

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 2024**

## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **LEGAL AND ADMINISTRATIVE INFORMATION**

<b>Trustees</b>	Ann Hunter Marcus Brain Richard Maksymowicz Daniel Bliss- <b>Chair</b> Carole Hodson (Resigned 1 <sup>st</sup> February 2024) Scott Berrie (Resigned 23 <sup>rd</sup> August 2023) Harnett Dhillon (Resigned 23 <sup>rd</sup> August 2023)
<b>Secretary</b>	Kerry Turner
<b>Charity number</b>	1141020
<b>Company number</b>	07513268
<b>FCA registration number:</b>	617566
<b>Bankers:</b>	Lloyds Bank PLC PO Box 1000 Solihull BX1 1LT
<b>Independent examiner</b>	Erdingsworth Business & Tax Advisors Ltd Unit 3 Cuckoo Wharf 427 Lichfield Road Birmingham B6 7SS

## **CITIZENS ADVICE SOLIHULL BOROUGH**

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## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024**

The Trustees present their annual report together with the company's financial statements for the year 1 April 2023 to 31 March 2024. The annual report serves the purposes of both a trustee report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the company qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

## **STRUCTURE, GOVERNANCE AND MANAGEMENT**

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

#### **a. Constitution**

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

Citizens Advice Solihull Borough is a registered charity and a company limited by guarantee. Each member's maximum liability is limited to £1.

On 31 March 2023, the company had seven members. Its Memorandum and Articles of Association govern Citizens Advice Solihull Borough.

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

- elected at the annual general meeting (there is 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.

The trustees who have served during the year can be seen above. None of the trustees has any beneficial interest in the company.

## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024**

#### **b. Recruitment and appointment of trustees**

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

The process starts with the 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 oversees an interview process. If the panel feels the candidate should be recommended to the Board, references are sought. When references are received, the panel makes 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.

New trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan, and the charity's recent financial performance. They also meet key employees and other trustees. Trustees are encouraged to attend appropriate external training events, which will facilitate their understanding of their role.

#### **c. Organisational structure and decision-making policies**

Citizens Advice Solihull Borough is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux. Citizens Advice provides a framework for standards of advice and casework management and monitors progress against these standards. The Board of Directors independently determines operating policies to fulfil its charitable objectives and comply with the national membership requirements.

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.

The Senior Management Team meets to review progress against targets and the Charity's financial position and discuss issues referred to them by the trustee board.



## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024**

Reports and recommendations are then taken to the full board for approval, and their implementation is organised by the CEO and the staff team. There are regular staff and volunteer meetings.

**The CEO and senior management team meetings ensure progress against targets.**

#### **Pay and Remuneration of Key Management Personnel**

The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. The charity's senior management team are all paid in accordance with a published scale of grades used in the voluntary sector. Any increases to these published grades are approved by the trustee board. The chief executive's salary is reviewed and approved by the trustee board separately but in line with the policy set out above.

#### **Key risks and Uncertainties**

The trustees having had consideration to and mindful of the risk factors for the charity identify the following:

- A. Securing funding remains a serious challenge to maintain but to expand our service. We understand that the next few years are critical for us in terms of our sustainability and our long-term survival, the Trustees are taking this risk very seriously and are responding accordingly
- B. The funding climate is not getting any easier, nor do we expect it to improve any time soon - coupled with this demand for our service is increasing meaning that we risk being unable to continue meeting our clients' needs and experience reputational risk as a result.
- C. In order that we can continue to deliver it is essential that we maintain our volunteer base. We, along with other Local Citizens Advice, are finding it harder to attract suitable volunteers.

Trustees plans and strategies for managing these risks.

- A. A fundraising strategy has been developed for the next fiscal year that broadens our approach to income generation, we are working towards building our unrestricted income to allow us to create a cushion should we face further reductions in our funding levels.
- B. A fundraising strategy has been developed for the next fiscal 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.

## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024**

#### **STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)**

##### **Pay and Remuneration of Key Management Personnel**

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- C. A partnership approach has been developed with 3 Universities. We are working with students who wish to volunteer with us. The Trustees have worked with the university to consider an approach to training and how best the charity can engage with students. This arrangement is proving successful.

## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024**

Factors that are likely to affect the financial performance or position in 2023/24 and further years:

- Volatile and uncertain economic conditions, particularly towards the end of the year resulting from the pandemic and national lockdowns.
- 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 offer and moving further towards our 'core market'.
- The political environment remains uncertain even with the new government; the impact of key national developments is still very much an 'unknown quantity' but has the potential to impact on our position.
- 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 offer and moving further towards our 'core market'.

### **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."

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

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

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



**CITIZENS ADVICE SOLIHULL BOROUGH  
TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)  
FOR THE YEAR ENDED 31 MARCH 2024**

The Vision Statement for the CASB 2023 -2026 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 outcome. Together with the success of individual key projects and the benefits that have been born from them. In carrying out the review we are ensuring that that our aims, objectives and activities are in line with our stated purpose.

Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support. Key activities have included:

- Making sure our service delivery is cost effective and yet person centred.
- Continually reviewing, and improving where necessary, the quality of the advice we deliver to all our clients.
- Diversifying our approach to funding to minimise the risks associated with holding reduced funding streams
- Continued partnership working with other organisations to help develop initiatives to improve access to quality advice, information and support services.

**HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT**

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)  
FOR THE YEAR ENDED 31 MARCH 2024**

## **ACHIEVEMENTS AND PERFORMANCE**

### **Advice and Information Services**

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

- **Advice Line**—We have provided a telephone service five days a week (Monday to Friday), giving people specialist advice and information through our team of trained Advisers, supported by a team of resolute paid staff.
- **Advice Clinics** - We run advice clinics two days per week. People can come to our office and be seen face to face by our trained Advisers.
- **Information and Self Help** through our website.
- **Active Chats** programme. A project funded to help people who are over the age of 60 years or shielding due to covid-19 or suffering the effects of covid-19, become more active again. It was recognised people in this target group have become less active due to restrictions and through gentle low-level seated exercise we can build their confidence getting them more mobile.
- **Access to Work**. Funded through The European Social Fund. We engage with residents and promote the benefits of the project to them. Once signed up, they can access training, interview practice, job search and IAG services.
- **Money Advice/ Debt Advice Service**. Funded through The Money and Pension Service. This project helps people with basic budgeting, through to Court Representation. We help construct financial statements, negotiate with third parties, and apply to trusts.
- **Advice on Prescription**. Funded through the Birmingham and Solihull Integrated Care Board. Providing patients with information, advice, and guidance at 10 of the GP practices in North Solihull. This project supports people with complex advice needs who would not normally access our services.
- **Social Prescribing Service** for Solihull Healthcare Partnership (SHP) and Rural Solihull PCN. We deliver this service through 11 GP practices in south Solihull. This project links and supports patients to organisations that can help them be less socially isolated, live independently, reduce visits to the GP, and show increased confidence. We were funded for providing social prescribing service to GPS Healthcare, however they took the service inhouse.
- **Energy Advice and Carbon Monoxide Advice**. Funded through National Citizens Advice. We give people in the borough access to specialised switching, savings, and understanding tariffs, efficiency measures, and life savings tips.
- **Help to Claim** is a national project run locally by Birmingham CAB. We refer clients to the service who need to claim universal credit right through to the first payment. We provide a face-to-face service for people who need help with their claims.
- **MacMillan**. This is a national project run locally by Birmingham CAB. The project gives advice and information to anyone affected by cancer in Solihull.

## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024**

#### **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.

The table below shows the breakdown of the Team

Year	Paid	Volunteers
2023/24	16	55
2022/23	14	45
2021/22	13	29

The volunteers contribute, on average, 571 hours per week. This may be expressed as an annualised value of £340,568. However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment.

Citizens Advice Solihull Borough is working hard to review our approach to attracting and keeping volunteers. We intend to consistently monitor our approach to training and provide an accessible and welcoming place to volunteer.

