who is supported by the Senior Management Team whose responsibility is to work to the strategic plan which contains business, financial and service objectives.

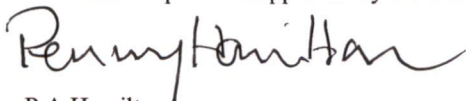
Tax Volunteers continues to work closely with TaxAid. The two charities share a Senior Management Team and work together under a collaboration agreement which not only achieves cost-efficiencies through sharing back-office services but also facilitates synergy between the two charities.

Remuneration for key management is set with reference to market rates for similar roles and responsibilities in the charitable sector, taking account of geographical differences.

## Disclosure of information to auditor

Each trustee has taken the required steps to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

The annual report was approved by the trustees of the charity on 11.11.23 and signed on its behalf by:



P A Hamilton  
Trustee

## Tax Volunteers

### Statement of Trustees' Responsibilities

The trustees (who are also the directors of Tax Volunteers 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), including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland".

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they 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 its 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 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, comprising FRS 102 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 charitable company will continue in business.

The trustees are responsible for keeping proper accounting records that can 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.

The trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

Approved by the trustees of the charity on 1.11.23 and signed on its behalf by:

  
P A Hamilton  
Trustee

## **Tax Volunteers**

### **Independent Auditor's Report to the Members and Trustees of Tax Volunteers**

#### **Opinion**

We have audited the financial statements of Tax Volunteers (the 'charity') for the year ended 31 March 2023, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, 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 United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2023 and of its results 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, the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

#### **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 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 original financial statements were 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 annual report, 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.

## **Tax Volunteers**

### **Independent Auditor's Report to the Members and Trustees of Tax Volunteers**

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.

#### **Opinion on other matter 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 Chair's Report and Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Chair's Report and Trustees' Report have 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Chair's Report and the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- adequate and proper 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 Statement of Trustees' Responsibilities (set out on page 9), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

#### **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.

## **Tax Volunteers**

### **Independent Auditor's Report to the Members and Trustees of Tax Volunteers**

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 extent to which the audit was considered capable of detecting irregularities including fraud**

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with directors and other management, and from our commercial knowledge and experience of the charities sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Companies Act 2006, Charities Act 2011, taxation legislation, data protection, employment and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, reviewing licenses, certificates and relevant correspondence including the inspection of legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- enquiring of management as to actual and potential litigation and claims.
- reading the minutes of meetings of those charged with governance; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

## Tax Volunteers

### Independent Auditor's Report to the Members and Trustees of Tax Volunteers

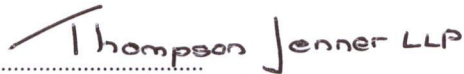
There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://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 charitable company's trustees, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's 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 charitable company and its trustees as a body, for our audit work, for this report, or for the opinions we have formed.

 Thompson Jenner LLP

Mr David Tucker (Senior Statutory Auditor)  
For and on behalf of Thompson Jenner LLP, Statutory Auditor

1 Colleton Crescent  
Exeter  
Devon  
EX2 4DG

Date: 3<sup>RD</sup> November 2023

## Tax Volunteers

### Statement of Financial Activities for the Year Ended 31 March 2023 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

2023	Note	Unrestricted £	Restricted £	Total 2023 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	304,847	313,233	618,080
Charitable activities	4	-	147,658	147,658
Investment income	5	896	-	896
Total Income		<u>305,743</u>	<u>460,891</u>	<u>766,634</u>
<b>Expenditure on:</b>				
Raising funds		(39,162)	-	(39,162)
Charitable activities		<u>(292,488)</u>	<u>(449,241)</u>	<u>(741,729)</u>
Total Expenditure	6	<u>(331,650)</u>	<u>(449,241)</u>	<u>(780,891)</u>
Net (expenditure)/income		<u>(25,907)</u>	<u>11,650</u>	<u>(14,257)</u>
Net movement in funds		(25,907)	11,650	(14,257)
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>466,130</u>	<u>1,071</u>	<u>467,201</u>
Total funds carried forward	18	<u>440,223</u>	<u>12,721</u>	<u>452,944</u>
<b>2022</b>				
	Note	Unrestricted £	Restricted £	Total 2022 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	197,189	343,300	540,489
Charitable activities	4	-	147,658	147,658
Investment income	5	20	-	20
Total Income		<u>197,209</u>	<u>490,958</u>	<u>688,167</u>
<b>Expenditure on:</b>				
Raising funds		(36,724)	-	(36,724)
Charitable activities		<u>(120,342)</u>	<u>(490,958)</u>	<u>(611,300)</u>
Total Expenditure	6	<u>(157,066)</u>	<u>(490,958)</u>	<u>(648,024)</u>
Net income		<u>40,143</u>	<u>-</u>	<u>40,143</u>
Net movement in funds		40,143	-	40,143
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>425,987</u>	<u>1,071</u>	<u>427,058</u>
Total funds carried forward	18	<u>466,130</u>	<u>1,071</u>	<u>467,201</u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2022 is shown in note 18.


The notes on pages 17 to 31 form an integral part of these financial statements.

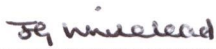
**Tax Volunteers**

**(Registration number: 04894491)  
Balance Sheet as at 31 March 2023**

	Note	2023 £	2022 £
<b>Fixed assets</b>			
Tangible assets	12	3,264	4,703
		3,264	4,703
<b>Current assets</b>			
Debtors	13	139,066	93,539
Cash at bank and in hand	14	351,426	414,586
		490,492	508,125
<b>Creditors: Amounts falling due within one year</b>	15	(40,812)	(45,627)
<b>Net current assets</b>		449,680	462,498
<b>Net assets</b>		452,944	467,201
<b>Funds of the charity:</b>			
<b>Restricted</b>		12,721	1,071
<b>Unrestricted income funds</b>			
Unrestricted		440,223	466,130
<b>Total funds</b>	18	452,944	467,201

The financial statements on pages 14 to 31 were approved by the trustees, and authorised for issue on 1.11.23 and signed on their behalf by:

  
 .....  
 P A Hamilton  
 Trustee

  
 .....  
 J G Whitehead ✓  
 Trustee

## Tax Volunteers

### Statement of Cash Flows for the Year Ended 31 March 2023

	Note	2023 £	2022 £
<b>Cash flows from operating activities</b>			
Net cash (expenditure)/income		(14,257)	40,143
<b>Adjustments to cash flows from non-cash items</b>			
Depreciation		3,780	3,438
Investment income	5	<u>(896)</u>	<u>(20)</u>
		(11,373)	43,561
<b>Working capital adjustments</b>			
(Increase)/decrease in debtors	13	(45,527)	1,008
Decrease in creditors	15	<u>(4,815)</u>	<u>(43,746)</u>
Net cash flows from operating activities		<u>(61,715)</u>	<u>823</u>
<b>Cash flows from investing activities</b>			
Interest receivable and similar income	5	896	20
Purchase of tangible fixed assets	12	(2,341)	(3,510)
Sale of tangible fixed assets		<u>-</u>	<u>935</u>
Net cash flows from investing activities		<u>(1,445)</u>	<u>(2,555)</u>
Net decrease in cash and cash equivalents		(63,160)	(1,732)
Cash and cash equivalents at 1 April		<u>414,586</u>	<u>416,318</u>
Cash and cash equivalents at 31 March		<u><u>351,426</u></u>	<u><u>414,586</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 17 to 31 form an integral part of these financial statements.

## **Tax Volunteers**

### **Notes to the Financial Statements for the Year Ended 31 March 2023**

#### **1 Charity status**

The charity is a charity limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation. The company was incorporated in England and Wales and also registered as a charity in Scotland, its registered office is Unit 10, Pineapple Business Park, Salway Ash, Bridport, Dorset, DT6 5DB.

#### **2 Accounting policies**

##### **Summary of significant accounting policies and key accounting estimates**

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

##### **Statement of compliance**

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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

##### **Basis of preparation**

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

##### **Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

##### **Income and endowments**

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably. Income derived from the provision of goods/services is stated after trade discounts, other sales taxes and net of VAT.

Grants receivable, which include grants of a general nature provided by government, are accounted for when evidence of unconditional entitlement is received except when they are subject to donor-imposed conditions. Grants received which impose regional restrictions are treated as contributing to the cost of providing free tax advice in that specified area and costs are apportioned on a quarterly basis commencing in the quarter following the quarter in which the grant was received. Income earned for the provision of tax services under agreement with commercial organisations is invoiced on a quarterly basis in arrears following the delivery of the service.

##### **Donations and legacies**

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

## **Tax Volunteers**

### **Notes to the Financial Statements for the Year Ended 31 March 2023**

#### ***Donated services and facilities***

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services, professional qualified tax personnel or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Donations of gifts, services and facilities include seconded employees, IT software and office space. Seconded staff's services are provided free of charge to the charity and the cost of their salary is incurred by a third party. IT software and office space are included at their estimate market value when donated.

#### ***Investment income***

Bank interest is recognised once the interest has been received.

#### ***Expenditure***

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

#### ***Raising funds***

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

#### ***Charitable activities***

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.

#### ***Support costs***

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of the personnel involved with each activity.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2023

	2023	2022
Advice services	83%	83%
Tax education	5%	6%
Cost of raising funds	7%	7%
Governance costs	5%	4%

#### Governance costs

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees meetings and reimbursed expenses.

#### Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

#### Tangible fixed assets

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

#### Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Leasehold improvements	Straight line over the life of the lease
Office equipment	4 years straight line
Computer equipment	4 years straight line
Call-centre equipment	4 years straight line

#### Trade debtors

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

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

#### Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

## **Tax Volunteers**

### **Notes to the Financial Statements for the Year Ended 31 March 2023**

#### **Trade creditors**

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

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

#### **Fund structure**

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

#### **Pensions and other post retirement obligations**

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

#### **Financial instruments**

##### *Classification*

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

## **Tax Volunteers**

### **Notes to the Financial Statements for the Year Ended 31 March 2023**

#### ***Recognition and measurement***

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

#### ***Impairment***

At the end of each reporting period financial assets measured at amortised cost are assessed for objective evidence of impairment. If an asset is impaired the impairment loss is the difference between the carrying amount and the present value of the estimated cash flows discounted at the asset's original effective interest rate. The impairment loss is recognised in the statement of financial activities.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2023

#### 3 Income from donations and legacies

	Unrestricted funds		Total 2023 £	Total 2022 £
	General £	Restricted funds £		
HM Revenue & Customs	-	271,583	271,583	270,000
Chartered Institute of Taxation	-	30,000	30,000	30,000
Association of Taxation Technicians	-	11,650	11,650	13,300
XPS	15,000	-	15,000	15,000
The Julia and Hans Rausing Trust	-	-	-	30,000
Tax Advisers' Charitable Trust	4,000	-	4,000	4,000
The Beeching Trust	5,000	-	5,000	-
Gift aid and other donations	111,628	-	111,628	106,709
Donated facilities and services	169,219	-	169,219	71,480
<b>Total income 2023</b>	<b>304,847</b>	<b>313,233</b>	<b>618,080</b>	<b>540,489</b>
<b>Total income 2022</b>	<b>197,189</b>	<b>343,300</b>	<b>540,489</b>	

Other donations includes 50% of the following amounts greater than £3,000 received through Bridge The Gap. This is a joint initiative set up by Tax Volunteers and TaxAid UK, whereby amounts received are split equally between the two charities.

	2023 £	2022 £
Deloitte	14,352	13,146
Freshfields	-	9,986
Kathleen Beryl Sleigh Charitable Trust	5,000	5,000
London Legal Support	3,537	4,176
Norton Rose	5,000	-
Tax Advisers' Charitable Trust (the Worshipful Company of Tax Advisers)	4,000	4,000
Virtual CPD Events	18,882	25,210

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2023

#### 4 Income from charitable activities

	Restricted funds £	Total 2023 £	Total 2022 £
AVIVA Life Services Ltd	32,650	32,650	32,650
Rothsay Life	84,000	84,000	84,000
Mineworkers Pension Scheme & British Coal Staff Superannuation Scheme	31,008	31,008	31,008
	147,658	147,658	147,658

#### 5 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income; Interest receivable on bank deposits	896	896
<b>Total for 2023</b>	896	896
<b>Total for 2022</b>	20	20

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2023

#### 6 Expenditure on charitable activities

	Cost of raising funds £	Tax advice £	Tax education £	Governance costs £	Support costs £	Total 2023 £	Total 2022 £
Staff costs	18,584	237,358	13,368	13,694	188,126	471,130	439,406
Gifts in kind	-	169,219	-	-	-	169,219	71,480
Depreciation	-	-	-	-	3,780	3,780	3,438
Telephone	-	13,808	-	-	-	13,808	15,895
Postage and stationery	-	1,580	-	-	2,130	3,710	4,822
Advertising	-	-	-	-	-	-	972
Legal and professional fees	-	-	-	7,921	280	8,201	8,071
Volunteer expenses	-	2,851	-	723	-	3,574	1,927
Rent, rates and services	-	25	-	-	37,207	37,232	47,034
Bank charges	-	-	-	-	222	222	307
Audit	-	-	-	6,000	-	6,000	6,910
Insurance	-	-	-	409	2,993	3,402	2,808
Repairs and maintenance	-	-	-	-	9,224	9,224	1,431
Staff travel and training	-	1,378	-	-	7,268	8,646	6,486
Computer costs	-	-	-	-	42,076	42,076	35,825
Bridge The Gap event expenses	-	-	-	-	-	-	455
Sundry	-	-	-	-	667	667	757
	<u>18,584</u>	<u>426,219</u>	<u>13,368</u>	<u>28,747</u>	<u>293,973</u>	<u>780,891</u>	<u>648,024</u>
Support costs	<u>20,578</u>	<u>243,997</u>	<u>14,699</u>	<u>14,699</u>	<u>(293,973)</u>	<u>-</u>	
Total expenditure 2023	<u>39,162</u>	<u>670,216</u>	<u>28,067</u>	<u>43,446</u>	<u>-</u>	<u>780,891</u>	
Total expenditure 2022	<u>36,724</u>	<u>543,376</u>	<u>31,234</u>	<u>36,690</u>	<u>-</u>	<u>648,024</u>	

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2023

#### 7 Net incoming/outgoing resources

Net (outgoing)/incoming resources for the year include:

	2023	2022
	£	£
Operating leases - other assets	(34,541)	(37,264)
Audit fees	(6,000)	(6,910)
Depreciation of fixed assets	<u>(3,780)</u>	<u>(3,438)</u>

#### 8 Trustees' remuneration and expenses

No trustees, nor any persons connected with any trustee, has received any remuneration from the charity during the year.

