

CITIZENS ADVICE LIVERPOOL LIMITED

England & Wales · Charity number 1169879

Details

Status Registered

Legal form Charitable company

Company number [10286899](#)

Registered 2016-10-25

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

Contact

Address Liverpool Innovation Park
Liverpool Digital
360 Edge Lane
Fairfield
Liverpool
L7 9NJ

Phone 01515221400

Website <https://www.citizensadvice.liverpool.org.uk/>

Activities

Objects: THE CHARITY'S OBJECTS ARE TO PROMOTE ANY CHARITABLE PURPOSE FOR THE BENEFIT OF THE COMMUNITY IN LIVERPOOL AND SURROUNDING AREAS ("THE AREA OF BENEFIT") BY THE DVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS.

Activities: The charities objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress in particular, but not without limitation, for the benefit of the community in Liverpool and surrounding areas.

Classification

- **How:** Provides Services, Provides Advocacy/advice/information
- **What:** General Charitable Purposes, Disability, The Prevention Or Relief Of Poverty, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Elderly/old People, People With Disabilities, The General Public/mankind

Geography

- Liverpool City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£4,349,809	£4,231,419	£1,528,101	128
2024-03-31	£4,096,212	£4,082,038	£1,409,711	128
2023-03-31	£3,392,323	£3,361,839	£1,419,537	106
2022-03-31	£3,440,345	£3,363,136	£1,369,438	111
2021-03-31	£3,382,083	£3,162,286	£1,189,506	112

Trustees

Name	Role	Appointed
Alison Gibbon		2016-07-19
Emma Lee Carey		2020-12-17
Franklin Hont		2017-07-04
JYOTI KISHOR VITHLANI		2021-08-25
James Organ		2016-11-21
Joanne Katherine Randall		2025-11-12
Kim Crowe		2017-01-16
Paul Wilkie		2016-11-21
Stephen Anton		2017-12-18
Yvonne Hanson		2025-11-12
Yvonne Hanson		2025-12-10

CITIZENS ADVICE LIVERPOOL LIMITED

England & Wales - Charity number 1169879

Accounts

Charity registration number 1169879 (England and Wales)

Company registration number 10286899

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

CITIZENS ADVICE LIVERPOOL LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr S F Anton Ms K M Crowe Mrs A M Gibbon Mr F T Hont Dr J B Organ Mr P R Wilkie Ms E Carey Ms J K Vithlani Mr S C Turner
Secretary	Ms H Jessop
Charity number (England and Wales)	1169879
Company number	10286899
Registered office	242 Picton Road Wavertree Liverpool L15 4LP
Auditor	DSG Audit Castle Chambers 43 Castle Street Liverpool L2 9TL

CITIZENS ADVICE LIVERPOOL LIMITED

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CITIZENS ADVICE LIVERPOOL LIMITED

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

The trustees present their annual report and financial statements for the year ended 31 March 2025.

This report provides an overview of Citizens Advice Liverpool's activities for the financial year 2023-2024, including our financial performance and key statistics. It highlights our achievements in fulfilling our mission and objectives, especially in the face of ongoing economic challenges.

At Citizens Advice Liverpool, we understand the significant impact that life events like job loss, relationship breakdown, illness, or disability can have on individuals and families. We remain dedicated to providing comprehensive support and advice to those facing such challenges.

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 Memorandum and Articles of Association, 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).

Introduction

This report provides a concise overview of Citizens Advice Liverpool's activities and financial performance for the year 2024-2025. It highlights our achievements in fulfilling our mission amidst a dynamic and challenging period for both our clients and the organisation. We remain dedicated to providing comprehensive support and advice to individuals and families facing life's significant challenges, adapting to economic pressures and a shifting policy landscape.

Our Values

Our work is guided by our core values: **Quality, Responsiveness, Accountability, Creativity, and Fairness**. These values underpin our commitment to equality, diversity, and inclusion (EDI), ensuring accessible and welcoming services for all, particularly within our immigration services where clients often face unique vulnerabilities.

Operating Environment and Key Challenges

The 2024-2025 financial year presented a complex operational environment. The cost of living crisis continued to drive unprecedented demand for our services. Funding volatility was a significant challenge, as recommissioning processes for key contracts, including Health Contract Advice on Prescription, UKSPF Mind and Money, and Torus Housing, resulted in funding reductions (20% for Health, 50% for Mind and Money, with a forthcoming Torus reduction). These reductions necessitated restructuring and a redundancy process, which, while managed with alternative employment, took a toll on our dedicated workforce. Furthermore, the 2025 rise in employer National Insurance contributions (from 13.8% to 15%) placed significant financial pressure on the charity sector, impacting our operational costs. Our search for new premises was also affected by financial pressures, leading us to withdraw from city centre negotiations, and we are now pursuing more cost-effective options outside the city centre. Finally, the 2024 general election created a period of uncertainty among funders as new government priorities emerged.

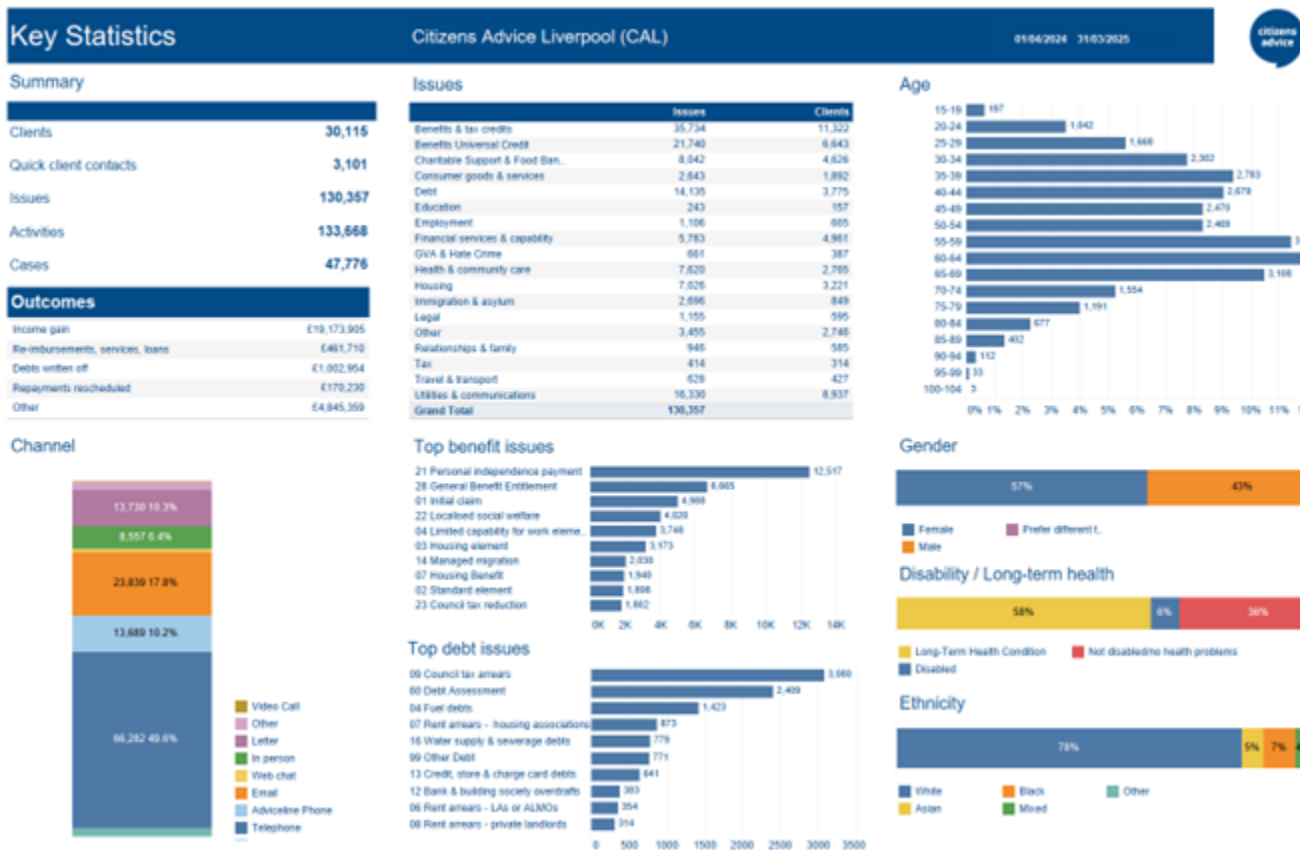
Performance and Impact

Despite these challenges, Citizens Advice Liverpool delivered substantial impact, directly improving thousands of lives. We provided advice and assistance to 30,115 clients, successfully addressing 130,357 new issues spanning welfare benefits, debt, housing, and immigration. A significant 5124 families required emergency support, including food and fuel vouchers, highlighting the complex, intertwined needs our skilled team addresses through in-depth support and casework. While an enormous amount of work is done by our service, we remain at the sharp end of comments about lack of access, despite over almost 30,000 people receiving advice, we are working hard to secure funding for services to increase capacity and expanding services to meet overwhelming demand.

CITIZENS ADVICE LIVERPOOL LIMITED

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

2024-2025 Performance Dashboard



Financial Impact:

Our interventions led to significant financial gains and stability for clients. We increased clients' incomes by £24,480,974 comprising £19,420,517 in ongoing increases and £5,060,457 in one-off payments and backdated benefits, with almost 40% of clients financially better off after receiving advice. We also supported 9003 clients to access £2,342,037 in fuel support, helped access £37,577 in charitable support, and assisted 3,915 clients in accessing food banks. On the debt front, we managed a total of £13,273,514 of debt, including £1,978,879 in council tax debt and £1,334,427 in fuel debt, observing a concerning trend of employed people with negative budgets due to rising living costs.

CITIZENS ADVICE LIVERPOOL LIMITED

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

Key Project Successes & Adaptations

This year saw successful recommissioning for our vital 'Health Contract Advice on Prescription', 'UKSPF Mind and Money Project', and 'Torus Housing Contract', despite associated funding reductions. We also secured additional funding, including 'Our Liverpool' and 'e-visa' initiatives, to expand our immigration advice services, addressing a significant city-wide deficit. Our robust partnership with Liverpool City Council continued through the Household Support Fund (HSF), distributing over £1.7 million in heating support, and we are pleased to continue this vital service into Round 7.

Strategic Focus Areas

We maintained a strong focus on Debt Advice, providing crucial support to those with negative budgets; our Health Programme, delivering integrated support in primary and secondary care settings; and Emergency Support, ensuring the distribution of essential food and fuel vouchers to meet urgent community needs.

Working in Partnership

Collaboration remains central to our strategy. We continued to host and develop the Liverpool Access to Advice Network (LATAN), fostering crucial collaboration and information sharing among advice providers and community organisations across the city. Additionally, we actively engaged in various local and regional projects, working strategically with organisations that share our goals of tackling poverty and inequality.

Research and Campaigns

This year saw an increase in our Research and Campaigns work, providing evidence and responses to Central and local Government consultations on topics such as housing, pensioner poverty, and changes to welfare support, all with the intention to help drive systemic change. Our national influence was demonstrated when our response on winter fuel allowance for pensioners was published by DWP, and we were invited to give evidence to the Select Committee. Furthermore, our groundbreaking health research, a long-term partnership with Liverpool Integrated Care Board (ICB), NHS, and Liverpool University initiated in 2015, has been peer-reviewed and will be published early next financial year, powerfully demonstrating the positive impacts of quality-assured advice on the wider determinants of health.

Investing in Our People: Our Teams and Workforce Resilience

Our dedicated staff and volunteers are the backbone of our organisation. Their impressive resilience, willingness, energy, and professionalism are profoundly appreciated, and on behalf of myself and the trustees, I extend full and public thanks to the whole team. We are deeply committed to investing in our people through fair employment practices, upheld by our 'Fair Employment Charter' accreditation, and ensuring quality assurance, evidenced by excellent ratings in our Performance and Quality Framework audit. Crucially, we secured Lottery funding for the 'Adviser Learning Exchange', a Liverpool City-Wide training programme, to enhance the skills, well-being, and resilience of our staff and volunteers, particularly after the period of redundancies, ensuring they are equipped to handle increasingly complex cases.

Financial review

Total incoming resources for the year amounted to £4,349,809 (2024: £4,096,212) and total resources expended amounted to £4,231,419 (2024: £4,082,038) giving a surplus before actuarial gains/losses in respect of the pension liability of £118,390 (2024: £14,174).

Total reserves at the 31 March 2025 were £1,528,101 (2024: £1,409,711).

Total unrestricted reserves were £1,475,647 (2024: £1,367,825) and restricted reserves were £52,454 (2024: £41,886). The general unrestricted reserves are £1,092,312 (2024: £1,007,795).

The trustees extend their gratitude to Liverpool City Council who continued to support the core operating capacity of the charity.

CITIZENS ADVICE LIVERPOOL LIMITED

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

Reserves policy

Citizens Advice Liverpool Limited is required to ensure that any free reserves are available in each financial year to meet any reasonable foreseeable contingency. Despite the short term and volatile nature of the funding the management team and trustees will endeavour to secure funding on a regular basis from as many sources as possible. The charity take all necessary steps to ensure that the cessation of one or more funding streams would not present so serious a challenge to the future of the organisation that it could not be managed. So as to continue to provide a best value advice service in reviewing the potential costs that could arise should a significant reduction in income be incurred, the trustees have determined that "free reserves" should be maintained equal to between 3 and 6 month's normal operating expenditure. Based on current levels of general unrestricted reserves, this is currently sufficient for between 3 and 4 months of operating costs.

Loss of funding is always the principal external risk, this is mitigated by seeking to secure funding across a range of sources and by holding sufficient reserves to cover some loss of funding.

Looking Ahead: Strategic Priorities for 2025-2026

As we look to 2025, we are embarking on a new period of business planning that will allow us to refresh our Mission and Vision and renew our values and objectives, creating a service truly fit for the future.

Our key strategic priorities for the upcoming year include optimising our physical presence by relocating to a smaller, more cost-effective central premises; implementing a refreshed service delivery model detailing how our services will be delivered across the city via partnerships and outreaches; and reviewing our funding strategy alongside our delivery plan. Diversifying income streams to ensure financial resilience is paramount to developing a thriving sustainable service. We look forward to building on these foundations, continuing to be a beacon of support for those who need us most.

Review of risks

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

Loss of funding is always the principal external risk. However, the charity did not experience any cancellation of existing contracts due to COVID-19 and is moving into a period of recommissioning for some services with optimism having performed robustly against targets throughout the year. Overall risks are mitigated by seeking to secure funding across a range of sources and by holding sufficient reserves to cover some loss of funding.

Internal risks are mitigated by the implementation of strong financial controls which are regularly reviewed. The Finance, Risk and Governance Sub-Committee meets quarterly to review risks and controls.

Strategic plans for the future are to concentrate on integrating and optimising the services, in particular rationalising office space whilst continuing to seek opportunities to widen the scope of the services provided. The charity will look for opportunities to work co-operatively with other Local Citizens Advice offices across the City Region.

CITIZENS ADVICE LIVERPOOL LIMITED

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

Structure, governance and management

The charity is a company limited by guarantee, incorporated on 19th July 2016 and registered as a charity on 26 October 2016. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The current Memorandum and Articles of Association have been approved by the Charity Commission and Companies House. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

At the 31 March 2025 the charity had 9 trustees.

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:

Mr S F Anton

Ms K M Crowe

Mrs A M Gibbon

Mr F T Hont

Dr J B Organ

Mr P R Wilkie

Ms D Aspinall

(Resigned 13 November 2024)

Ms E Carey

Ms J K Vithlani

Ms R S Harrison

(Resigned 15 May 2024)

Mr S C Turner

Trustees are elected from the local community and must either reside or work in Merseyside. An elections committee made up of trustees, the Company Secretary and chaired by the Chair, oversees the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. The procedure detailed above identifies the process by which each of the current trustees were elected. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

A successful recruitment drive took place, targeted to improve the equality and diversity of the board and bridge the skill gaps identified. The Board is delighted to welcome our four new Trustees to the service.

Citizens Advice Liverpool is governed by its members Trustee Board that 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 the organisation and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to the Chief Officer who reports directly to the trustees. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Liverpool Limited through the provision of induction and training materials and mentoring by established trustees.

Citizens Advice Liverpool Limited has membership of Citizens Advice (CA), the operating name of the National Association of Citizens Advice Bureau, 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 Citizens Advice Liverpool in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Auditor

In accordance with the company's articles, a resolution proposing that DSG Audit be reappointed as auditor of the company will be put at a General Meeting.

CITIZENS ADVICE LIVERPOOL LIMITED

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

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.

Mr P R Wilkie
Trustee

8 September 2025

CITIZENS ADVICE LIVERPOOL LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2025

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

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

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

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

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

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

Opinion

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

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Discussions with and enquiries of management and those charged with governance were held with a view to identifying those laws and regulations that could be expected to have a material impact on the financial statements. During the engagement team briefing, the outcomes of these discussions and enquiries were shared with the team, as well as consideration as to where and how fraud may occur in the entity.

The following laws and regulations were identified as being of significance to the entity:

- Those laws and regulations considered to have a direct effect on the financial statements include UK financial reporting standards, Company Law, Tax and Pensions legislation, and Charity Law.
- Those laws and regulations for which non-compliance may be fundamental to the operating aspects of the charity and therefore may have a material effect on the financial statements include compliance with charitable objectives, public benefit, fundraising regulations, safeguarding and health and safety legislation.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquiries of management and the Trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of Trustee meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

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

Use of our report

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

Jean Ellis BA FCA CTA (Senior Statutory Auditor)

For and on behalf of DSG Audit, Statutory Auditor

Chartered Accountants

Castle Chambers

43 Castle Street

Liverpool

L2 9TL

8 September 2025

CITIZENS ADVICE LIVERPOOL LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Income from:							
Charitable activities	3	2,278,704	2,019,523	4,298,227	893,485	3,166,705	4,060,190
Investments	4	51,582	-	51,582	36,022	-	36,022
Total income		2,330,286	2,019,523	4,349,809	929,507	3,166,705	4,096,212
Expenditure on:							
Charitable activities	5	2,353,302	1,878,117	4,231,419	891,391	3,190,647	4,082,038
Total expenditure		2,353,302	1,878,117	4,231,419	891,391	3,190,647	4,082,038
Net income/(expenditure)		(23,016)	141,406	118,390	38,116	(23,942)	14,174
Transfers between funds		130,838	(130,838)	-	(14,934)	14,934	-
Other recognised gains and losses:							
Actuarial losses on defined benefit pension schemes		-	-	-	(24,000)	-	(24,000)
Net movement in funds	7	107,822	10,568	118,390	(818)	(9,008)	(9,826)
Reconciliation of funds:							
Fund balances at 1 April 2024		1,367,825	41,886	1,409,711	1,368,643	50,894	1,419,537
Fund balances at 31 March 2025		1,475,647	52,454	1,528,101	1,367,825	41,886	1,409,711

The notes on pages 14 to 25 form part of these financial statements.

CITIZENS ADVICE LIVERPOOL LIMITED

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	11		303,521		316,528
Current assets					
Debtors	12	415,369		616,380	
Cash at bank and in hand		1,492,293		1,293,509	
		<u>1,907,662</u>		<u>1,909,889</u>	
Creditors: amounts falling due within one year	13	<u>(683,082)</u>		<u>(816,706)</u>	
Net current assets			1,224,580		1,093,183
Total assets less current liabilities			<u>1,528,101</u>		<u>1,409,711</u>
Net assets			<u>1,528,101</u>		<u>1,409,711</u>
The funds of the charity					
Restricted income funds	15	52,454		41,886	
Unrestricted funds	16	1,475,647		1,367,825	
		<u>1,528,101</u>		<u>1,409,711</u>	

The financial statements were approved by the trustees on 8 September 2025

Mr P R Wilkie
Trustee

Company registration number 10286899 (England and Wales)

CITIZENS ADVICE LIVERPOOL LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Cash flows from operating activities					
Cash generated from/(absorbed by) operations	19		147,202		(624,523)
Investing activities					
Investment income received		51,582		36,022	
Net cash generated from investing activities			51,582		36,022
Net cash generated from financing activities			-		-
Net increase/(decrease) in cash and cash equivalents			198,784		(588,501)
Cash and cash equivalents at beginning of year			1,293,509		1,882,010
Cash and cash equivalents at end of year			1,492,293		1,293,509

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Citizens Advice Liverpool Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 242 Picton Road, Wavertree, Liverpool, L15 4LP.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, 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)". The charity is a Public Benefit Entity as defined by FRS 102.

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

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

1.2 Going concern

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

1.3 Charitable funds

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

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

1.4 Income

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

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

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

1.5 Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs can not be directly attributed to particular headings the have been allocated to activities on a basis consistent with the use of resources.

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.

CITIZENS ADVICE LIVERPOOL LIMITED

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

1 Accounting policies

(Continued)

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:

Freehold land and buildings	2% per annum straight line
Leasehold land and buildings	straight line over the lease
Fixtures and fittings	25% straight line
Computers	25% 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.

Assets are capitalised if valued over £1,000 at the point of receipt.

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.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

CITIZENS ADVICE LIVERPOOL LIMITED

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

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.

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 Taxation

The charity benefits from various exemptions from taxation offered by tax legislation and is not liable to corporation tax on income and gains falling within those exemptions. Recovery is made of tax deducted from qualifying income and from receipts under gift aid.

1.11 Employee benefits

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

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

1.12 Retirement benefits

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

The charity participates in the Pensions Trust's Growth Plan for certain of its employees. The Growth Plan is a multi-employer pension plan. Assets and liabilities of the scheme are not accounted for in the financial statements in accordance with FRS 102. A deficit funding plan has been agreed and a provision has been recognised in the financial statements for the net present value of the future contributions.

