

Charity registration number 1141020

Company registration number 07513268 (England and Wales)

**CITIZENS ADVICE SOLIHULL BOROUGH**  
**ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS**  
**FOR THE YEAR ENDED 31 MARCH 2022**

# CITIZENS ADVICE SOLIHULL BOROUGH

## LEGAL AND ADMINISTRATIVE INFORMATION

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Trustees	Carole Hodson	
	Ann Hunter	
	Marcus Brain	
	Richard Maksymowicz	
	Brian Holmes	
	Scott Berrie	
	Daniel Bliss	(Appointed 14 April 2022)
	Harnett Dhillon	(Appointed 14 April 2022)
Secretary	Kerry Turner	
Charity number	1141020	
Company number	07513268	
Independent examiner	Thomas & Young Limited	
	Carleton House	
	266-268 Stratford Road	
	Shirley	
	Solihull	
	B90 3AD	

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# CITIZENS ADVICE SOLIHULL BOROUGH

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# **CITIZENS ADVICE SOLIHULL BOROUGH**

## **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)**

### **FOR THE YEAR ENDED 31 MARCH 2022**

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The trustees present their annual report and financial statements for the year ended 31 March 2022.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "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).

#### **Objectives and activities**

##### **Objects**

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

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

##### **Aims of charity**

These are focused on;

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

The Vision Statement for CASB 2020 to 2025 Strategic Plan is:  
**Supporting and growing stronger citizens and communities.**

The Mission Statement of Citizens Advice Solihull Borough is:

**to inform and empower citizens who access our services, providing high quality advice and guidance. We will continue to influence policy at a local, regional and national level and pursue social and economic justice. We will work and support our partners in the statutory, private and community sector to deliver sustainable and successful outcomes.**

##### **Ensuring our work delivers our aims**

We review our aims, objectives and activities each year. The annual review seeks to examine our achievements and outcomes, together with the success of individual key projects and the benefits that have arisen from them. In carrying out the review we are ensuring that our aims, objectives and activities are in line with our stated purpose.

##### **Focus of our work**

We have six Strategic Objectives which help us achieve our 2021 - 2026 vision, they are:

- We will secure a wide funding base to provide financial stability.
- Making it easier to get access to free, high quality advice and guidance across Solihull Borough.
- Continuing to develop preventative services which are needs based and support citizens and communities.
- Championing access to justice and equality.
- Using technology to enable a great experience for people who need help.
- Invest in our staff and volunteers resulting in a responsive and fit for purpose workforce.

##### **How our activities deliver public benefit**

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of Trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in Section 4 of the Charities Act 2011.



# CITIZENS ADVICE SOLIHULL BOROUGH

## TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

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#### Introduction to activities

The main areas of charitable activity are:

- the provision of specialist advice, information and advocacy in debt/money advice, welfare benefits, Universal Credit, housing, employment, relationships and legal including casework.
- Research and collect evidence on the issues affecting local people, then to campaign to ensure those issues do not impact others in the future.

Throughout 2021/2022 we have continued to offer advice and information in the following ways:

- **Advice Line** - we have provided a telephone service four days per week (Thursday to Tuesday) giving people specialist advice and information through our team of trained advisers and supported by a team of dedicated paid staff.
- **Access to Work** - This project is funded by European Funding and as a partner to the project running in Solihull we engage with residents and promote the benefits of the project to them. Once signed up they have access to training, interview practice, job search and IAG services.
- **Specialist debt/money advice service** - This project is funded by the Money Advice Service. It enables us to help people with basic budgeting, negotiating and representation at court.
- **Holistic Wellbeing** - This is a service funded through health Birmingham and Solihull Clinical Commissioning Unit. Providing patients of GP surgeries in North Solihull with information, advice and guidance at ten of the GP practices in North Solihull. This project supports people with complex needs.
- **Social Prescribing Service** - We have been delivering a social prescribing project through a team of social prescribing link workers via seventeen GP practices in South Solihull. We hold three contracts with three primary care networks in South Solihull, these being GPS Healthcare, Solihull Healthcare Partnership and Solihull Rural PCN. This project is there to link and support patients to organisations that can help them to be less socially isolated, live independently, reduce visits to the GP and showing increased confidence.
- **Energy Best Saving Network** - This project gives people in the borough access to specialised switching, savings, understanding tariffs and efficiency measure.
- **Energy Advice Project** - This project gives specialist energy advice to people who would not normally access our service.
- **Volunteering into Work** - Lots of people every year volunteer to help them refresh their skills; earn new skills which hopefully leads to employment for them. This project is to work with tenants of Solihull Community Housing using volunteering as a way to gain employment or increase from part time to full time work.
- **Help to Claim** - As part of a national bid we are part of the supply chain to deliver help to people who need to claim universal credit right through to the first payment. We provide a service five days per week over the telephone.
- Provision of an advice service for anyone affected by cancer in Solihull funded by Macmillan, and delivered by Birmingham CAB.
- The provision of specialist guidance across the Borough on Pension Regulations, partnering with Coventry CAB.
- **Active Chats** - We are delivering low level, gentle seated exercises to people who have become inactive. This could be due to Covid or other health conditions or waiting a medical procedure.

# CITIZENS ADVICE SOLIHULL BOROUGH

## TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

### Contribution of Volunteers and Paid Staff

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate.

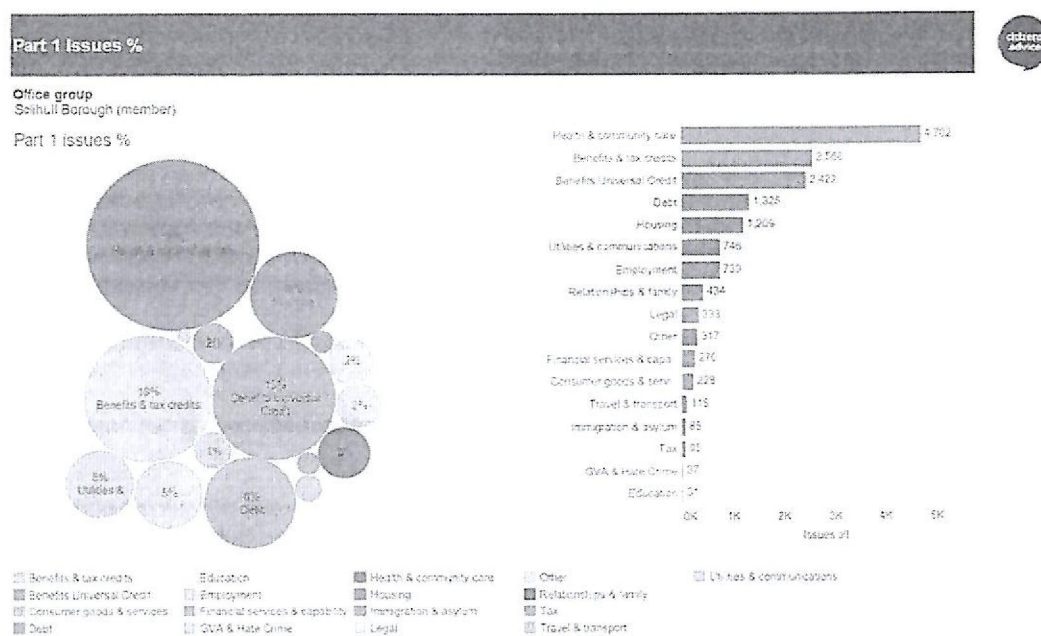
Throughout 2021/2022 the service employed 13 paid workers (10 FTE) and 29 volunteers, together delivering ten projects, including the core service.

Volunteers represent the indispensable core of the service, for without them, there would not be a Citizens Advice service. The volunteers contribute, on average, 813 hours per week. This may be expressed as an annualised value of £474,809. However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring any skills to the service and very often the experience gained with us helps individuals gain paid employment.