The trustees' travelling expenses are reimbursed in respect of expenses incurred on charity business. In the year 3 trustees (2022 - 1) claimed reimbursement of travelling and accommodation expenses totalling £723 (2022 - £56).

#### 9 Staff costs

The aggregate payroll costs were as follows:

	2023	2022
	£	£
<b>Staff costs during the year were:</b>		
Wages and salaries	391,955	396,005
Social security costs	34,614	23,840
Pension costs	14,656	18,646
Other staff costs	<u>29,905</u>	<u>915</u>
	<u>471,130</u>	<u>439,406</u>

The monthly average number of persons employed by the charity or working for the benefit of the charity, including those on joint employment contracts with TaxAid UK ((Note 21) which includes the senior management team), was 23 (2022 - 24).

The monthly average number of persons employed by the charity or working for the benefit of the charity, expressed as full-time equivalents was as follows:

	2023	2022
	No	No
Raising funds	0.6	0.6
Advice services	7.3	8.1
Tax education	0.4	0.5
Support	5.8	5.8
Governance	<u>0.4</u>	<u>0.4</u>
	<u>14.5</u>	<u>15.4</u>

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2023

During the year, the charity made redundancy and/or termination payments which totalled £5,040 (2022 - £Nil). The termination payments made comprised ex-gratia payments made under settlement agreements during the period.

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £43,332 (2022 - £39,816) which includes the grossing up of costs to cover travelling between two places of work.

#### 10 Auditors' remuneration

	2023 £	2022 £
Audit of the financial statements	<u>6,000</u>	<u>6,000</u>
<b>Other fees to auditors</b>		
All other non-audit services	<u>3,860</u>	<u>3,860</u>

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2023

#### 11 Taxation

The charity is a registered charity and is therefore exempt from corporation tax on its income.

#### 12 Tangible fixed assets

	Leasehold improvements £	Office equipment £	Computer equipment £	Call-centre equipment £	Total £
<b>Cost</b>					
At 1 April 2022	10,905	31,433	40,991	19,916	103,245
Additions	-	-	2,341	-	2,341
Disposals	<u>(10,251)</u>	<u>(26,016)</u>	<u>(27,821)</u>	<u>(14,655)</u>	<u>(78,743)</u>
At 31 March 2023	<u>654</u>	<u>5,417</u>	<u>15,511</u>	<u>5,261</u>	<u>26,843</u>
<b>Depreciation</b>					
At 1 April 2022	10,905	31,279	37,417	18,941	98,542
Charge for the year	-	154	2,651	975	3,780
Eliminated on disposals	<u>(10,251)</u>	<u>(26,016)</u>	<u>(27,821)</u>	<u>(14,655)</u>	<u>(78,743)</u>
At 31 March 2023	<u>654</u>	<u>5,417</u>	<u>12,247</u>	<u>5,261</u>	<u>23,579</u>
<b>Net book value</b>					
At 31 March 2023	<u>-</u>	<u>-</u>	<u>3,264</u>	<u>-</u>	<u>3,264</u>
At 31 March 2022	<u>-</u>	<u>154</u>	<u>3,574</u>	<u>975</u>	<u>4,703</u>

#### 13 Debtors

	2023 £	2022 £
Trade debtors	15,527	38,622
Prepayments	5,480	17,446
Other debtors	<u>118,059</u>	<u>37,471</u>
	<u>139,066</u>	<u>93,539</u>

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2023

#### 14 Cash and cash equivalents

	2023	2022
	£	£
Cash at bank	<u>351,426</u>	<u>414,586</u>

#### 15 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	2,066	2,917
Other taxation and social security	5,674	6,873
Other creditors	5,588	5,587
Accruals	<u>27,484</u>	<u>30,250</u>
	<u>40,812</u>	<u>45,627</u>

#### 16 Obligations under leases and hire purchase contracts

##### Operating lease commitments

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

	2023	2022
	£	£
<b>Land and buildings</b>		
Within one year	21,450	11,964
Between one and five years	<u>28,600</u>	<u>-</u>
	<u>50,050</u>	<u>11,964</u>
<b>Other</b>		
Within one year	<u>3,208</u>	<u>3,840</u>

#### 17 Pension and other schemes

##### Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £14,656 (2022 - £18,646).

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2023

#### 18 Funds

	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Balance at 31 March 2023 £
<b>Unrestricted funds</b>				
<i>General</i>				
General fund	466,130	305,743	(331,650)	440,223
<b>Restricted funds</b>				
HM Revenue & Customs	-	271,583	(271,583)	-
Aviva Life Services Ltd	-	32,650	(32,650)	-
Chartered Institute of Taxation Association of Taxation Technicians	-	30,000	(30,000)	-
Esmée Fairbairn	1,071	-	-	1,071
Rothsay Life	-	84,000	(84,000)	-
Mineworkers Pension Scheme & British Coal Staff Superannuation Scheme	-	31,008	(31,008)	-
<b>Total restricted funds</b>	<u>1,071</u>	<u>460,891</u>	<u>(449,241)</u>	<u>12,721</u>
<b>Total funds</b>	<u><u>467,201</u></u>	<u><u>766,634</u></u>	<u><u>(780,891)</u></u>	<u><u>452,944</u></u>

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2023

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Balance at 31 March 2022 £
<b>Unrestricted funds</b>				
<i>General</i>				
General fund	425,987	197,209	(157,066)	466,130
<b>Restricted</b>				
HM Revenue & Customs	-	270,000	(270,000)	-
Aviva Life Services Ltd	-	32,650	(32,650)	-
Chartered Institute of Taxation Association of Taxation Technicians	-	30,000	(30,000)	-
Esmée Fairbairn	1,071	-	-	1,071
Julia and Hans Rausing Trust	-	30,000	(30,000)	-
Rothsay Life	-	84,000	(84,000)	-
Mineworkers Pension Scheme & British Coal Staff Superannuation Scheme	-	31,008	(31,008)	-
<b>Total restricted funds</b>	<u>1,071</u>	<u>490,958</u>	<u>(490,958)</u>	<u>1,071</u>
<b>Total funds</b>	<u><u>427,058</u></u>	<u><u>688,167</u></u>	<u><u>(648,024)</u></u>	<u><u>467,201</u></u>

The specific purposes for which the funds are to be applied are as follows:

#### Advice services

This fund represents income which is for delivering the main charitable purpose of Tax Volunteers, that of advising older low income clients and the generalist voluntary sector on tax matters.

#### Tax education

This fund represents income provided to improve access to information on tax so that older people on low incomes are aware of their rights and responsibilities under the tax system. It is delivered through conferences, seminars, training and the Tax Volunteers website. The funds from the Chartered Institute of Taxation and the Association of Tax Technicians are exclusively for tax education. Other restricted and unrestricted funds deliver both advice services and tax education.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2023

#### 19 Analysis of net assets between funds

	Unrestricted		Total funds at 31 March 2023
	General £	Restricted £	
Tangible fixed assets	3,264	-	3,264
Current assets	477,771	12,721	490,492
Current liabilities	<u>(40,812)</u>	<u>-</u>	<u>(40,812)</u>
Total net assets	<u>440,223</u>	<u>12,721</u>	<u>452,944</u>

	Unrestricted		Total funds at 31 March 2022
	General £	Restricted £	
Tangible fixed assets	4,703	-	4,703
Current assets	507,054	1,071	508,125
Current liabilities	<u>(45,627)</u>	<u>-</u>	<u>(45,627)</u>
Total net assets	<u>466,130</u>	<u>1,071</u>	<u>467,201</u>

#### 20 Analysis of net funds

	At 1 April 2022	Financing cash flows	At 31 March 2023
	£	£	£
Cash at bank and in hand	<u>414,586</u>	<u>(63,160)</u>	<u>351,426</u>
Net debt	<u>414,586</u>	<u>(63,160)</u>	<u>351,426</u>

#### 21 Related party transactions

TaxAid UK, a related party by virtue of shared CEO, Valerie Boggs, operated the payroll on behalf of Tax Volunteers during the year in relation to employees held on joint employment contracts. Payroll costs for the year and recharged from TaxAid UK to Tax Volunteers totalled £441,225 (2022 - £437,297). No amounts were outstanding at the year end in respect of payroll costs.

During the year, income totalling £92,672 (2022 - £87,224) was collected by TaxAid UK on behalf of Tax Volunteers in connection with the Bridge The Gap fundraising initiative. Expenses totalling £nil (2022 - £455) were also incurred by TaxAid UK in connection with the project. At the year end, the amount due from TaxAid UK, included in other debtors in the financial statements, was £36,277 (2022 - £10,693). A further £37,520 (2022 - £3,157) included within other debtors is due from TaxAid UK in relation to recharged shared costs and £23,461 (2022 - £8,674) included within other creditors is due to TaxAid UK in relation to recharged shared costs.

Donations were received from Trustees during the year totalling £6,200. No restrictions have been attached to these donations.

**TAX VOLUNTEERS**

England & Wales - Charity number 1102276

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# Accounts

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Company registration number: 04894491

Charity registration number: 1102276 (England & Wales) and SCO 45819 (Scotland)

# Tax Volunteers

known as

Tax Help For Older People

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2022

## Tax Volunteers

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## **Tax Volunteers**

### **Reference and Administrative Details**

<b>Trustees</b>	P A Hamilton A M Delorie S Mitha CBE J G Whitehead C S Muir A M Mollett B Chapman
<b>Secretary</b>	J W M Crump
<b>Chief Executive Officer</b>	V Boggs
<b>Registered Office</b>	Unit 10 Pineapple Business Park Salway Ash Bridport Dorset DT6 5DB
<b>Charity Registration Number</b>	1102276 in England & Wales and SCO 45819 Scotland
<b>Company Registration Number</b>	04894491
<b>Auditor</b>	Thompson Jenner LLP Statutory Auditors 1 Colleton Crescent Exeter Devon EX2 4DG

## Tax Volunteers

### Chair's Report for the Year Ended 31 March 2022

At the beginning of this financial year the charity was still facing the challenge of the Omicron variant and its possible implications. By the end, we had learned to live with the pandemic and were getting to grips with the “new normal”. In many ways the year has been one of consolidation as we got used to the new ways of working we had developed in response to the pandemic, in particular the efficiencies of working more closely with TaxAid. As ever, all we accomplished was thanks to the four pillars which support our vital work: our staff, our volunteers, our donors and our trustees.

The many letters and cards from grateful clients, whose lives have been changed by the help we have given, are testimony to the skill and compassion of our front-line staff, one of our four pillars. As you will see from the Trustees' Report, this year they dealt with 14,000 calls. The dedication and flexibility which all our staff displayed when the pandemic struck were just as apparent this year. In addition to operating the new triage service for TaxAid, they have had to learn to do their job in a different way, working mostly from home and using new cloud-based client-handling technology. Hybrid working is likely to continue in the longer term, with the accompanying challenge of retaining the ethos of teamwork and personal interaction which has always been a feature of the charity. It is thanks to our CEO and her Senior Management Team that, in spite of these changes, it has been very much “business as usual”.

Our band of 300 volunteers is the second pillar of the work of the charity, providing personal contact with individual clients. As one volunteer commented recently, the most rewarding part of the work is often being able to help lift the burden of a tax issue from the shoulders of someone who is already coping with many other problems. All our volunteers are tax professionals who want to give something back. Traditionally, they have been those towards, or at the end of, their professional lives. They have now been joined by an increasing number of younger practitioners whose firms can see the benefit of encouraging them to volunteer for us. We are grateful to all volunteers, young and old, for their commitment and effort. We could not operate without them.

Nothing we accomplished this year would have been possible without the generosity of third pillar, our donors, who underpin the hard work of our staff and volunteers. I should like to thank HMRC, The Chartered Institute of Taxation, The Association of Tax Technicians and The Worshipful Company of Tax Advisers for their annual donations, as well all the Trusts and Foundations, corporates, professional firms and individual donors who have supported us financially, either directly or via Bridge the Gap. The generosity of our donors is not limited to money and I should also like to thank the Chartered Institute of Taxation, Deloitte, Freshfields, KPMG, Norton Rose, PWC, Slaughter and May, RELX, MacFarlanes and individual tax professionals for their much-needed contributions in the form of staff volunteers, consultancy services, legal advice, and lectures.

The fourth pillar is our Board. I am grateful to my fellow trustees for their expertise, energy and enthusiasm in supporting the charity, in some cases as volunteers and donors as well. At the Annual General Meeting we shall be losing two valuable and long serving trustees, Alison Delorie and Sam Mitha. I should like to thank them for all the support they have given to the charity and their fellow Board members. Their contribution will be greatly missed.

Having looked back over the financial year, I should like to conclude by looking forward. Poverty is increasing, and is bound to create greater demand for our services. In addition, the current HMRC proposals for “Making Tax Digital”, which will impose compulsory electronic filing for the self employed and landlords from 2024, will affect digitally-challenged elderly people. One of our tasks in the coming year is to determine how we can best reach out to them.

## Tax Volunteers

### Chair's Report for the Year Ended 31 March 2022

There will may be other challenges to meet but, with the continuing support of all four pillars, Tax Help for Older People will continue to support vulnerable people who need tax advice but cannot afford to pay for it.



Penny Hamilton

Chair of the Trustees

Dated: 14.11.22

## Tax Volunteers

### Trustees' Report

The charity is a company limited by guarantee and a registered charity, its governing documents are its Memorandum and Articles of Association. The trustees, who are directors for the purpose of company law, present the Annual Report together with the Financial Statements and Auditor's Report of the charitable company for the year ended 31 March 2022. The references and administrative information set out on page 1 form part of this report.

#### Public benefit and how our activities deliver it

**We have a duty to report on our organisation's public benefit under s.4 of the Charities Act 2011. We are confident that we meet the public benefit requirements having taken into consideration the Charity Commission guidance.**

Our vision is to: 'Provide tax help to all who need it'. During the year we reached out to our beneficiary groups: which are those in poverty, whether financial or by reference to other vulnerabilities, including digital poverty. In addition, we reached out to third sector partners, listened to their needs, provided information, education and referral routes, and supported our beneficiaries through our helpline, backed up by our digital materials and both telephone and in person face to face appointments. We believe therefore that we have been able to meet the public benefit requirements through the comprehensive range of activities delivered through different channels to maximise the number of people we can help.