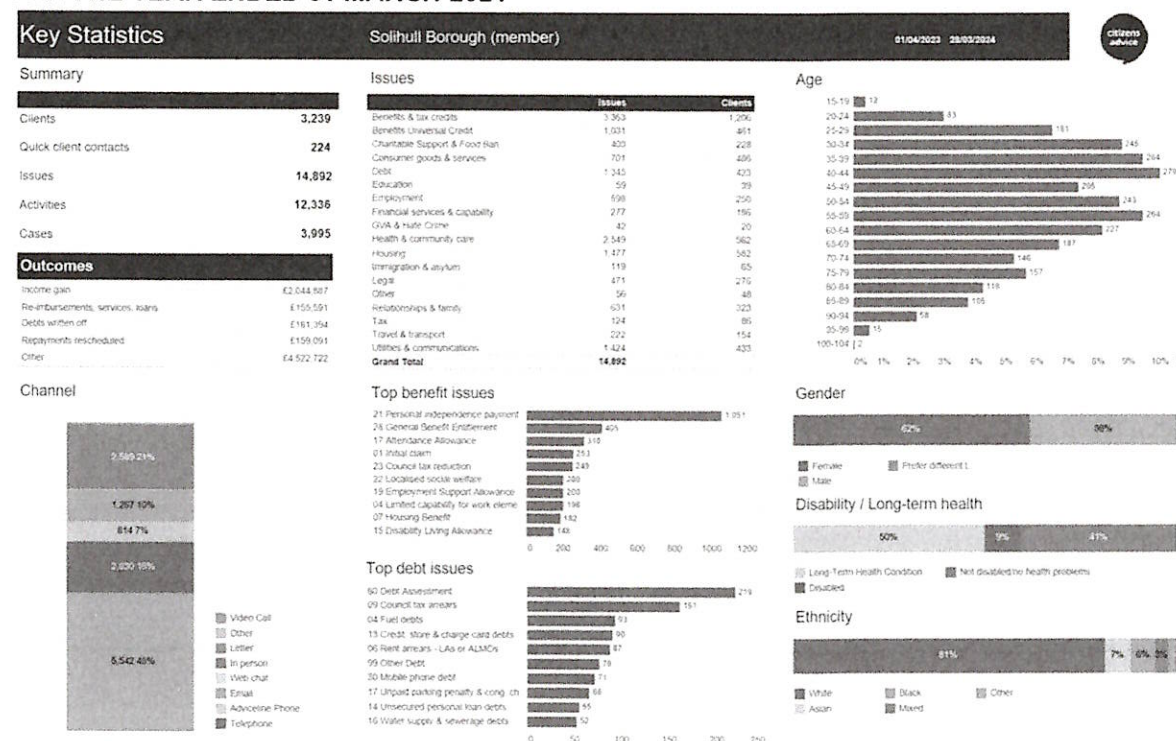
#### **Who used and benefited from our services?**

During the reporting year, 3239 clients (2022/23: 3269; 2021/22: 5,987) benefited from Citizens Advice Solihull Borough's services, generating 12336 contacts (2022/23: 8911; 2021/22: 17,986). The service generated a total of £2,044,997 (2022/23: £587,674; 2021/22: £840,720) in additional income for its clients.