2 Critical accounting estimates and judgements

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

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

CITIZENS ADVICE LIVERPOOL LIMITED

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

3 Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Services provided under contract	2,277,558	2,019,523	4,297,081	881,996	3,166,705	4,048,701
Other income	1,146	-	1,146	11,489	-	11,489
	<u>2,278,704</u>	<u>2,019,523</u>	<u>4,298,227</u>	<u>893,485</u>	<u>3,166,705</u>	<u>4,060,190</u>

4 Investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	<u>51,582</u>	<u>36,022</u>

5 Expenditure on charitable activities

	2025 £	2024 £
Direct costs		
Staff costs	3,621,212	3,516,001
Depreciation and impairment	13,007	13,007
Premises costs	184,471	146,658
Office costs	318,859	273,165
Staff and volunteer costs	<u>78,172</u>	<u>92,941</u>
	<u>4,215,721</u>	<u>4,041,772</u>
Share of support and governance costs (see note 6)		
Governance	<u>15,698</u>	<u>40,266</u>
	<u>4,231,419</u>	<u>4,082,038</u>
Analysis by fund		
Unrestricted funds	2,353,302	891,391
Restricted funds	<u>1,878,117</u>	<u>3,190,647</u>
	<u>4,231,419</u>	<u>4,082,038</u>

CITIZENS ADVICE LIVERPOOL LIMITED

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

6 Support costs allocated to activities

	2025 £	2024 £
Governance costs	15,698	40,266
Analysed between:		
Audit fees	12,880	12,800
Legal and professional	1,695	26,028
Trustee expenses	1,123	1,438
	15,698	40,266

7 Net movement in funds

	2025 £	2024 £
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	12,880	12,800
Depreciation of owned tangible fixed assets	13,007	13,007

8 Trustees

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

9 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Administration	31	31
Service providers	97	97
Total	128	128

Employment costs

	2025 £	2024 £
Wages and salaries	3,255,079	3,146,858
Social security costs	280,110	275,727
Other pension costs	86,023	93,416
	3,621,212	3,516,001

Redundancy and termination payments totalling £56,733 (2024: £nil) were made in the reporting period.

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

CITIZENS ADVICE LIVERPOOL LIMITED

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

9 Employees

(Continued)

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025 £	2024 £
Aggregate compensation	67,112	94,383

10 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

11 Tangible fixed assets

	Freehold land and buildings £	Leasehold land and buildings £	Fixtures and fittings £	Computers £	Total £
Cost					
At 1 April 2024	334,715	95,991	214,521	14,847	660,074
At 31 March 2025	334,715	95,991	214,521	14,847	660,074
Depreciation and impairment					
At 1 April 2024	29,685	95,991	203,023	14,847	343,546
Depreciation charged in the year	6,695	-	6,312	-	13,007
At 31 March 2025	36,380	95,991	209,335	14,847	356,553
Carrying amount					
At 31 March 2025	298,335	-	5,186	-	303,521
At 31 March 2024	305,030	-	11,498	-	316,528

12 Debtors

	2025 £	2024 £
Amounts falling due within one year:		
Trade debtors	280,209	515,910
Other debtors	125,423	93,179
Prepayments and accrued income	9,737	7,291
	415,369	616,380

CITIZENS ADVICE LIVERPOOL LIMITED

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

13 Creditors: amounts falling due within one year

	2025 £	2024 £
Other taxation and social security	121,463	112,112
Deferred income	220,454	129,593
Trade creditors	81,389	130,743
Other creditors	158,061	337,430
Accruals	101,715	106,828
	<u>683,082</u>	<u>816,706</u>

14 Retirement benefit schemes

	2025 £	2024 £
Defined contribution schemes		
Charge to profit or loss in respect of defined contribution schemes	<u>86,023</u>	<u>93,416</u>

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

Defined benefit schemes

Key assumptions

	2025 %	2024 %
Discount rate	5.8	4.9
Expected rate of increase of pensions in payment	2.8	2.8
Expected rate of salary increases	4.2	4.2
CPI inflation	<u>2.7</u>	<u>2.7</u>

Mortality assumptions

The assumed life expectations on retirement at age 65 are:

	2025 Years	2024 Years
Retiring today		
- Males	20.8	20.9
- Females	<u>23.5</u>	<u>23.4</u>
Retiring in 20 years		
- Males	22.1	22.2
- Females	<u>25.2</u>	<u>25.2</u>
Current service cost	12,000	11,000
Net interest on defined benefit liability/(asset)	<u>(13,000)</u>	<u>(10,000)</u>
Total costs/(income)	<u>(1,000)</u>	<u>1,000</u>

CITIZENS ADVICE LIVERPOOL LIMITED

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

14 Retirement benefit schemes

(Continued)

The amounts included in the balance sheet arising from the charity's obligations in respect of defined benefit plans are as follows:

	2025 £	2024 £
Liabilities/(assets):		
Present value of defined benefit obligations	1,140,000	1,086,000
Fair value of plan assets	(1,140,000)	(1,086,000)
	<u> </u>	<u> </u>
Deficit in scheme	-	-
	<u> </u>	<u> </u>

	2025 £
<i>Movements in the present value of defined benefit obligations</i>	
Liabilities at 1 April 2024	1,086,000
Current service cost	12,000
Contributions from scheme members	5,000
Actuarial gains and losses	(4,000)
Interest cost	41,000
	<u> </u>
At 31 March 2025	1,140,000
	<u> </u>

The defined benefit obligations arise from plans which are wholly or partly funded.

	2025 £
<i>Movements in the fair value of plan assets</i>	
Fair value of assets at 1 April 2024	1,086,000
Interest income	54,000
Contributions by the employer	9,000
Contributions by scheme members	5,000
Other	(14,000)
	<u> </u>
At 31 March 2025	1,140,000
	<u> </u>

The actual return on plan assets was £54,000 (2024 - £49,000).

	2025 £	2024 £
<i>Fair value of plan assets</i>		
Equity instruments	610,000	569,000
Debt instruments	64,000	76,000
Property	136,000	127,000
Cash	18,000	11,000
Other	312,000	303,000
	<u> </u>	<u> </u>
	1,140,000	1,086,000
	<u> </u>	<u> </u>

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

15 Restricted funds

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

	At 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2025 £
Health & Wellbeing	7,711	215,682	(160,200)	(62,193)	1,000
Money Advice & Financial Wellbeing	34,175	777,038	(736,040)	(49,378)	25,795
Social Justice & Welfare Support	-	782,745	(728,557)	(28,529)	25,659
Partnerships & Innovations	-	94,608	(103,870)	9,262	-
General Advice	-	149,450	(149,450)	-	-
	<u>41,886</u>	<u>2,019,523</u>	<u>(1,878,117)</u>	<u>(130,838)</u>	<u>52,454</u>
Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Health & Wellbeing	50,894	733,157	(776,340)	-	7,711
Money Advice & Financial Wellbeing	-	1,002,216	(968,041)	-	34,175
Social Justice & Welfare Support	-	1,354,866	(1,366,621)	11,755	-
Partnerships & innovations	-	76,466	(79,645)	3,179	-
	<u>50,894</u>	<u>3,166,705</u>	<u>(3,190,647)</u>	<u>14,934</u>	<u>41,886</u>

Health & Wellbeing - Advice and Link Work services, improving mental health and wellbeing by supporting patients with non-medical issues that may impact on their health. CAL provides treatment options that help patients work towards debt reduction, financial stability, better housing and employment conditions and reduced social isolation. The services also include specialist areas providing support for perinatal patients, those living with cancer and those with chronic respiratory illnesses.

Money Advice & Financial Wellbeing - Provision of a specialist debt, money and pensions advice service. Particularly supporting clients to maximise their income and manage debt issues.

Social Justice & Welfare Support - Services providing specialist welfare benefits advice and representation. Working in partnership with other agencies to improve the outcomes of clients who do not have access to legal aid or advice. Providing initiatives to help improve health and economic wellbeing for ethnic communities in Liverpool.

Partnership & Innovations - Provision of a welcome programme for Hong Kong British Nationals (overseas) settling in Liverpool, support to clients seeking EU Settled Status following Brexit and support to clients experiencing the effects of hate crimes.

General Advice - Provision of services to support clients experiencing the effects of hate crime, promote the advancement of legal education and upskill those employees and volunteers supporting charities in the Liverpool city region.

CITIZENS ADVICE LIVERPOOL LIMITED

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

15 Restricted funds

(Continued)

Restricted Funding has been provided by the following organisations:

- Liverpool City Council
- NHS Cheshire and Merseyside Integrated Care Board
- Home Office
- National Association of Citizens Advice Bureaux
- Macmillan
- Pension Wise
- Big Lottery
- Greater Merseyside Money Advice Partnership (GMMAP)
- Office for the Police and Crime Commissioner (OPCC)
- Ministry of Justice
- Freshfield Foundation

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

16 Designated funds

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

	Movement in funds			Movement in funds			
	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Balance at 1 April 2024 £	Incoming resources £	Resources expended £	Transfers £
Restructuring reserve fund	55,000	-	-	55,000	-	-	(55,000)
Land & buildings reserve fund	311,725	-	(6,695)	305,030	-	(6,695)	-
Business relocation reserve fund	-	-	-	-	-	-	85,000
	<u>366,725</u>	<u>-</u>	<u>(6,695)</u>	<u>360,030</u>	<u>-</u>	<u>(6,695)</u>	<u>30,000</u>
							<u>383,335</u>

Restructuring reserve fund

This fund reflects the estimated costs relating to the expected organisational restructure around recommissioning of significant projects in 2021/22 and 2022/23.

Land and buildings reserve fund

This fund reflects the carrying value of the property owned and used operationally by the charity.

Business relocation reserve fund

This fund is intended to support relocating to new premises in the next financial year.

CITIZENS ADVICE LIVERPOOL LIMITED

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

17 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Fund balances at 31 March 2025 are represented by:						
Tangible assets	303,521	-	303,521	316,528	-	316,528
Current assets/(liabilities)	1,172,126	52,454	1,224,580	1,051,297	41,886	1,093,183
	<u>1,475,647</u>	<u>52,454</u>	<u>1,528,101</u>	<u>1,367,825</u>	<u>41,886</u>	<u>1,409,711</u>

18 Company limited by guarantee

Citizens Advice Liverpool Limited is incorporated under the Companies Act as a company limited by guarantee. The liability of the members is limited to £1.

19 Cash generated from operations

	2025 £	2024 £
Surplus/(deficit) for the year	118,390	14,174
Adjustments for:		
Investment income recognised in statement of financial activities	(51,582)	(36,022)
Depreciation and impairment of tangible fixed assets	13,007	13,007
Difference between pension charge and cash contributions	-	(24,000)
Movements in working capital:		
Decrease/(increase) in debtors	201,011	(499,305)
(Decrease) in creditors	(224,485)	(142,943)
Increase in deferred income	90,861	50,566
Cash generated from/(absorbed by) operations	<u>147,202</u>	<u>(624,523)</u>

20 Analysis of changes in net funds

The charity had no material debt during the year.

CITIZENS ADVICE LIVERPOOL LIMITED

England & Wales - Charity number 1169879

Accounts

Charity registration number 1169879

Company registration number 10286899 (England and Wales)

CITIZENS ADVICE LIVERPOOL LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

CITIZENS ADVICE LIVERPOOL LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr S F Anton Ms K M Crowe Mrs A M Gibbon Mr F T Hont Dr J B Organ Mr P R Wilkie Ms D Aspinall Ms E Carey Ms J K Vithlani Mr S C Turner
Secretary	Ms H Jessop
Charity number	1169879
Company number	10286899
Registered office	242 Picton Road Wavertree Liverpool L15 4LP
Auditor	DSG Audit Castle Chambers 43 Castle Street Liverpool L2 9TL

CITIZENS ADVICE LIVERPOOL LIMITED

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CITIZENS ADVICE LIVERPOOL LIMITED

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

The trustees present their annual report and financial statements for the year ended 31 March 2024.

This report provides an overview of Citizens Advice Liverpool's activities for the financial year 2023-2024, including our financial performance and key statistics. It highlights our achievements in fulfilling our mission and objectives, especially in the face of ongoing economic challenges.

At Citizens Advice Liverpool, we understand the significant impact that life events like job loss, relationship breakdown, illness, or disability can have on individuals and families. We remain dedicated to providing comprehensive support and advice to those facing such challenges.

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 Memorandum and Articles of Association, 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).

Our Values

Our work is guided by our core values:

- **Quality:** We are committed to delivering high-quality services and adhering to best practice standards in all aspects of our work.
- **Responsiveness:** We are a flexible organisation that listens and learns from the experiences of our clients and communities, responding to new needs and expectations.
- **Accountability:** We work in open and transparent ways, regularly accounting for and reporting on our work to demonstrate how we are meeting our purpose and aims.
- **Creativity:** We are open to new ideas and ways of improving our work, encouraging learning and feedback to foster innovation.
- **Fairness:** We treat all our staff, volunteers, partners, and clients with respect, fairness, and humanity. We go the extra mile for people.

These values underpin our commitment to equality, diversity, and inclusion (EDI), ensuring our services are accessible and welcoming to all, especially within our immigration services where clients often face unique vulnerabilities.

Performance and Impact

This year, our focus was:

- **Managing Increased Demand:** The cost of living crisis continued to drive unprecedented demand for our services. We worked tirelessly to meet this need by expanding our capacity and streamlining our operations.
- **Strengthening Service Accessibility:** We continued to expand our face-to-face advice services through partnerships with Liverpool City Council One Stop Shops, libraries, community venues, health centres, and hospitals. This complemented our existing telephone and digital channels, ensuring accessibility for diverse needs.
- **Investing in our Workforce:** Our workforce has grown, and recognising the need to ensure a supported workforce alongside the increased complexity of cases, we invested in staff training and development to equip our team with the skills and knowledge to handle intricate issues related to financial insecurity, housing instability, and legal complexities.

Despite our efforts, the demand for our services continued to outpace capacity. We constantly reviewed and adapted our service delivery model to maximise efficiency and reach.

Key Achievements

- **Clients Served:** We provided advice and assistance to 32,065 clients during 2023-2024.
- **Issues Addressed:** Our team successfully addressed 138,854 issues, spanning areas such as welfare benefits, debt, housing, and immigration. We saw a marked increase in families (4,330) requiring emergency support, including food and fuel vouchers. It's important to recognise that these needs are often complex and intertwined. Our skilled team provides in-depth support and casework to understand and address the underlying reasons for these crises.

CITIZENS ADVICE LIVERPOOL LIMITED

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

Enquiry Type	Clients	Issues
Benefits & tax credits	12315	40,106
Benefits Universal Credit	5533	21,762
Charitable Support & Food Banks	4330	7,176
Consumer goods & services	528	754
Debt	4276	14,121
Education	184	269
Employment	746	1,335
Financial services & capability	5883	7,767
GVA & Hate Crime	454	700
Health & community care	3998	11,170
Housing	3931	8,599
Immigration & asylum	737	1,415
Legal	761	1,130
Other	2998	3,716
Relationships & family	716	1,120
Tax	297	366
Travel & transport	477	666
Utilities & communications	9508	16,682
Total	32065	138,854

Financial Impact:

- Increased clients' incomes by £21,466,229.
- £16,723,622 in ongoing increases.
- £4,742,607 in one-off payments and backdated benefits.
- Helped clients manage £18,139,783 of debt.

Impact:

- Over 1 in 3 clients were financially better off after receiving advice.
- Increased client income by £21,466,229.
- £16,723,622 in ongoing increases benefiting clients beyond this year.
- £4,742,607 in one-off payments and backdated benefits.
- Supported 7,742 clients to access £2,421,097 in fuel support.
- Helped clients access £212,636 in charitable support.
- Supported 3,579 clients to access food banks.

Debt:

- Debt managed total - £18,139,783.
- £1.84 million council tax debt.
- £1.45 million fuel debt.

CITIZENS ADVICE LIVERPOOL LIMITED

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

Focus Areas

- Debt Advice: We managed a total debt value of £18,139,783, reflecting the ongoing financial strain on individuals and families. We observed a concerning trend of employed people with negative budgets, highlighting the widespread impact of inflation, interest rate hikes, and rising living costs.
- Health Program: Our Health Program continued to provide vital support to vulnerable patients in primary and secondary care settings, including mental health wards.
- Emergency Support: We continued to work with partners to distribute emergency food and fuel vouchers to those in need, adapting to the evolving demands of the cost of living crisis.

Working in Partnership

We strengthened our commitment to partnership working through:

- Liverpool Access to Advice Network: We continued to host and develop the Liverpool Access to Advice Network, facilitating collaboration and information sharing among advice providers.
- Collaborative Initiatives: We engaged in various local and regional projects, working with organisations that share our goals of tackling poverty and inequality.

Research and Campaigns

Our research and campaign work focused on:

- Client-centric issues: We conducted research on pressing issues such as the impact of the two-child benefit limit, benefit sanctions, and the challenges faced by those on prepayment meters.
- Systemic Change: We used our research findings to advocate for policy changes and improvements to social welfare systems, utilising local media to raise awareness and promote our campaigns.

Our Teams

Our dedicated staff and volunteers are the backbone of our organisation. We are committed to:

- Fair Employment Practices: We upheld fair employment practices, reinforced by our 'Fair Employment Charter' accreditation.
- Quality Assurance: We continued to adhere to our membership, contractual, and governance obligations, ensuring a quality-assured service delivery. We once again achieved an excellent rating in our Performance and Quality Framework audit and maintained a high score in our independent quality of advice assessments.

CITIZENS ADVICE LIVERPOOL LIMITED

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

Volunteering

Our volunteers played a crucial role in our service delivery, and it has been great to see the number of volunteers increasing. Volunteers contributed many hours, providing invaluable support to our clients and staff. We are proud that over 70% of our volunteers who left transitioned into paid employment, many within our organisation.

Funding

Our vital work is made possible through a diverse range of funding sources, enabling us to deliver crucial services to the community:

- **Help through Hardship:** Funded through a partnership with Citizens Advice and The Trussell Trust, this service provides advice and support to individuals and families facing financial hardship. We offer guidance on budgeting, accessing benefits, and managing debt.
- **Help to Claim:** In partnership with DWP and national Citizens Advice, this service assists individuals with Universal Credit applications, ensuring they receive the financial support they are entitled to.
- **Access to Justice - Liverpool Access to Advice Network (LATAN):** Citizens Advice Liverpool remains the accountable body for LATAN, funded by the Legal Education Fund. LATAN addresses the growing need for free advice services in Liverpool.
- **PALS (Personal Advice and Legal Support):** Funded until March 2025, this project provides assistance to individuals navigating benefit appeals. Our team offers expert advice and representation.
- **Income Maximisation (65+):** This project helps older residents in Liverpool access benefits and other income sources they may be entitled to.
- **LGBTQ+ Hate Crime Project:** Funded until October 2027, this project offers support to members of the LGBTQ+ community who have experienced hate crimes.
- **Partnerships and Outreaches:** We collaborate with NatWest Group and Yorkshire Bank to offer advice and support to their customers.
- **Torus Foundation:** We are delighted to be working in partnership with Torus Foundation on this new project, providing welfare benefits and debt advice to Torus housing tenants.
- **GMMAP (Greater Merseyside Money Advice Partnership):** A partnership of Liverpool City Region CAs managed by Knowsley Citizens Advice, this partnership enables us to provide specialist money and debt advice to the people of Liverpool.
- **Pension Wise Guidance:** In partnership with West Lancs CA, we deliver the Pension Wise service, providing free and impartial pension information to those over 55.
- **Household Support Fund (HSF):** In partnership with Liverpool City Council, we have distributed over £1.7 million in heating support to residents in need.

Conclusion

Citizens Advice Liverpool has continued to provide essential support to our community throughout 2023-2024. We have adapted to the challenges of the ongoing cost of living crisis, expanded our service delivery, and strengthened our partnerships. We remain committed to providing high-quality advice and advocacy, empowering individuals and families to overcome challenges and improve their lives.

Financial review

Total incoming resources for the year amounted to £4,096,212 (2023: £3,392,323) and total resources expended amounted to £4,082,038 (2023: £3,361,839) giving a surplus before actuarial gains/losses in respect of the pension liability of £14,174 (2023: £30,484).

Total reserves at the 31 March 2024 were £1,409,711 (2023: £1,419,537).

Total unrestricted reserves were £1,367,825 (2023: £1,368,643) and restricted reserves were £41,886 (2023: £50,894). The general unrestricted reserves are £998,795 (2023: £1,001,918).

The trustees extend their gratitude to Liverpool City Council who continued to support the core operating capacity of the charity.

CITIZENS ADVICE LIVERPOOL LIMITED

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

Reserves policy

Citizens Advice Liverpool Limited is required to ensure that any free reserves are available in each financial year to meet any reasonable foreseeable contingency. Despite the short term and volatile nature of the funding the management team and trustees will endeavour to secure funding on a regular basis from as many sources as possible. The charity take all necessary steps to ensure that the cessation of one or more funding streams would not present so serious a challenge to the future of the organisation that it could not be managed. So as to continue to provide a best value advice service in reviewing the potential costs that could arise should a significant reduction in income be incurred, the trustees have determined that "free reserves" should be maintained equal to between 3 and 6 month's normal operating expenditure. Based on current levels of general unrestricted reserves, this is currently sufficient for between 3 and 4 months of operating costs.

The charity does not have an investment policy and does not currently hold investments

Review of risks

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

Loss of funding is always the principal external risk. However, the charity did not experience any cancellation of existing contracts due to COVID-19 and is moving into a period of recommissioning for some services with optimism having performed robustly against targets throughout the year. Overall risks are mitigated by seeking to secure funding across a range of sources and by holding sufficient reserves to cover some loss of funding.

Internal risks are mitigated by the implementation of strong financial controls which are regularly reviewed. The Finance, Risk and Governance Sub-Committee meets quarterly to review risks and controls.

Strategic plans for the future are to concentrate on integrating and optimising the services, in particular rationalising office space whilst continuing to seek opportunities to widen the scope of the services provided. The charity will look for opportunities to work co-operatively with other Local Citizens Advice offices across the City Region. The impact of COVID-19 has accelerated work on the client journey and will influence decisions on the best way to provide a positive client experience while keeping staff, volunteers and clients safe.