Our work with HMRC, as detailed below, illustrates the breadth of the benefit of our work across the wider public, beyond those who make direct contact with us.

#### Objectives, activities and impact

##### *Objectives*

**Tax Volunteers provides a unique service offering free, expert and independent tax help and advice direct to vulnerable, disadvantaged, older people in need, helping them to understand and manage their tax finances and releasing them from the stress and anxiety caused by unresolved tax problems. To meet this objective our resources are focused on providing a service that is easily accessible and meets the specific needs of older taxpayers.**

##### *Our core activity*

Joan called our helpline agitated and distressed because she had a bill from HMRC for £560. She had been recently widowed and without her husband's pension she was trying to manage on a lower income than in the past and didn't have any savings to pay the bill. Neither could she understand why she had received the bill. The helpline adviser was able to explain that following the death of her husband and the change in pension entitlement, a tax liability had arisen and the bill was correct. However the adviser got in touch with HMRC detailing Joan's financial circumstances and as a result HMRC cancelled the debt.

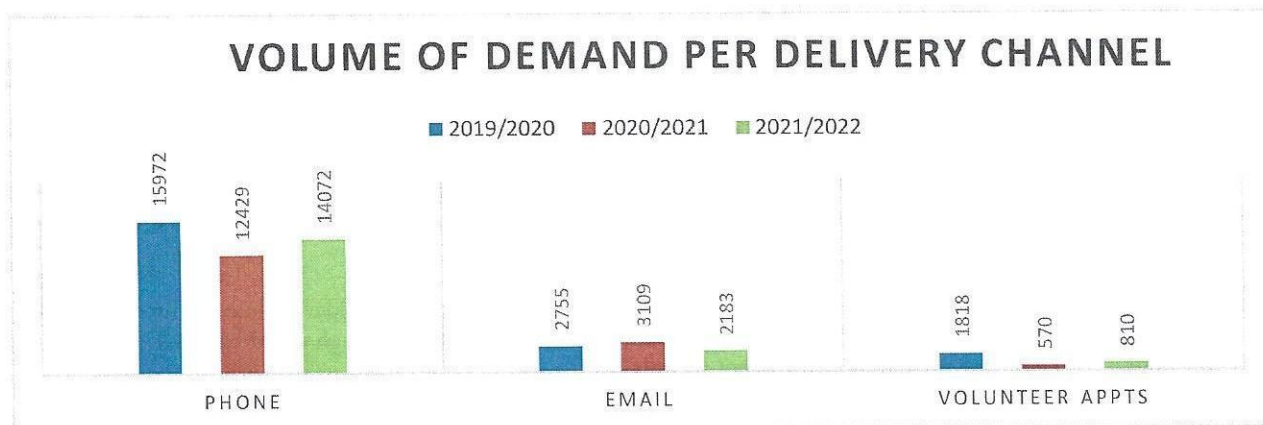
Joan, in common with many of our callers is over 85. Research shows that 'older consumers who are vulnerable are at risk of harm as a result of access barriers, insufficiently tailored customer service and financial exclusion. The older old (aged over 85) are potentially subject to higher risks of exclusion and harm than other groups.'<sup>1</sup> Our helpline took over 14,000 calls in 2021/22 from people just like Joan and the advisers are therefore experienced at providing the reassurance and support that Joan and others need. As Tax Help specialize in providing a service only for older people, the delivery of the service is tailored to the specific needs of older, vulnerable people the demand for which is expected to grow as the population of older people increases. According to the 'The Health Foundation 2021 report on 'Our ageing population: how ageing affects health and care need in England', in the next 25 years, the number of people older than 85 will double.

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<sup>1</sup> FCA:Occasional Paper 8

Our service is delivered primarily through our telephone helpline, a format that our beneficiaries are familiar with and are confident using. Nevertheless, some of our beneficiaries continue to send letters and complete paper tax returns, and where this is the format that best suits their needs we provide the necessary support. We also provide digital support using email and, working with our volunteers, provide face to face meetings.

In 2021/22 our group of over 300 volunteers, based throughout the UK, needed to become increasingly adaptable as we had to adjust how we delivered our service to manage our resources through the impact of the pandemic. The volunteers provided exceptional support when we sought their help to answer emails as well as post and, when restrictions allowed, returned to face to face support when that was the support that our beneficiaries needed.



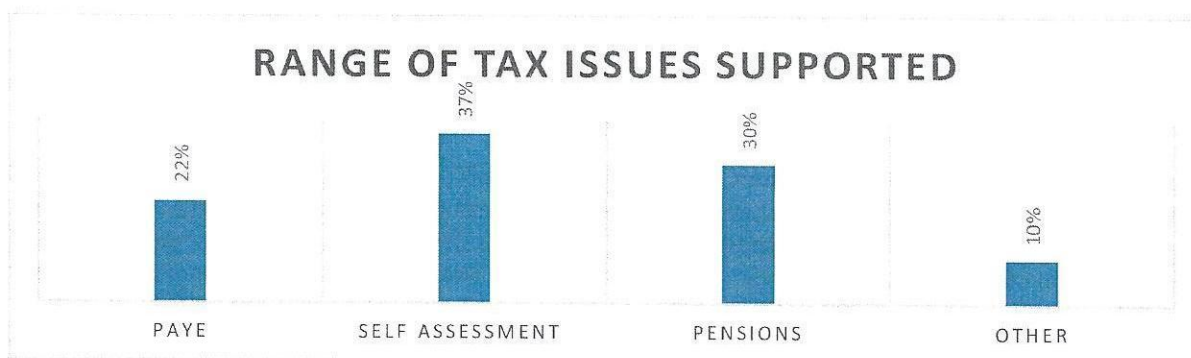
The benefit of being digitally connected was clearly demonstrated throughout the pandemic, yet also evidenced was the challenge of digital interaction for older people. A report published by the Centre for Ageing Better,<sup>2</sup> notes that 'Digital inclusion is not just about being online, it's also about building skills and confidence.' Being able to contact your grandchildren on zoom is not the same as logging in to your personal tax account.

To ensure that the needs of not only our beneficiaries, but also the wider and growing population of older people, are effectively communicated to HMRC as they develop digital services, we attend multiple meetings and forums, sharing our experience of meeting the needs of older people. In addition we feedback more formally in our responses to HMRC and OTS consultations during the year.

Our feedback is not confined to the reasonable adjustments that are needed to meet the needs of the older old, but also the tax issues that are frequently associated with older people. Some of the issues for our beneficiaries are related to the life events that can give rise to increased vulnerability. We know from ONS data that the most common age at death is 86.7 for males and 89.3 for females and therefore, frequently we provide support and reassurance to widows when they have to manage financial challenges following the death of their husband. The tax issue that can arise follows when their state pension is uplifted and they become entitled to a surviving spouse's private pension. What this means in the year of change is that the tax code has to change and, dependent on timing and the accuracy of the information HMRC has, a tax underpayment can occur. In addition to which, if marriage allowance was applicable, it will not be available after the year of death. These changes can result in a bill from HMRC at a time of financial hardship, when the costs of running the home may remain the same but there is an overall reduction in income.

Supporting our callers with tax issues arising from pension income and completing the necessary self-assessment return are the most frequent tax issues we advise on.

<sup>2</sup> on 'Covid-19, the digital divide' published by the Centre for Ageing Better,



The need for support of income tax issues is not driven by complexity, but by the vulnerability and poverty that can occur in older age. 'Pensioner Poverty rates are rising and poverty among older females is rising slightly faster than poverty among older males. Older females have higher poverty rates as they generally live longer than males and more often have a less complete national insurance contribution history and more gaps in their employment history.'<sup>3</sup>

To continue to be able to provide our essential, beneficiary focused service to older people we have worked to reduce our costs decreasing our office space and facilitating hybrid working through cloud based IT solutions for managing our calls, and maintaining our client records.

The focus on our beneficiary need is recognized by our callers who consistently get in touch in gratitude:

'We cannot thank your organisation enough for solving our seemingly insurmountable problem (which has caused us both a great deal of stress, and possibly contributed to my recent stroke). We hope you will accept, once again, our most sincere thanks!'

## **Financial review**

### *Summary of position*

**The statement of Financial Activities for the year on page 14 shows a surplus of income over expenditure in the year of £40,143 (2020/21 – surplus £132,757). The maintenance of the surplus was achieved by managing costs, despite a fall in income. The year end position showed an increase in unrestricted reserves to 9 months cash expenditure.**

### *Income*

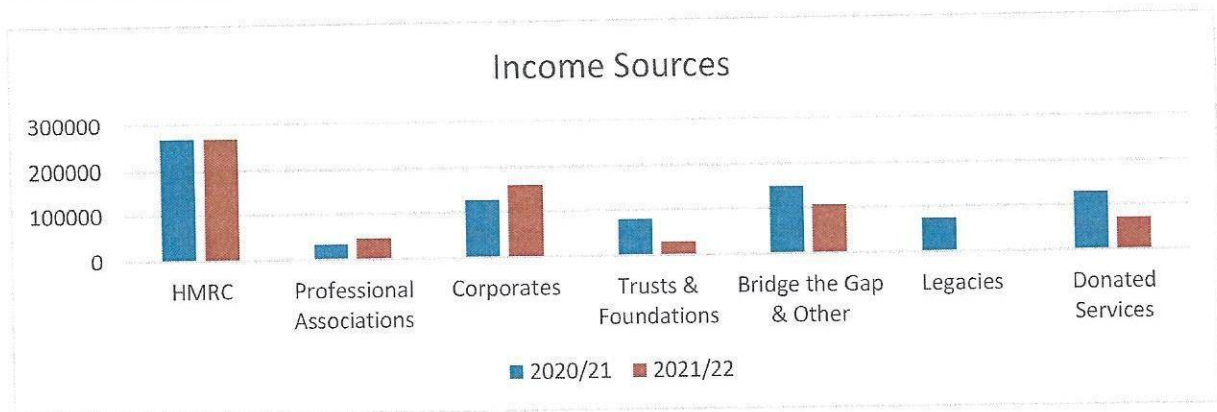
The total cash income amounted to £616,687 (2020/21 £738,944, of which £74,920 arose from the legacy received in 2020/21). The reduction, discounting the legacy, amounting to £47,337, reflected the increased difficulty of continuing to raise funds directly from supporters through virtual events and appeals in the second year of the pandemic.

Tax Volunteers had been successful in receiving strong support for its appeal for funding in the first year of the pandemic, and in the 2021/22 financial year were again supported strongly by the Chartered Institute of Taxation (CIOT), and the Association of Taxation Technicians (ATT), focussing on the objective to advance tax education. We were also successful in receiving continuation funding from the Julia and Hans Rausing Trust as well as continued support from the Worshipful Company of Tax Advisers.

In this, the second year of the pandemic, it was still not possible to plan or attend face to face fundraising events and the fundraising campaign, run for the joint benefit of Tax Volunteers and TaxAid, also found that the enthusiasm to run and attend virtual fundraising events had diminished. This trend applied not only to charity organised events, but also to those of our corporate supporters. However, the routine of delivering a programme of virtual CPD events, started in 2020/21 was continued successfully in 2021/22. As a result of these factors the net position was an overall reduction in the income to the Bridge the Gap campaign,

<sup>3</sup> Joseph Rowntree Poverty Report 2022

The total income from each source is shown below.



### *Expenditure*

Expenditure in the year ended 31 March 2022 (excluding donated services and facilities) amounted to £576,544, 4.9% less than the previous year. This reduction in expenditure was planned and expenditure on recruitment frozen in the second six months of the year when the difficulty of hitting targets from virtual events other than CPD events was clear. This maintained the surplus position but delayed anticipated development in the charity.

As the hybrid working model developed the decision was taken to reduce the size of the office, and a new lease was arranged from August 2022 to occupy one floor rather than the two that had previously been rented at Unit 1, Pineapple Business Park. While the impact of this cost saving was not realised in 2021/22, the move to a new phone supplier to further facilitate the hybrid working model did reduce spend on phone charges by 50% in 2021/22. It should also be noted that during the year the continued COVID restrictions continued to limit volunteer support and pro bono support from the tax profession, reflected in the decreased Gift in Kind value.

Supporting staff during the pandemic and recognising the value of their critical contribution to the success of the charity was a key objective and as result Tax Volunteers became a Living Wage Employer in 2022, joining over 11,000 UK businesses who believe their staff deserve a wage which meets everyday needs - like the weekly shop, or a surprise trip to the dentist. In addition, Tax Volunteers also established a career pathway to provide staff with support to take the first steps in a career in tax. The cost of these initiatives was included in the budgeted costs.

### *Reserves*

The free reserves at 31 March 2022 are £466,130 (2020/21 £425,987) which is more than nine months expected expenditure for the current year. This position is in line with our reserves policy which is to:

- Provide stability and the means for the development of the charity's principal objects; and
- In the long term, achieve a sufficient level of readily realisable fixed assets investments to provide a cushion equivalent to six months' operating expenditure.

### **Risk**

**The risks are managed by the periodic monitoring of the risk register which identifies the key risks and plans their mitigation.**

The primary risk facing the charity is financial instability created by the uncertainty around medium- to long-term funding. This arises from receiving substantial funding from one source, HMRC, but this is mitigated by diversifying income streams.

Our financial management procedures include the preparation of an annual budget and forecast with quarterly reporting against budget provided to the Board.

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

**The charity is managed by the Board of Trustees which meets quarterly. The Board delegates day to day management to the Chief Executive and the Senior Management Team.**

The directors of the charitable company are its trustees for the purposes of charity law. The names of the trustees who were in office during the year are listed on page 1. All members of the Trustee Board gave their time voluntarily and received no benefits from the charity. 1 trustee received reimbursed expenses from the charity during the year as detailed in note 9.

The total number of trustees must not be less than three but is not subject to any maximum. New trustees are identified with the necessary specialist expertise and appropriate charitable, commercial, tax and legal experience to enrich the standing Board and are given induction and training by the current post holders. Trustees retire by rotation in accordance with the provisions of the Memorandum and Articles of Association, but subject to charity good practice someone who retires can be eligible for reappointment as a trustee.

Day-to-day management is delegated to our Chief Executive, Valerie Boggs, who is supported by the Senior Management Team whose responsibility is to work to the strategic plan which contains business, financial and service objectives.

Tax Volunteers continues to work closely with TaxAid. The two charities share the same Senior Management Team and work together under a collaboration agreement which not only achieves cost-efficiencies through sharing back-office services, but also facilitates synergy between the two charities.

Remuneration for key management is set with reference to market rates for similar roles and responsibilities in the charitable sector, taking account of geographical differences.