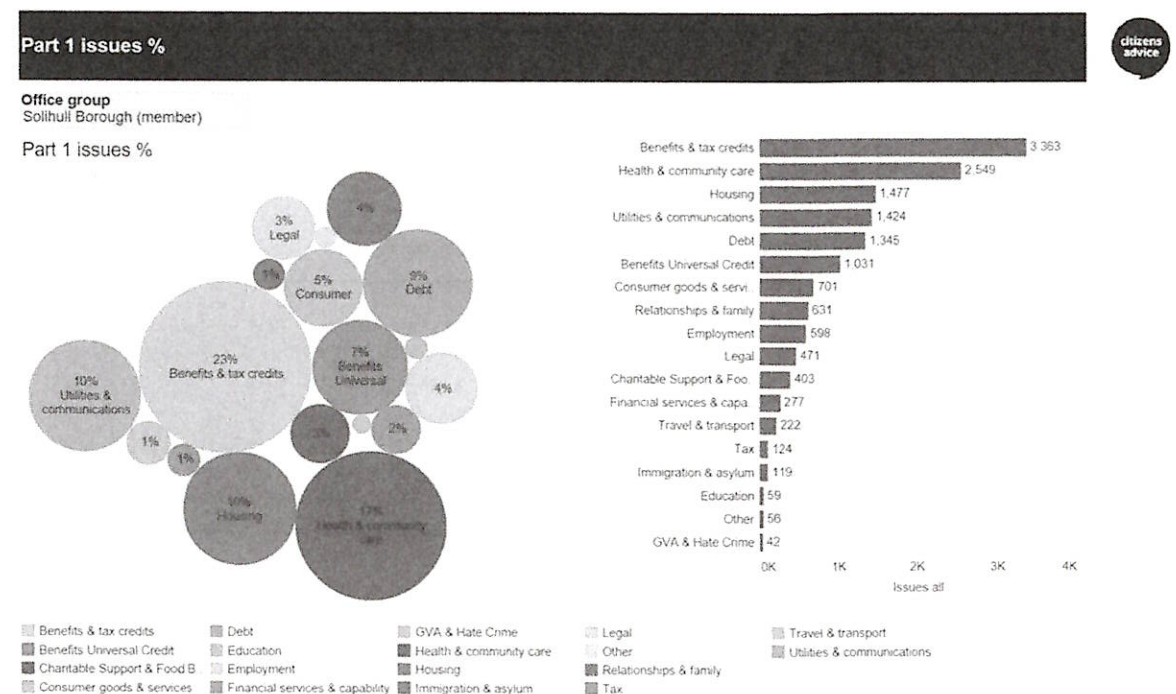
Clients continue to present with multiple problems and on average clients are presenting with 5 issues each. On average clients are presenting 3 times each before their issues are resolved.



**TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT)**  
**FOR THE YEAR ENDED 31 MARCH 2024**



We support people on 14892 issues that they may face; however, our most common enquiry area is welfare benefits and tax credits, which make up a total of 30% of the issues we have supported.





## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024 FINANCIAL REVIEW**

#### **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. This is not about simply cutting costs; it is about delivering a service that genuinely meets clients' needs to make us as cost effective as possible.

The complexity of the issues that clients are facing, and the additional challenges that clients are experiencing places additional demands on the service. The support networks that were previously in place for people are changing, and we are asked to offer support that falls outside the confines 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.

#### **FINANCIAL REVIEW**

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

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

In the reporting period, the charity had a:

- total income of £339,805 (2022/23: £369,822 2021/22: £381,180)
- expenditure of £373,686 (2022/23: £315,627; 2021/22: £350,490)
- the charity's total funds stand at £333,157 (2022/23: £367,038; 2021/22: £312,843)
- unrestricted funds of £148,055 (2022/23: £235,605; 2021/22: £147,607)
- restricted funds of £40,102 (2022/23: £ 17,433; 2021/22: £ 38,308)
- designated funds of £145,000 (2022/23: £114,000; 2021/22: £126,928).

#### **Principal Funding Sources**

The total income of £339,805 for the year represents a decrease of £30,017 compared to 2021/22.

We are especially grateful to the members of the public who have generously donated money to our service over the year and spent within Our Charity Shop.

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

## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **TRUSTEES REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024**

#### **Investment 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 the suitability of investments and the need for diversification).

#### **Reserves Policy**

Citizens Advice Solihull Borough is required to ensure that free monies are available in each fiscal year to meet any foreseeable contingency. The trustees consider that it would be prudent to set aside an amount equivalent to 3-6 months' operating expenditure. The value of this will be calculated using an average of 3-6 months running costs based on the current annual budget. This is reviewed on a quarterly basis. At the end of 2023/24, the actual level of reserves (i.e., unrestricted funds less designated and fixed assets) totalled £188,157.

#### **Going Concern**

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

## **FUTURE PLANS**

The trustee board for 2024/25 continues to prioritise developing a sustainable service that meets the needs of our clients. The charity will build on the work completed in the previous fiscal year to develop diversified funding streams that will increase our sustainability and enable us to build a diverse service that is responsive to client needs.