Plans for future periods

Looking ahead, we are committed to further developing our services to meet the evolving needs of our community. This includes an ongoing search for new premises to better accommodate our growing team and enhance accessibility for our clients. We recognise that we face ongoing challenges, including the continued impact of the cost of living crisis and increasing demand for our services. Funding, as always, remains a challenge, and this next year includes the potential recommissioning of a number of our contracts. However, we remain dedicated to our mission and confident in our ability to adapt and innovate to ensure that we continue to provide vital support to the people of Liverpool.

We also recognise that our services are only as good as the teams delivering them. We are committed to supporting our staff and volunteers, providing them with the tools, training, and resources they need to continue delivering high-quality advice and support.

Structure, governance and management

The charity is a company limited by guarantee, incorporated on 19th July 2016 and registered as a charity on 26 October 2016. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The current Memorandum and Articles of Association have been approved by the Charity Commission and Companies House. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

At the 31 March 2024 the charity had 11 trustees.

CITIZENS ADVICE LIVERPOOL LIMITED

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

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:

Mr S F Anton	
Ms K M Crowe	
Mrs A M Gibbon	
Mr F T Hont	
Mr A G Malthouse	(Resigned 17 May 2023)
Dr J B Organ	
Mr P R Wilkie	
Ms D Aspinall	
Ms E Carey	
Ms J K Vithlani	
Ms R S Harrison	(Resigned 15 May 2024)
Mr S C Turner	

Trustees are elected from the local community and must either reside or work in Merseyside. An elections committee made up of trustees, the Company Secretary and chaired by the Chair, oversees the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. The procedure detailed above identifies the process by which each of the current trustees were elected. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

A successful recruitment drive took place, targeted to improve the equality and diversity of the board and bridge the skill gaps identified. The Board is delighted to welcome our four new Trustees to the service.

Citizens Advice Liverpool is governed by its members Trustee Board that 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 the organisation and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to the Chief Officer who reports directly to the trustees. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Liverpool Limited through the provision of induction and training materials and mentoring by established trustees.

Citizens Advice Liverpool Limited has membership of Citizens Advice (CA), the operating name of the National Association of Citizens Advice Bureau, 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 Citizens Advice Liverpool in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Auditor

DSG resigned as auditor on 11 September 2024. DSG Audit were appointed on 11 September 2024 as auditor to the company and in accordance with section 485 of the Companies Act 2006, a resolution proposing that they be re-appointed will be put at a General Meeting.

CITIZENS ADVICE LIVERPOOL LIMITED

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

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.

Mr P R Wilkie
Trustee

13 November 2024

CITIZENS ADVICE LIVERPOOL LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2024

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

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

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

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

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

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

Opinion

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

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Discussions with and enquiries of management and those charged with governance were held with a view to identifying those laws and regulations that could be expected to have a material impact on the financial statements. During the engagement team briefing, the outcomes of these discussions and enquiries were shared with the team, as well as consideration as to where and how fraud may occur in the entity.

The following laws and regulations were identified as being of significance to the entity:

- Those laws and regulations considered to have a direct effect on the financial statements include UK financial reporting standards, Company Law, Tax and Pensions legislation, and Charity Law.
- Those laws and regulations for which non-compliance may be fundamental to the operating aspects of the charity and therefore may have a material effect on the financial statements include compliance with charitable objectives, public benefit, fundraising regulations, safeguarding and health and safety legislation.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquiries of management and the Trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of Trustee meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

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

Use of our report

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

Jean Ellis BA FCA CTA (Senior Statutory Auditor)
for and on behalf of DSG Audit

13 November 2024

Chartered Accountants
Statutory Auditor

Castle Chambers
43 Castle Street
Liverpool
L2 9TL

CITIZENS ADVICE LIVERPOOL LIMITED

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						
Income and endowments from:							
Charitable activities	3	893,485	3,166,705	4,060,190	824,430	2,531,463	3,355,893
Investments	4	36,022	-	36,022	10,421	-	10,421
Other income	5	-	-	-	26,009	-	26,009
Total income		929,507	3,166,705	4,096,212	860,860	2,531,463	3,392,323
Expenditure on:							
Charitable activities	6	891,391	3,190,647	4,082,038	757,133	2,604,706	3,361,839
Total expenditure		891,391	3,190,647	4,082,038	757,133	2,604,706	3,361,839
Net income/(expenditure)		38,116	(23,942)	14,174	103,727	(73,243)	30,484
Transfers between funds		(14,934)	14,934	-	(8,608)	8,608	-
Other recognised gains and losses:							
Actuarial gains/(losses) on defined benefit pension schemes		(24,000)	-	(24,000)	19,615	-	19,615
Net movement in funds	8	(818)	(9,008)	(9,826)	114,734	(64,635)	50,099
Reconciliation of funds:							
Fund balances at 1 April 2023		1,368,643	50,894	1,419,537	1,253,909	115,529	1,369,438
Fund balances at 31 March 2024		1,367,825	41,886	1,409,711	1,368,643	50,894	1,419,537

The notes on pages 15 to 26 form part of these financial statements.

CITIZENS ADVICE LIVERPOOL LIMITED

BALANCE SHEET

AS AT 31 MARCH 2024

		2024		2023	
	Notes	£	£	£	£
Fixed assets					
Tangible assets	12		316,528		329,535
Current assets					
Debtors	13	616,380		117,075	
Cash at bank and in hand		1,293,509		1,882,010	
		1,909,889		1,999,085	
Creditors: amounts falling due within one year	14	(816,706)		(909,083)	
Net current assets			1,093,183		1,090,002
Total assets less current liabilities			1,409,711		1,419,537
Defined benefit pension liability	15		-		-
Net assets			1,409,711		1,419,537
The funds of the charity					
Restricted income funds	16	41,886		50,894	
Unrestricted funds	17	1,367,825		1,368,643	
		1,409,711		1,419,537	

The financial statements were approved by the trustees on 13 November 2024

Mr P R Wilkie
Trustee

Company registration number 10286899 (England and Wales)

CITIZENS ADVICE LIVERPOOL LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2024

	Notes	2024 £	£	2023 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	20		(624,523)		819,028
Investing activities					
Investment income received		36,022		10,421	
Net cash generated from investing activities			36,022		10,421
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(588,501)		829,449
Cash and cash equivalents at beginning of year			1,882,010		1,052,561
Cash and cash equivalents at end of year			1,293,509		1,882,010

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

Citizens Advice Liverpool Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 242 Picton Road, Wavertree, Liverpool, L15 4LP.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, 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)". The charity is a Public Benefit Entity as defined by FRS 102.

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

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

1.2 Going concern

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

1.3 Charitable funds

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

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

1.4 Income

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

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

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

1.5 Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs can not be directly attributed to particular headings the have been allocated to activities on a basis consistent with the use of resources.

CITIZENS ADVICE LIVERPOOL LIMITED

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

1 Accounting policies

(Continued)

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:

Freehold land and buildings	2% per annum straight line
Leasehold land and buildings	straight line over the lease
Fixtures and fittings	25% straight line
Computers	25% 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.

Assets are capitalised if valued over £1,000 at the point of receipt.

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.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

CITIZENS ADVICE LIVERPOOL LIMITED

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

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 Taxation

The charity benefits from various exemptions from taxation offered by tax legislation and is not liable to corporation tax on income and gains falling within those exemptions. Recovery is made of tax deducted from qualifying income and from receipts under gift aid.

1.11 Employee benefits

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

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

1.12 Retirement benefits

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

The charity participates in the Pensions Trust's Growth Plan for certain of its employees. The Growth Plan is a multi-employer pension plan. Assets and liabilities of the scheme are not accounted for in the financial statements in accordance with FRS 102. A deficit funding plan has been agreed and a provision has been recognised in the financial statements for the net present value of the future contributions.

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.

There are no estimates and assumptions that are considered to have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities.

CITIZENS ADVICE LIVERPOOL LIMITED

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

3 Income from charitable activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Services provided under contract	881,996	3,166,705	4,048,701	819,691	2,531,463	3,351,154
Other income	11,489	-	11,489	4,739	-	4,739
	<u>893,485</u>	<u>3,166,705</u>	<u>4,060,190</u>	<u>824,430</u>	<u>2,531,463</u>	<u>3,355,893</u>

4 Investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Interest receivable	<u>36,022</u>	<u>10,421</u>

5 Other income

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Other income	<u>-</u>	<u>26,009</u>

CITIZENS ADVICE LIVERPOOL LIMITED

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

6 Expenditure on charitable activities

	2024 £	2023 £
Direct costs		
Staff costs	3,516,001	2,829,449
Depreciation and impairment	13,007	13,007
Premises costs	146,658	156,798
Office costs	273,165	296,751
Staff and volunteer costs	92,941	49,163
	<u>4,041,772</u>	<u>3,345,168</u>
Share of support and governance costs (see note 7)		
Governance	40,266	16,671
	<u>4,082,038</u>	<u>3,361,839</u>
Analysis by fund		
Unrestricted funds	891,391	757,133
Restricted funds	3,190,647	2,604,706
	<u>4,082,038</u>	<u>3,361,839</u>

7 Support costs allocated to activities

	2024 £	2023 £
Governance costs	<u>40,266</u>	<u>16,671</u>
Governance costs comprise:		
	2024 £	2023 £
Audit fees	12,800	13,550
Legal and professional	26,028	2,207
Trustee expenses	1,438	914
	<u>40,266</u>	<u>16,671</u>

8 Net movement in funds

	2024 £	2023 £
The net movement in funds is stated after charging/(crediting):		
Fees payable for the audit of the charity's financial statements	12,800	13,550
Depreciation of owned tangible fixed assets	<u>13,007</u>	<u>13,007</u>

CITIZENS ADVICE LIVERPOOL LIMITED

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

9 Trustees

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

10 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
Administration	31	21
Service providers	97	85
Total	128	106

Employment costs

	2024 £	2023 £
Wages and salaries	3,146,858	2,512,510
Social security costs	275,727	222,852
Other pension costs	93,416	94,087
	3,516,001	2,829,449

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

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2024 £	2023 £
Aggregate compensation	94,383	79,619

11 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

CITIZENS ADVICE LIVERPOOL LIMITED

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

12 Tangible fixed assets

	Freehold land and buildings	Leasehold land and buildings	Fixtures and fittings	Computers	Total
	£	£	£	£	£
Cost					
At 1 April 2023	334,715	95,991	214,521	14,847	660,074
At 31 March 2024	334,715	95,991	214,521	14,847	660,074
Depreciation and impairment					
At 1 April 2023	22,990	95,991	196,711	14,847	330,539
Depreciation charged in the year	6,695	-	6,312	-	13,007
At 31 March 2024	29,685	95,991	203,023	14,847	343,546
Carrying amount					
At 31 March 2024	305,030	-	11,498	-	316,528
At 31 March 2023	311,725	-	17,810	-	329,535

13 Debtors

	2024 £	2023 £
Amounts falling due within one year:		
Trade debtors	515,910	65,732
Other debtors	93,179	44,573
Prepayments and accrued income	7,291	6,770
	616,380	117,075

14 Creditors: amounts falling due within one year

	2024 £	2023 £
Other taxation and social security	112,112	64,814
Deferred income	129,593	79,027
Trade creditors	130,743	53,446
Other creditors	337,430	625,299
Accruals	106,828	86,497
	816,706	909,083

Included in the year end other creditors balance is £294,570 (2023: £606,520) of cash is being held pending payment out to clients.

CITIZENS ADVICE LIVERPOOL LIMITED

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

15 Retirement benefit schemes

	2024	2023
Defined contribution schemes	£	£
Charge to profit or loss in respect of defined contribution schemes	93,416	94,087

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

Defined benefit schemes

Key assumptions

	2024	2023
	%	%
Discount rate	4.9	4.9
Expected rate of increase of pensions in payment	2.8	2.8
Expected rate of salary increases	4.2	4.2
CPI inflation	2.7	2.7

Mortality assumptions

The assumed life expectations on retirement at age 65 are:

	2024	2023
	Years	Years
Retiring today		
- Males	20.9	21.2
- Females	23.4	23.7
Retiring in 20 years		
- Males	22.2	22.6
- Females	25.2	25.5

Amounts recognised in the profit and loss account

Costs/(income):

	2024	2023
	£	£
Current service cost	11,000	18,000
Net interest on defined benefit liability/(asset)	(10,000)	145,000
Total costs	1,000	163,000

	2024	2023
Liabilities/(assets):	£	£
Present value of defined benefit obligations	1,086,000	984,000
Fair value of plan assets	(1,086,000)	(984,000)
Deficit in scheme	-	-

CITIZENS ADVICE LIVERPOOL LIMITED

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

15 Retirement benefit schemes

(Continued)

	2024
	£
<i>Movements in the present value of defined benefit obligations</i>	
Liabilities at 1 April 2023	984,000
Current service cost	11,000
Contributions from scheme members	5,000
Actuarial gains and losses	47,000
Interest cost	39,000
At 31 March 2024	1,086,000

The defined benefit obligations arise from plans which are wholly or partly funded.

	2024
	£
<i>Movements in the fair value of plan assets</i>	
Fair value of assets at 1 April 2023	984,000
Interest income	49,000
Remeasurements	14,000
Contributions by the employer	34,000
Contributions by scheme members	5,000
At 31 March 2024	1,086,000

The actual return on plan assets was £63,000 (2023 - £114,000).

	2024	2023
	£	£
<i>Fair value of plan assets</i>		
Equity instruments	569,000	477,000
Debt instruments	76,000	130,000
Property	127,000	107,000
Cash	11,000	17,000
Other	303,000	253,000
	1,086,000	984,000

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

16 Restricted funds

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

	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Health & Wellbeing	50,894	733,157	(776,340)	-	7,711
Money Advice & Financial Wellbeing	-	1,002,216	(968,041)	-	34,175
Social Justice & Welfare Support	-	1,354,866	(1,366,621)	11,755	-
Partnerships & Innovations	-	76,466	(79,645)	3,179	-
	<u>50,894</u>	<u>3,166,705</u>	<u>(3,190,647)</u>	<u>14,934</u>	<u>41,886</u>
Previous year:	At 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2023 £
Health & Wellbeing	68,297	826,754	(844,157)	-	50,894
Money Advice & Financial Wellbeing	12,587	606,523	(627,718)	8,608	-
Social Justice & Welfare Support	29,895	957,915	(987,810)	-	-
Partnerships & innovations	4,750	140,271	(145,021)	-	-
	<u>115,529</u>	<u>2,531,463</u>	<u>2,604,706</u>	<u>8,608</u>	<u>50,894</u>

Health & Wellbeing - Advice and Link Work services, improving mental health and wellbeing by supporting patients with non-medical issues that may impact on their health. CAL provides treatment options that help patients work towards debt reduction, financial stability, better housing and employment conditions and reduced social isolation. The services also include specialist areas providing support for perinatal patients, those living with cancer and those with chronic respiratory illnesses.

Money Advice & Financial Wellbeing - Provision of a specialist debt, money and pensions advice service. Particularly supporting clients to maximise their income and manage debt issues.

Social Justice & Welfare Support - Services providing specialist welfare benefits advice and representation. Working in partnership with other agencies to improve the outcomes of clients who do not have access to legal aid or advice. Providing initiatives to help improve health and economic wellbeing for ethnic communities in Liverpool.

Partnership & Innovations - Provision of a welcome programme for Hong Kong British Nationals (overseas) settling in Liverpool, support to clients seeking EU Settled Status following Brexit and support to clients experiencing the effects of hate crimes.

CITIZENS ADVICE LIVERPOOL LIMITED

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

16 Restricted funds

(Continued)

Restricted Funding has been provided by the following organisations:

- Liverpool City Council
- Home Office · National Association of Citizens Advice Bureaux
- Liverpool Clinical Commissioning Group (CCG)
- Macmillan
- Pension Wise
- Big Lottery
- Greater Merseyside Money Advice Partnership (GMMAP)
- Office of the Police and Crime Commissioner (OPCC)
- Department for Levelling Up, Housing & Communities

17 Unrestricted funds

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

	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Restructuring reserve fund	55,000	-	-	-	55,000
Land & buildings reserve fund	311,725	-	(6,695)	-	305,030
General funds	1,001,918	929,507	(908,696)	(14,934)	1,007,795
	<u>1,368,643</u>	<u>929,507</u>	<u>(915,391)</u>	<u>(14,934)</u>	<u>1,367,825</u>
Previous year:	At 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2023 £
Restructuring reserve fund	55,000	-	-	-	55,000
Land & buildings reserve fund	318,420	-	(6,695)	-	311,725
General funds	880,489	860,860	(730,823)	(8,608)	1,001,918
	<u>1,253,909</u>	<u>860,860</u>	<u>(737,518)</u>	<u>(8,608)</u>	<u>1,368,643</u>

Restructuring reserve fund

This fund reflects the estimated costs relating to the expected organisational restructure around recommissioning of significant projects in 2021/22 and 2022/23.

Land and buildings reserve fund

This fund reflects the carrying value of the property owned and used operationally by the charity.

CITIZENS ADVICE LIVERPOOL LIMITED

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

18 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	316,528	-	316,528	329,535	-	329,535
Current assets/(liabilities)	1,051,297	41,886	1,093,183	1,039,108	50,894	1,090,002
	<u>1,367,825</u>	<u>41,886</u>	<u>1,409,711</u>	<u>1,368,643</u>	<u>50,894</u>	<u>1,419,537</u>

19 Company limited by guarantee

Citizens Advice Liverpool Limited is incorporated under the Companies Act as a company limited by guarantee. The liability of the members is limited to £1.

20 Cash generated from operations

	2024 £	2023 £
(Deficit)/surplus for the year	14,174	30,484
Adjustments for:		
Investment income recognised in statement of financial activities	(36,022)	(10,421)
Depreciation and impairment of tangible fixed assets	13,007	13,007
Difference between pension charge and cash contributions	(24,000)	-
Movements in working capital:		
(Increase)/decrease in debtors	(499,305)	135,890
(Decrease)/increase in creditors	(142,943)	634,969
Increase in deferred income	50,566	15,099
Cash (absorbed by)/generated from operations	<u>(624,523)</u>	<u>819,028</u>

21 Analysis of changes in net funds

The charity had no material debt during the year.

CITIZENS ADVICE LIVERPOOL LIMITED

England & Wales - Charity number 1169879

Accounts

Charity registration number 1169879

Company registration number 10286899 (England and Wales)

CITIZENS ADVICE LIVERPOOL LIMITED
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

CITIZENS ADVICE LIVERPOOL LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

Mr S F Anton
Ms K M Crowe
Mrs A M Gibbon
Mr F T Hont
Dr J B Organ
Mr P R Wilkie
Ms D Aspinall
Ms E Carey
Ms J K Vithlani
Ms R S Harrison
Mr S C Turner

Secretary

Ms H Jessop

Charity number

1169879

Company number

10286899

Registered office

242 Picton Road
Wavertree
Liverpool
L15 4LP

Auditor

DSG
Castle Chambers
43 Castle Street
Liverpool
L2 9TL

CITIZENS ADVICE LIVERPOOL LIMITED

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CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their annual report and financial statements for the year ended 31 March 2023.

This report aims to provide an overview of the activities of Citizens Advice Liverpool for the financial year 2022-2023, along with the presentation of financial accounts. It will present statistical information showcasing the organization's performance in alignment with its mission and objectives.

For the families and individuals supported, a single event like job loss, relationship breakdown, illness, or disability can have a profound and lasting impact. At Citizens Advice Liverpool, the charity understands the critical role it plays in assisting those facing such challenges, and remains committed to providing comprehensive support.

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 Memorandum and Articles of Association, 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

The charity's objects are to promote any charitable purpose for public benefit by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress in particular, but not without limitation, for the benefit of the community of Liverpool and its surrounding areas.

The charity provides and assists in the provision of services and outlets supplying a free, independent, confidential and impartial service of advice, information and counsel for the public.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding the activities undertaken during the year and are satisfied that the information provided in the report and accounts meet the public benefit reporting requirements.

The Mission

Citizens Advice Liverpool aims to reduce inequality, deprivation and the lack of access to justice due to a lack of knowledge of personal rights, by providing information advice and educational services within the local communities.

Citizens Advice Liverpool believe everyone has the right to a fair chance of participating in society and will exercise a responsible influence on the development of social policies and services, both locally and nationally.

The Vision

Citizens Advice Liverpool is a charity working to combat discrimination, alleviate poverty and remove barriers to justice.

The charity does this by providing quality assured, free trusted advice and information delivered accessibly and innovatively and by being an informed influence and advocate on social policy.

The Values – What the charity stands for

Five core values underpin the approach:

- **Quality** - Committed to delivering a quality service and working to best practice standards in all aspects of the work.
- **A responsive approach** - A flexible organisation that will listen and learn from the experience of clients and communities and respond to new needs and expectations.
- **Accountability** - Work in ways which are open and transparent. Regularly account for and report on work to show how the charity is meeting its purpose and aims.
- **Creativity** - Open to new ideas and ways of improving the work. The charity encourages learning and feedback to encourage innovation.
- **Fairness** - Treat all staff, volunteers, partners and clients with respect, fairness and humanity. The charity will go the extra mile for people.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

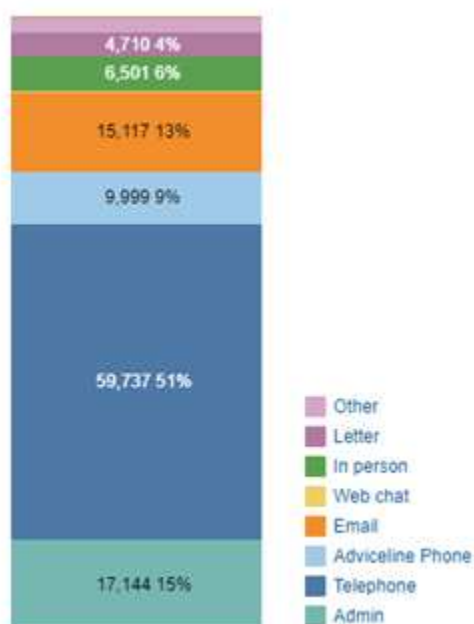
Activities

The primary objective throughout the year was to deal with the increasing demand from the cost of living crisis, whilst continuing to build the face to face services and outreach services lost during the pandemic.