**Disclosure of information to auditor**

Each trustee has taken the required steps to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

The annual report was approved by the trustees of the charity on ~~14.11.22~~..... and signed on its behalf by:



P A Hamilton  
Trustee

## Tax Volunteers

### Statement of Trustees' Responsibilities

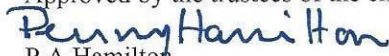
The trustees (who are also the directors of Tax Volunteers for the purposes of company law) are responsible for preparing the Trustees' Report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and 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 charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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.

Approved by the trustees of the charity on 14.11.22 and signed on its behalf by:

  
P A Hamilton  
Trustee

## Tax Volunteers

### Independent Auditor's Report to the Members and Trustees of Tax Volunteers

#### Opinion

We have audited the financial statements of Tax Volunteers (the 'charity') for the year ended 31 March 2022, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, 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 United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022 and of its results 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, the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

#### 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 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 the provisions available for small entities, in the circumstances set out in note to the financial statements, 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 original financial statements were 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 annual report, 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.

## **Tax Volunteers**

### **Independent Auditor's Report to the Members and Trustees of Tax Volunteers**

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.

#### **Opinion 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 Chair's Report and Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Chair's Report and Trustees' Report have 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 charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Chair's Report and the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- adequate and proper 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 Statement of Trustees' Responsibilities (set out on page 9), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

#### **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.

## Tax Volunteers

### Independent Auditor's Report to the Members and Trustees of Tax Volunteers

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 extent to which the audit was considered capable of detecting irregularities including fraud**

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with directors and other management, and from our commercial knowledge and experience of the charities sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Companies Act 2006, Charities Act 2011, taxation legislation, data protection, employment and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, reviewing licenses, certificates and relevant correspondence including the inspection of legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- enquiring of management as to actual and potential litigation and claims.
- reading the minutes of meetings of those charged with governance; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

## Tax Volunteers

### Independent Auditor's Report to the Members and Trustees of Tax Volunteers

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

#### Use of this 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, and to the charitable company's trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006 (as amended). Our audit work has been undertaken so that we might state to the charity's members and 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 charitable company, the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Mr David Tucker (Senior Statutory Auditor)  
For and on behalf of Thompson Jenner LLP, Statutory Auditor

1 Colleton Crescent  
Exeter  
Devon  
EX2 4DG

Date: 18 January 2023

## Tax Volunteers

### Statement of Financial Activities for the Year Ended 31 March 2022 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

<b>2022</b>	Note	Unrestricted £	Restricted £	Total 2022 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	197,189	343,300	540,489
Charitable activities	4	-	147,658	147,658
Investment income	5	20	-	20
Total Income		<u>197,209</u>	<u>490,958</u>	<u>688,167</u>
<b>Expenditure on:</b>				
Raising funds		(36,724)	-	(36,724)
Charitable activities		(120,342)	(490,958)	(611,300)
Total Expenditure	6	<u>(157,066)</u>	<u>(490,958)</u>	<u>(648,024)</u>
Net income		<u>40,143</u>	<u>-</u>	<u>40,143</u>
Net movement in funds		40,143	-	40,143
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>425,987</u>	<u>1,071</u>	<u>427,058</u>
Total funds carried forward	18	<u>466,130</u>	<u>1,071</u>	<u>467,201</u>
<b>2021</b>				
	Note	Unrestricted £	Restricted £	Total 2021 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	368,973	385,174	754,147
Charitable activities	4	-	116,158	116,158
Investment income	5	52	-	52
Total Income		<u>369,025</u>	<u>501,332</u>	<u>870,357</u>
<b>Expenditure on:</b>				
Raising funds		(55,686)	-	(55,686)
Charitable activities		(176,422)	(505,492)	(681,914)
Total Expenditure	6	<u>(232,108)</u>	<u>(505,492)</u>	<u>(737,600)</u>
Net income/(expenditure)		<u>136,917</u>	<u>(4,160)</u>	<u>132,757</u>
Net movement in funds		136,917	(4,160)	132,757
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>289,070</u>	<u>5,231</u>	<u>294,301</u>
Total funds carried forward	18	<u>425,987</u>	<u>1,071</u>	<u>427,058</u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2021 is shown in note 18.

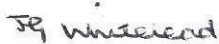
The notes on pages 17 to 31 form an integral part of these financial statements.

## Tax Volunteers

(Registration number: 04894491)  
Balance Sheet as at 31 March 2022

	Note	2022 £	2021 £
<b>Fixed assets</b>			
Tangible assets	12	<u>4,703</u>	<u>5,566</u>
		<u>4,703</u>	<u>5,566</u>
<b>Current assets</b>			
Debtors	13	93,539	94,547
Cash at bank and in hand	14	<u>414,586</u>	<u>416,318</u>
		508,125	510,865
<b>Creditors: Amounts falling due within one year</b>	15	<u>(45,627)</u>	<u>(89,373)</u>
<b>Net current assets</b>		<u>462,498</u>	<u>421,492</u>
<b>Net assets</b>		<u>467,201</u>	<u>427,058</u>
<b>Funds of the charity:</b>			
<b>Restricted</b>		1,071	1,071
<b>Unrestricted income funds</b>			
Unrestricted		<u>466,130</u>	<u>425,987</u>
<b>Total funds</b>	18	<u>467,201</u>	<u>427,058</u>

The financial statements on pages 14 to 31 were approved by the trustees, and authorised for issue on ~~14.11.22~~ and signed on their behalf by:



.....  
J G Whitehead  
Trustee



.....  
P A Hamiton  
Trustee

The notes on pages 17 to 31 form an integral part of these financial statements.

## Tax Volunteers

### Statement of Cash Flows for the Year Ended 31 March 2022

	Note	2022 £	2021 £
<b>Cash flows from operating activities</b>			
Net cash income		40,143	132,757
<b>Adjustments to cash flows from non-cash items</b>			
Depreciation		3,438	3,550
Investment income	5	<u>(20)</u>	<u>(52)</u>
		43,561	136,255
<b>Working capital adjustments</b>			
Decrease/(increase) in debtors	13	1,008	(4,454)
(Decrease)/increase in creditors	15	<u>(43,746)</u>	<u>58,322</u>
Net cash flows from operating activities		<u>823</u>	<u>190,123</u>
<b>Cash flows from investing activities</b>			
Interest receivable and similar income	5	20	52
Purchase of tangible fixed assets	12	(3,510)	(666)
Sale of tangible fixed assets		<u>935</u>	<u>-</u>
Net cash flows from investing activities		<u>(2,555)</u>	<u>(614)</u>
Net (decrease)/increase in cash and cash equivalents		(1,732)	189,509
Cash and cash equivalents at 1 April		<u>416,318</u>	<u>226,809</u>
Cash and cash equivalents at 31 March		<u><u>414,586</u></u>	<u><u>416,318</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 17 to 31 form an integral part of these financial statements.

## **Tax Volunteers**

### **Notes to the Financial Statements for the Year Ended 31 March 2022**

#### **1 Charity status**

The charity is a charity limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation. The company was incorporated in England and Wales and also registered as a charity in Scotland, its registered office is Unit 10, Pineapple Business Park, Salway Ash, Bridport, Dorset, DT6 5DB.

#### **2 Accounting policies**

##### **Summary of significant accounting policies and key accounting estimates**

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

##### **Statement of compliance**

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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

##### **Basis of preparation**

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

The trustees have considered the impact of COVID-19 and do not consider it to have a material impact on the balances included within the financial statements. In addition, the trustees do not consider it to cast any significant doubt upon the charity's ability to continue as a going concern.

The trustees have taken both reactive and proactive measures in order to mitigate any risks associated with COVID-19 including managing cash flow to ensure that debts can be paid when they fall due, managing staffing levels and monitoring key donor and supplier activity. The trustees have implemented a robust system of procedures and controls in order to deal with any associated risks.

##### **Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

##### **Income and endowments**

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably. Income derived from the provision of goods/services is stated after trade discounts, other sales taxes and net of VAT.

Grants receivable, which include grants of a general nature provided by government, are accounted for when evidence of unconditional entitlement is received except when they are subject to donor-imposed conditions. Grants received which impose regional restrictions are treated as contributing to the cost of providing free tax advice in that specified area and costs are apportioned on a quarterly basis commencing in the quarter following the quarter in which the grant was received. Income earned for the provision of tax services under agreement with commercial organisations is invoiced on a quarterly basis in arrears following the delivery of the service.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### *Donations and legacies*

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

#### *Grants receivable*

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

#### *Donated services and facilities*

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services, professional qualified tax personnel or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Donations of gifts, services and facilities include seconded employees, IT software and office space. Seconded staff's services are provided free of charge to the charity and the cost of their salary is incurred by a third party. IT software and office space are included at their estimate market value when donated.

#### *Investment income*

Bank interest is recognised once the interest has been received.

#### **Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

#### *Raising funds*

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### *Charitable activities*

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.

#### **Support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of the personnel involved with each activity.

	2022	2021
Advice services	83%	81%
Tax education	6%	6%
Cost of raising funds	7%	10%
Governance costs	4%	3%

#### **Governance costs**

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

#### **Government grants**

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

#### **Taxation**

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

#### **Tangible fixed assets**

Individual fixed assets costing £100 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

<b>Asset class</b>	<b>Depreciation method and rate</b>
Leasehold improvements	Straight line over the life of the lease
Office equipment	4 years straight line
Computer equipment	4 years straight line
Call-centre equipment	4 years straight line

#### Trade debtors

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

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

#### Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

#### Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

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

#### Fund structure

Unrestricted income funds are general funds that are available for use at the trustees discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

#### Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### Financial instruments

##### *Classification*

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

##### *Recognition and measurement*

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 3 Income from donations and legacies

	Unrestricted funds		Total 2022	Total 2021
	General	Restricted funds		
	£	£	£	£
HM Revenue & Customs	-	270,000	270,000	270,000
Chartered Institute of Taxation	-	30,000	30,000	20,000
Association of Taxation Technicians	-	13,300	13,300	10,000
XPS	15,000	-	15,000	12,000
The Julia and Hans Rausing Trust	-	30,000	30,000	80,000
Tax Advisers' Charitable Trust	4,000	-	4,000	4,000
Estate of Mr F B Clowes	-	-	-	74,920
HMRC CJRS	-	-	-	5,174
Gift aid and other donations	106,709	-	106,709	146,640
Donated facilities and services	71,480	-	71,480	131,413
<b>Total income 2022</b>	<b>197,189</b>	<b>343,300</b>	<b>540,489</b>	<b>754,147</b>
<b>Total income 2021</b>	<b>368,973</b>	<b>385,174</b>	<b>754,147</b>	

Other donations includes 50% of the following amounts greater than £3,000 received through Bridge The Gap. This is a joint initiative set up by Tax Volunteers and TaxAid UK, whereby amounts received are split equally between the two charities.

	2022	2021
	£	£
BDO LLP	-	12,647
Deloitte	13,146	11,831
Freshfields	9,986	9,920
Kathleen Beryl Sleigh Charitable Trust	5,000	20,000
London Legal Support	4,176	-
Slaughter and May	-	4,950
Tax Advisers' Charitable Trust (the Worshipful Company of Tax Advisers)	4,000	4,000
Virtual CPD Events	25,210	-

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 4 Income from charitable activities

	Restricted funds £	Total 2022 £	Total 2021 £
AVIVA Life Services Ltd	32,650	32,650	32,650
Rothesay Life	84,000	84,000	52,500
Mineworkers Pension Scheme & British Coal Staff Superannuation Scheme	31,008	31,008	31,008
	147,658	147,658	116,158

#### 5 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income; Interest receivable on bank deposits	20	20
<b>Total for 2022</b>	20	20
<b>Total for 2021</b>	52	52

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2022

6 Expenditure on charitable activities	Cost of raising funds £	Tax advice £	Tax education £	Governance costs £	Support costs £	Total 2022 £	Total 2021 £
Staff costs	18,132	230,044	15,298	11,049	164,883	439,406	468,134
Gifts in kind	-	71,480	-	-	-	71,480	131,413
Depreciation	-	-	-	-	3,438	3,438	3,550
Telephone	-	15,895	-	-	-	15,895	31,868
Postage and stationery	-	1,498	-	-	3,324	4,822	4,925
Advertising	-	972	-	-	-	972	1,500
Legal and professional fees	-	-	-	7,643	428	8,071	4,217
Volunteer expenses	-	1,871	-	56	-	1,927	1,563
Rent, rates and services	-	-	-	-	47,034	47,034	46,977
Bank charges	-	-	-	-	307	307	307
Audit	-	-	-	6,910	-	6,910	4,987
Insurance	-	-	-	408	2,400	2,808	2,905
Repairs and maintenance	-	-	-	-	1,431	1,431	1,527
Staff travel and training	-	1,172	-	-	5,314	6,486	1,817
Computer costs	-	-	-	-	35,825	35,825	31,090
Bridge The Gap event expenses	-	-	-	-	455	455	-
Sundry	-	-	-	-	757	757	820
Support costs	18,132	322,932	15,298	26,066	265,596	648,024	737,600
Total expenditure 2022	18,592	220,444	15,936	10,624	(265,596)	-	-
Total expenditure 2021	36,724	543,376	31,234	36,690	-	648,024	648,024
	55,686	620,791	33,354	27,769	-	737,600	737,600

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 7 Net incoming/outgoing resources

Net incoming resources for the year include:

	2022	2021
	£	£
Operating leases - other assets	(37,264)	(39,223)
Audit fees	(6,910)	(4,987)
Depreciation of fixed assets	<u>(3,438)</u>	<u>(3,550)</u>

#### 8 Trustees' remuneration and expenses

No trustees, nor any persons connected with any trustee, has received any remuneration from the charity during the year.

The trustees' travelling expenses are reimbursed in respect of expenses incurred on charity business. In the year 1 trustee claimed reimbursement of travelling expenses totalling £56 (2021 - £nil).

#### 9 Staff costs

The aggregate payroll costs were as follows:

	2022	2021
	£	£
<b>Staff costs during the year were:</b>		
Wages and salaries	396,005	425,926
Social security costs	23,840	28,083
Pension costs	18,646	14,617
Other staff costs	<u>915</u>	<u>(492)</u>
	<u>439,406</u>	<u>468,134</u>

The monthly average number of persons employed by the charity or working for the benefit of the charity, including those employed by Tax Volunteers Service Company Limited or on joint employment contracts with TaxAid UK ((Note 21) which includes the senior management team), was 24 (2021 - 24).