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

During the year 2024/25, we will improve our internal monitoring mechanisms, ensuring that we have a clear understanding of each element of the service. The benefits of that are many—we can ensure that we are achieving as much as we can possibly achieve and delivering an excellent service to our clients and our funders, and we can also understand our business offer and market our service accordingly.

The annual report was approved by the trustees of the charity on 2/10/24 and signed on its behalf by



.....  
Daniel Bliss - Chair of Trustees



## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **INDEPENDENT EXAMINER'S REPORT TO THE TRUSTEES OF CITIZENS ADVICE SOLIHULL BOROUGH**

We report to the trustees on our examination of the financial statements of Citizens Advice Solihull Borough (the Charity) for the year ended 31 March 2024.

#### **Responsibilities and basis of report**

As the trustees of the Charity (and 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 ourselves that the financial statements of the Charity are not required to be audited under Part 16 of the act 2006 Act and are eligible for independent examination, we report in respect of our examination of the Charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out our examination we 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. We confirm that we are qualified to undertake the examination because we are a member of the Association of Accounting Technicians (AAT), which is one of the listed bodies.

We have completed our examination. We confirm that no matters have come to our attention in connection with the examination giving us 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 these records; or
3. the financial statements do not comply with the accounting requirements of section 396 of the 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 preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

We 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.



**Erdingsworth Business & Tax Advisors Ltd**

Unit 3 Cuckoo Wharf  
427 Lichfield Road  
Birmingham  
B6 7SS

Dated: 2/10/24 .....

# CITIZENS ADVICE SOLIHULL BOROUGH

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
	Notes						
<b>Income from</b>							
Donations and legacies	3	5,983	-	5,983	28,567	-	28,567
Income from charitable activities	4	138,177	195,645	333,822	131,691	209,564	341,255
<b>Total Income</b>		<u>144,160</u>	<u>195,645</u>	<u>339,805</u>	<u>160,258</u>	<u>209,564</u>	<u>369,822</u>
<b>Expenditure on:</b>							
Charitable activities	5	<u>200,710</u>	<u>172,976</u>	<u>373,686</u>	<u>88,998</u>	<u>226,629</u>	<u>315,627</u>
Gross Transfers between funds		-	-	-	(3,810)	3,810	-
<b>Net income for the year/ Net movement in funds</b>		<u>(56,550)</u>	<u>22,669</u>	<u>(33,881)</u>	<u>75,070</u>	<u>(20,875)</u>	<u>54,195</u>
Fund balances at 1 April 2023		<u>349,605</u>	<u>17,433</u>	<u>367,038</u>	<u>274,535</u>	<u>38,308</u>	<u>312,843</u>
<b>Fund balances at 31 March 2024</b>		<u>293,055</u>	<u>40,102</u>	<u>333,157</u>	<u>349,605</u>	<u>17,433</u>	<u>367,038</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 2024

	Notes	2024 £	£	2023 £	£
<b>Fixed assets</b>					
Tangible assets	8		-		-
<b>Current assets</b>					
Debtors	9	112,957		116,635	
Cash at bank and in hand		<u>229,340</u>		<u>268,766</u>	
		342,297		385,401	
<b>Creditors: amounts falling due within one year</b>	10	<u>9,140</u>		<u>18,363</u>	
Net current assets		<u>333,157</u>		<u>367,038</u>	
<b>Total assets less current liabilities</b>		<u>333,157</u>		<u>367,038</u>	
<b>Income funds</b>					
Restricted funds	11	40,102		17,433	
<u>Unrestricted funds</u>					
Designated funds	12	145,000		114,000	
General unrestricted funds		<u>148,055</u>		<u>235,605</u>	
		293,055		349,605	
		<u>333,157</u>		<u>367,038</u>	

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2024.

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

The members have 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... 1st October 2024

  
.....  
Daniel Bliss  
Chairman

Company registration number 07513268

## **CITIZENS ADVICE SOLIHULL BOROUGH**

### **NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024**

#### **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). The charity is a Public Benefit Entity as defined by FRS 102.