The charity expanded the face to face advice offer by working with Liverpool City Council's One Stop Shops, Libraries, community and health venues and hospitals. The in-person delivery worked alongside the telephone and digital channels developed during lockdown. Investing in the services to expand the workforce meant seeking funding to underpin the delivery of the core services.

As the year progressed, the demand for the services grew exponentially due to the effects of the cost of living crisis. Despite the increase in delivery the charity could only answer 60% of callers to the Advice line services due to the volume of those turning to the services for help. The effects of the Cost of Living Crisis brought increased complexity to the cases handled, involving financial insecurity, housing instability and legal complexities needing representation or tribunal. The team of staff and volunteers provided detailed casework and comprehensive support to meet these challenges and positively impact the lives of those served. This added another level of pressure to delivery as the charity sought to increase services against a need for more time heavy casework.

Channel



During the financial year 2022-2023, the charity achieved significant milestones in supporting clients and addressing various issues: 33,114 clients received advice and assistance during the reporting period. The increase in unanswered calls against the increase in services indicates the growing demand for the services offered, despite the best efforts to bring in extra resources.

Number of Issues Addressed:

The organisation successfully addressed a total of 106,458 issues faced by clients. These issues encompass a wide range of areas such as welfare benefits, debt, housing, immigration, and demonstrate that clients often face a multitude of related pressures.

The main advice areas this year centre around crisis support, welfare benefits advice, debt, housing, with a huge increase in the numbers of people in food and fuel poverty mirroring the 348% increase in fuel prices.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

Issues

	Issues	Clients
Benefits & tax credits	29,751	8,738
Benefits Universal Credit	17,936	4,637
Charitable Support & Food Ban.	5,867	3,659
Consumer goods & services	530	267
Debt	10,806	3,504
Education	217	118
Employment	1,050	517
Financial services & capability	5,862	4,414
GVA & Hate Crime	694	434
Health & community care	8,107	3,284
Housing	6,765	2,639
Immigration & asylum	2,345	857
Legal	863	377
Other	2,815	2,191
Relationships & family	931	557
Tax	298	205
Travel & transport	565	357
Utilities & communications	11,056	8,629
Grand Total	106,458	

The impact of this advice being:

- Increasing clients' incomes by £8,819,016.
- Helping clients to manage £8,962,141 of debt
- Assisting in writing off £188,216 of client debt
- Helping 1,495 people threatened with homelessness to stay in their homes
- Providing 879 emergency fuel vouchers and more than 7,000 fuel payments
- Providing 1,109 food vouchers

Debt:

The team managed a total debt value of £8,962,141, showing the significant impact of Citizens Advice Liverpool in helping individuals manage their debts and achieve financial stability. As the year progressed the number of employed people with negative budgets demonstrated the strain that the increase in inflation coupled, interest rates and fuel prices on.

The top ten debt issues are indicated below, however this does not reflect the increase in complexity of the case work being undertaken, the number of issues dealt with per person has increased substantially.

The Health Program continued to provide essential services to vulnerable patients, expanding face-to-face delivery in both primary and secondary care settings, including mental health wards.

Energy and Food Vouchers:

The demand for food and fuel vouchers increased substantially due to the cost of living crisis. Through partnerships with Liverpool City Council and the LATAN partnership, the charity distributed much-needed fuel support to residents, administering the Fuel voucher scheme to more than 7,000 residents aged 65 and above in 11 weeks.

Working in Partnership with Services and the Community:

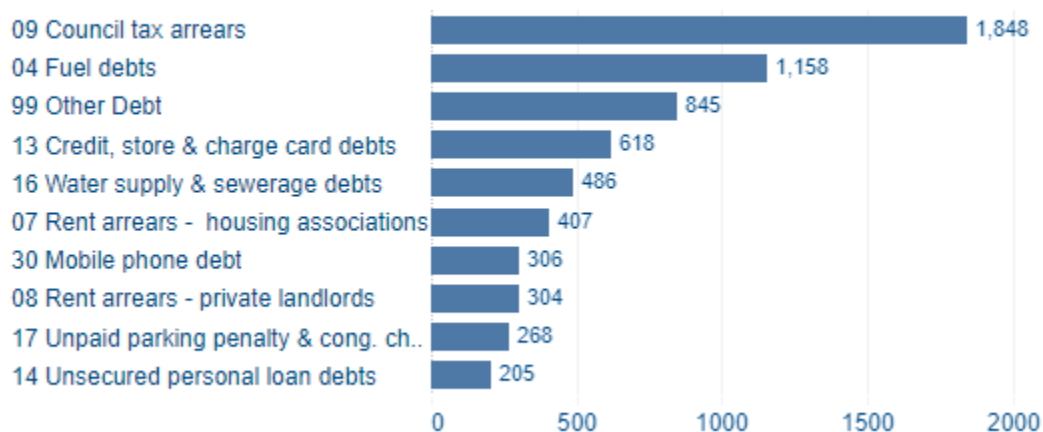
The charity continues to prioritise partnership working, collaborating with a diverse range of partners who share the values and commitment to tackle poverty and inequality by developing successful, collaborative relationships. Through the collaborative approach, the charity has been able to expand its services and offer a broader range of advice to the community. While most of the projects are locally focused, others span across the Liverpool City region and national initiatives.

The commitment to partnership working was strengthened when funding to host and develop the Liverpool Access to Advice Network was obtained.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

Top debt issues



Research and Campaigns:

The commitment to research and campaign work involves ongoing research into client-centric issues and advocating for systemic change. The research covered a range of topics, including rising fuel prices and prepayment meters, the impact of benefit sanctions, and the two-child limit. The charity produced reports and utilised local media to promote the campaigns for change.

Collecting and analysing client data informed the service priorities, enabling the charity to focus on those who needed it most.

The Teams:

The teams work hard to ensure the highest standards throughout the service and it is their dedication and commitment is woven into every aspect of the organisation, particularly in the services offered to clients. That commitment to quality assurance and ongoing improvement that makes the service a success. The charity takes great pride in receiving additional certifications, including the 'Workplace Wellbeing Charter' and the 'Fair Employment Charter.' These accreditations demonstrate the dedication to promoting employee well-being and fostering fair employment practices within the organisation.

The charity adheres closely to its membership, contractual and governance obligations to ensure a quality assured and robust delivery to clients and stakeholders alike.

Once again Citizens Advice Liverpool received a pass at excellent level on the yearly Performance and Quality Framework audit, supported by the continued high score in the quarterly independent quality of advice assessment.

Volunteering:

The team of dedicated volunteers played a pivotal role in making the service impactful. During the past year, the charity welcomed 55+ new volunteers, totalling 85 volunteers. They contributed 29,155 hours, equivalent to £317,789.50 in financial benefit to the service at real living wage levels. The value of their real-life experience, training, and support was evident, as 35% transitioned into permanent employment, many within the service itself.

In conclusion, the service has made significant strides in supporting the community during the financial year 2022-2023. Despite the challenges posed by the legacy of austerity and the pandemic, coupled with the war in Ukraine that has led to the cost-of-living crisis. The dedication of the charity to comprehensive support and collaborative partnerships has allowed it to positively impact the lives of those who are served. The charity remains committed to its mission and objectives as it continues its vital work in the coming years.

CITIZENS ADVICE LIVERPOOL LIMITED

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

FOR THE YEAR ENDED 31 MARCH 2023

Financial review

Total incoming resources for the year amounted to £3,392,323 (2022: £3,440,345) and total resources expended amounted to £3,361,839 (2022: £3,363,136) giving a surplus before actuarial gains/losses in respect of the pension liability of £30,484 (2022: £77,209).

Total reserves at the 31 March 2023 were £1,419,537 (2022: £1,369,438).

Total unrestricted reserves were £1,368,643 (2022: £1,253,909) and restricted reserves were £50,894 (2022: £115,529). The general unrestricted reserves are £1,001,918 (2022: £880,489).

The trustees extend their gratitude to Liverpool City Council who continued to support the core operating capacity of the charity.

Reserves policy

Citizens Advice Liverpool Limited is required to ensure that any free reserves are available in each financial year to meet any reasonable foreseeable contingency. Despite the short term and volatile nature of the funding the management team and trustees will endeavour to secure funding on a regular basis from as many sources as possible. The charity take all necessary steps to ensure that the cessation of one or more funding streams would not present so serious a challenge to the future of the organisation that it could not be managed. So as to continue to provide a best value advice service in reviewing the potential costs that could arise should a significant reduction in income be incurred, the trustees have determined that "free reserves" should be maintained equal to between 3 and 6 month's normal operating expenditure. Based on current levels of general unrestricted reserves, this is currently sufficient for between 3 and 4 months of operating costs.

The charity does not have an investment policy and does not currently hold investments

Review of risks

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

Loss of funding is always the principal external risk. However, the charity did not experience any cancellation of existing contracts due to COVID-19 and is moving into a period of recommissioning for some services with optimism having performed robustly against targets throughout the year. Overall risks are mitigated by seeking to secure funding across a range of sources and by holding sufficient reserves to cover some loss of funding.

Internal risks are mitigated by the implementation of strong financial controls which are regularly reviewed. The Finance, Risk and Governance Sub-Committee meets quarterly to review risks and controls.

Strategic plans for the future are to concentrate on integrating and optimising the services, in particular rationalising office space whilst continuing to seek opportunities to widen the scope of the services provided. The charity will look for opportunities to work co-operatively with other Local Citizens Advice offices across the City Region. The impact of COVID-19 has accelerated work on the client journey and will influence decisions on the best way to provide a positive client experience while keeping staff, volunteers and clients safe.

Structure, governance and management

The charity is a company limited by guarantee, incorporated on 19th July 2016 and registered as a charity on 26 October 2016. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The current Memorandum and Articles of Association have been approved by the Charity Commission and Companies House. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Newly appointed trustees are provided with a comprehensive induction to Citizens Advice Liverpool Limited through the provision of induction and training material, and mentoring by experienced trustees.

At the 31 March 2023 the charity had 11 trustees.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023

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:

Mr S F Anton
Ms K M Crowe
Mrs A M Gibbon
Mr F T Hont
Mr A G Malthouse
Dr J B Organ
Mr P R Wilkie
Ms D Aspinall
Ms E Carey
Ms J K Vithlani
Ms R S Harrison
Mr S C Turner

(Resigned 17 May 2023)

Trustees are elected from the local community and must either reside or work in Merseyside. An elections committee made up of trustees, the Company Secretary and chaired by the Chair, oversees the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. The procedure detailed above identifies the process by which each of the current trustees were elected. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

A successful recruitment drive took place, targeted to improve the equality and diversity of the board and bridge the skill gaps identified. The Board is delighted to welcome our four new Trustees to the service.

Citizens Advice Liverpool is governed by its members Trustee Board that 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 the organisation and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to the Chief Officer who reports directly to the trustees. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Liverpool Limited through the provision of induction and training materials and mentoring by established trustees.

Citizens Advice Liverpool Limited has membership of Citizens Advice (CA), the operating name of the National Association of Citizens Advice Bureau, 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 Citizens Advice Liverpool in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Auditor

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

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) *FOR THE YEAR ENDED 31 MARCH 2023*

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.



Mr P R Wilkie
Trustee

16 August 2023

CITIZENS ADVICE LIVERPOOL LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2023

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

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

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP;
- make judgements and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

Opinion

We have audited the financial statements of Citizens Advice Liverpool Limited (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud, is detailed below.

Discussions with and enquiries of management and those charged with governance were held with a view to identifying those laws and regulations that could be expected to have a material impact on the financial statements. During the engagement team briefing, the outcomes of these discussions and enquiries were shared with the team, as well as consideration as to where and how fraud may occur in the entity.

The following laws and regulations were identified as being of significance to the entity:

- Those laws and regulations considered to have a direct effect on the financial statements include UK financial reporting standards, Company Law, Tax and Pensions legislation, and Charity Law.
- Those laws and regulations for which non-compliance may be fundamental to the operating aspects of the charity and therefore may have a material effect on the financial statements include compliance with charitable objectives, public benefit, fundraising regulations, safeguarding and health and safety legislation.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquiries of management and the Trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of Trustee meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

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

Use of our report

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



Jean Ellis BA FCA CTA (Senior Statutory Auditor)
for and on behalf of DSG

16 August 2023

Chartered Accountants
Statutory Auditor

Castle Chambers
43 Castle Street
Liverpool
L2 9TL

CITIZENS ADVICE LIVERPOOL LIMITED

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
	Notes						
<u>Income and endowments from:</u>							
Charitable activities	3	824,430	2,531,463	3,355,893	914,524	2,525,821	3,440,345
Investments	4	10,421	-	10,421	-	-	-
Other income	5	26,009	-	26,009	-	-	-
Total income		860,860	2,531,463	3,392,323	914,524	2,525,821	3,440,345
<u>Expenditure on:</u>							
Charitable activities	6	757,133	2,604,706	3,361,839	891,926	2,471,210	3,363,136
Net incoming/(outgoing) resources before transfers		103,727	(73,243)	30,484	22,598	54,611	77,209
Gross transfers between funds		(8,608)	8,608	-	39,493	(39,493)	-
Net income/(expenditure) for the year/ Net incoming/(outgoing) resources		95,119	(64,635)	30,484	62,091	15,118	77,209
Other recognised gains and losses							
Actuarial gain on defined benefit pension schemes		19,615	-	19,615	102,723	-	102,723
Net movement in funds		114,734	(64,635)	50,099	164,814	15,118	179,932
Fund balances at 1 April 2022		1,253,909	115,529	1,369,438	1,089,095	100,411	1,189,506
Fund balances at 31 March 2023		1,368,643	50,894	1,419,537	1,253,909	115,529	1,369,438

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

The notes on pages 15 to 28 form part of these financial statements.

CITIZENS ADVICE LIVERPOOL LIMITED

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Fixed assets					
Tangible assets	11		329,535		342,542
Current assets					
Debtors	12	117,075		252,965	
Cash at bank and in hand		1,882,010		1,052,561	
		<u>1,999,085</u>		<u>1,305,526</u>	
Creditors: amounts falling due within one year	13	<u>(909,083)</u>		<u>(259,015)</u>	
Net current assets			1,090,002		1,046,511
Total assets less current liabilities			1,419,537		1,389,053
Provisions for liabilities			-		(19,615)
Net assets			<u>1,419,537</u>		<u>1,369,438</u>
Income funds					
Restricted funds	16		50,894		115,529
<u>Unrestricted funds</u>					
Designated funds	17	366,725		373,420	
General unrestricted funds		<u>1,001,918</u>		<u>880,489</u>	
			1,368,643		1,253,909
			<u>1,419,537</u>		<u>1,369,438</u>

The financial statements were approved by the Trustees on 16 August 2023



Mr P R Wilkie
Trustee

Company registration number 10286899

CITIZENS ADVICE LIVERPOOL LIMITED

STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2023

	Notes	2023 £	£	2022 £	£
Cash flows from operating activities					
Cash generated from operations	21		819,028		53,298
Investing activities					
Purchase of tangible fixed assets		-		(25,249)	
Investment income received		10,421		-	
Net cash generated from/(used in) investing activities			10,421		(25,249)
Net cash used in financing activities			-		-
Net increase in cash and cash equivalents			829,449		28,049
Cash and cash equivalents at beginning of year			1,052,561		1,024,512
Cash and cash equivalents at end of year			1,882,010		1,052,561

Included in the year end cash and cash equivalents figure is £606,520 of cash being held pending payment out to clients.

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

Citizens Advice Liverpool Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 242 Picton Road, Wavertree, Liverpool, L15 4LP.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, 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)". The charity is a Public Benefit Entity as defined by FRS 102.

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

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

1.2 Going concern

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

1.3 Charitable funds

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

Restricted funds are subject to specific conditions by donors 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.

1.4 Income

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

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

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

1.5 Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs can not be directly attributed to particular headings the have been allocated to activities on a basis consistent with the use of resources.

CITIZENS ADVICE LIVERPOOL LIMITED

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

1 Accounting policies

(Continued)

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:

Freehold land and buildings	2% per annum straight line
Leasehold land and buildings	straight line over the lease
Fixtures and fittings	25% straight line
Computers	25% 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.

Assets are capitalised if valued over £1,000 at the point of receipt.

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.

Derecognition of financial assets

Financial assets are derecognised only when the contractual rights to the cash flows from the asset expire or are settled, or when the charity transfers the financial asset and substantially all the risks and rewards of ownership to another entity, or if some significant risks and rewards of ownership are retained but control of the asset has transferred to another party that is able to sell the asset in its entirety to an unrelated third party.

CITIZENS ADVICE LIVERPOOL LIMITED

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

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 Taxation

The charity benefits from various exemptions from taxation offered by tax legislation and is not liable to corporation tax on income and gains falling within those exemptions. Recovery is made of tax deducted from qualifying income and from receipts under gift aid.

1.11 Employee benefits

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

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

1.12 Retirement benefits

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

The cost of providing benefits under defined benefit plans is determined separately for each plan using the projected unit credit method, and is based on actuarial advice.

The change in the net defined benefit liability arising from employee service during the year is recognised as an employee cost. The cost of plan introductions, benefit changes, settlements and curtailments are recognised as incurred.

CITIZENS ADVICE LIVERPOOL LIMITED

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

1 Accounting policies

(Continued)

The net interest element is determined by multiplying the net defined benefit liability by the discount rate, taking into account any changes in the net defined benefit liability during the period as a result of contribution and benefit payments. The net interest is recognised in income/(expenditure) for the year.

Remeasurement changes comprise actuarial gains and losses, the effect of the asset ceiling and the return on the net defined benefit liability excluding amounts included in net interest. These are recognised immediately in other recognised gains and losses in the period in which they occur and are not reclassified to income/(expenditure) in subsequent periods.

The net defined benefit pension asset or liability in the balance sheet comprises the total for each plan of the present value of the defined benefit obligation (using a discount rate based on high quality corporate bonds), less the fair value of plan assets out of which the obligations are to be settled directly. Fair value is based on market price information, and in the case of quoted securities is the published bid price. The value of a net pension benefit asset is limited to the amount that may be recovered either through reduced contributions or agreed refunds from the scheme.

The charity participates in the Pensions Trust's Growth Plan for certain of its employees. The Growth Plan is a multi-employer pension plan. Assets and liabilities of the scheme are not accounted for in the financial statements in accordance with FRS 102. A deficit funding plan has been agreed and a provision has been recognised in the financial statements for the net present value of the future contributions.

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 Charitable activities

	Advice 2023 £	Advice 2022 £
Services provided under contract	3,351,154	3,439,321
Other income	4,739	1,024
	<u>3,355,893</u>	<u>3,440,345</u>
Analysis by fund		
Unrestricted funds	824,430	914,524
Restricted funds	2,531,463	2,525,821
	<u>3,355,893</u>	<u>3,440,345</u>

CITIZENS ADVICE LIVERPOOL LIMITED

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

4 Investments

	Unrestricted funds 2023 £	Total 2022 £
Interest receivable	10,421	-

5 Other income

	Unrestricted funds 2023 £	Total 2022 £
Other income	26,009	-

6 Charitable activities

	Direct costs 2023 £	Direct costs 2022 £
Staff costs	2,829,449	2,894,079
Depreciation and impairment	13,007	7,822
Premises costs	156,798	151,080
Office costs	296,751	221,477
Staff and volunteer costs	49,163	57,953
	3,345,168	3,332,411
Share of governance costs (see note 7)	16,671	30,725
	3,361,839	3,363,136
Analysis by fund		
Unrestricted funds	757,133	891,926
Restricted funds	2,604,706	2,471,210
	3,361,839	3,363,136

CITIZENS ADVICE LIVERPOOL LIMITED

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

7 Support costs

	Support costs £	Governance costs £	2023 £	2022 £
Audit fees	-	13,550	13,550	14,400
Legal and professional	-	2,207	2,207	15,727
Other costs	-	-	-	72
Trustee expenses	-	914	914	526
	-	16,671	16,671	30,725
Analysed between Charitable activities	-	16,671	16,671	30,725

8 Trustees

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

9 Employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
Administration	21	24
Service providers	85	87
Total	106	111

Employment costs

	2023 £	2022 £
Wages and salaries	2,512,510	2,577,902
Social security costs	222,852	216,649
Other pension costs	94,087	99,528
	2,829,449	2,894,079

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

10 Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

CITIZENS ADVICE LIVERPOOL LIMITED

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

11 Tangible fixed assets

	Freehold land and buildings	Leasehold land and buildings	Fixtures and fittings	Computers	Total
	£	£	£	£	£
Cost					
At 1 April 2022	334,715	95,991	214,521	14,847	660,074
At 31 March 2023	334,715	95,991	214,521	14,847	660,074
Depreciation and impairment					
At 1 April 2022	16,295	95,991	190,399	14,847	317,532
Depreciation charged in the year	6,695	-	6,312	-	13,007
At 31 March 2023	22,990	95,991	196,711	14,847	330,539
Carrying amount					
At 31 March 2023	311,725	-	17,810	-	329,535
At 31 March 2022	318,420	-	24,122	-	342,542

12 Debtors

	2023 £	2022 £
Amounts falling due within one year:		
Trade debtors	65,732	74,463
Other debtors	44,573	169,958
Prepayments and accrued income	6,770	8,544
	117,075	252,965

13 Creditors: amounts falling due within one year

	2023 £	2022 £
Other taxation and social security	64,814	90,800
Deferred income	79,027	63,928
Trade creditors	53,446	22,555
Other creditors	625,299	21,237
Accruals	86,497	60,495
	909,083	259,015

Included in the year end other creditors balance is £606,520 of cash is being held pending payment out to clients.