### Achievements and performance

#### Who used and benefited from our services

During the reporting year 3,207 clients (2020/21 ; 4,177, 2019/20 ; 3,186) benefited from the services of Citizens Advice Solihull generating 15,649 contracts. We had 8,500 contacts with clients throughout the year giving them the support they need to resolve those issues. We support people with any issue that they may face, however our most common enquiry areas this year have been health, social care and welfare benefits.



### Factors affecting the achievement of objectives

Maintaining sufficient funding to continue delivering the service remains a continual challenge. We are making sure that we invest in fundraising and continue to diversify our approach to ensure we are delivering the most cost effective service we can possibly can. This isn't about simply cutting costs, it is about delivering a service that genuinely meets people's need to make us as cost effective as possible.

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



# **CITIZENS ADVICE SOLIHULL BOROUGH**

## **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2022**

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### **Financial review**

#### **Review of financial position**

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

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

#### **Going concern**

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

#### **Reserves policy**

Citizens Advice Solihull Borough is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Trustees consider that it would be prudent to set aside an amount equivalent to three months' operating expenditure. The value of this will be calculated using an average of three to six months running costs based on the current annual budget. This is reviewed on a quarterly basis. The reserves policy figure at the end of 2021/22 equates to between £79,148 and £158,296. At the end of 2021/22 the actual level of free reserves (i.e. unrestricted less designated and fixed assets) totalled £145,807.

#### **Principal funding**

The total income for the year £382,914 represents a net increase of £64,596 compared to 2020/21.

Project specific funding was gratefully received from The Money Advice Service, European Social Fund - Access to Work Programme, Citizens Advice - Energy Advice, Members of the Public, Solihull Community Housing, GPS Healthcare, Solihull Healthcare Partnership, Solihull Rural Partnership, Think Active, Birmingham and Solihull CCG, and Phoenix GRP.

#### **Material investments policy**

As required in its Memorandum, paragraph 4.17, in furtherance of its objects, and for no other purposes, the Company has the power to invest or deposit funds in any lawful manner (but to invest only after obtaining professional advice and having regard to suitability of investments and the need for diversification).

# CITIZENS ADVICE SOLIHULL BOROUGH

## TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

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#### Key risk and Uncertainties

The Trustees have identified the following risk factors for the charity over the next year:

- Sustainable Funding - Securing funding remains a serious challenge to maintain our service. We understand that the next few years are critical for us in terms of our sustainability and ultimately our long term survival. the funding climate is not getting any easier, nor do we expect it to improve any time soon - coupled with this , the demand for our service is increasing, meaning that we risk being unable to carry on meeting our clients' needs and experience reputational risk as a result.
- Our Team - Underinvestment in our team can lead to loss of knowledge and experience and create instability within our team.
- Competition - Organisations moving into the advice and information arena as a way of diversifying their opportunities.

Trustees plans and strategies for managing these risks:

- Implement our robust business continuity plan and review our communications strategy to ensure people know where to find us.
- A fundraising strategy has been developed for the next financial year that broadens our approach to income generation. We are working towards building our unrestricted income to allow us to create some headroom should we face further reductions in our funding levels.
- The Board will review its workforce and development plan; ensuring appropriate recruitment, training and retention policies are in place.

Factors that affected our financial performance or position in 2021/2022 included:

- Volatile and uncertain economic conditions, particularly towards the end of the year from the end of the pandemic and national lockdowns.
- Grant making bodies looking to re-evaluate how they plan to spend their funds.
- A possible increased competition in an ever changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access, as a result we are seeing organisations diversifying their service and moving further towards our 'core market'.

#### Plans for future periods

##### Future plans

Developing a sustainable service that meets the needs of local people remains a priority of the Trustee board for 2022/23. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to people's needs.