#### **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 unrestricted 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 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 2024

#### 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 based on time spent, and depreciation charges are allocated on the portion of the assets 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 to write off the cost or valuation of assets less their residual values over their useful lives on the following basis;

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

##### 1.7 Impairment of fixed assets

At each reporting end date, the Charity reviews the carrying amount of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss (if any).

##### 1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held 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 Trade debtors

Trade debtors are amounts due from customers for 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 company will not be able to collect all amounts due according to the original terms of the receivables.

##### 1.10 Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operation 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.



## **CITIZENS ADVICE SOLIHULL BOROUGH**

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

#### **1.11 Employee benefits**

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

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

#### **1.12 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 judgments, 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 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, or in the period of the revision and future periods where the revision affects both current and future periods.



**CITIZENS ADVICE SOLIHULL BOROUGH**

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

**3 Donations and legacies**

	<b>Unrestricted funds 2024 £</b>	<b>Unrestricted funds 2023 £</b>
Donations and gifts	6,102	28,567
Legacies receivable	-	-
	<u>6,102</u>	<u>28,567</u>

**Donations and gifts**

**(Continued)**

Contracts	-	-
Donations	276	111
Grants	-	-
Trading	5,826	28,456
	<u>6,102</u>	<u>28,567</u>

**4 Income from charitable activities**

	<b>Restricted 2024 £</b>	<b>Restricted 2023 £</b>
Projects	339,805	341,255
Analysis by fund		
Unrestricted funds	144,160	131,691
Restricted funds	195,645	209,564
	<u>339,805</u>	<u>341,255</u>

**CITIZENS ADVICE SOLIHULL BOROUGH**

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**  
**FOR THE YEAR ENDED 31 MARCH 2023**

**5 Charitable activities**

	Advice and Information Projects Service 2024		Total 2024	Advice and Information Projects Service 2023		Total 2023
	£	£	£	£	£	£
Staff costs	500	316,044	316,544	500	302,841	303,341
Depreciation and impairment	-	-	-	1,800	-	1,800
Office premises and other costs	423	48,943	49,366	363	4,456	4,819
Governance costs	4,769	-	4,769	4,139	-	4,139
Staff and training	2,757	250	3,007	1,279	249	1,528
	<u>8,449</u>	<u>365,237</u>	<u>373,686</u>	<u>8,081</u>	<u>307,546</u>	<u>315,627</u>
<b>Analysis by fund</b>						
Unrestricted funds	5,692	195,018	200,710	4,139	84,859	88,998
Restricted funds	2,757	170,219	172,976	3,942	222,687	226,629
	<u>8,449</u>	<u>365,237</u>	<u>373,686</u>	<u>8,081</u>	<u>307,546</u>	<u>315,627</u>

**6 Trustees**

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

**CITIZENS ADVICE SOLIHULL BOROUGH****NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024****7 Employees**

The average monthly number of employees during the year was 14 (2023: 13)

**Employment costs**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Wages and salaries	293,943	281,886
Social security costs	17,699	16,190
Other pension costs	4,902	5,265
	<u>316,543</u>	<u>303,341</u>

The average headcount expressed as full-time equivalents was 14 (2023: 13).

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

**8 Tangible fixed assets**

	<b>Fixtures and fittings</b>	<b>Computers</b>	<b>Total</b>
<b>Cost</b>	<b>£</b>	<b>£</b>	<b>£</b>
At 1 April 2023	<u>25,248</u>	<u>986</u>	<u>26,234</u>
At 31 March 2024	25,248	986	26,234
<b>Depreciation and Impairment</b>			
At 1 April 2023	25,248	986	26,234
Depreciation charged in year	-	-	-
At 31 March 2024	<u>25,248</u>	<u>986</u>	<u>26,234</u>
<b>Carrying amount</b>			
At 31 March 2024	-	-	-
At 31 March 2023	<u>-</u>	<u>-</u>	<u>-</u>