CITIZENS ADVICE LIVERPOOL LIMITED

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

14	Provisions for liabilities	Notes	2023 £	2022 £
	Retirement benefit obligations	15	-	19,615
			<u>-</u>	<u>19,615</u>
			<u>-</u>	<u>19,615</u>

15 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to profit or loss in respect of defined contribution schemes was £94,087 (2022 - £99,528).

CITIZENS ADVICE LIVERPOOL LIMITED

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

15 Retirement benefit schemes

(Continued)

Defined benefit schemes

Key assumptions

	2023 %	2022 %
Discount rate	4.9	2.8
Expected rate of increase of pensions in payment	2.8	3.5
Expected rate of salary increases	4.2	4.9
CPI inflation	2.7	3.4

Mortality assumptions

The assumed life expectations on retirement at age 65 are:

	2023 Years	2022 Years
Retiring today		
- Males	21.2	20.9
- Females	23.7	24.0
Retiring in 20 years		
- Males	22.6	22.4
- Females	25.5	25.9

Amounts recognised in the profit and loss account:

	2023 £	2022 £
Current service cost	18,000	19,000
Net interest on defined benefit liability/(asset)	1,000	1,000
Other costs and income	87	100
Total costs	19,087	20,100

The amounts included in the balance sheet arising from the charity's obligations in respect of defined benefit plans are as follows:

	2023 £	2022 £
Present value of defined benefit obligations	984,000	1,092,615
Fair value of plan assets	(984,000)	(1,073,000)
Deficit in scheme	-	19,615

CITIZENS ADVICE LIVERPOOL LIMITED

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

15 Retirement benefit schemes

(Continued)

Movements in the present value of defined benefit obligations:

	2023 £
Liabilities at 1 April 2022	1,092,615
Current service cost	18,000
Contributions from scheme members	4,000
Actuarial gains and losses	(160,021)
Interest cost	31,000
Other	(1,594)
At 31 March 2023	984,000

The defined benefit obligations arise from plans which are wholly or partly funded.

Movements in the fair value of plan assets:

	2023 £
Fair value of assets at 1 April 2022	1,073,000
Interest income	(114,000)
Contributions by the employer	21,000
Contributions by scheme members	4,000
At 31 March 2023	984,000

The fair value of plan assets at the reporting period end was as follows:

	2023 £	2022 £
Equity instruments	477,000	533,000
Debt instruments	130,000	137,000
Property	107,000	103,000
Cash	17,000	23,000
Other	253,000	277,000
	984,000	1,073,000

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

16 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:

	Movement in funds					Movement in funds			
	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023
	£	£	£	£	£	£	£	£	£
Core Advice Service	-	167,430	(168,182)	752	-	170,500	(170,500)	-	-
Contact Centre Services	18,001	589,945	(591,043)	(12,013)	4,890	477,239	(490,737)	8,608	-
Local Services - Health	38,088	712,772	(670,088)	(12,475)	68,297	732,029	(749,432)	-	50,894
Local Services - Money Advice	14,427	727,116	(718,089)	(15,757)	7,697	693,183	(700,880)	-	-
Local Services - Social Welfare	29,895	222,309	(222,309)	-	29,895	405,649	(435,544)	-	-
Local Services - Immigration and Settlement	-	106,249	(101,499)	-	4,750	52,863	(57,613)	-	-
	<u>100,411</u>	<u>2,525,821</u>	<u>(2,471,210)</u>	<u>(39,493)</u>	<u>115,529</u>	<u>2,531,463</u>	<u>(2,604,706)</u>	<u>8,608</u>	<u>50,894</u>

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

16 Restricted funds

(Continued)

Core Advice Service - CAL's core face to face, telephone and web advice service, providing free, confidential and impartial advice to people who live and work in Liverpool.

Contact Centre Services - CAL's telephone and web advice focusing on specific areas of hardship or need and particularly in relation to Universal Credit and access to emergency food.

Local Services - Health - Advice and Link Work services, improving mental health and wellbeing by supporting patients with non-medical issues that may impact on their health. CAL provides treatment options that help patients work towards debt reduction, financial stability, better housing and employment conditions and reduced social isolation. The services also include specialist areas providing support for perinatal patients, those living with cancer and those with chronic respiratory illnesses.

Local Services - Money Advice - Provision of a specialist debt, money and pensions advice service. Particularly supporting clients to maximise their income and manage debt issues.

Local Services - Social Welfare - Services providing specialist welfare benefits advice and representation. Working in partnership with other agencies to improve the outcomes of clients who do not have access to legal aid or advice. Providing initiatives to help improve health and economic wellbeing for ethnic communities in Liverpool.

Local Services - Immigration and Settlement - Provision of a welcome programme for Hong Kong British Nationals (overseas) settling in Liverpool and support to clients seeking EU Settled Status following Brexit.

Restricted Funding has been provided by the following organisations:

- Liverpool City Council
- Home Office
- National Association of Citizens Advice Bureaux
- Liverpool Clinical Commissioning Group (CCG)
- Macmillan
- Pension Wise
- Big Lottery
- Greater Merseyside Money Advice Partnership (GMMAP)
- Office of the Police and Crime Commissioner (OPCC)
- Department for Levelling Up, Housing & Communities

CITIZENS ADVICE LIVERPOOL LIMITED

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

17 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:

	Movement in funds			Movement in funds			
	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Balance at 31 March 2023 £
Restructuring reserve fund	55,000	-	-	55,000	-	-	55,000
Land and buildings reserve fund	325,115	-	(6,695)	318,420	-	(6,695)	311,725
	<u>380,115</u>	<u>-</u>	<u>(6,695)</u>	<u>373,420</u>	<u>-</u>	<u>(6,695)</u>	<u>366,725</u>

Restructuring reserve fund

This fund reflects the estimated costs relating to the expected organisational restructure around recommissioning of significant projects in 2021/22 and 2022/23.

Land and buildings reserve fund

This fund reflects the carrying value of the property owned and used operationally by the charity.

18 Analysis of net assets between funds

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total Unrestricted funds 2023 £	Restricted funds 2022 £	Total 2022 £
Fund balances at 31 March 2023 are represented by:					
Tangible assets	329,535	-	329,535	342,542	342,542
Current assets/(liabilities)	1,039,108	50,894	1,090,002	930,982	1,046,511
Provisions and pensions	-	-	-	(19,615)	(19,615)
	<u>1,368,643</u>	<u>50,894</u>	<u>1,419,537</u>	<u>1,253,909</u>	<u>1,369,438</u>

19 Company limited by guarantee

Citizens Advice Liverpool Limited is incorporated under the Companies Act as a company limited by guarantee. The liability of the members is limited to £1.

CITIZENS ADVICE LIVERPOOL LIMITED

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

20 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2023 £	2022 £
Aggregate compensation	294,829	77,783

21 Cash generated from operations

	2023 £	2022 £
Surplus for the year	30,484	77,209
Adjustments for:		
Investment income recognised in statement of financial activities	(10,421)	-
Depreciation and impairment of tangible fixed assets	13,007	7,822
Movements in working capital:		
Decrease/(increase) in debtors	135,890	(22,472)
Increase in creditors	634,969	72,932
Increase/(decrease) in deferred income	15,099	(82,193)
Cash generated from operations	819,028	53,298

22 Analysis of changes in net funds

The charity had no debt during the year.

CITIZENS ADVICE LIVERPOOL LIMITED

England & Wales - Charity number 1169879

Accounts

Charity Registration No. 1169879

Company Registration No. 10286899 (England and Wales)

CITIZENS ADVICE LIVERPOOL LIMITED
CONSOLIDATED ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

CITIZENS ADVICE LIVERPOOL LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr S F Anton	
	Ms K M Crowe	
	Mrs A M Gibbon	
	Mr F T Hont	
	Mr A G Malthouse	
	Dr J B Organ	
	Mr P R Wilkie	
	Ms D Aspinall	
	Ms E Carey	(Appointed 25 August 2021)
	Ms J K Vithlani	(Appointed 25 August 2021)
	Ms R S Harrison	(Appointed 25 August 2021)
	Mr S C Turner	(Appointed 25 August 2021)
Chief Office	Ms H Jessop	
Secretary	Ms H Jessop	
Charity number	1169879	
Company number	10286899	
Registered office	2nd Floor 242 Picton Road Wavertree Liverpool L15 4LP	
Auditor	DSG Castle Chambers 43 Castle Street Liverpool L2 9TL	

CITIZENS ADVICE LIVERPOOL LIMITED

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CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2022

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

Citizens Advice Liverpool Limited ("the charity") was formed in July 2016 in preparation for the mergers of the four existing services in Liverpool. Due to an issue with novation of contracts, South Liverpool Citizens Advice Bureau Limited joined as a second subsidiary of Citizens Advice Liverpool Limited in April 2018.

During the financial year of 2020-21 the final merger of the remaining subsidiaries – South Liverpool Citizens Advice Bureau Limited and Wavertree Citizens Advice – was completed and from 1st April 2021, Citizens Advice Liverpool Limited operated as a single entity. More information on this merger is below.

The financial statements have been prepared in accordance with the accounting policies set out in note 2 to the financial statements and comply with the charity's Memorandum and Articles of Association, 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

The charity's objects are to promote any charitable purpose for public benefit by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress in particular, but not without limitation, for the benefit of the community of Liverpool and its surrounding areas.

The charity provides and assists in the provision of services and outlets supplying a free, independent, confidential and impartial service of advice, information and counsel for the public.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding the activities undertaken during the year and are satisfied that the information provided in the report and accounts meet the public benefit reporting requirements.

The Mission

Citizens Advice Liverpool aims to reduce inequality, deprivation and the lack of access to justice due to a lack of knowledge of personal rights, by providing information advice and educational services within the local communities.

Citizens Advice Liverpool believe everyone has the right to a fair chance of participating in society and will exercise a responsible influence on the development of social policies and services, both locally and nationally.

The Vision

Citizens Advice Liverpool is a charity working to combat discrimination, alleviate poverty and remove barriers to justice.

The charity does this by providing quality assured, free trusted advice and information delivered accessibly and innovatively and by being an informed influence and advocate on social policy.

The Values – What the charity stands for

Five core values underpin the approach:

- **Quality** - Committed to delivering a quality service and working to best practice standards in all aspects of the work.
- **A responsive approach** - A flexible organisation that will listen and learn from the experience of clients and communities and respond to new needs and expectations.
- **Accountability** - Work in ways which are open and transparent. Regularly account for and report on work to show how the charity is meeting its purpose and aims.
- **Creativity** - Open to new ideas and ways of improving the work. The charity encourages learning and feedback to encourage innovation.
- **Fairness** - Treat all staff, volunteers, partners and clients with respect, fairness and humanity. The charity will go the extra mile for people.

CITIZENS ADVICE LIVERPOOL LIMITED

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

Activities

This has been the first year for the organisation operating as a single entity, and despite the continuing difficult circumstances, a very successful one.

The Trustees would like to extend their thanks to the staff and volunteers of Citizens Advice Liverpool for their hard work and loyalty to the service over the years. Building the service into a strong viable organisation to take forward into a single service and remaining resolute in their commitment to tackling inequality, poverty and need.

The consolidation into a single organisation has resulted in allowing the charity to make better use of its resources and generate a surplus to rebuild the reserves and fund further operational improvements. In particular the charity is looking to rationalise the office space to make use of the efficiencies offered by the new approach to service provision that has been adopted over the last years.

The values and mission drive the behaviours of the charity and how it connects to its clients, communities, and the people. With the successful completion of the mergers, a new business plan was produced. In preparation, the charity conducted stakeholder analysis whilst actively seeking out views and feedback from staff, volunteers, and clients. The feedback has helped to redefine the future goals and objectives to deliver strong and robust services and be a positive and inclusive partner and workplace for the teams. The business plan spans the next three years of operation, though, yearly reviews will ensure it remains relevant and responsive to the issues affecting the communities.

As lockdown eased, the charity focused on the safe return to the offices, reopening its buildings for appointments and delivering outreach services through community venues and libraries. As part of the return to offices, a new hybrid working pattern is being trialled for staff. Welcoming staff and volunteers back to offices and hearing of the benefits of social interactions when working together in a team has been a highlight of the year.

The charity continues to review the client journey to ensure its clients have straightforward access to the services in a way that best suits their needs. Building on the telephone and digital services delivered during lockdown, the charity reopened the in-person appointments and drop-in outreach sessions at a range of community venues across the City. Working with partners such as GPs and healthcare providers to create direct referrals forms to ensure access for vulnerable patients.

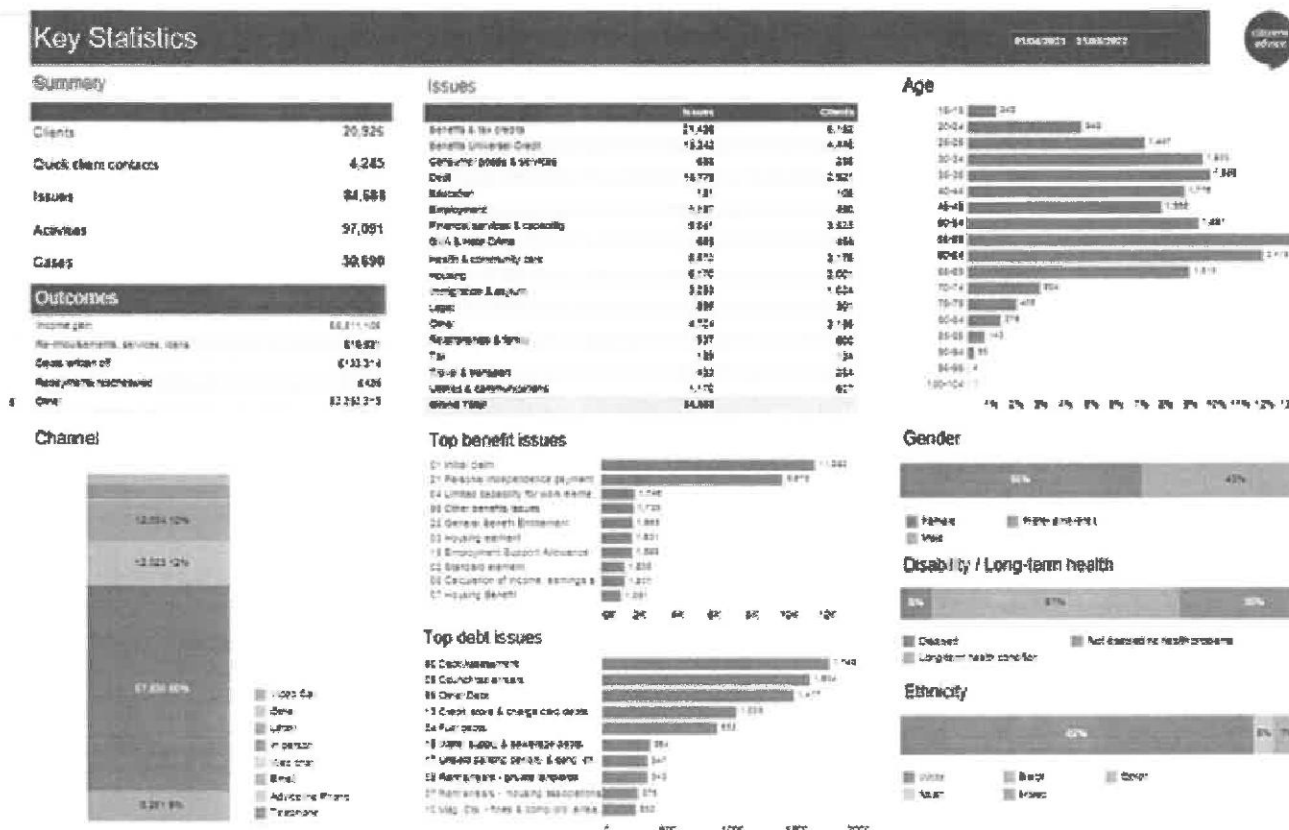
Performance and Targets.

During the year the charity advised 25,171 individual clients, with 84,688 issues, as the system only allows a client to be recorded once in the year, it is the issues that reflect repeat visits for separate enquiries. As expected, there has been a reduction in the number of clients helped against the unusually high numbers last year. The reductions can be attributed to the reintroduction of in-person advice from telephone only and the reduction of the pandemic relief funding received during lockdown.

Welfare benefits, debt, housing and immigration remain the highest queries and services are once again feeling the strain of demand as the clients face the impact of the cost-of-living increases combined with the effects of the pandemic and Brexit.

CITIZENS ADVICE LIVERPOOL LIMITED

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



For the past two years, the charity has managed and developed the Liverpool Access to Justice Network. The network aims to bring together the advice sector in Liverpool to ensure a 'no wrong door' approach for clients accessing advice services in the City, avoiding duplication and helping to build community knowledge. By providing knowledge-sharing network meetings and citywide referral routes to ensure clients remain front and centre of the advice process thereby making the best use of the combined resources and having a bigger impact on the issues affecting clients.

Financial review

Total incoming resources for the year amounted to £3,440,345 (2021: £3,382,083) and total resources expended amounted to £3,363,136 (2021: £3,162,286) giving a surplus before actuarial gains/losses in respect of the pension liability of £77,209 (2021: £219,797).

Total reserves at the 31 March 2022 were £1,369,438 (2021: £1,189,506).

Total unrestricted reserves were £1,253,909 (2021: £1,089,095) and restricted reserves were £115,529 (2021: £100,411). The general unrestricted reserves are £880,489 (2021: £708,980).

The trustees extend their gratitude to Liverpool City Council who continued to support the core operating capacity of the charity.

CITIZENS ADVICE LIVERPOOL LIMITED

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

Reserves policy

Citizens Advice Liverpool Limited is required to ensure that any free reserves are available in each financial year to meet any reasonable foreseeable contingency. Despite the short term and volatile nature of the funding the management team and trustees will endeavour to secure funding on a regular basis from as many sources as possible. The charity take all necessary steps to ensure that the cessation of one or more funding streams would not present so serious a challenge to the future of the organisation that it could not be managed. So as to continue to provide a best value advice service in reviewing the potential costs that could arise should a significant reduction in income be incurred, the trustees have determined that "free reserves" should be maintained equal to between 3 and 6 month's normal operating expenditure. Based on current levels of general unrestricted reserves, this is currently sufficient for between 3 and 4 months of operating costs.

The charity does not have an investment policy and does not currently hold investments

Review of risks

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

Loss of funding is always the principal external risk. However, the charity did not experience any cancellation of existing contracts due to COVID-19 and is moving into a period of recommissioning for some services with optimism having performed robustly against targets throughout the year. Overall risks are mitigated by seeking to secure funding across a range of sources and by holding sufficient reserves to cover some loss of funding.

Internal risks are mitigated by the implementation of strong financial controls which are regularly reviewed. The Finance, Risk and Governance Sub-Committee meets quarterly to review risks and controls.

Strategic plans for the future are to concentrate on integrating and optimising the services, in particular rationalising office space whilst continuing to seek opportunities to widen the scope of the services provided. The charity will look for opportunities to work co-operatively with other Local Citizens Advice offices across the City Region. The impact of COVID-19 has accelerated work on the client journey and will influence decisions on the best way to provide a positive client experience while keeping staff, volunteers and clients safe.

Structure, governance and management

The charity is a company limited by guarantee, incorporated on 19th July 2016 and registered as a charity on 26 October 2016. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The current Memorandum and Articles of Association have been approved by the Charity Commission and Companies House. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Newly appointed trustees are provided with a comprehensive induction to Citizens Advice Liverpool Limited through the provision of induction and training material, and mentoring by experienced trustees.

At 31 March 2022 the charity had 12 trustees.

CITIZENS ADVICE LIVERPOOL LIMITED

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

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:

Mr S F Anton

Ms K M Crowe

Mrs A M Gibbon

Mr F T Hont

Mr A G Malthouse

Dr J B Organ

Mr P R Wilkie

Ms D Aspinall

Ms E Carey

(Appointed 25 August 2021)

Ms J K Vithlani

(Appointed 25 August 2021)

Ms R S Harrison

(Appointed 25 August 2021)

Mr S C Turner

(Appointed 25 August 2021)

Trustees are elected from the local community and must either reside or work in Merseyside. An elections committee made up of trustees, the Company Secretary and chaired by the Chair, oversees the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. The procedure detailed above identifies the process by which each of the current trustees were elected. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

A successful recruitment drive took place, targeted to improve the equality and diversity of the board and bridge the skill gaps identified. The Board is delighted to welcome our four new Trustees to the service.

Citizens Advice Liverpool is governed by its members Trustee Board that 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 the organisation and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to the Chief Officer who reports directly to the trustees. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Liverpool Limited through the provision of induction and training materials and mentoring by established trustees.

Citizens Advice Liverpool Limited has membership of Citizens Advice (CA), the operating name of the National Association of Citizens Advice Bureau, 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 Citizens Advice Liverpool in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Auditor

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

CITIZENS ADVICE LIVERPOOL LIMITED

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

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.



Mr P R Wilkie
Trustee

19 September 2022

CITIZENS ADVICE LIVERPOOL LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2022

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

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

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

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

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

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

Opinion

We have audited the financial statements of Citizens Advice Liverpool Limited (the "parent charity") and its subsidiary ("the group") for the year ended 31 March 2022 which comprise the Consolidated Statements of Financial Activities, the Consolidated and Charitable Company Balance Sheets, Consolidated Statement of Cash Flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and of the parent charity's affairs as at 31 March 2022 and of the group's income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared, which includes the directors' report prepared for the purposes of company law, is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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.

Capability of the audit in detecting irregularities, including fraud

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.

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE LIVERPOOL LIMITED

Discussions with and enquiries of management and those charged with governance were held with a view to identifying those laws and regulations that could be expected to have a material impact on the financial statements. During the engagement team briefing, the outcomes of these discussions and enquiries were shared with the team, as well as consideration as to where and how fraud may occur in the entity.