The monthly average number of persons employed by the charity or working for the benefit of the charity, expressed as full-time equivalents was as follows:

	2022	2021
	No	No
Raising funds	0.6	1.0
Advice services	8.1	8.3
Tax education	0.5	0.6
Support	5.8	5.6
Governance	<u>0.4</u>	<u>0.4</u>
	<u>15.4</u>	<u>15.9</u>

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2022

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £39,816 (2021 - £42,024) which includes the grossing up of costs to cover travelling between two places of work.

#### 10 Auditors' remuneration

	2022 £	2021 £
Audit of the financial statements	6,000	6,000

#### 11 Taxation

The charity is a registered charity and is therefore exempt from corporation tax on its income.

#### 12 Tangible fixed assets

	Leasehold improvements £	Office equipment £	Computer equipment £	Call-centre equipment £	Total £
<b>Cost</b>					
At 1 April 2021	10,905	31,433	39,104	19,228	100,670
Additions	-	-	2,822	688	3,510
Disposals	-	-	(935)	-	(935)
At 31 March 2022	10,905	31,433	40,991	19,916	103,245
<b>Depreciation</b>					
At 1 April 2021	10,637	31,049	35,049	18,369	95,104
Charge for the year	268	230	2,368	572	3,438
At 31 March 2022	10,905	31,279	37,417	18,941	98,542
<b>Net book value</b>					
At 31 March 2022	-	154	3,574	975	4,703
At 31 March 2021	268	384	4,055	859	5,566

#### 13 Debtors

	2022 £	2021 £
Trade debtors	38,622	22,000
Prepayments	17,446	4,596
Other debtors	37,471	67,951
	93,539	94,547

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 14 Cash and cash equivalents

	2022	2021
	£	£
Cash at bank	<u>414,586</u>	<u>416,318</u>

#### 15 Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	2,917	1,842
Other taxation and social security	6,873	18,222
Other creditors	5,587	63,107
Accruals	<u>30,250</u>	<u>6,202</u>
	<u>45,627</u>	<u>89,373</u>

#### 16 Obligations under leases and hire purchase contracts

##### Operating lease commitments

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

	2022	2021
	£	£
<b>Land and buildings</b>		
Within one year	<u>11,964</u>	<u>26,920</u>
<b>Other</b>		
Within one year	3,840	3,840
Between one and five years	<u>-</u>	<u>3,840</u>
	<u>3,840</u>	<u>7,680</u>

#### 17 Pension and other schemes

##### Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £18,646 (2021 - £14,617).

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 18 Funds

	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Balance at 31 March 2022 £
<b>Unrestricted funds</b>				
<i>General</i>				
General fund	425,987	197,209	(157,066)	466,130
<b>Restricted funds</b>				
HM Revenue & Customs	-	270,000	(270,000)	-
Aviva Life Services Ltd	-	32,650	(32,650)	-
Chartered Institute of Taxation Association of Taxation Technicians	-	30,000	(30,000)	-
Esmée Fairbairn	1,071	-	-	1,071
Julia and Hans Rausing Trust	-	30,000	(30,000)	-
Rothsay Life	-	84,000	(84,000)	-
Mineworkers Pension Scheme & British Coal Staff Superannuation Scheme	-	31,008	(31,008)	-
<b>Total restricted funds</b>	<u>1,071</u>	<u>490,958</u>	<u>(490,958)</u>	<u>1,071</u>
<b>Total funds</b>	<u><u>427,058</u></u>	<u><u>688,167</u></u>	<u><u>(648,024)</u></u>	<u><u>467,201</u></u>

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2022

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Balance at 31 March 2021 £
<b>Unrestricted funds</b>				
<i>General</i>				
General fund	289,070	369,025	(232,108)	425,987
<b>Restricted</b>				
HM Revenue & Customs	-	270,000	(270,000)	-
Aviva Life Services Ltd	-	32,650	(32,650)	-
Chartered Institute of Taxation	-	20,000	(20,000)	-
Association of Taxation Technicians	-	10,000	(10,000)	-
HMRC CJRS	-	5,174	(5,174)	-
Esmée Fairbairn	1,071	-	-	1,071
Julia and Hans Rausing Trust	-	80,000	(80,000)	-
Rothsay Life	-	52,500	(52,500)	-
Mineworkers Pension Scheme & British Coal Staff Superannuation Scheme	-	31,008	(31,008)	-
The Moondance Foundation	4,160	-	(4,160)	-
<b>Total restricted funds</b>	<u>5,231</u>	<u>501,332</u>	<u>(505,492)</u>	<u>1,071</u>
<b>Total funds</b>	<u><u>294,301</u></u>	<u><u>870,357</u></u>	<u><u>(737,600)</u></u>	<u><u>427,058</u></u>

The specific purposes for which the funds are to be applied are as follows:

#### Advice services

This fund represents income which is for delivering the main charitable purpose of Tax Volunteers, that of advising older low income clients and the generalist voluntary sector on tax matters.

#### Tax education

This fund represents income provided to improve access to information on tax so that older people on low incomes are aware of their rights and responsibilities under the tax system. It is delivered through conferences, seminars, training and the Tax Volunteers website. The funds from the Chartered Institute of Taxation and the Association of Tax Technicians are exclusively for tax education. Other restricted and unrestricted funds deliver both advice services and tax education.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 19 Analysis of net assets between funds

	Unrestricted		Total funds at 31 March 2021 £
	General £	Restricted £	
Tangible fixed assets	4,703	-	4,703
Current assets	507,054	1,071	508,125
Current liabilities	(45,627)	-	(45,627)
Total net assets	<u>466,130</u>	<u>1,071</u>	<u>467,201</u>

	Unrestricted		Total funds at 31 March 2021 £
	General £	Restricted £	
Tangible fixed assets	5,566	-	5,566
Current assets	509,794	1,071	510,865
Current liabilities	(89,373)	-	(89,373)
Total net assets	<u>425,987</u>	<u>1,071</u>	<u>427,058</u>

#### 20 Analysis of net funds

	At 1 April 2021 £	Financing cash flows £	At 31 March 2022 £
Cash at bank and in hand	<u>416,318</u>	<u>(1,732)</u>	<u>414,586</u>
Net debt	<u>416,318</u>	<u>(1,732)</u>	<u>414,586</u>

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2022

#### 21 Related party transactions

TaxAid UK, a related party by virtue of shared CEO, Valerie Boggs, operated the payroll on behalf of Tax Volunteers during the year in relation to employees held on joint employment contracts. Payroll costs for the year and recharged from TaxAid UK to Tax Volunteers totalled £437,297 (2021 - £nil). No amounts were outstanding at the year end in respect of payroll costs.

Tax Volunteers and TaxAid UK had previously recharged remuneration in relation to some staff with duties and responsibilities for both Tax Volunteers and TaxAid UK through the service company Tax Volunteers Service Company Limited, a related party by virtue of J G Whitehead and P A Hamilton being directors of both companies. This arrangement ceased as of 31 March 2021 and no salary costs were recharged in this way in the year ended 31 March 2022 (2021 - £151,553). The balance owed to Tax Volunteers Service Company Limited at the year end was £500 (2021 - £2,936). Tax Volunteers Service Company Limited ceased operation during the period.

During the year, net income totalling £87,224 (2021 - £120,000) was collected by TaxAid UK on behalf of Tax Volunteers in connection with the Bridge The Gap fundraising initiative. Expenses totalling £455 (2021 - £nil) were also incurred by TaxAid UK in connection with the project. At the year end, the amount due from TaxAid UK, included in other debtors in the financial statements, was £10,693 (2021 - £30,000). A further £3,157 (2021 - £6,950) included within other debtors is due from TaxAid UK in relation to recharged shared costs and £8,674 (2021 - £60,172) included within other creditors is due to TaxAid UK in relation to recharged shared costs.



**TAX VOLUNTEERS**

England & Wales - Charity number 1102276

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# Accounts

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Company registration number: 04894491

Charity registration number: 1102276 (England & Wales) and SCO 45819 (Scotland)

# Tax Volunteers

known as

Tax Help For Older People

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2021

## **Tax Volunteers**

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## **Tax Volunteers**

### **Reference and Administrative Details**

<b>Trustees</b>	P A Hamilton C W Tulloch (resigned 5 November 2020) A M Delorie S Mitha CBE J G Whitehead C S Muir A M Mollett B Chapman (appointed 5 March 2021)
<b>Secretary</b>	J W M Crump
<b>Chief Executive Officer</b>	V Boggs
<b>Principal Office</b>	Unit 10 Pineapple Business Park Salway Ash Bridport Dorset DT6 5DB
<b>Registered Office</b>	Unit 10 Pineapple Business Park Salway Ash Bridport Dorset DT6 5DB
<b>Company Registration Number</b>	04894491
<b>Charity Registration Number</b>	1102276 in England & Wales and SCO 45819 Scotland
<b>Auditor</b>	Thompson Jenner LLP Statutory Auditors 1 Colleton Crescent Exeter Devon EX2 4DG

## **Tax Volunteers**

### **Chair's Report for the Year Ended 31 March 2021**

This financial year started just after the United Kingdom went into lockdown. It might have been expected that this would curb our activities but, as can be seen from the Trustees' Report, that was not the case. Within days our staff were able to work from home and coped with a totally new way of working. Thanks to the organisational skills of our CEO and the Senior Management Team and the flexibility, adaptability and sheer determination of every member of our wonderful staff, it soon became "business as usual" and we were able to continue giving advice to vulnerable people who need help which they could not find elsewhere.

Even better, we were able to offer help in new areas in a new way. When the various Government support schemes were announced, we reached out to people adversely affected by COVID-19 who could not, or could no longer, afford an accountant to help them. This was not just a new area of business for us - we were able to develop a new way of working by combining our skills with those of our sister charity, TaxAid. We set up a triage line, operated by our staff, who were the first contact for all queries to both charities. Although our staff could deal with many of these themselves, they were able to pass on the more complex issues to a member of the TaxAid staff with specialist knowledge. By playing to the strengths of each charity, together our guidance and support enabled us to help over 6000 people in need.

Pivotal to our work have been two valuable additions to the Senior Management Team which we share with TaxAid: our Operations Director, Tahaba Mughal and our Advice Director, Gail Mackie. Both joined in November 2020 but it seems as if they have been with us for much longer. They have faced, and risen to, the challenge of getting to know the charities and our people while working remotely. I am looking forward to meeting them face to face.

We get many letters and cards from grateful clients and I should like to add my thanks on behalf of all the Trustees. We are very proud of our people and what they have been able to accomplish both in spite, and because, of the pandemic.

The restrictions we have faced have meant that we have had to rely less on our volunteers but they remain a valuable resource. The one-to-one professional advice they usually give in person has often had to be limited to contact online or the telephone, with the occasional conversation over the front gate, but we could not operate without them and we are continually thankful for their help.

Nothing we have been able to accomplish this year would have been possible without and the generosity of our donors, which always underpins the hard work of our staff and volunteers. As I have said before, if our staff and volunteers are the hands of the charity, our donors provide its lifeblood. I should like to thank HMRC, the Chartered Institute of Taxation, the Association of Tax Technicians, the Trusts and Foundations, the professional firms and the individual donors who have supported us financially, either directly or via Bridge the Gap. We were also delighted to receive a substantial legacy from a grateful client.

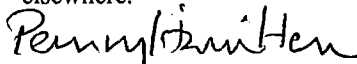
The generosity of our donors is not limited to money and I should also like to thank CIOT, Deloitte, PwC, Slaughter and May and Macfarlanes for their much-needed contributions in the form of staff, volunteers and consultancy services.

As you will see from the financial statements, notwithstanding the pandemic, we have achieved a good financial outcome but we are far from complacent. Our funding from HMRC remains steady for the next two years, but it is less than it has been in the past, and our corporate partnerships with Aviva Life Services, XPS Pensions Group, Rothesay Life, the Coal Pension Trustees, including Mineworkers' Pension Scheme and British Coal Staff Superannuation Scheme, have again given us a guaranteed source of income. Through them we can continue to help older people wrestle with the complexities of the taxation of pensions.

## Tax Volunteers

### Chair's Report for the Year Ended 31 March 2021

Given the constant financial pressure, we have continued to look at ways of stretching our precious human and financial resources. It is said that one should never waste a good crisis and, building on the experience and expertise gained from our response to the pandemic, we have continued to develop ways of working more closely with TaxAid in a way that makes the most of the particular skills of each charity and avoids duplication of effort. The project is governed by a Sub-Committee made up of two Trustees from each charity, chaired by the CEO, and supported by the Senior Management Team. We have entered into a Collaboration Agreement with TaxAid to provide a framework for this. Each charity will continue to be legally and functionally separate, with separate governance arrangements and its own client base, but we shall work together whenever it will enable us to make the most of our valuable resources. The arrangements are dependent on the introduction of a cloud-based system which will enable more effective client handling and record-keeping, and which is being rolled out as fast as remote working will allow. Once this has been accomplished, our charity will be even better placed to fulfill our objective of giving advice to vulnerable people who need help which they could not find elsewhere.



P A Hamilton

Chair of the Trustees

Dated: 11/10/21

## Tax Volunteers

### Trustees' Report

The charity is a company limited by guarantee and a registered charity, its governing documents are its Memorandum and Articles of Association. The trustees, who are directors for the purpose of company law, present the annual report together with the financial statements and auditor's report of the charitable company for the year ended 31 March 2021. The references and administrative information set out on page 1 form part of this report.

#### **Public benefit and how our activities deliver it**

**We have a duty under s.4 of the Charities Act 2011 to report on the way in which we benefit the public. Having taken into consideration the Charity Commission guidance, we are confident that we meet those public benefit requirements.**

In the year under review, the impact of the pandemic has been evident in a myriad of predictable and unpredictable ways. Throughout, Tax Volunteers has been responsive to changing beneficiary need and developed new ways to deliver its service to those in need. We reached out to our beneficiary groups: which are those in poverty, whether financial or by reference to other vulnerabilities, including digital poverty. In addition, we reached out to third sector partners, listened to their needs, provided information, education and referral routes, and supported our beneficiaries through our helpline, backed up by our digital materials and telephone appointments. We believe therefore that we have been able to meet the public benefit requirements through our ability to adapt our services and maintain our services throughout the pandemic.