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

- We are looking forward to delivering successful outcomes for people through the following projects:
- High quality advice, information and guidance service accessible to those needing our service
- Making our service accessible from numerous community venues across the Borough.
- Build upon our success in giving Energy Advice and work with partners in this field to ensure all residents eligible can gain access
- Work with 2 Primary Care Networks and partners to deliver effective and efficient social prescribing service in the Borough.
- Developing the opportunities for a face to face service delivered from purpose built premises in the south Solihull
- Continue to recruit dedicated people to join to our team of Volunteers and help those that want to gain employment learn/refresh the skills to do so - Access to work and volunteering into project work.
- Establish a law clinic for low cost assistance with a high quality service.



# CITIZENS ADVICE SOLIHULL BOROUGH

## TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

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#### Structure, governance and management Constitution

The charity is a company limited by guarantee. The maximum liability of each member is limited to £1. At 31 March 2022 the company had twelve members. The charity is governed by its Memorandum and Articles of Association.

The maximum number of Trustees shall be fifteen and the minimum shall be three, being either;

- elected at the annual general meeting (there being no more than ten such elected Trustees in total) and who shall hold office from the conclusion of that meeting or
- co-opted by the Trustee Board provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees.

Citizens Advice Solihull Borough was incorporated as a company limited by guarantee on 1 February 2011 and commenced operations on 1 April 2011.

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

Carole Hodson

Ann Hunter

David Pinwell

(Resigned 24 June 2021)

Marcus Brain

Richard Maksymowicz

Hazel Dawkins

(Resigned 13 January 2022)

Brian Holmes

Stella Broster

(Resigned 25 April 2022)

Scott Berrie

Fiona Holland

(Resigned 24 June 2021)

Daniel Bliss

(Appointed 14 April 2022)

Harnett Dhillon

(Appointed 14 April 2022)

#### Recruitment and appointment of trustees

Individuals over the age of 18 years, who are interested in furthering the work of the charity and are not paid or volunteer workers (currently or in the past) of the charity can apply to be a Trustee/ Director (Trustee) of the company.

The process start with receipt of their expression of interest. Our Chair contacts the candidate to give details about the role and explain the next steps. A panel made up of two Trustees and the Company Secretary oversee an interview process. Should the panel feel the candidate should be recommended to the Board, references are sought. When references are received the panel make a proposal to the Board. The Board votes to accept the new Trustee, it must be unanimous.

Trustees recruited following this process are automatically given company membership. The Board shall elect from its number a Chair and Treasurer and may elect one of its number to Vice Chair.

None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.



# CITIZENS ADVICE SOLIHULL BOROUGH

## TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

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### Organisational structure and decision-making policies

CASB is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of CASB and for ensuring that the charity satisfies its legal and contractual obligations.

Trustees meet monthly and delegate the day-to-day operation of the organisation to the Chief Executive Officer (CEO). The Trustee Board is independent from management. A register of members' interests is maintained at the registered office.

### Trustee induction and training


New trustees are all given a learning and assessment record (LAR) . The LAR is a record of their training, internal and external course, their appraisal and further development or skills .As part of their induction they meet key employees, other trustees and go on an induction with National Citizens Advice.

### Related party relationships

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

The charity also co-operates and liaises with a number of other advisory services, local voluntary sector organisations and public sector departments. Where one of the Trustees holds the position of Trustee of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision- making process.

The Trustees report was approved by the Board of Trustees.



Carole Hodson

Chair

Date: 20/10/22

# CITIZENS ADVICE SOLIHULL BOROUGH

## INDEPENDENT EXAMINER'S REPORT

### TO THE TRUSTEES OF CITIZENS ADVICE SOLIHULL BOROUGH

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I report to the trustees on my examination of the financial statements of Citizens Advice Solihull Borough (the charity) for the year ended 31 March 2022.

#### Responsibilities and basis of report

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

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

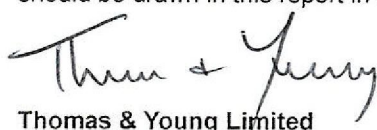
#### Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of Chartered, which is one of the listed bodies.