The following laws and regulations were identified as being of significance to the entity:

- Those laws and regulations considered to have a direct effect on the financial statements include UK financial reporting standards, Company Law, Tax and Pensions legislation, and Charity Law.
- Those laws and regulations for which non-compliance may be fundamental to the operating aspects of the charity and therefore may have a material effect on the financial statements include compliance with charitable objectives, public benefit, fundraising regulations, safeguarding and health and safety legislation.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquiries of management and the Trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of Trustee meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

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

Use of our report

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



Jean Ellis BA FCA CTA (Senior Statutory Auditor)
for and on behalf of DSG

19 September 2022

Chartered Accountants
Statutory Auditor

Castle Chambers
43 Castle Street
Liverpool
L2 9TL

CITIZENS ADVICE LIVERPOOL LIMITED
CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2022

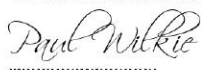
	Notes	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Income from:							
Donations and legacies	3	-	-	-	5,467	-	5,467
Charitable activities	4	914,524	2,525,821	3,440,345	874,817	2,492,722	3,367,539
Investments	5	-	-	-	9,077	-	9,077
Total income		914,524	2,525,821	3,440,345	889,361	2,492,722	3,382,083
Expenditure on:							
Charitable activities	6	(891,926)	(2,471,210)	(3,363,136)	(692,831)	(2,469,455)	(3,162,286)
Total resources expended		(891,926)	(2,471,210)	(3,363,136)	(692,831)	(2,469,455)	(3,162,286)
Net incoming/(outgoing) resources before transfers		22,598	54,611	77,209	196,530	23,267	219,797
Gross transfers between funds		39,493	(39,493)	-	(71,862)	71,862	-
Net income / (expenditure) for the year/ Net incoming / (outgoing) resources		62,091	15,118	77,209	124,668	95,129	219,797
Other recognised gains and losses							
Actuarial gain/(loss) on defined benefit pension schemes		102,723	-	102,723	3,205	-	3,205
Net movement in funds		164,814	15,118	179,932	127,873	95,129	223,002
Fund balance at 1 April 2021		1,089,095	100,411	1,189,506	961,222	5,282	966,504
Fund balances at 31 March 2022		1,253,909	115,529	1,369,438	1,089,095	100,411	1,189,506

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

CITIZENS ADVICE LIVERPOOL LIMITED
CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2022

	Notes	£	2022	£	2021	£
Fixed assets						
Tangible assets	10			342,542		325,115
Current assets						
Debtors	12	252,965		143,836		
Cash at bank and in hand		<u>1,052,561</u>		<u>1,113,819</u>		
		1,305,526		1,257,655		
Creditors: amounts falling due within one year	13	<u>(259,015)</u>		<u>(270,926)</u>		
Net current assets				<u>1,046,511</u>		<u>986,729</u>
Total assets less current liabilities				1,389,053		1,311,844
Provisions for liabilities	14			(19,615)		(122,338)
Net assets				<u>1,369,438</u>		<u>1,189,506</u>
Income funds						
Restricted funds	17			115,529		100,411
Unrestricted funds						
Designated funds	18			373,420		380,115
General unrestricted funds				<u>880,489</u>		<u>708,980</u>
				<u>1,369,438</u>		<u>1,189,506</u>

The financial statements were approved by the Trustees on 19 September 2022



Paul Wilkie
Trustee

Company Registration No. 10286899

CITIZENS ADVICE LIVERPOOL LIMITED
COMPANY BALANCE SHEET
AS AT 31 MARCH 2022

	Notes	£	2022	£	2021	£
Fixed assets						
Tangible assets	10			342,542		325,115
Current assets						
Debtors	12	252,965		230,493		
Cash at bank and in hand		<u>1,052,561</u>		<u>1,024,512</u>		
		1,305,526		1,255,005		
Creditors: amounts falling due within one year	13	<u>(259,015)</u>		<u>(268,276)</u>		
Net current assets				<u>1,046,511</u>		<u>986,729</u>
Total assets less current liabilities				1,389,053		1,311,844
Provisions for liabilities	14			(19,615)		(122,338)
Net assets				<u>1,369,438</u>		<u>1,189,506</u>
Income funds						
Restricted funds	17			115,529		100,411
<u>Unrestricted funds</u>						
Designated funds	18			373,420		380,115
General unrestricted funds				<u>880,489</u>		<u>708,980</u>
				<u>1,369,438</u>		<u>1,189,506</u>

The trustees have taken advantage of Section 408 of Companies Act 2006 from the requirement to prepare a separate Statement of Financial Activities for the charity. During the year the charity made a surplus, after an actuarial gain on the defined benefit pension scheme, of £179,932 (2021: a surplus of £960,851). The surplus for the year includes donations from subsidiary companies of £nil (2021: £600,136).

The financial statements were approved by the Trustees on 19 September 2022



Paul Wilkie
Trustee

Company Registration No. 10286899

CITIZENS ADVICE LIVERPOOL LIMITED
CONSOLIDATED STATEMENT OF CASH FLOWS

AS AT 31 MARCH 2022

		2022	2021
	Notes	£	£
Cash flows from operating activities			
Cash generated from/(absorbed by) operations	22	59,167	408,495
Investing activities			
Interest received		-	77
Net cash used in investing activities		-	77
Financing activities			
Repayment of borrowings		-	-
Net cash used in financing activities		-	-
Net increase in cash and cash equivalents		59,167	408,572
Cash and cash equivalents at beginning of year		1,113,819	705,247
Cash and cash equivalents at end of year		1,052,561	1,113,819

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

2 Accounting policies

Charity information

Citizens Advice Liverpool Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 242 Picton Road, Wavertree, Liverpool, L15 4LP.

2.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, 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)". The charity is a Public Benefit Entity as defined by FRS 102.

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

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

The charity was formed by the merger of North Liverpool Citizens Advice Bureau Limited and Liverpool Citizens Advice Partnership on 31 March 2017. The business combination meets the definition for merger accounting and the financial statements have been prepared on this basis, as if the group had always been operating as a combined entity.

Group Financial Statements

The financial statements consolidate the results of the charity and its wholly owned subsidiaries, Wavertree Citizens Advice Bureau Limited and South Liverpool Citizens Advice Bureau, on a line-by-line basis. Balances and transactions between the parent and the subsidiary undertaking are eliminated on consolidation.

A separate statement of financial activities, or income and expenditure account, for the charitable company itself is not presented because the charitable company has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

2.2 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.

2.3 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.

2.4 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.

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

2 Accounting policies

(Continued)

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.

2.5 Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs can not be directly attributed to particular headings they have been allocated to activities on a basis consistent with the use of resources.

2.6 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:

Freehold land and buildings	2% per annum straight line
Leasehold land and buildings	straight line over the lease
Fixtures and fittings	25% straight line
Computers	25% 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.

Assets are capitalised if valued over £1,000 at the point of receipt.

2.7 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).

2.8 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.

2.9 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.

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

2 Accounting policies

(Continued)

Basic financial assets

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

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

2.10 Taxation

The charity benefits from various exemptions from taxation offered by tax legislation and is not liable to corporation tax on income and gains falling within those exemptions. Recovery is made of tax deducted from qualifying income and from receipts under gift aid.

2.11 Employee benefits

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

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

2.12 Retirement benefits

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

The cost of providing benefits under defined benefit plans is determined separately for each plan using the projected unit credit method, and is based on actuarial advice.

The change in the net defined benefit liability arising from employee service during the year is recognised as an employee cost. The cost of plan introductions, benefit changes, settlements and curtailments are recognised as incurred.

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022

2 Accounting policies

(Continued)

The net interest element is determined by multiplying the net defined benefit liability by the discount rate, taking into account any changes in the net defined benefit liability during the period as a result of contribution and benefit payments. The net interest is recognised in income/(expenditure) for the year.

Remeasurement changes comprise actuarial gains and losses, the effect of the asset ceiling and the return on the net defined benefit liability excluding amounts included in net interest. These are recognised immediately in other recognised gains and losses in the period in which they occur and are not reclassified to income/(expenditure) in subsequent periods.

The net defined benefit pension asset or liability in the balance sheet comprises the total for each plan of the present value of the defined benefit obligation (using a discount rate based on high quality corporate bonds), less the fair value of plan assets out of which the obligations are to be settled directly. Fair value is based on market price information, and in the case of quoted securities is the published bid price. The value of a net pension benefit asset is limited to the amount that may be recovered either through reduced contributions or agreed refunds from the scheme.

The charity participates in the Pensions Trust's Growth Plan for certain of its employees. The Growth Plan is a multi-employer pension plan. Assets and liabilities of the scheme are not accounted for in the financial statements in accordance with FRS 102, therefore the scheme is accounted for as a defined contribution scheme. A deficit funding plan has been agreed and a provision has been recognised in the financial statements for the net present value of the future contributions.

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total 2022	Total 2021
	£	£	£	£
Donations and grants	-	-	-	5,467
	-	-	-	5,467
For the year ended 31 March 2021	5,467	-		5,467

4 Charitable activities

	2022	2021
	£	£
Services provided under contract	3,439,321	3,348,597
Other income	1,024	18,942
	3,440,345	3,367,539
<u>Analysis by fund</u>		
Unrestricted funds	914,524	874,817
Restricted funds	2,525,821	2,492,722
	3,440,345	3,367,539

5 Investments

	Total 2022	Total 2021
	£	£
Rental income	-	9,000
Interest receivable	-	77
	-	9,077

6 Charitable Activities

	Note	2022	2021
		£	£
Staff costs	9	2,894,079	2,676,744
Depreciation and impairment		7,822	11,403
Premises costs		151,080	178,963
Other costs		-	18,055
Partner payments		-	20,408
Office costs		221,477	135,435
Staff and volunteer costs		57,953	19,614
Sundry expenses		-	1,346
		3,332,411	3,061,968
Share of support costs (see note 7)		-	73,608
Share of governance costs (see note 7)		30,725	26,710
		3,363,136	3,162,286
<u>Analysis by fund</u>			
Unrestricted funds		891,926	692,831
Restricted funds		2,471,210	2,469,455
		3,363,136	3,162,286

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

7 Support costs

			2022	2021	Basis of allocation
	Support costs	Governance costs			
	£	£	£	£	
Staff costs	-	-	-	-	
Impairment	-	-	-	-	
Other costs	-	-	-	73,608	
Audit fees	-	14,400	14,400	13,375	Governance
Accountancy	-	-	-	-	Governance
Legal and professional	-	15,727	15,727	4,441	Governance
Other costs	-	72	72	12	Governance
Consultancy	-	-	-	-	Governance
Bank charges	-	-	-	-	Governance
Trustee expenses	-	526	526	13	Governance
Merger costs	-	-	-	-	Governance
Other governance costs - unrestricted	-	-	-	8,869	Governance
	-	30,725	30,725	100,318	
Analysed between	-	30,725	30,725	100,318	
Charitable activities	-	30,725	30,725	100,318	

8 Trustees

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

During the year, the trustees received a total of £nil (2021: £nil) in expenses from the charity.

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2022 Number	2021 Number
Administration	24	24
Service providers	87	88
	111	112

Employment costs

	Note	2022 £	2021 £
Wages and salaries		2,577,902	2,383,442
Social security costs		216,649	199,646
Other pension costs		99,528	93,656
	6	2,894,079	2,676,744

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

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

10	Tangible fixed assets Group	Freehold land	Leasehold land	Fixtures and fittings	Computers	Total
		and buildings	and buildings			
		£	£	£	£	£
	Cost					
	At 1 April 2021	471,812	95,991	241,474	112,992	922,269
	Additions	-	-	25,249	-	25,249
	Disposals	-	-	-	-	-
	At 31 March 2022	471,812	95,991	266,723	112,992	947,518
	Depreciation and impairment					
	At 1 April 2021	146,697	95,991	241,474	112,992	597,154
	Depreciation charged in the year	6,695	-	1,127	-	7,822
	Revaluation	-	-	-	-	-
	At 31 March 2022	153,392	95,991	242,601	112,992	604,976
	Carrying amount					
	At 31 March 2021	318,420	-	24,122	-	342,542
	At 31 March 2020	325,115	-	-	-	325,115
	Company					
		Freehold land	Leasehold land	Fixtures and fittings	Computers	Total
		and buildings	and buildings			
		£	£	£	£	£
	Cost					
	At 1 April 2021	334,715	95,991	189,272	14,847	634,825
	Additions	-	-	25,249	-	25,249
	Disposals	-	-	-	-	-
	At 31 March 2022	334,715	95,991	214,521	14,847	660,074
	Depreciate and impairment					
	At 1 April 2021	9,600	95,991	189,272	14,847	309,710
	Depreciation charged in the year	6,695	-	1,127	-	7,822
	Revaluation	-	-	-	-	-
	At 31 March 2022	16,295	95,991	190,399	14,847	317,532
	Carrying amount					
	At 31 March 2022	318,420	-	24,122	-	342,542
	At 31 March 2021	325,115	-	-	-	325,115

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

11	Financial instruments		
	Group		
		2022	2021
		£	£
	Carrying amount of financial assets		
	Debt instruments measured at amortised cost	<u>244,421</u>	<u>138,317</u>
	Carrying amount of financial liabilities		
	Measured at amortised cost	<u>104,287</u>	<u>71,220</u>
	Company		
		2022	2021
		£	£
	Carrying amount of financial assets		
	Debt instruments measured at amortised cost	<u>244,421</u>	<u>138,317</u>
	Carrying amount of financial liabilities		
	Measured at amortised cost	<u>104,287</u>	<u>68,570</u>
12	Debtors		
	Group		
		2022	2021
		£	£
	Amounts falling due within one year:		
	Trade debtors	74,463	58,200
	Other debtors	169,958	80,117
	Prepayments and accrued income	<u>8,544</u>	<u>5,519</u>
		<u>252,965</u>	<u>143,836</u>
	Company		
		2022	2021
		£	£
	Amounts falling due within one year:		
	Trade debtors	74,463	58,200
	Amounts owed by fellow group undertakings	-	86,657
	Other debtors	169,958	80,117
	Prepayments and accrued income	<u>8,544</u>	<u>5,519</u>
		<u>252,965</u>	<u>230,493</u>

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2022

13	Creditors: amounts falling due within one year			
	Group	Notes	2022	2021
			£	£
	Other taxation and social security		90,800	53,585
	Deferred income	15	63,928	146,121
	Trade creditors		22,555	38,879
	Other creditors		21,237	16,908
	Accruals		60,495	15,433
			<u>259,015</u>	<u>270,926</u>
	Company	Notes	2022	2021
			£	£
	Other taxation and social security		90,800	53,585
	Deferred income	15	63,928	146,121
	Trade creditors		22,555	38,879
	Other creditors		21,237	16,908
	Accruals		60,495	12,783
			<u>259,015</u>	<u>268,276</u>
14	Provisions for liabilities			
	Group and company	Notes	2022	2021
			£	£
	Retirement benefit obligations	16	19,615	122,338
			<u>19,615</u>	<u>122,338</u>
15	Deferred income			
	Group and company		2022	2021
			£	£
	Other deferred income		63,928	146,121
			<u>63,928</u>	<u>146,121</u>

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2022

16 Retirement benefit schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those the charity in an independently administered fund.

There are two retirement benefit schemes.

Defined benefit schemes

Key assumptions

	2022	2021
	%	%
Discount rate	2.8	2.1
Expected rate of increase of pensions in payment	3.5	2.8
Expected rate of salary increases	4.9	4.2
CPI inflations	3.4	2.7

Mortality assumptions

The assumed life expectations on retirement at age 65 are:

	2022	2021
	Years	Years
Retiring today		
- Males	21	21
- Females	24	24
Retiring in 20 years		
- Males	22	23
- Females	26	26

Amounts recognised in the profit and loss account:

	2022	2021
	£	£
Current service cost	19,000	15,000
Net interest on defined benefit liability/(asset)	1,000	4,000
Other costs and income	100	461
Total costs	20,100	19,461

The amounts included in the balance sheet arising from the charity's obligations in respect of defined benefit plans are as follows:

	2022	2021
	£	£
Present value of defined benefit obligations	1,092,615	1,067,338
Fair value of plan assets	(1,073,000)	(945,000)
Deficit in scheme	19,615	122,338

Movements in the present value of defined benefits obligations:

	2022
	£
Liabilities at 1 April 2021	1,067,338
Current service cost	19,000
Contributions from scheme members	4,000
Actuarial gains and losses	(14,436)
Interest cost	21,000
Other	(4,287)
At 31 March 2022	1,092,615

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

16 Retirement benefit schemes

(Continued)

The defined benefit obligations arise from plans which are wholly or partly funded.

Movement in the fair value of plan assets:

	2022 £
Fair value of assets at 1 April 2021	945,000
Interest income	104,000
Contributions by the employer	20,000
Contributions by scheme members	4,000
At 31 March 2022	<u>1,073,000</u>

The fair value of plan assets at the reporting period end was as follows:

	2022 £	2021 £
Equity Instruments	533,000	490,000
Debt instruments	137,000	121,000
Property	103,000	86,000
Cash	23,000	21,000
Other	277,000	227,000
	<u>1,073,000</u>	<u>945,000</u>

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

17 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:

					Movement in funds				Balance at 31 March 2022 £
	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	
Group & Company									
Core Advice Service	-	200,356	(269,645)	69,289	-	167,430	(168,182)	752	-
Contact Centre Services	-	783,236	(715,876)	(49,359)	18,001	589,945	(591,043)	(12,013)	4,890
Local Services - Health	5,282	342,651	(245,560)	(64,285)	38,088	712,772	(670,088)	(12,475)	68,297
Local Services - Money Advice	-	119,884	(119,682)	14,225	14,427	727,116	(718,089)	(15,757)	7,697
Local Services - Social Welfare	-	640,466	(627,118)	16,547	29,895	222,309	(222,309)	-	29,895
Local Services - Immigration and Settlement	-	61,414	(61,509)	89	-	106,249	(101,499)	-	4,750
	<u>5,282</u>	<u>2,148,007</u>	<u>(2,039,384)</u>	<u>(13,494)</u>	<u>100,411</u>	<u>2,525,821</u>	<u>(2,471,210)</u>	<u>(39,493)</u>	<u>115,529</u>

Core Advice Service

CAL's core face to face, telephone and web advice service, providing free, confidential and impartial advice to people who live and work in Liverpool.

Contact Centre Services

CAL's telephone and web advice focusing on specific areas of hardship or need and particularly in relation to Universal Credit and access to emergency food.

Local Services - Health

Advice and Link Work services, improving mental health and wellbeing by supporting patients with non-medical issues that may impact on their health. CAL provides treatment options that help patients work towards debt reduction, financial stability, better housing and employment conditions and reduced social isolation. The services also include specialist areas providing support for perinatal patients, those living with cancer and those with chronic respiratory illnesses.

Local Services - Money Advice

Provision of a specialist debt, money and pensions advice service. Particularly supporting clients to maximise their income and manage debt issues.

Local Services - Social Welfare

Services providing specialist welfare benefits advice and representation. Working in partnership with other agencies to improve the outcomes of clients who do not have access to legal aid or advice. Providing initiatives to help improve health and economic wellbeing for ethnic communities in Liverpool.

Local Services - Immigration and Settlement

Provision of a welcome programme for Hong Kong British Nationals (overseas) settling in Liverpool and support to clients seeking EU Settled Status following Brexit.

Included within the figures for March 2021 is £133,000 of restricted income which was allocated to the Health and Wellbeing fund. The amount that should have been allocated is £56,000.

Restricted Funding has been provided by the following organisations:

Liverpool City Council
Home Office
National Association of Citizens Advice Bureaux
Liverpool Clinical Commissioning Group (CCG)
Macmillan
Pension Wise
Big Lottery
Greater Merseyside Money Advice Partnership (GMMAP)
Office of the Police and Crime Commissioner (OPCC)
Department for Levelling Up, Housing & Communities

18 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:

					Movement in funds				Balance at 31 March 2022 £
	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	
Group & Company									
Restructuring reserve fund	-	55,000	-	-	55,000	-	-	-	55,000
Land and building reserve fund	-	325,115	-	-	325,115	-	(6,695)	-	318,420
	<u>-</u>	<u>380,115</u>	<u>-</u>	<u>-</u>	<u>380,115</u>	<u>-</u>	<u>(6,695)</u>	<u>-</u>	<u>373,420</u>

Restructuring reserve fund

This fund reflects the estimated costs relating to the expected organisational restructure around recommissioning of significant projects in 2021/22 and 2022/23.

Land and building reserve fund

This fund reflects the carrying value of the property owned and used operationally by the charity.

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

19 Analysis of net assets between funds

Group	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2022	2022	2022	2021	2021	2021
	£	£	£	£	£	£
Fund balances at 31 March 2022 are represented by:						
Tangible assets	342,542	-	342,542	325,115	-	325,115
Current assets/(liabilities)	961,097	85,414	1,046,511	886,318	100,411	986,729
Long term liabilities	-	-	-	-	-	-
Provisions and pensions	(19,615)	-	(19,615)	(122,338)	-	(122,338)
	<u>1,284,024</u>	<u>85,414</u>	<u>1,369,438</u>	<u>1,089,095</u>	<u>100,411</u>	<u>1,189,506</u>
Company						
	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2022	2022	2022	2021	2021	2021
	£	£	£	£	£	£
Fund balances at 31 March 2022 are represented by:						
Tangible assets	342,542	-	342,542	325,115	-	325,115
Current assets/(liabilities)	961,097	85,414	1,046,511	886,318	100,411	986,729
Long term liabilities	-	-	-	-	-	-
Provisions and pensions	(19,615)	-	(19,615)	(122,338)	-	(122,338)
	<u>1,284,024</u>	<u>85,414</u>	<u>1,369,438</u>	<u>1,089,095</u>	<u>100,411</u>	<u>1,189,506</u>

20 Company limited by guarantee

Citizens Advice Liverpool Limited is incorporated under the Companies Act as a company limited by guarantee. The liability of the members is limited to £1.