We have worked closely with HMRC as the Coronavirus Support Schemes were launched, in order to maximise the benefit we could bring to the most vulnerable, who had to navigate the process of claiming support. We were able to provide feedback to HMRC on the issues our beneficiaries faced as they grappled with new HMRC processes. Additionally, from the perspective of our beneficiaries, the older, unrepresented taxpayers on low incomes, we provided unique insight to the Consultation Papers issued in respect of the government's 10-year strategy to build a trusted, modern tax administration system benefitting the wider public beyond those who made direct contact with us.

#### **Objectives, activities and impact**

##### *Objectives*

**Tax Volunteers provides a unique service offering free, expert and independent tax help and advice direct to vulnerable, disadvantaged, older people in need, helping them to understand and manage their tax finances and releasing them from the stress and anxiety caused by unresolved tax problems. To meet this objective our resources are focused on providing a service that is easily accessible and meets the specific needs of older taxpayers. The activity we undertook to achieve this in the year ended 31 March 2021, and its impact, is detailed below.**

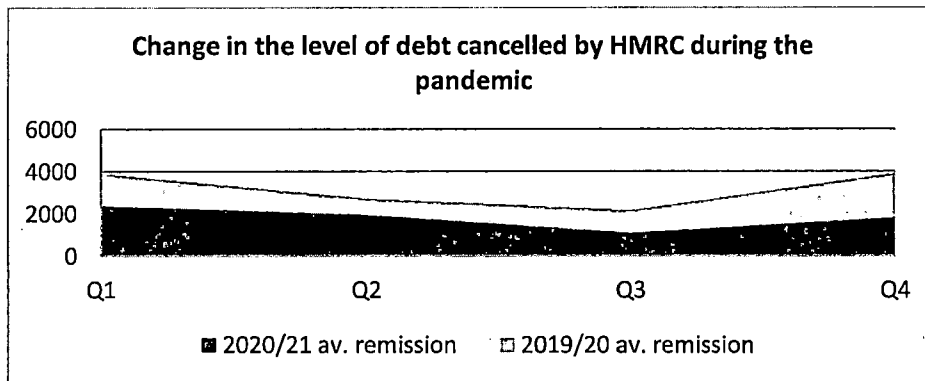
##### *Our core activity*

When the first lockdown was announced on 16 March 2020, our email support service continued without interruption and within two days our helpline was taking calls which were dealt with by home-based advisers, who answered calls from 9am – 5pm Monday to Friday, at the same service level as had been possible in the office. Some beneficiaries preferred to communicate by post and we maintained this service through post redirection. We had to following government guidance, to maintain the safety of our volunteers and beneficiaries, and so it was not possible to continue with our face-to-face appointments. However, when the guidance permitted, we were able to support some beneficiaries by meetings held outside the home, in the garden or by exchanging papers across the garden fence. We soon discovered how resourceful and flexible our beneficiaries and volunteers had become as they adapted to delivering services by telephone appointments and email. As a result, we were able to help 9,500 people in the year ended 31 March 2021.

## Tax Volunteers

### Trustees' Report

While the profile of the queries we received during the year largely remained in line with previous years, our data revealed a change in the level of debt cancelled by HMRC in the first two quarters of the year, as illustrated by the chart below, ie in the period from March 2020 to September 2020, the level of debt cancelled by HMRC increased by 89% when compared to the previous year. This is consistent with measures put in place by HMRC during the pandemic to consider the financial circumstances of taxpayers on a case-by-case basis and provide the appropriate support, the net effect being an increase in the average level of debt cancelled by HMRC per case.



During the year there was the prevalence of scams and Action Fraud reported a 400% increase in Coronavirus-related fraud reports just in the month of March 2020. We worked with our corporate partner XPS to highlight the dangers of pension fraud. Tax Volunteers receives calls from taxpayers who have been the victim of fraud. The cases which are particularly distressing are those cases where people have been convinced of the benefit of accessing their pension early and have incurred a tax charge of 45%. Often those who call have lost the majority of the funds transferred out of their pension funds to a dubious alternative investment, usually based offshore, and many years later are shocked to receive a tax demand from HMRC for 45% of the value of the fund. In these circumstance we work with the taxpayer and HMRC to find an equitable resolution.

In a year of so much change and uncertainty, our beneficiaries were immensely grateful for the continued delivery of our core service and the reassurance we bring to anxious and distressed older taxpayers.

“I cannot thank [you] enough for the compassion and support given by [your staff]. [They] were quick to recognise that my lack of online access together with the state of my mental health was leaving me feeling extremely anxious and distressed and at a loss as to who to turn to or what to do next...the service you provide is an extremely valuable one and I am so very grateful that you were able to help me”.

## Tax Volunteers

### Trustees' Report

#### *Coronavirus Support Service*

The HMRC Self Employment Support Scheme (SEISS) was announced on 26 March 2020. On 9<sup>th</sup> April 2020, working in collaboration with our sister charity, TaxAid, we launched our coronavirus support service to help our beneficiaries access the first and subsequent SEISS grants. The initial launch was accompanied by the production of training videos and we are very grateful for the support of our corporate partner, Deloitte, who assisted in the production of these videos. Cognisant of our need to maximise our use of digital channels, we extended our reach more quickly into our beneficiary group than ever before by increasing our use of social media with considerable success as shown below.

Increased engagement with beneficiaries on social media promoting the Coronavirus Support Line	Increase	%
Page likes		367%
Profile visits		400%
Tweets		1460%
Facebook reach		1761%
Tweet impressions		3072%

Our Coronavirus support service included providing guidance on whether the caller was eligible for support, what steps they needed to follow to make a SEISS claim, and how to dispute the outcome, where relevant, if they were unsuccessful.

In addition, we provided a tax return completion service for those who had not previously successfully submitted their 2018/2019 tax return, so that they could meet the deadline of 23<sup>rd</sup> April. We submitted 43 tax returns in two weeks from calls initiated on our coronavirus helpline line. We also provided guidance and support to many others to enable them to submit their own returns. We achieved this with our staff teams at Tax Volunteers and TaxAid who adapted quickly and enthusiastically to provide this essential service so that our beneficiaries could receive the SEISS grant. Across all communication media, the coronavirus support service reached 6,000 people in the first eight weeks.

We received a myriad of messages of appreciation, including the one below from a caller who had tried and failed to submit his return online. Our staff worked after hours to submit the return on the day of the deadline and the grateful beneficiary tweeted:

“I could never have done this without you, I had pretty much given up all hope before calling you”

Recognising the value of this service and rapidly changing needs, in September 2020 we launched our 2019/20 tax return completion service, which enables our beneficiaries to keep up to date with their tax return filing obligations and to plan for their tax liabilities as they fall due. To ensure that we maximised the numbers we could help, we ran a radio campaign focusing on regional stations in targeted areas in addition to our web-based publicity.

## Tax Volunteers

### Trustees' Report

Finally, we knew from HMRC data released about the SEISS grants that the over-65s had the lowest take up rate. We also knew from several studies during the pandemic that those without digital access were disadvantaged when accessing help during the crisis. Therefore, to ensure that all who needed help could access it, we contacted those frontline face-to-face centres which had remained open and took advantage of our usual digital newsletters to inform and advise our third sector partners.

#### *Our wider activity to benefit society*

The impact of our work is not limited to one-to-one interaction with our callers.

We produce a range of tax booklets specifically for older taxpayers. These are made available on our website as well as to our partners. We can provide them to third parties on request and distribute them to the third sector as needed.

We provide tax-awareness sessions to support our partners in the third sector so that they can make relevant referrals and provide regular newsletters to keep them updated on tax issues.

Using our knowledge to further benefit society, we attend various meetings with HMRC some of which, such as the Assisted Needs Working Group, have a particular focus on the problems faced by the demographic of our beneficiaries. In addition we respond to relevant consultations and to ad hoc requests for feedback from HMRC where it benefits our beneficiary group.

#### Volunteers

**This year our work was only possible by the resilience and resourcefulness of our volunteers.**

The opportunities for our volunteers to provide support to beneficiaries was significantly diminished during the year. Government restrictions prevented face-to-face meetings most of the year and many of our beneficiaries, and some volunteers, are in vulnerable groups and had to self-isolate for considerable periods of time.

Nonetheless we were able to help all who needed support, and to do so our volunteers adapted to new ways of working. We implemented cloud-based software for tax return preparation so that we could benefit from electronic transfer of information to beneficiaries and to HMRC and increase the security of our client data.

The extraordinary efforts of our volunteers was appreciated by our beneficiaries. For example:

*"While you are far away in England's Dorset your steadfast volunteers stood steadfast beside a disabled old taxpayer in Scotland's Western Isles" Alf*

## Tax Volunteers

### Trustees' Report

#### Financial review

##### *Summary of position*

The statement of Financial Activities for the year on page 17 shows a surplus of income over expenditure in the year of £132,757 (2019/20 – surplus £6,818). This significant increase in the surplus reflects the success of the emergency appeal made to supporters in the first months of the pandemic, an unexpected legacy and increased corporate support. This increase to unrestricted reserves is particularly welcome because a Pro Bono Economics report published in January 2021 reveals that '83% of charities now forecast a decline in their income over the next 12 months'.

##### *Income*

Tax Volunteers responded to the pandemic by making a direct appeal to its supporters through the Bridge that Gap campaign which is run in conjunction with TaxAid. This received terrific support, providing confidence to the charity in the early months of the pandemic.

By contrast, the face-to-face events programme was cancelled throughout the year, eliminating this source of income. However we capitalised on the opportunity to secure a new income stream in the form of virtual CPD events, made possible by the generosity of the CIOT (Chartered Institute of Taxation).

Tax Volunteers were successful in their bid to secure funding from the competitive HMRC Grant in Aid funding made available to the voluntary sector. In contrast to previous years, the funding covers a 3 year period enabling us to plan the delivery of our services through to the end of March 2024, however the amount to be received annually has fallen by 14%.

Funding from The Julia and Hans Rausing Trust enabled us to continue to deliver front-line services throughout the pandemic. In addition Tax Volunteers received funding from the CIOT & ATT (Association of Taxation Technicians) with the specific purpose of advancing tax education in a year when understanding the taxation of changing sources of income was never more necessary.

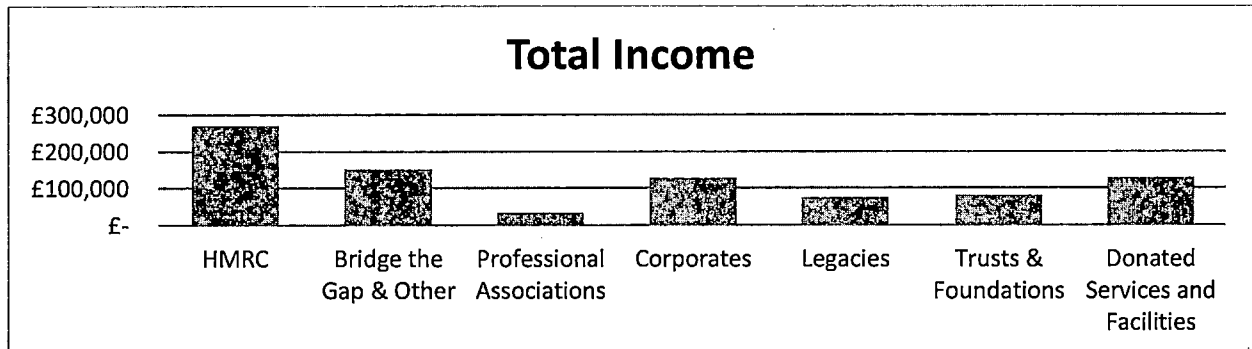
The support from our corporate partners increased by 29%, enabling us to help to demystify the taxation of pensions. We could also ensure that pensioners had claimed all their allowances, and so helping those on the lowest incomes to maximise their pensions.

Tax professionals have remained dedicated in their support of Tax Volunteers during the year, maintaining their regular support of our work, responding to our emergency funding appeal and supporting us in the time they gave to our beneficiaries in new and imaginative ways. The value of both monetary and time donations accounts for 32% of our total incoming resources.

The total income from each source is shown below.

## Tax Volunteers

### Trustees' Report



#### *Expenditure*

Expenditure in the year ended 31 March 2021 (excluding donated services and facilities) amounted to £606,187, just over 1% less than the previous year. The move to home working resulted in increased telephone and IT costs which showed a rise of 8% but savings were realised as a result of reduced office utility expenses and travel expenses while we delivered the same service level to beneficiaries while working at home. We were also fortunate to benefit from the donation of laptops by Deloitte, which significantly reduced the spend that would otherwise have been needed to facilitate home working.

#### *Reserves*

The free reserves at 31 March 2021 are £425,987 (2019/20 £289,070) which is more than eight months expected expenditure for the current year. This position is in line with our reserves policy which is to:

- Provide stability and the means for the development of the charity's principal objects; and
- In the long term, achieve a sufficient level of readily realisable fixed assets investments to provide a cushion equivalent to six months' operating expenditure.

#### **Risk**

**The risks are managed by the periodic monitoring of the risk register which identifies the key risks and plans their mitigation.**

The primary risk facing the charity is financial instability created by the uncertainty around medium- to long-term funding. This arises from receiving substantial funding from one source, HMRC, but this is mitigated by diversifying income streams.

Our financial management procedures include the preparation of an annual budget and forecast with quarterly reporting against budget provided to the Board.

## **Tax Volunteers**

### **Trustees' Report**

#### **Plans for the future**

**Our objective is 'To provide tax advice to all those who need it'. Because of the immediate financial insecurity at the start of the pandemic, our plans to develop a new advice model to meet this objective were accelerated, so that we could bring forward the potential cost efficiencies. However, prioritising fundamental changes to our operating model did require us to postpone some planned operational changes, which have been rescheduled in the next financial year. Future plans are concentrated on increasing our capacity, and therefore the impact we can have on the most vulnerable, with a particular focus on ensuring that older people are not disadvantaged by HMRC's drive to deliver services digitally.**

Going forward, our priority is our beneficiaries, who are at the core of our decision making, and we are in the initial stages of undertaking research, and working with our third-sector partners, to ensure that our referral routes and services meet their needs. The older population is statistically more likely to suffer from digital exclusion and our objective is to ensure that this demographic is not disadvantaged because of digital exclusion.

During the year, as planned, Tax Volunteers and TaxAid worked increasingly together to provide the best service to the most vulnerable, using resources cost efficiently and effectively. To facilitate the sharing of resources, the two charities entered into a collaboration agreement. Going forward the intention is that this agreement advantages the beneficiaries of both charities.

Learning from our experience in the last year we are planning to move to a hybrid working model, with our staff operating partly in the office and partly at home, which will support staff preferences while not diminishing our service delivery.