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

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination; or
- 4 the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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



Thomas & Young Limited

Carleton House  
266-268 Stratford Road  
Shirley  
Solihull  
B90 3AD

Dated: 20/10/22

# CITIZENS ADVICE SOLIHULL BOROUGH

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2022

	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
<b>Income from:</b>							
Donations and legacies	3	11,138	-	11,138	21,249	-	21,249
Income from charitable activities	4	191,286	178,756	370,042	176,638	120,431	297,069
<b>Total income</b>		<u>202,424</u>	<u>178,756</u>	<u>381,180</u>	<u>197,887</u>	<u>120,431</u>	<u>318,318</u>
<b>Expenditure on:</b>							
Charitable activities	5	174,453	176,037	350,490	146,620	110,877	257,497
Gross transfers between funds		-	-	-	(24,166)	24,166	-
<b>Net income for the year/ Net movement in funds</b>		<u>27,971</u>	<u>2,719</u>	<u>30,690</u>	<u>27,101</u>	<u>33,720</u>	<u>60,821</u>
Fund balances at 1 April 2021		<u>246,564</u>	<u>35,589</u>	<u>282,153</u>	<u>219,463</u>	<u>1,869</u>	<u>221,332</u>
<b>Fund balances at 31 March 2022</b>		<u><u>274,535</u></u>	<u><u>38,308</u></u>	<u><u>312,843</u></u>	<u><u>246,564</u></u>	<u><u>35,589</u></u>	<u><u>282,153</u></u>

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

All income and expenditure derive from continuing activities.

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



# CITIZENS ADVICE SOLIHULL BOROUGH

## BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022 £	£	2021 £	£
<b>Fixed assets</b>					
Tangible assets	8		1,800		2,100
<b>Current assets</b>					
Debtors	9	32,675		94,496	
Cash at bank and in hand		289,166		210,563	
		321,841		305,059	
<b>Creditors: amounts falling due within one year</b>	10	(10,798)		(25,006)	
Net current assets			311,043		280,053
<b>Total assets less current liabilities</b>			312,843		282,153
<b>Income funds</b>					
Restricted funds	11		38,308		35,589
<u>Unrestricted funds</u>					
Designated funds	12	126,928		126,928	
General unrestricted funds		147,607		119,636	
			274,535		246,564
			312,843		282,153

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2022.

The directors acknowledge their responsibilities for complying with the requirements of the Companies Act 2006 with respect to accounting records and the preparation of financial statements.

The member has not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 20/10/22

  
Carole Hodson  
Chair

Company registration number 07513268

# CITIZENS ADVICE SOLIHULL BOROUGH

## NOTES TO THE FINANCIAL STATEMENTS

### FOR THE YEAR ENDED 31 MARCH 2022

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#### 1 Accounting policies

##### Charity information

Citizens Advice Solihull Borough is a private company limited by guarantee incorporated in England and Wales. The registered office is 176 Bosworth Drive, Chelmsley Wood, Birmingham, B37 5DZ.

#### 1.1 Accounting convention

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

The charity has taken advantage of the provisions in the SORP for charities not to prepare a Statement of Cash Flows.

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

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

#### 1.2 Going concern

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

#### 1.3 Charitable funds

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

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

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

#### 1.4 Income

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

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

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



# CITIZENS ADVICE SOLIHULL BOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

### 1 Accounting policies

(Continued)

#### 1.5 Expenditure

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

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

#### 1.6 Tangible fixed assets

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

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

Fixtures and fittings	10% straight line
Computers	20% straight line

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

#### 1.7 Impairment of fixed assets

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

#### 1.8 Cash and cash equivalents

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

#### 1.9 Financial instruments

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

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

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

#### *Basic financial assets*

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

# CITIZENS ADVICE SOLIHULL BOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

### 1 Accounting policies

(Continued)

#### *Basic financial liabilities*

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

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

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

#### *Derecognition of financial liabilities*

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

#### 1.10 Employee benefits

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

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

#### 1.11 Retirement benefits

Payments to defined contribution retirement benefit schemes are charged as an expense as they fall due.