21 Related party transactions

Group

Remuneration of key management personnel

The remuneration of key management personnel is as follows

	2022	2021
	£	£
Aggregate compensation	<u>77,783</u>	<u>75,120</u>

Company

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

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2022

22	Consolidated cash generated from operations	2022	2021
		£	£
	Surplus for the year	77,209	223,002
	Adjustments for:		
	Investment income recognised in statement of financial activities	0	(77)
	Depreciation and impairment of tangible fixed assets	7,822	11,403
	Gain on disposal of tangible fixed asset	-	-
	Movements in working capital:		
	Decrease/(Increase) in debtors	(22,472)	73,307
	(Decrease)/increase in creditors	48,686	(9,925)
	Increase/(Decrease) in deferred income	(52,078)	110,785
		<u>59,167</u>	<u>408,495</u>

CITIZENS ADVICE LIVERPOOL LIMITED

England & Wales - Charity number 1169879

Accounts

Charity Registration No. 1169879

Company Registration No. 10286899 (England and Wales)

CITIZENS ADVICE LIVERPOOL LIMITED
CONSOLIDATED ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

CITIZENS ADVICE LIVERPOOL LIMITED

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr S F Anton	
	Ms K M Crowe	
	Mrs A M Gibbon	
	Mr F T Hont	
	Mr A G Malthouse	
	Dr J B Organ	
	Mr P R Wilkie	
	Ms D Aspinall	
	Ms E L Carvey	(Appointed 25 August 2021)
	Ms J K Vithlani	(Appointed 25 August 2021)
	Ms R S Harrison	(Appointed 25 August 2021)
	Mr S C Turner	(Appointed 25 August 2021)
Chief Office	Ms H Jessop	
Secretary	Ms H Jessop	
Charity number	1169879	
Company number	10286899	
Registered office	242 Picton Road Wavertree Liverpool L15 4LP	
Auditor	DSG Castle Chambers 43 Castle Street Liverpool L2 9TL	

CITIZENS ADVICE LIVERPOOL LIMITED

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CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

Citizens Advice Liverpool Limited ("the charity") was formed in July 2016 in preparation for the mergers of the four existing services in Liverpool. Due to an issue with novation of contracts, South Liverpool Citizens Advice Bureau Limited joined as a second subsidiary of Citizens Advice Liverpool Limited in April 2018.

During the financial year of 2020-21 the final merger of the remaining subsidiaries – South Liverpool Citizens Advice Bureau Limited and Wavertree Citizens Advice Bureau Limited – was completed and from 1st April 2021, Citizens Advice Liverpool Limited is operating as a single entity. More information on this merger is included below.

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 Memorandum and Articles of Association, 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

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress in particular, but not without limitation, for the benefit of the community of Liverpool and its surrounding areas.

The charity provides and assists in the provision of services and outlets supplying a free, independent, confidential and impartial service of advice, information and counsel for the public.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding the activities undertaken during the year and are satisfied that the information provided in the report and accounts meet the public benefit reporting requirements.

Our Mission

Citizens Advice Liverpool aims to reduce inequality, deprivation and the lack of access to justice due to a lack of knowledge of personal rights, by providing information, advice and educational services within the local communities.

Citizens Advice Liverpool believe everyone has the right to a fair chance of participating in society and it will exercise a responsible influence on the development of social policies and services, both locally and nationally.

Our vision

Citizens Advice Liverpool is a charity working to combat discrimination, alleviate poverty and remove barriers to justice.

The charity does this by providing quality assured, free trusted advice and information delivered accessibly and innovatively and by being an informed influence and advocate on social policy.

Our values - What the charity stand for

Five core values underpin our approach:

- **Quality** - Committed to delivering a quality service and working to best practice standards in all aspects of its work.
- **A responsive approach** - Flexible organisation that will listen and learn from the experience of its clients and communities and respond to new needs and expectations.
- **Accountability** - Work in ways which are open and transparent. The charity will regularly account for and report on its work to show how the charity is meeting its purpose and aims.
- **Creativity** - Open to new ideas and ways of improving the work. Encourage learning and feedback to encourage innovation.
- **Fairness** - Treat all of the staff, volunteers, partners and clients with respect, fairness and humanity. The charity will go the extra mile for people.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Activities

Finalisation of Merger

Until 31 March 2021, the charity continued to work alongside South Liverpool Citizens Advice Bureau and Wavertree Citizens Advice Bureau as the over-arching governing body and parent company of the two subsidiaries. However, this year saw the finalisation of the merger of these two organisations into Citizens Advice Liverpool and their closure as separate entities.

From the beginning of the subsidiary arrangements the Senior Management Team have worked hard to build toward the single service culture in preparation of the merger. At the start of the year, a period of consultation began with the staff and volunteers of both companies in preparation for the TUPE transfer of their contracts and terms and conditions.

It was the aim to ensure that all staff and volunteers of the services had a voice and were kept fully informed throughout the merger process, due to the pandemic all staff and volunteers worked from home and all negotiations were conducted remotely through video meetings. The staff forum has nominated representatives from each department, Unions Unison and Unite, CEO and Trustees. The forum was used at the main conduit for communications along with full team meetings and regular communications ensured the people of the services felt informed and supported throughout the process. On 1st January 2021 all staff from the subsidiaries moved across to Citizens Advice Liverpool along with their protected terms and conditions under TUPE.

An indication of the success of the transfer was shown in the results of our People Survey, a yearly anonymous survey conducted by our National Office to assess staff and volunteer satisfaction. The results of the survey indicated higher than normal satisfaction with staff feeling supported and valued.

The charity is grateful to the funders including the CCG in allowing the novation of the remaining contracts from the South Liverpool Citizens Advice Bureau to Citizens Advice Liverpool.

Following the staff transfer in January, all assets and liabilities from the two subsidiaries were transferred to Citizens Advice Liverpool on completion of the merger on 31st March 2021.

The Trustees would like to extend their thanks to the staff and volunteers of Citizens Advice Liverpool for their hard work and loyalty to the service over the years, building the service into a strong viable organisation to take forward into a single service for the people and communities of Liverpool.

COVID-19

The outbreak of Covid-19 has had a fundamental and long term impact on communities and service. The focus shifted quickly to providing COVID safe working environments and responsive services for clients, staff and volunteers during the pandemic.

This included expanding the partnership work and changing delivery methods to ensure the most vulnerable, isolated, and digitally excluded members of the communities could access advice.

The charity is grateful to Citizens Advice, National Lottery and Public Health England for providing funding to support the move to home working and the targeting of services to meet the growing demands for employment advice and support for those affected directly by COVID-19. This strategic pivot enabled the charity to provide a robust response to those hardest hit by the pandemic.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2021**

Achievements and performance

As the pandemic hit the charity began the year having to close all offices and transfer the services from face to face to telephone and digital channels only. During the past 12 months the charity has continued remote delivery to ensure the safety of its workforce and clients was not compromised. The charity has built on its investment in IT to develop systems and provide equipment to 160 deployed staff and volunteers.

By investing in new delivery and referral methods and building partnerships such as the Access to Advice Network the charity has been able to provide clients with COVID safe and easy access routes to the advice and information they need.

Much of the work involved responding to emergencies as clients coped with lockdowns, isolation and furlough and providing digital access to emergency food provision, fuel vouchers and online applications for benefits.

Services continued to operate all projects remotely and expanded the out of hours service to cover evenings and weekends, delivering services 7 days per week during lockdowns. The charity continues to operate the 7-day service and thanks to Citizens Advice all of the lines have been Freephone since June.

As a full member of Citizens Advice, the service is regularly audited to ensure that it complies with minimum standards and quality assurance requirements.

The recent audit shows the services to be independently rated excellent for Leadership, Quality and Staff and Client feedback.

Performance and Targets.

The staff and volunteers have worked hard to ensure that the performance targets and outcomes have been met in the past year. Over the past 12 months the charity has:

- Remotely recruited and trained 56 new volunteers
- Delivered services to 25,324 clients
- Taken over 12,000 phone calls through our General Advice unit
- Made over 9,000 phone calls through our Health Programme
- Dealt with 96,186 separate issues
- Handled 35,709 cases
- Generated over £13 million additional income for clients through income maximisation

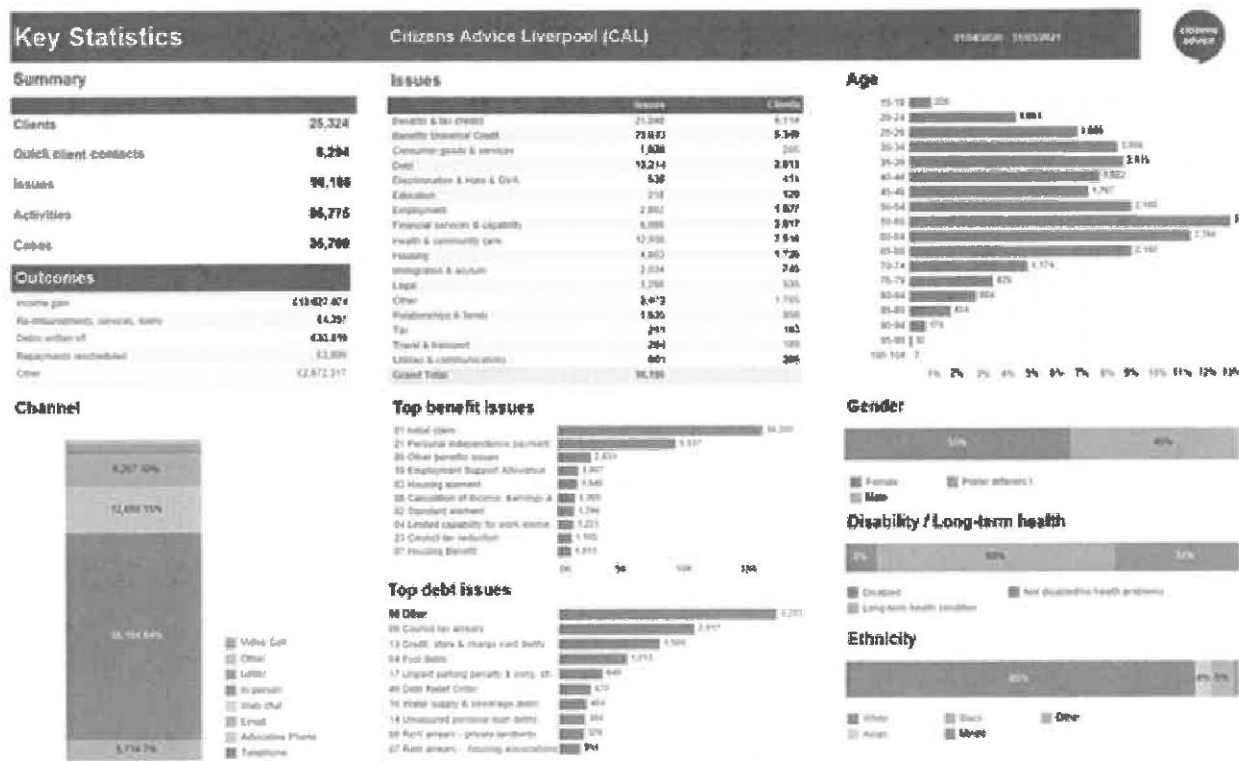
Despite operating in the pandemic all projects performed well. However, the Money Advice project did see a temporary decline in numbers due to the hold on enforcement action and collection of debts during the period.

The demographics of clients diversified with more clients with disabilities and long-term health issues and parents with young children being able to access the service through telephone advice.

The Health and Wellbeing Project team was proactive in contacting patients who were vulnerable and isolating to provide emergency advice and access to support services.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021



Volunteers

The pandemic affected the volunteer workforce with many of the long-term volunteers leaving or unable to commit to working from home. The charity is very grateful to all the volunteers and look forward to welcoming them back once it can reopen the buildings

During the pandemic several remote recruitment and induction and training programmes took place with 56 new volunteers joining the services in a variety of roles.

The service thrives due to the contribution of volunteers. Volunteers undertake a number of roles including advisers, administrators, and telephone advisers.

The charity has also improved its recruitment of staff and volunteers from diverse backgrounds in line with the EDI objectives.

Financial review

Total incoming resources for the year amounted to £3,382,083 (2020: £2,974,864) and total resources expended amounted to £3,162,286 (2020: £2,869,791) giving a surplus before actuarial gains/losses in respect of the pension liability of £219,797 (2020: £105,073). Reserves at the 31 March 2021 are £1,189,506 (2020: £966,504). Unrestricted reserves are £1,089,095 (2020: £961,222) and restricted reserves are £100,411 (2020: £5,282).

The trustees extend their gratitude to Liverpool City Council who continued to support the core operating capacity of the charity.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) **FOR THE YEAR ENDED 31 MARCH 2021**

Reserves policy

Citizens Advice Liverpool Limited is required to ensure that any free monies are available in each financial year to meet any reasonable foreseeable contingency. Despite the short term and volatile nature of the funding the management team and trustees will endeavour to secure funding on a regular basis from as many sources as possible. The charity take all necessary steps to ensure that the cessation of one or more funding streams would not present so serious a challenge to the future of the organisation that it could not be managed. So as to continue to provide a best value advice service in reviewing the potential costs that could arise should a significant reduction in income be incurred, the trustees have determined that "free reserves" should be maintained between 3 and 6 month's normal operating expenditure. Given the recent events in relation to COVID-19 the Board have agreed that it is appropriate to hold a higher level of reserves at this time

The charity does not have an investment policy and does not currently hold investments

Review of risks

The trustees have assessed the major risks to which the charity is exposed and are satisfied that systems are in place to mitigate exposure to the major risks.

Loss of funding is always the principal external risk. However, the charity did not experience any cancellation of existing contracts due to COVID-19 and is moving into a period of recommissioning for some services with optimism having performed so robustly against targets throughout the year. Overall risks are mitigated by seeking to secure funding across a range of sources and by holding sufficient reserves to cover some loss of funding.

Internal risks are mitigated by the implementation of strong financial controls which are regularly reviewed. The Finance, Risk and Governance Sub-Committee meets bi-monthly to review risks and controls.

Strategic plans for the future are to concentrate on integrating and optimising the services whilst continuing to seek opportunities to widen the scope of the services provided. In particular, the charity will look for opportunities to work co-operatively with other Local Citizens Advice offices across the City Region. The impact of COVID-19 has accelerated our work on the client journey and will influence decisions on the best way to provide a positive client experience while keeping staff, volunteers and clients safe.

The Trustees are confident that greater organisational benefits will flow from the complete merger of former subsidiaries into Citizens Advice Liverpool and look forward to continuing to provide quality and free advice to the people of Liverpool as a single organisation.

Structure, governance and management

The charity is a company limited by guarantee, incorporated on 19th July 2016 and registered as a charity on 26 October 2016. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. The current Memorandum and Articles of Association have been approved by the Charity Commission and Companies House. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Newly appointed trustees are provided with a comprehensive induction to Citizens Advice Liverpool Limited through the provision of induction and training material, and mentoring by experienced trustees.

At 31 March 2021 the charity had 12 trustees.

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

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:

Mr S F Anton

Ms K M Crowe

Mrs A M Gibbon

Mr F T Hont

Mr A G Malthouse

Dr J B Organ

Mr P Radford

(Retired 8 April 2020)

Mr P R Wilkie

Ms D Aspinall

Ms E L Carvey

(Appointed 25 August 2021)

Ms J K Vithlani

(Appointed 25 August 2021)

Ms R S Harrison

(Appointed 25 August 2021)

Mr S C Turner

(Appointed 25 August 2021)

Trustees are elected from the local community and must either reside or work in Merseyside. An elections committee made up of trustees, the Company Secretary and chaired by the Chair, oversees the elections process for Board appointments. A separate process agreed by the Trustee Board is followed for the election of the Chair. The procedure detailed above identifies the process by which each of the current trustees were elected. No other persons or bodies external to the charity were entitled to appoint persons to the Trustee Board.

Citizens Advice Liverpool is governed by its members 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 the organisation and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet as a minimum quarterly and delegate the day-to-day operation of the organisation to the Chief Officer who reports directly to the trustees. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public

Newly appointed Trustees are provided with a comprehensive induction to Citizens Advice Liverpool Limited through the provision of induction and training materials and mentoring by established trustees.

Citizens Advice Liverpool Limited has membership of Citizens Advice (CA), the operating name of the National Association of Citizens Advice Bureau, 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 Citizens Advice Liverpool in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of trustee/director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

Auditor

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

CITIZENS ADVICE LIVERPOOL LIMITED

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Disclosure of information to auditor

Each of the trustees has confirmed that there is no information of which they are aware which is relevant to the audit, but of which the auditor is unaware. They have further confirmed that they have taken appropriate steps to identify such relevant information and to establish that the auditor is aware of such information.

The trustees' report was approved by the Board of Trustees.



Mr P R Wilkie

Trustee

Dated: 17 November 2021

CITIZENS ADVICE LIVERPOOL LIMITED

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2021

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

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

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

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

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

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE LIVERPOOL LIMITED

Opinion

We have audited the financial statements of Citizens Advice Liverpool Limited (the "parent charity") and its subsidiary ("the group") for the year ended 31 March 2021 which comprise the Consolidated Statements of Financial Activities, the Consolidated and Charitable Company Balance Sheets, Consolidated Statement of Cash Flows and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the group's and of the parent charity's affairs as at 31 March 2021 and of the group's income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the annual report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CITIZENS ADVICE LIVERPOOL LIMITED

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of our audit:

- the information given in the trustees' report, which includes the directors' report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report included within the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the statement of trustees' responsibilities, the trustees, who are also the directors of the parent charity for the purpose of company law, are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error. In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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.

Capability of the audit in detecting irregularities, including fraud

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.

CITIZENS ADVICE LIVERPOOL LIMITED

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CITIZENS ADVICE LIVERPOOL LIMITED

Discussions with and enquiries of management and those charged with governance were held with a view to identifying those laws and regulations that could be expected to have a material impact on the financial statements. During the engagement team briefing, the outcomes of these discussions and enquiries were shared with the team, as well as consideration as to where and how fraud may occur in the entity.

The following laws and regulations were identified as being of significance to the entity:

- Those laws and regulations considered to have a direct effect on the financial statements include UK financial reporting standards, Company Law, Tax and Pensions legislation, and Charity Law.
- Those laws and regulations for which non-compliance may be fundamental to the operating aspects of the charity and therefore may have a material effect on the financial statements include compliance with charitable objectives, public benefit, fundraising regulations, safeguarding and health and safety legislation.

Audit procedures undertaken in response to the potential risks relating to irregularities (which include fraud and non-compliance with laws and regulations) comprised of: inquiries of management and the Trustees as to whether the entity complies with such laws and regulations; enquiries with the same concerning any actual or potential litigation or claims; inspection of relevant legal correspondence; review of Trustee meeting minutes; testing the appropriateness of journal entries; and the performance of analytical review to identify unexpected movements in account balances which may be indicative of fraud.

No instances of material non-compliance were identified. However, the likelihood of detecting irregularities, including fraud, is limited by the inherent difficulty in detecting irregularities, the effectiveness of the entity's controls, and the nature, timing and extent of the audit procedures performed. Irregularities that result from fraud might be inherently more difficult to detect than irregularities that result from error. As explained above, there is an unavoidable risk that material misstatements may not be detected, even though the audit has been planned and performed in accordance with ISAs (UK).

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

Use of our report

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



Jean Ellis BA FCA CTA (Senior Statutory Auditor)
for and on behalf of DSG

17 November 2021

Chartered Accountants
Statutory Auditor

Castle Chambers
43 Castle Street
Liverpool
L2 9TL

CITIZENS ADVICE LIVERPOOL LIMITED
CONSOLIDATED STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021

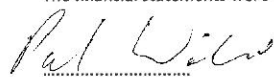
		Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	Notes	2021 £	2021 £	2021 £	2020 £	2020 £	2020 £
Income from:							
Donations and legacies	3	5,467	-	5,467	1,450	-	1,450
Charitable activities	4	874,817	2,492,722	3,367,539	1,035,062	1,924,089	2,959,151
Investments	5	9,077	-	9,077	14,263	-	14,263
Total income		889,361	2,492,722	3,382,083	1,050,775	1,924,089	2,974,864
Expenditure on:							
Charitable activities	6	(692,831)	(2,469,455)	(3,162,286)	(915,297)	(1,954,494)	(2,869,791)
Total resources expended		(692,831)	(2,469,455)	(3,162,286)	(915,297)	(1,954,494)	(2,869,791)
Net incoming/(outgoing) resources before transfers		196,530	23,267	219,797	135,478	(30,405)	105,073
Gross transfers between funds		(71,862)	71,862	-	(35,687)	35,687	-
Net income / (expenditure) for the year/ Net incoming / (outgoing) resources		124,668	95,129	219,797	99,791	5,282	105,073
Other recognised gains and losses							
Actuarial gain/(loss) on defined benefit pension schemes		3,205	-	3,205	12,377	-	12,377
Net movement in funds		127,873	95,129	223,002	112,168	5,282	117,450
Fund balance at 1 April 2020		961,222	5,282	966,504	849,054	-	849,054
Fund balances at 31 March 2021		1,089,095	100,411	1,189,506	961,222	5,282	966,504

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

CITIZENS ADVICE LIVERPOOL LIMITED
CONSOLIDATED BALANCE SHEET
AS AT 31 MARCH 2021

	Notes	£	2021	£	£	2020	£
Fixed assets							
Tangible assets	10			325,115			336,518
Current assets							
Debtors	12		143,836			217,143	
Cash at bank and in hand			<u>1,113,819</u>			<u>705,247</u>	
			1,257,655			922,390	
Creditors: amounts falling due within one year	13		<u>(270,926)</u>			<u>(166,861)</u>	
Net current assets				<u>986,729</u>			<u>755,529</u>
Total assets less current liabilities				1,311,844			1,092,047
Provisions for liabilities	14			<u>(122,338)</u>			<u>(125,543)</u>
Net assets				<u>1,189,506</u>			<u>966,504</u>
Income funds							
Restricted funds	17			100,411			5,282
Unrestricted funds							
Designated funds	18			380,115			-
General unrestricted funds				<u>708,980</u>			<u>961,222</u>
				<u>1,189,506</u>			<u>966,504</u>

The financial statements were approved by the Trustees on 17th November 2021.