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

**The charity is managed by the Board of Trustees which meets quarterly. The Board delegates day to day management to the Chief Executive and the Senior Management Team.**

The directors of the charitable company are its trustees for the purposes of charity law. The names of the trustees who were in office during the year are listed on page 1. All members of the Trustee Board gave their time voluntarily and received no benefits from the charity. No trustee received any reimbursed expenses from the charity during the year.

The total number of trustees must not be less than three but is not subject to any maximum. New trustees are identified with the necessary specialist expertise and appropriate charitable, commercial, tax and legal experience to enrich the standing Board and are given induction and training by the current post holders. Trustees retire by rotation in accordance with the provisions of the Memorandum and Articles of association but someone who retires can be eligible for reappointment as a trustee.

Day-to-day management is delegated to our Chief Executive, Valerie Boggs, who is supported by the Senior Management Team whose responsibility is to work to the strategic plan which contains business, financial and service objectives.

Tax Volunteers continues to work closely with TaxAid. The two charities share the same Senior Management Team and during the year the charities entered into a collaboration agreement which not only achieves cost-efficiencies through sharing back office services, but it also facilitates synergy between the two charities.

Remuneration for key management is set with reference to market rates for similar roles and responsibilities in the charitable sector, taking account of geographical differences.

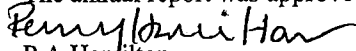
## Tax Volunteers

## Trustees' Report

### Disclosure of information to auditor

Each trustee has taken the required steps to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information. The trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

The annual report was approved by the trustees of the charity on 11/10/21 and signed on its behalf by:



P A Hamilton

Trustee

## Tax Volunteers

### Statement of Trustees' Responsibilities

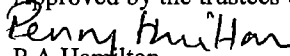
The trustees (who are also the directors of Tax Volunteers for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable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

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and 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 charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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.

Approved by the trustees of the charity on 11/10/21 and signed on its behalf by:

  
P A Hamilton  
Trustee

## **Tax Volunteers**

### **Independent Auditor's Report to the Members and Trustees of Tax Volunteers**

#### **Opinion**

We have audited the financial statements of Tax Volunteers (the 'charity') for the year ended 31 March 2021, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, 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 United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its results 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, the Charities and Trustee Investment (Scotland) Act 2005 and Regulation 8 of the Charities Accounts (Scotland) Regulations 2006 (as amended).

#### **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 original financial statements were 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 annual report, 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.

## **Tax Volunteers**

### **Independent Auditor's Report to the Members and Trustees of Tax Volunteers**

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.

#### **Opinion 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 Chair's Report and Trustees' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Chair's Report and Trustees' Report have 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 company and its environment obtained in the course of the audit, we have not identified material misstatements in the Chair's Report and the Trustees' Report.

We have nothing to report in respect of the following matters where the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 (as amended) requires us to report to you if, in our opinion:

- adequate and proper 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 Statement of Trustees' Responsibilities (set out on page 12), the trustees are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

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

#### **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.

## **Tax Volunteers**

### **Independent Auditor's Report to the Members and Trustees of Tax Volunteers**

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 extent to which the audit was considered capable of detecting irregularities including fraud**

Our approach to identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, was as follows:

- the engagement partner ensured that the engagement team collectively had the appropriate competence, capabilities and skills to identify or recognise non-compliance with applicable laws and regulations;
- we identified the laws and regulations applicable to the charity through discussions with directors and other management, and from our commercial knowledge and experience of the charities sector;
- we focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the charity, including the Companies Act 2006, Charities Act 2011, taxation legislation, data protection, employment and health and safety legislation;
- we assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, reviewing licenses, certificates and relevant correspondence including the inspection of legal correspondence; and
- identified laws and regulations were communicated within the audit team regularly and the team remained alert to instances of non-compliance throughout the audit.

We assessed the susceptibility of the charity's financial statements to material misstatement, including obtaining an understanding of how fraud might occur, by:

- making enquiries of management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud; and
- considering the internal controls in place to mitigate risks of fraud and non-compliance with laws and regulations.

To address the risk of fraud through management bias and override of controls, we:

- performed analytical procedures to identify any unusual or unexpected relationships;
- tested journal entries to identify unusual transactions;
- assessed whether judgements and assumptions made in determining the accounting estimates were indicative of potential bias; and
- investigated the rationale behind significant or unusual transactions.

In response to the risk of irregularities and non-compliance with laws and regulations, we designed procedures which included, but were not limited to:

- agreeing financial statement disclosures to underlying supporting documentation;
- enquiring of management as to actual and potential litigation and claims; and
- reviewing correspondence with HMRC, relevant regulators and the company's legal advisors.

There are inherent limitations in our audit procedures described above. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

## Tax Volunteers

### Independent Auditor's Report to the Members and Trustees of Tax Volunteers

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: [www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

#### Use of this 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, and to the charitable company's trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006 (as amended). Our audit work has been undertaken so that we might state to the charity's members and 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 charitable company, the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.

Thompson Jenner LLP

.....  
Mr Neil Curtis (Senior Statutory Auditor)  
For and on behalf of Thompson Jenner LLP, Statutory Auditor

1 Colleton Crescent  
Exeter  
Devon  
EX2 4DG

Date: 20/10/21.....

## Tax Volunteers

### Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

2021	Note	Unrestricted £	Restricted £	Total 2021 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	368,973	385,174	754,147
Charitable activities	4	-	116,158	116,158
Investment income	5	52	-	52
Total Income		<u>369,025</u>	<u>501,332</u>	<u>870,357</u>
<b>Expenditure on:</b>				
Raising funds		(55,686)	-	(55,686)
Charitable activities		<u>(176,422)</u>	<u>(505,492)</u>	<u>(681,914)</u>
Total Expenditure	6	<u>(232,108)</u>	<u>(505,492)</u>	<u>(737,600)</u>
Net income/(expenditure)		<u>136,917</u>	<u>(4,160)</u>	<u>132,757</u>
Net movement in funds		136,917	(4,160)	132,757
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>289,070</u>	<u>5,231</u>	<u>294,301</u>
Total funds carried forward	18	<u>425,987</u>	<u>1,071</u>	<u>427,058</u>
2020	Note	Unrestricted £	Restricted £	Total 2020 £
<b>Income and Endowments from:</b>				
Donations and legacies	3	387,268	351,120	738,388
Charitable activities	4	-	87,300	87,300
Investment income	5	217	-	217
Total Income		<u>387,485</u>	<u>438,420</u>	<u>825,905</u>
<b>Expenditure on:</b>				
Raising funds		(53,440)	-	(53,440)
Charitable activities		<u>(285,651)</u>	<u>(479,996)</u>	<u>(765,647)</u>
Total Expenditure	6	<u>(339,091)</u>	<u>(479,996)</u>	<u>(819,087)</u>
Net income/(expenditure)		<u>48,394</u>	<u>(41,576)</u>	<u>6,818</u>
Net movement in funds		48,394	(41,576)	6,818
<b>Reconciliation of funds</b>				
Total funds brought forward		<u>240,676</u>	<u>46,807</u>	<u>287,483</u>
Total funds carried forward	18	<u>289,070</u>	<u>5,231</u>	<u>294,301</u>

All of the charity's activities derive from continuing operations during the above two periods.

The funds breakdown for 2020 is shown in note 18.

The notes on pages 20 to 33 form an integral part of these financial statements.

## Tax Volunteers

(Registration number: 04894491)  
Balance Sheet as at 31 March 2021

	Note	2021 £	2020 £
<b>Fixed assets</b>			
Tangible assets	12	<u>5,566</u>	<u>8,450</u>
		<u>5,566</u>	<u>8,450</u>
<b>Current assets</b>			
Debtors	13	94,547	90,093
Cash at bank and in hand	14	<u>416,318</u>	<u>226,809</u>
		510,865	316,902
<b>Creditors: Amounts falling due within one year</b>	15	<u>(89,373)</u>	<u>(31,051)</u>
<b>Net current assets</b>		<u>421,492</u>	<u>285,851</u>
<b>Net assets</b>		<u><u>427,058</u></u>	<u><u>294,301</u></u>
<b>Funds of the charity:</b>			
<b>Restricted</b>		1,071	5,231
<b>Unrestricted income funds</b>			
Unrestricted		<u>425,987</u>	<u>289,070</u>
<b>Total funds</b>	18	<u><u>427,058</u></u>	<u><u>294,301</u></u>

The financial statements on pages 17 to 33 were approved by the trustees, and authorised for issue on 11/03/21 and signed on their behalf by:

*J G Whitehead*  
.....  
J G Whitehead  
Trustee

*Penny Hamilton*  
.....  
P A Hamilton  
Trustee

The notes on pages 20 to 33 form an integral part of these financial statements.

## Tax Volunteers

### Statement of Cash Flows for the Year Ended 31 March 2021

	Note	2021 £	2020 £
<b>Cash flows from operating activities</b>			
Net cash income		132,757	6,818
<b>Adjustments to cash flows from non-cash items</b>			
Depreciation		3,550	2,566
Investment income	5	<u>(52)</u>	<u>(217)</u>
		136,255	9,167
<b>Working capital adjustments</b>			
Increase in debtors	13	(4,454)	(10,945)
Increase in creditors	15	<u>58,322</u>	<u>19,530</u>
Net cash flows from operating activities		<u>190,123</u>	<u>17,752</u>
<b>Cash flows from investing activities</b>			
Interest receivable and similar income	5	52	217
Purchase of tangible fixed assets	12	<u>(666)</u>	<u>(1,653)</u>
Net cash flows from investing activities		<u>(614)</u>	<u>(1,436)</u>
Net increase in cash and cash equivalents		189,509	16,316
Cash and cash equivalents at 1 April		<u>226,809</u>	<u>210,493</u>
Cash and cash equivalents at 31 March		<u><u>416,318</u></u>	<u><u>226,809</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

The notes on pages 20 to 33 form an integral part of these financial statements.

## **Tax Volunteers**

### **Notes to the Financial Statements for the Year Ended 31 March 2021**

#### **1 Charity status**

The charity is a charity limited by guarantee and consequently does not have share capital. Each of the members is liable to contribute an amount not exceeding £10 towards the assets of the charity in the event of liquidation. The company was incorporated in England and Wales and also registered as a charity in Scotland, its registered office is Unit 10, Pineapple Business Park, Salway Ash, Bridport, Dorset, DT6 5DB.

#### **2 Accounting policies**

##### **Summary of significant accounting policies and key accounting estimates**

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

##### **Statement of compliance**

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) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102). They also comply with the Companies Act 2006 and Charities Act 2011.

##### **Basis of preparation**

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

The trustees have considered the impact of COVID-19 and do not consider it to have a material impact on the balances included within the financial statements. In addition, the trustees do not consider it to cast any significant doubt upon the charity's ability to continue as a going concern.

The trustees have taken both reactive and proactive measures in order to mitigate any risks associated with COVID-19 including managing cash flow to ensure that debts can be paid when they fall due, managing staffing levels and monitoring key donor and supplier activity. The trustees have implemented a robust system of procedures and controls in order to deal with any associated risks.

##### **Going concern**

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

##### **Income and endowments**

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably. Income derived from the provision of goods/services is stated after trade discounts, other sales taxes and net of VAT.

Grants receivable, which include grants of a general nature provided by government, are accounted for when evidence of unconditional entitlement is received except when they are subject to donor-imposed conditions. Grants received which impose regional restrictions are treated as contributing to the cost of providing free tax advice in that specified area and costs are apportioned on a quarterly basis commencing in the quarter following the quarter in which the grant was received. Income earned for the provision of tax services under agreement with commercial organisations is invoiced on a quarterly basis in arrears following the delivery of the service.

## **Tax Volunteers**

### **Notes to the Financial Statements for the Year Ended 31 March 2021**

#### ***Donations and legacies***

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

Legacy gifts are recognised on a case by case basis following the grant of probate when the administrator/executor for the estate has communicated in writing both the amount and settlement date. In the event that the gift is in the form of an asset other than cash or a financial asset traded on a recognised stock exchange, recognition is subject to the value of the gift being reliably measurable with a degree of reasonable accuracy and the title to the asset having been transferred to the charity.

#### ***Grants receivable***

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

#### ***Donated services and facilities***

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services, professional qualified tax personnel or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

Donations of gifts, services and facilities include seconded employees, IT software and office space. Seconded staff's services are provided free of charge to the charity and the cost of their salary is incurred by a third party. IT software and office space are included at their estimate market value when donated.

#### ***Investment income***

Bank interest is recognised once the interest has been received.

#### ***Expenditure***

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

#### ***Raising funds***

These are costs incurred in attracting voluntary income, the management of investments and those incurred in trading activities that raise funds.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### *Charitable activities*

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.

#### **Support costs**

Resources expended are allocated to the particular activity where the cost relates directly to that activity. However, the cost of overall direction and administration of each activity, comprising the salary and overhead costs of the central function, is apportioned on the following basis which are an estimate, based on staff time, of the amount attributable to each activity.

Where information about the aims, objectives and projects of the charity is provided to potential beneficiaries, the costs associated with this publicity are allocated to charitable expenditure.

Where such information about the aims, objectives and projects of the charity is also provided to potential donors, activity costs are apportioned between fundraising and charitable activities on the basis of the personnel involved with each activity.

	2021	2020
Advice services	81%	84%
Tax education	6%	5%
Cost of raising funds	10%	9%
Governance costs	3%	2%

#### **Governance costs**

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees's meetings and reimbursed expenses.

#### **Government grants**

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

#### **Taxation**

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

#### **Tangible fixed assets**

Individual fixed assets costing £100 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Leasehold improvements	Straight line over the life of the lease
Office equipment	4 years straight line
Computer equipment	4 years straight line
Call-centre equipment	4 years straight line

#### Trade debtors

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

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

#### Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

#### Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

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

#### Fund structure

Unrestricted income funds are general funds that are available for use at the trustees's discretion in furtherance of the objectives of the charity.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

#### Pensions and other post retirement obligations

The charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

## **Tax Volunteers**

### **Notes to the Financial Statements for the Year Ended 31 March 2021**

#### **Financial instruments**

##### *Classification*

Financial assets and financial liabilities are recognised when the charity becomes a party to the contractual provisions of the instrument.

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the charity after deducting all of its liabilities.