### 2 Critical accounting estimates and judgements

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

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

### 3 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
Donations and gifts	11,138	15,075
Legacies receivable	-	6,174
	<u>11,138</u>	<u>21,249</u>

# CITIZENS ADVICE SOLIHULL BOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

### 3 Donations and legacies

(Continued)

#### Donations and gifts

Contracts	1,315	94
Donations	2,365	3,196
Grants	5,000	10,000
Trading	2,458	1,785
	<u>11,138</u>	<u>15,075</u>

### 4 Income from charitable activities

	Restricted	Restricted
	2022	2021
	£	£
Projects	<u>370,042</u>	<u>297,069</u>
Analysis by fund		
Unrestricted funds	191,286	176,638
Restricted funds	<u>178,756</u>	<u>120,431</u>
	<u>370,042</u>	<u>297,069</u>



# CITIZENS ADVICE SOLIHULL BOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

### 5 Charitable activities

	Advice and Information Service 2022 £	Projects 2022 £	Total 2022 £	Advice and Information Service 2021 £	Projects 2021 £	Total 2021 £
Staff costs	470	308,234	308,704	6,799	209,036	215,835
Depreciation and impairment	300	-	300	2,198	-	2,198
Office, premises and other costs	368	33,300	33,668	2,113	31,450	33,563
Governance costs	5,473	-	5,473	3,676	-	3,676
Staff and training expenses	1,362	983	2,345	452	1,773	2,225
	<u>7,973</u>	<u>342,517</u>	<u>350,490</u>	<u>15,238</u>	<u>242,259</u>	<u>257,497</u>
	<u>7,973</u>	<u>342,517</u>	<u>350,490</u>	<u>15,238</u>	<u>242,259</u>	<u>257,497</u>
<b>Analysis by fund</b>						
Unrestricted funds	5,162	169,291	174,453	11,682	134,938	146,620
Restricted funds	2,811	173,226	176,037	3,556	107,321	110,877
	<u>7,973</u>	<u>342,517</u>	<u>350,490</u>	<u>15,238</u>	<u>242,259</u>	<u>257,497</u>

### 6 Trustees

None of the trustees (or any persons connected with them) received any remuneration or benefits from the charity during the year.

### 7 Employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
	<u>14</u>	<u>11</u>
<b>Employment costs</b>	<b>2022 £</b>	<b>2021 £</b>
Wages and salaries	281,142	200,558
Social security costs	22,161	11,849
Other pension costs	5,401	3,428
	<u>308,704</u>	<u>215,835</u>

# CITIZENS ADVICE SOLIHULL BOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

### 7 Employees

(Continued)

The average headcount expressed as full-time equivalents was : 11 ( 2021: 8).

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

### 8 Tangible fixed assets

	Fixtures and fittings	Computers	Total
	£	£	£
<b>Cost</b>			
At 1 April 2021	25,248	986	26,234
At 31 March 2022	25,248	986	26,234
<b>Depreciation and impairment</b>			
At 1 April 2021	23,148	986	24,134
Depreciation charged in the year	300	-	300
At 31 March 2022	23,448	986	24,434
<b>Carrying amount</b>			
At 31 March 2022	1,800	-	1,800
At 31 March 2021	2,100	-	2,100

### 9 Debtors

	2022	2021
	£	£
<b>Amounts falling due within one year:</b>		
Trade debtors	20,172	34,101
Prepayments and accrued income	12,503	60,395
	32,675	94,496

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

	2022	2021
	£	£
Other taxation and social security	-	146
Trade creditors	-	110
Other creditors	2,178	258
Accruals and deferred income	8,620	24,492
	10,798	25,006