**CITIZENS ADVICE SOLIHULL BOROUGH**

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

**9 Debtors**

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
<b>Amounts falling due within one year:</b>		
Trade debtors	95,727	62,523
Prepayments and accrued income	<u>17,229</u>	<u>54,112</u>
	<u>112,957</u>	<u>116,635</u>

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

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Other taxation and social security	5,155	-
Trade creditors	-	90
Other creditors	1,705	1,073
Accruals and deferred income	<u>2,280</u>	<u>17,200</u>
	<u>9,140</u>	<u>18,363</u>



# CITIZENS ADVICE SOLIHULL BOROUGH

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

### 11 Restricted funds

The income funds of the charity include restricted funds comprising of the following:

	Balance at Incoming 01 April 2022 Resources		Resources expended	Transfers	Balance at Incoming 01 April 2023 resources		Resources expended	Balance at 31 March 2024
	£	£	£	£	£	£	£	£
Priority 1.4	-	73,710	(87,285)	-	(13,575)	39,468	(54,908)	(29,015)
CIT A	-	-	-	-	-	15,000	(14,797)	203
EAP	-	-	-	-	-	38,010	(24,044)	13,966
CEP NW	-	-	-	-	-	8,100	-	8,100
EOP	-	-	-	-	-	12,568	(20,070)	(7,502)
Energy	-	-	-	-	-	13,113	(22,356)	(9,243)
Help to Claim	-	47,063	(34,166)	-	12,897	-	-	12,897
SMBC- SCH	11,621	-	(13,660)	-	(2,039)	14,370	(6,520)	5,811
Active Chats	7,006	-	(6,621)	-	385	-	-	385
Covid Debt	15,871	3,000	-	-	18,871	-	-	18,871
GP Solihull CCG	-	29,106	(28,233)	-	873	-	-	873
We Are Digital	-	1,855	(4,398)	-	(2,543)	228	(805)	(3,120)
Millies Watch	-	5,000	(5,028)	-	(28)	-	-	(28)
MAPS	11,621	49,829	(58,858)	-	2,592	54,788	(29,476)	27,904
	46,119	209,563	(238,249)	-	17,433	195,645	(172,976)	40,102

### 12 Designated funds

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

	Balance at 01 April 2022	Transfers	Balance at Incoming 01 April 2023 resources	Balance at 31 March 2024
	£	£	£	£
IT Equipment and hardware	6,000	-	6,000	12,000
Redundancy provision	45,000	-	45,000	45,000
Premises Lease obligations	10,000	-	10,000	10,000
Maintenance per year	3,000	-	3,000	6,000
Staff resourcing	50,000	-	50,000	72,000
	114,000	-	114,000	145,000

## CITIZENS ADVICE SOLIHULL BOROUGH

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

#### 13 Analysis of net assets between funds

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Fund balances at 31 March 2024 are represented by:						
Tangible assets	-	-	-	-	-	-
Current assets/(liabilities)	293,055	40,102	333,157	349,605	17,433	367,038
	293,055	40,102	333,157	349,605	17,433	367,038

#### 14 Restricted funds

##### Priority Project

Citizens Advice Solihull Borough (CASB) 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.

##### 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.

##### Money Advice Service (MAPS) - Debt Advice

Through the Money Advice Service CASB are funded to give a full spectrum of money advice to residents of Solihull. We give basic budgeting advice, financial capability, negotiate with third parties, bankruptcy applications and representation at Court.

##### Citizens Advice Energy Best Deal

A project to explain to people the benefits of becoming more energy efficient along with providing advice on swapping energy providers with face-to-face appointments.

##### Solihull-ICB

Advice surgeries at 10 GP practices in North Solihull. We deliver one hour appointments to patients. The appointments are for specialist advice and can be on any topic we cover.

**CITIZENS ADVICE SOLIHULL BOROUGH**

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

**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:

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Within 1 year	994	994
Between two and five years	994	1,987
	<u>1,988</u>	<u>2,981</u>

**16 Related party transactions**

There were no disclosable related party transactions during the year (2023: £nil).

**17 Independent examination**

The remuneration paid to the independent examiner was £2,280 (2023: £2,200).