##### *Recognition and measurement*

All financial assets and liabilities are initially measured at transaction price (including transaction costs), except for those financial assets classified as at fair value through profit or loss, which are initially measured at fair value (which is normally the transaction price excluding transaction costs), unless the arrangement constitutes a financing transaction. If an arrangement constitutes a financing transaction, the financial asset or financial liability is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Financial assets and liabilities are only offset in the statement of financial position when, and only when there exists a legally enforceable right to set off the recognised amounts and the charity intends either to settle on a net basis, or to realise the asset and settle the liability simultaneously.

Financial assets are derecognised when and only when a) the contractual rights to the cash flows from the financial asset expire or are settled, b) the charity transfers to another party substantially all of the risks and rewards of ownership of the financial asset, or c) the charity, despite having retained some, but not all, significant risks and rewards of ownership, has transferred control of the asset to another party.

Financial liabilities are derecognised only when the obligation specified in the contract is discharged, cancelled or expires.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### 3 Income from donations and legacies

	Unrestricted funds		Total 2021 £	Total 2020 £
	General £	Restricted funds £		
HM Revenue & Customs	-	270,000	270,000	314,160
Sobell Foundation	-	-	-	1,800
Chartered Institute of Taxation	-	20,000	20,000	20,000
Association of Taxation Technicians	-	10,000	10,000	10,000
CSIS Charity Fund	-	-	-	10,000
Moondance Foundation	-	-	-	4,160
XPS	12,000	-	12,000	12,000
The Julia and Hans Rausing Trust	-	80,000	80,000	-
Tax Advisers' Charitable Trust	4,000	-	4,000	4,000
29th May 1961 Charitable Trust	-	-	-	1,000
Estate of Mr F B Clowes	74,920	-	74,920	-
HMRC CJRS	-	5,174	5,174	-
Gift aid and other donations	146,640	-	146,640	142,167
Donated facilities and services	131,413	-	131,413	219,101
	<u>368,973</u>	<u>385,174</u>	<u>754,147</u>	<u>738,388</u>
Total income 2021	<u>368,973</u>	<u>385,174</u>	<u>754,147</u>	<u>738,388</u>
Total income 2020	<u>387,268</u>	<u>351,120</u>	<u>738,388</u>	

Other donations includes 50% of the following amounts greater than £3,000 received through Bridge The Gap. This is a joint initiative set up by Tax Volunteers and TaxAid UK, whereby amounts received are split equally between the two charities.

	2021 £	2020 £
A & O Foundation	-	10,000
BDO LLP	12,647	18,363
Deloitte	11,831	17,279
Freshfields	9,920	10,000
Kathleen Beryl Sleigh Charitable Trust	20,000	20,000
London Legal Support	-	6,025
Pump Court Tax Chambers	-	7,500
Pure Recruitment Ltd	-	5,000
Slaughter and May	4,950	10,000
Smith and Williamson	-	10,000
Tax Advisers' Charitable Trust (the Worshipful Company of Tax Advisers)	4,000	4,000

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### 4 Income from charitable activities

	Restricted funds £	Total 2021 £	Total 2020 £
AVIVA Life Services Ltd	32,650	32,650	37,548
Rothesay Life	52,500	52,500	42,000
Mineworkers Pension Scheme & British Coal Staff Superannuation Scheme	31,008	31,008	7,752
	<u>116,158</u>	<u>116,158</u>	<u>87,300</u>

Income from charitable activities in 2020 was £87,300 all of which was restricted.

#### 5 Investment income

	Unrestricted funds General £	Total funds £
Interest receivable and similar income; Interest receivable on bank deposits	<u>52</u>	<u>52</u>
<b>Total for 2021</b>	<u>52</u>	<u>52</u>
<b>Total for 2020</b>	<u>217</u>	<u>217</u>

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### 6 Expenditure on charitable activities

	Cost of raising funds £	Tax advice £	Tax education £	Governance costs £	Support costs £	Total 2021 £	Total 2020 £
Staff costs	29,937	243,899	17,904	10,860	165,534	468,134	439,809
Gifts in kind	-	131,413	-	-	-	131,413	219,101
Depreciation	-	-	-	-	3,550	3,550	2,566
Telephone	-	31,868	-	-	-	31,868	24,881
Postage and stationery	-	1,888	-	-	3,037	4,925	9,153
Advertising	-	1,500	-	-	-	1,500	-
Legal and professional fees	-	-	-	3,790	427	4,217	4,564
Volunteer expenses	-	1,563	-	-	-	1,563	9,314
Rent, rates and services	-	-	-	-	46,977	46,977	53,062
Bank charges	-	-	-	-	307	307	319
Audit	-	-	-	4,987	-	4,987	5,880
Insurance	-	-	-	408	2,497	2,905	2,551
Repairs and maintenance	-	-	-	-	1,527	1,527	1,639
Staff travel and training	-	90	-	-	1,727	1,817	13,660
Computer costs	-	-	-	-	31,090	31,090	27,816
Bridge The Gap event expenses	-	-	-	-	-	-	2,791
Sundry	-	-	-	-	820	820	1,981
	<u>29,937</u>	<u>412,221</u>	<u>17,904</u>	<u>20,045</u>	<u>257,493</u>	<u>737,600</u>	<u>819,087</u>
Support costs	<u>25,749</u>	<u>208,570</u>	<u>15,450</u>	<u>7,724</u>	<u>(257,493)</u>	<u>-</u>	
Total expenditure 2021	<u>55,686</u>	<u>620,791</u>	<u>33,354</u>	<u>27,769</u>	<u>-</u>	<u>737,600</u>	
Total expenditure 2020	<u>53,440</u>	<u>717,035</u>	<u>26,699</u>	<u>21,913</u>	<u>-</u>	<u>819,087</u>	

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### 7 Net incoming/outgoing resources

Net incoming resources for the year include:

	2021	2020
	£	£
Operating leases - other assets	(39,223)	(46,591)
Audit fees	(4,987)	(5,880)
Depreciation of fixed assets	(3,550)	(2,566)
	(47,760)	(55,037)

#### 8 Trustees' remuneration and expenses

No trustees, nor any persons connected with any trustee, has received any remuneration from the charity during the year.

No trustees have received any reimbursed expenses from the charity during the year.

#### 9 Staff costs

The aggregate payroll costs were as follows:

	2021	2020
	£	£
<b>Staff costs during the year were:</b>		
Wages and salaries	425,926	390,770
Social security costs	28,083	29,477
Pension costs	14,617	8,283
Other staff costs	(492)	11,279
	468,134	439,809

The monthly average number of persons employed by the charity or working for the benefit of the charity, including those employed by Tax Volunteers Service Company Limited ((Note 21) which includes the senior management team) was 24 (2020 - 23).

The monthly average number of persons employed by the charity or working for the benefit of the charity, including those employed by Tax Volunteers Service Company Limited ((Note 21) which includes the senior management team) and working for the benefit of the charity, expressed as full-time equivalents was as follows:

	2021	2020
	No	No
Raising funds	1.0	1.0
Advice services	8.3	9.3
Tax education	0.6	0.5
Support	5.6	4.3
Governance	0.4	0.2
	15.9	15.3

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2021

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £42,024 (2020 - £51,959) which includes the grossing up of costs to cover travelling between two places of work.

#### 10 Auditors' remuneration

	2021 £	2020 £
Audit of the financial statements	6,000	5,880

#### 11 Taxation

The charity is a registered charity and is therefore exempt from corporation tax on its income.

#### 12 Tangible fixed assets

	Leasehold improvements £	Office equipment £	Computer equipment £	Call-centre equipment £	Total £
<b>Cost</b>					
At 1 April 2020	10,905	31,374	38,589	19,136	100,004
Additions	-	59	515	92	666
At 31 March 2021	10,905	31,433	39,104	19,228	100,670
<b>Depreciation</b>					
At 1 April 2020	10,281	30,770	32,695	17,808	91,554
Charge for the year	356	279	2,354	561	3,550
At 31 March 2021	10,637	31,049	35,049	18,369	95,104
<b>Net book value</b>					
At 31 March 2021	268	384	4,055	859	5,566
At 31 March 2020	624	604	5,894	1,328	8,450

#### 13 Debtors

	2021 £	2020 £
Trade debtors	22,000	7,934
Prepayments	4,596	2,754
Other debtors	67,951	79,405
	94,547	90,093

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### 14 Cash and cash equivalents

	2021	2020
	£	£
Cash at bank	<u>416,318</u>	<u>226,809</u>

#### 15 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	1,842	1,860
Other taxation and social security	18,222	9,509
Other creditors	63,107	12,029
Accruals	<u>6,202</u>	<u>7,653</u>
	<u>89,373</u>	<u>31,051</u>

#### 16 Obligations under leases and hire purchase contracts

##### Operating lease commitments

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

	2021	2020
	£	£
<b>Land and buildings</b>		
Within one year	26,920	43,071
Between one and five years	<u>-</u>	<u>32,304</u>
	<u>26,920</u>	<u>75,375</u>
<b>Other</b>		
Within one year	3,840	3,840
Between one and five years	<u>3,840</u>	<u>7,679</u>
	<u>7,680</u>	<u>11,519</u>

#### 17 Pension and other schemes

##### Defined contribution pension scheme

The charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the charity to the scheme and amounted to £14,617 (2020 - £8,283).

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### 18 Funds

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Balance at 31 March 2021 £
<b>Unrestricted</b>				
<i>General</i>				
General fund	289,070	369,025	(232,108)	425,987
<b>Total Unrestricted</b>	<b>289,070</b>	<b>369,025</b>	<b>(232,108)</b>	<b>425,987</b>
<b>Restricted</b>				
HM Revenue & Customs	-	270,000	(270,000)	-
Aviva Life Services Ltd	-	32,650	(32,650)	-
Chartered Institute of Taxation	-	20,000	(20,000)	-
Association of Taxation Technicians	-	10,000	(10,000)	-
HMRC CJRS	-	5,174	(5,174)	-
Esmée Fairbairn	1,071	-	-	1,071
Julia and Hans Rausing Trust	-	80,000	(80,000)	-
Rothsay Life	-	52,500	(52,500)	-
Mineworkers Pension Scheme & British Coal Staff Superannuation Scheme	-	31,008	(31,008)	-
The Moondance Foundation	4,160	-	(4,160)	-
<b>Total restricted</b>	<b>5,231</b>	<b>501,332</b>	<b>(505,492)</b>	<b>1,071</b>
<b>Total funds</b>	<b>294,301</b>	<b>870,357</b>	<b>(737,600)</b>	<b>427,058</b>

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2021

	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Balance at 31 March 2020 £
<b>Unrestricted</b>				
<i>General</i>				
General fund	240,676	387,485	(339,091)	289,070
<b>Total unrestricted</b>	<u>240,676</u>	<u>387,485</u>	<u>(339,091)</u>	<u>289,070</u>
<b>Restricted</b>				
HM Revenue & Customs	-	314,160	(314,160)	-
Sobell Foundation	-	1,800	(1,800)	-
Aviva Life Services Ltd	-	37,548	(37,548)	-
Chartered Institute of Taxation	20,000	20,000	(40,000)	-
Association of Taxation Technicians	6,000	10,000	(16,000)	-
Valentine Charitable Trust	7,500	-	(7,500)	-
Esmée Fairbairn	1,157	-	(86)	1,071
XPS	9,000	-	(9,000)	-
Hobson Charity Trust	3,150	-	(3,150)	-
Rothesay Life	-	42,000	(42,000)	-
Mineworkers Pension Scheme & British Coal Staff Superannuation Scheme	-	7,752	(7,752)	-
The Moondance Foundation	-	4,160	-	4,160
The 29th May 1961 Charitable Trust	-	1,000	(1,000)	-
<b>Total restricted</b>	<u>46,807</u>	<u>438,420</u>	<u>(479,996)</u>	<u>5,231</u>
<b>Total funds</b>	<u><u>287,483</u></u>	<u><u>825,905</u></u>	<u><u>(819,087)</u></u>	<u><u>294,301</u></u>

The specific purposes for which the funds are to be applied are as follows:

#### Advice services

This fund represents income which is for delivering the main charitable purpose of Tax Volunteers, that of advising older low income clients and the generalist voluntary sector on tax matters.

#### Tax education

This fund represents income provided to improve access to information on tax so that older people on low incomes are aware of their rights and responsibilities under the tax system. It is delivered through conferences, seminars, training and the Tax Volunteers website. The funds from the Chartered Institute of Taxation and the Association of Tax Technicians are exclusively for tax education. Other restricted and unrestricted funds deliver both advice services and tax education.

## Tax Volunteers

### Notes to the Financial Statements for the Year Ended 31 March 2021

#### 19 Analysis of net assets between funds

	Unrestricted		Total funds at 31 March 2021
	General £	Restricted £	
Tangible fixed assets	5,566	-	5,566
Current assets	509,794	1,071	510,865
Current liabilities	(89,373)	-	(89,373)
<b>Total net assets</b>	<b>425,987</b>	<b>1,071</b>	<b>427,058</b>

	Unrestricted		Total funds at 31 March 2020
	General £	Restricted £	
Tangible fixed assets	8,450	-	8,450
Current assets	311,671	5,231	316,902
Current liabilities	(31,051)	-	(31,051)
<b>Total net assets</b>	<b>289,070</b>	<b>5,231</b>	<b>294,301</b>

#### 20 Analysis of net funds

	At 1 April 2020 £	Cash flow £	At 31 March 2021 £
Cash at bank and in hand	226,809	189,509	416,318
Net debt	226,809	189,509	416,318

#### 21 Related party transactions

Tax Volunteers and TaxAid UK have established a service company Tax Volunteers Service Company Limited to provide staff resources (including the senior management team) who operate across both charities. Each charity contributes a percentage of the staff costs based on allocation of the staff. During the year, costs of £151,553 (2020 - £153,792) in relation to remuneration, travel and other expenses, and £1,096 were recharged from Tax Volunteers Service Company Limited, a related party by virtue of J G Whitehead and P A Hamilton being directors of both companies. The balance owed to Tax Volunteers Service Company Limited at the year end was £2,936 (2020 - £1,841).

During the year, net income totalling £120,000 (2020 - £118,298) was collected by TaxAid UK, a related party by virtue of shared CEO, Valerie Boggs, on behalf of Tax Volunteers in connection with the Bridge The Gap fundraising initiative. At the year end, the amount due from TaxAid UK, included in other debtors in the financial statements, was £30,000 (2020 - £68,298). A further £6,950 (2020 - £7,934) included within trade debtors is due from TaxAid UK in relation to recharged shared costs and £60,172 (2020 - £9,000) included within other creditors is due to TaxAid UK.