# CITIZENS ADVICE SOLIHULL BOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 11 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Balance at 1 April 2020 £	Movement in funds			Transfers £	Balance at 1 April 2021 £	Movement in funds			Balance at 31 March 2022 £
		Incoming resources £	Resources expended £				Incoming resources £	Resources expended £		
Priority 1.4	-	59,424	(23,835)		-	35,589	34,606	(70,195)		-
Help to Claim	1,869	51,007	(77,042)		24,166	-	50,210	(46,400)		3,810
SMBC - SCH	-	10,000	(10,000)		-	-	50,000	(38,379)		11,621
Active Chats	-	-	-		-	-	23,467	(16,461)		7,006
Covid Debt	-	-	-		-	-	20,473	(4,602)		15,871
	1,869	120,431	(110,877)		24,166	35,589	178,756	(176,037)		38,308

# CITIZENS ADVICE SOLIHULL BOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

#### 12 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Balance at 1 April 2020 £	Transfers £	Balance at 1 April 2021 £	Movement in funds Incoming resources £	Balance at 31 March 2022 £
Equipment	2,500	-	2,500	-	2,500
IT Strategy	2,500	-	2,500	-	2,500
Redundancy Provision	14,267	44,661	58,928	-	58,928
Premises - lease obligations	7,000	-	7,000	-	7,000
Maintenance per year - Chelmsley Wood	6,000	-	6,000	-	6,000
Advice and Information Service	50,000	-	50,000	-	50,000
	<u>82,267</u>	<u>44,661</u>	<u>126,928</u>	<u>-</u>	<u>126,928</u>

#### 13 Analysis of net assets between funds

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Fund balances at 31 March 2022 are represented by:						
Tangible assets	1,800	-	1,800	2,100	-	2,100
Current assets/(liabilities)	272,735	38,308	311,043	244,464	35,589	280,053
	<u>274,535</u>	<u>38,308</u>	<u>312,843</u>	<u>246,564</u>	<u>35,589</u>	<u>282,153</u>

# CITIZENS ADVICE SOLIHULL BOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

### 14 Restricted funds

#### Priority Project

Citizens Advice Solihull Borough is the delivery partner for Solihull Metropolitan Borough Council (SMBC). The project seeks to assist unemployed people back to work with SMBC receiving approved funding from the European Social Fund. SMBC will provide grants to CASB to assist in covering a proportion of the staff costs incurred over the project term, which is 3 years.

#### Help to Claim

The service seeks to help people with Universal Credit issues including those making an initial claim. It is delivered face-to face, over the phone and online through webchat and online advice to enable clients to access support in the way that's right for them.

#### SMBC-SCH

This funding is to continue the work done with clients and assist with their future endeavours.

#### Active Chats

This project is a telephone and virtual befriending service to encourage vulnerable people to increase their physical activity levels and become less socially isolated.

#### Covid Debt

This project aims to increase service capacity, capability and visibility of providing debt and money advice to Solihull residents.

### 15 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2022 £	2021 £
Within one year	1,374	3,334
Between two and five years	3,076	7,291
	<u>4,450</u>	<u>10,625</u>

### 16 Related party transactions

There were no disclosable related party transactions during the year (2021 - none).

### 17 Independent Examination

The remuneration paid to the independent examiner was £2,340 (2021 £2,520).

# CITIZENS ADVICE SOLIHULL BOROUGH

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2022

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#### 18 Prior Period Adjustment

The financial statements include 2 separate prior period adjustments. Where relevant, the comparative figures, including opening balances) have been adjusted.

##### **Restricted / Unrestricted Funds**

A number of projects have previously been treated as restricted funds incorrectly. These have been reallocated to unrestricted funds, with income and expenditure for the prior period and the opening fund balances corrected.

##### **Fixed Assets**

Computer equipment in the previous period was capitalised as fixed assets incorrectly. The cost has now been shown as revenue expenditure.

##### **Financial Impact**

Closing restricted fund balances corrected at 31st March 2021 from £89,030 to £35,589.  
Fixed Assets corrected at 31st March 2021 from £9,451 to £2,100.