Paul Wilkie
Trustee

Company Registration No. 10286899

CITIZENS ADVICE LIVERPOOL LIMITED
COMPANY BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	£	2021	£	2020	£
Fixed assets						
Tangible assets	10			325,115		153,600
Current assets						
Debtors	12	230,493		74,782		
Cash at bank and in hand		1,024,512		230,299		
		<u>1,255,005</u>		<u>305,081</u>		
Creditors: amounts falling due within one year	13	<u>(268,276)</u>		<u>(104,483)</u>		
Net current assets				<u>986,729</u>		<u>200,598</u>
Total assets less current liabilities				<u>1,311,844</u>		<u>354,198</u>
Provisions for liabilities	14			<u>(122,338)</u>		<u>(125,543)</u>
Net assets				<u>1,189,506</u>		<u>228,655</u>
Income funds						
Restricted funds	17			100,411		5,282
<u>Unrestricted funds</u>						
Designated funds	18			380,115		-
General unrestricted funds				<u>708,980</u>		<u>223,373</u>
				<u>1,189,506</u>		<u>228,655</u>

The trustees have taken advantage of Section 408 of Companies Act 2006 from the requirement to prepare a separate Statement of Financial Activities for the charity. During the year the charity made a surplus, after an actuarial gain on the defined benefit pension scheme, of £1,189,506 (2020: a surplus of £67,888). The surplus for the year includes donations from subsidiary companies of £600,136 (2020: £nil).

The financial statements were approved by the Trustees on 17th November 2021.



Paul Wilkie
Trustee

Company Registration No. 10286899

CITIZENS ADVICE LIVERPOOL LIMITED
CONSOLIDATED STATEMENT OF CASH FLOWS
AS AT 31 MARCH 2021

		2021	2020
	Notes	£	£
Cash flows from operating activities			
Cash generated from/(absorbed by) operations	22	408,495	242,130
Investing activities			
Proceeds on disposal of tangible fixed assets		-	-
Interest received		77	663
Net cash used in investing activities		77	663
Financing activities			
Repayment of borrowings		-	-
Net cash used in financing activities		-	-
Net increase in cash and cash equivalents		408,572	242,793
Cash and cash equivalents at beginning of year		705,247	462,454
Cash and cash equivalents at end of year		1,113,819	705,247

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charity information

Citizens Advice Liverpool Limited is a private company limited by guarantee incorporated in England and Wales. The registered office is 242 Picton Road, Wavertree, Liverpool, L15 4LP.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Memorandum and Articles of Association, 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)". The charity is a Public Benefit Entity as defined by FRS 102.

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

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

The charity was formed by the merger of North Liverpool Citizens Advice Bureau Limited and Liverpool Citizens Advice Partnership on 31 March 2017. The business combination meets the definition for merger accounting and the financial statements have been prepared on this basis, as if the group had always been operating as a combined entity.

Group Financial Statements

The financial statements consolidate the results of the charity and its wholly owned subsidiaries, Wavertree Citizens Advice Bureau Limited and South Liverpool Citizens Advice Bureau, on a line-by-line basis. Balances and transactions between the parent and the subsidiary undertaking are eliminated on consolidation.

A separate statement of financial activities, or income and expenditure account, for the charitable company itself is not presented because the charitable company has taken advantage of the exemptions afforded by section 408 of the Companies Act 2006.

1.2 Going concern

The trustees consider that it is appropriate to prepare the accounts on a going concern basis as the charity will be able to meet its liabilities as they fall due. In making this assessment the trustees have considered the impact of the Coronavirus which is prevalent at the time of approval of these accounts and are confident that they have adequate resources to continue to operate having taken account of current and future income streams and expenditure commitments.

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.

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.

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

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

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

1.5 Expenditure

Expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all cost related to the category. Where costs can not be directly attributed to particular headings the have been allocated to activities on a basis consistent with the use of resources.

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:

Freehold land and buildings	2% per annum straight line
Leasehold land and buildings	straight line over the lease
Fixtures and fittings	25% straight line
Computers	25% 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 net income/(expenditure) for the year.

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.

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

Basic financial assets

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

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

1.10 Taxation

The charity benefits from various exemptions from taxation offered by tax legislation and is not liable to corporation tax on income and gains falling within those exemptions. Recovery is made of tax deducted from qualifying income and from receipts under gift aid.

1.11 Employee benefits

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

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

1.12 Retirement benefits

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

The cost of providing benefits under defined benefit plans is determined separately for each plan using the projected unit credit method, and is based on actuarial advice.

The change in the net defined benefit liability arising from employee service during the year is recognised as an employee cost. The cost of plan introductions, benefit changes, settlements and curtailments are recognised as incurred.

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

The net interest element is determined by multiplying the net defined benefit liability by the discount rate, taking into account any changes in the net defined benefit liability during the period as a result of contribution and benefit payments. The net interest is recognised in income/(expenditure) for the year.

Remeasurement changes comprise actuarial gains and losses, the effect of the asset ceiling and the return on the net defined benefit liability excluding amounts included in net interest. These are recognised immediately in other recognised gains and losses in the period in which they occur and are not reclassified to income/(expenditure) in subsequent periods.

The net defined benefit pension asset or liability in the balance sheet comprises the total for each plan of the present value of the defined benefit obligation (using a discount rate based on high quality corporate bonds), less the fair value of plan assets out of which the obligations are to be settled directly. Fair value is based on market price information, and in the case of quoted securities is the published bid price. The value of a net pension benefit asset is limited to the amount that may be recovered either through reduced contributions or agreed refunds from the scheme.

The charity participates in the Pensions Trust's Growth Plan for certain of its employees. The Growth Plan is a multi-employer pension plan. Assets and liabilities of the scheme are not accounted for in the financial statements in accordance with FRS 102, therefore the scheme is accounted for as a defined contribution scheme. A deficit funding plan has been agreed and a provision has been recognised in the financial statements for the net present value of the future contributions.

2 Critical accounting estimates and judgements

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

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

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2021

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total 2021	Total 2020
	£	£	£	£
Donations and grants	5,467	-	5,467	1,450
	<u>5,467</u>	<u>-</u>	<u>5,467</u>	<u>1,450</u>
For the year ended 31 March 2020	<u>1,450</u>	<u>-</u>		<u>1,450</u>

4 Charitable activities

	2021	2020
	£	£
Services provided under contract	3,348,597	2,947,924
Other income	18,942	11,227
	<u>3,367,539</u>	<u>2,959,151</u>
<u>Analysis by fund</u>		
Unrestricted funds	874,817	1,035,062
Restricted funds	<u>2,492,722</u>	<u>1,924,089</u>
	<u>3,367,539</u>	<u>2,959,151</u>

5 Investments

	Total 2021	Total 2020
	£	£
Rental income	9,000	13,600
Interest receivable	77	663
	<u>9,077</u>	<u>14,263</u>

6 Charitable Activities

	Note	2021	2020
		£	£
Staff costs	9	2,676,744	2,298,437
Depreciation and impairment		11,403	19,126
Premises costs		178,963	96,469
Other costs		18,055	15,335
Partner payments		20,408	95,758
Office costs		135,435	138,441
Staff and volunteer costs		19,614	47,969
Sundry expenses		<u>1,346</u>	<u>2,061</u>
		<u>3,061,968</u>	<u>2,713,596</u>
Share of support costs (see note 7)		73,608	133,865
Share of governance costs (see note 7)		<u>26,710</u>	<u>22,330</u>
		<u>3,162,286</u>	<u>2,869,791</u>
<u>Analysis by fund</u>			
Unrestricted funds		692,831	915,297
Restricted funds		<u>2,469,455</u>	<u>1,954,494</u>
		<u>3,162,286</u>	<u>2,869,791</u>

CITIZENS ADVICE LIVERPOOL LIMITED

NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2021

7 Support costs

			2021	2020	Basis of allocation
	Support costs	Governance costs			
	£	£	£	£	
Staff costs	-	-	-	-	
Impairment	-	-	-	-	
Other costs	73,608	-	73,608	133,865	
Audit fees	-	13,375	13,375	16,963	Governance
Accountancy	-	-	-	-	Governance
Legal and professional	-	4,441	4,441	750	Governance
Other costs	-	12	12	577	Governance
Consultancy	-	-	-	-	Governance
Bank charges	-	-	-	-	Governance
Trustee expenses	-	13	13	248	Governance
Merger costs	-	-	-	-	Governance
Other governance costs - unrestricted	-	8,869	8,869	3,792	Governance
	73,608	26,710	100,318	156,195	
Analysed between	73,608	26,710	100,318	156,195	
Charitable activities					

8 Trustees

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

During the year, the trustees received a total of £nil (2020: £nil) in expenses from the charity.

9 Employees

Number of employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Administration	24	18
Service providers	88	77
	112	95

Employment costs

	Note	2021	2020
		£	£
Wages and salaries		2,383,442	2,046,402
Social security costs		199,646	169,120
Other pension costs		93,656	82,915
	6	2,676,744	2,298,437

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

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS

AS AT 31 MARCH 2021

10	Tangible fixed assets					
	Group					
		Freehold land and buildings	Leasehold land and buildings	Fixtures and fittings	Computers	Total
		£	£	£	£	£
	Cost					
	At 1 April 2020	471,812	95,991	241,474	112,992	922,269
	Business combinations	-	-	-	-	-
	Disposals	-	-	-	-	-
	At 31 March 2021	471,812	95,991	241,474	112,992	922,269
	Depreciation and impairment					
	At 1 April 2020	137,261	95,991	241,474	111,025	585,751
	Business combinations	-	-	-	-	-
	Depreciation charged in the year	9,436	-	-	1,967	11,403
	Revaluation	-	-	-	-	-
	At 31 March 2021	146,697	95,991	241,474	112,992	597,154
	Carrying amount					
	At 31 March 2021	325,115	-	-	-	325,115
	At 31 March 2020	334,551	-	-	1,967	336,518
	Company					
		Freehold land and buildings	Leasehold land and buildings	Fixtures and fittings	Computers	Total
		£	£	£	£	£
	Cost					
	At 1 April 2020	160,000	95,991	189,272	14,847	460,110
	Business combinations	174,715	-	-	-	174,715
	Disposals	-	-	-	-	-
	At 31 March 2021	334,715	95,991	189,272	14,847	634,825
	Depreciate and impairment					
	At 1 April 2020	6,400	95,991	189,272	14,847	306,510
	Depreciation charged in the year	3,200	-	-	-	3,200
	Revaluation	-	-	-	-	-
	At 31 March 2021	9,600	95,991	189,272	14,847	309,710
	Carrying amount					
	At 31 March 2021	325,115	-	-	-	325,115
	At 31 March 2020	153,600	-	-	-	153,600

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2021

11	Financial Instruments		2021	2020
		Group	£	£
	Carrying amount of financial assets			
	Debt instruments measured at amortised cost		<u>138,317</u>	<u>200,037</u>
	Carrying amount of financial liabilities			
	Measured at amortised cost		<u>71,220</u>	<u>91,312</u>
	Company			
			2021	2020
			£	£
	Carrying amount of financial assets			
	Debt instruments measured at amortised cost		<u>138,317</u>	<u>50,409</u>
	Carrying amount of financial liabilities			
	Measured at amortised cost		<u>68,570</u>	<u>29,127</u>
12	Debtors		2021	2020
		Group	£	£
	Amounts falling due within one year:			
	Trade debtors		58,200	152,791
	Other debtors		80,117	47,246
	Prepayments and accrued income		<u>5,519</u>	<u>17,106</u>
			<u>143,836</u>	<u>217,143</u>
	Company			
			2021	2020
			£	£
	Amounts falling due within one year:			
	Trade debtors		58,200	6,208
	Amounts owed by fellow group undertakings		86,657	14,825
	Other debtors		80,117	44,201
	Prepayments and accrued income		<u>5,519</u>	<u>9,548</u>
			<u>230,493</u>	<u>74,782</u>

CITIZENS ADVICE LIVERPOOL LIMITED
NOTES TO THE FINANCIAL STATEMENTS
AS AT 31 MARCH 2021

13	Creditors: amounts falling due within one year			
	Group	Notes	2021	2020
			£	£
	Other taxation and social security		53,585	40,213
	Deferred income	15	146,121	35,336
	Trade creditors		38,879	26,534
	Other creditors		16,908	3,578
	Accruals		15,433	61,200
			<u>270,926</u>	<u>166,861</u>
	Company	Notes	2021	2020
			£	£
	Other taxation and social security		53,585	40,020
	Deferred income	15	146,121	35,336
	Trade creditors		38,879	13,277
	Other creditors		16,908	-
	Accruals and deferred income		12,783	15,850
			<u>268,276</u>	<u>104,483</u>
14	Provisions for liabilities			
	Group and company	Notes	2021	2020
			£	£
	Retirement benefit obligations	16	122,338	125,543
			<u>122,338</u>	<u>125,543</u>
15	Deferred income			
	Group and company		2021	2020
			£	£
	Other deferred income		146,121	35,336
			<u>146,121</u>	<u>35,336</u>

CITIZENS ADVICE LIVERPOOL LIMITED
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16

Retirement benefit schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those the charity in an independently administered fund.

There are two retirement benefit schemes.

Defined benefit schemes

Key assumptions

	2021	2020
	%	%
Discount rate	2.1	2.4
Expected rate of increase of pensions in payment	2.8	2.2
Expected rate of salary increases	4.2	3.6
CPI inflations	2.7	2.1

Mortality assumptions

The assumed life expectations on retirement at age 65 are:

	2021	2020
	Years	Years
Retiring today		
- Males	21	21
- Females	24	24

Amounts recognised in the profit and loss account:

	2021	2020
	£	£
Current service cost	15,000	14,000
Net interest on defined benefit liability/(asset)	4,000	4,000
Other costs and income	461	29,315
Total costs	19,461	47,315

The amounts included in the balance sheet arising from the charity's obligations in respect of defined benefit plans are as follows:

	2021	2020
	£	£
Present value of defined benefit obligations	1,067,338	917,543
Fair value of plan assets	(945,000)	(792,000)
Deficit in scheme	122,338	125,543

Movements in the present value of defined benefits obligations:

	2021
	£
Liabilities at 1 April 2020	917,543
Current service cost	15,000
Benefits paid	-
Contributions from scheme members	3,000
Actuarial gains and losses	112,593
Interest cost	23,000
Other	(3,798)
At 31 March 2021	1,067,338

CITIZENS ADVICE LIVERPOOL LIMITED
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16	Retirement benefit schemes	(Continued)
	The defined benefit obligations arise from plans which are wholly or partly funded.	
	Movement in the fair value of plan assets:	
		2020
		£
	Fair value of assets at 1 April 2020	792,000
	Interest income	19,000
	Return on plan assets (excluding amounts included in net interest)	111,000
	Benefits paid	-
	Contributions by the employer	20,000
	Contributions by scheme members	3,000
	Other	-
	At 31 March 2021	945,000

CITIZENS ADVICE LIVERPOOL LIMITED
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17 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:

	Movement in funds				Movement in funds				
	Balance at 1 April 2019	Incoming resources	Resources expended	Transfers	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021
	£	£	£	£	£	£	£	£	£
Group & Company									
EUSS	-	39,000	(40,030)	1,030	-	61,414	(61,503)	89	-
Access to Justice	-	-	-	-	-	43,120	(40,241)	-	2,879
BEIS	-	-	-	-	-	59,056	(41,029)	-	12,027
Health and Wellbeing	-	-	-	-	-	139,000	(85,454)	(47,546)	-
APP Perinatal	-	-	-	-	-	37,128	(24,929)	-	12,199
APP Respiratory	-	-	-	-	-	19,000	(9,112)	-	9,888
Macmillan Right by You	-	-	-	-	-	46,680	(43,574)	-	3,106
Liverpool City Council Community Resources									
Grant	-	176,116	(173,429)	(2,687)	-	171,549	(246,812)	75,263	-
Macmillan Welfare	-	-	-	-	-	21,006	(8,111)	-	12,895
PALS	-	96,074	(96,602)	528	-	104,356	(94,079)	-	10,277
Pension Wise	-	117,704	(118,074)	370	-	119,884	(119,682)	(202)	-
Lottery Advice in Crisis	-	-	-	-	-	47,000	(46,978)	(22)	-
Money Advice Service	-	600,165	(600,591)	426	-	659,352	(618,446)	(40,906)	-
Money Advice Service - Increased Capacity	-	-	-	-	-	70,828	(56,401)	-	14,427
Help 2 Claim	-	482,807	(485,333)	2,526	-	445,990	(445,820)	(170)	-
Hate Crimes	-	21,166	(17,683)	(3,483)	-	28,807	(22,833)	-	5,974
PCN North	-	56,660	(57,074)	414	-	-	-	-	-
BL Equalities	-	47,550	(42,268)	-	5,282	85,837	(74,380)	-	16,739
	-	1,637,242	(1,631,084)	(876)	5,282	2,148,007	(2,039,384)	(13,494)	100,411
Group									
Liverpool Clinical Commissioning Group									
(Macmillan)	-	42,011	(43,742)	1,731	-	21,006	(32,214)	11,208	-
Liverpool City Council Community Resources									
Grant	-	98,336	(133,392)	35,056	-	73,794	(56,077)	(17,717)	-
Hate Crimes	-	8,500	(8,276)	(224)	-	-	-	-	-
Health and Wellbeing	-	138,000	(138,000)	-	-	133,000	(180,330)	47,330	-
Money Advice Service	-	-	-	-	-	97,915	(138,515)	40,600	-
Innovations	-	-	-	-	-	19,000	(22,935)	3,935	-
	-	1,924,089	(1,954,494)	35,687	5,282	2,492,722	(2,469,455)	71,862	100,411

EUSS
Home Office funding to deliver practical support to vulnerable EU, EEA and Swiss citizens to help them make their EU Settlement Scheme application so they can remain in the UK post Brexit.

Access to Justice
Research project to combat and evidence the severe impact of cuts to access to free legal advice in Liverpool, highlighting the necessity of access to free legal advice and the negative socio-economic and health impacts its absence can have.

BEIS
Government funding managed by Citizens Advice National Office to support innovation to our service and additional equipment and services during the COVID pandemic.

Health and Wellbeing
Funding from the Health and Wellbeing Fund to increase the evidence base on social prescribing by delivering and evaluating the delivery of a programme in Liverpool.

APP Perinatal
Funding from Liverpool CCG enabling the expansion of Citizens Advice on Prescription into child and maternity services, as part of the wider Ways to Wellbeing for All initiative.

APP Respiratory
Provision of Advice on Prescription for patients with a respiratory disease diagnosis.

Macmillan Right by You
Funding for two link connectors to support the delivery of a virtual wellbeing service, in conjunction with Liverpool University Hospitals NHST for people in Liverpool with a diagnosis of cancer.

Liverpool City Council Community Resources Grant
Funding from Liverpool City Council to support the delivery of CAL's core advice service to the people of Liverpool.

Macmillan Welfare
Funding for casework advice to people in Liverpool with a diagnosis of cancer.

PALS
Funding from the Freshfield Foundation (via Sefton Citizens Advice) to provide a tribunal representation service to clients.

Pension Wise
Pension Wise helps people aged 50 and over to understand their defined contribution pension options enough to make an informed next step.

Lottery Advice in Crisis
Coronavirus Community Support funding to ensure the delivery of advice in a crisis.

Money Advice Service
Funding from Greater Merseyside Money Advice Partnership to provide debt and other money advice to clients.

Money Advice Service - Increased Capacity
Funding to support the training and development of new money advice case workers.

Help 2 Claim
DWP funding managed by Citizens Advice National office supporting people in Liverpool to make their first Universal Credit claim.

CITIZENS ADVICE LIVERPOOL LIMITED
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17 Restricted funds

(Continued)

Hate Crimes

Police and Crime Commissioner funding for the provision of a support service to victims of Gender Identity and Sexual Orientation Hate Crimes.

PCN North

Primary Care Network income to provide Link Workers in deprived areas of Liverpool

BL Equalities

Lottery funding to support BME people living in Liverpool by recruiting and retaining

Liverpool Clinical Commissioning Group (Macmillan)

This project forms part of the Advice on Prescription programme initially for a 2 year period and then recommissioned in 2019/20. It has two component: firstly to provide specialist welfare benefits advice to people with cancer and their families, and secondly to identify social policy issues on welfare benefits and people with cancer to influence policy changes and improvements to access benefits as well as promoting the APP cancer service to health professionals.

Innovations

Funding received from Liverpool CCG to provide practical support and advice to clients with a respiratory disease diagnosis.

Transfers are made from unrestricted funds to make good any deficit on restricted funds where expenditure has exceeded income.

The following table gives an overview of specific funds across the group as a whole:

	Movement in funds				Movement in funds				Balance at 31 March 2021
	Balance at 1 April 2019	Incoming resources	Resources expended	Transfers	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	
Health and Wellbeing	-	138,000	(138,000)	-	-	266,000	(265,784)	(216)	-
Money Advice Service	-	600,165	(600,591)	426	-	757,267	(756,961)	(306)	-
	-	738,165	(738,591)	426	-	1,023,267	(1,022,745)	(522)	-

18 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:

	Movement in funds				Movement in funds				Balance at 31 March 2021
	Balance at 1 April 2019	Incoming resources	Resources expended	Transfers	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	
Restructuring reserve fund	-	-	-	-	-	55,000	-	-	55,000
Land and building reserve fund	-	-	-	-	-	325,115	-	-	325,115
	-	-	-	-	-	380,115	-	-	380,115

Restructuring reserve fund

This fund reflects the estimated costs relating to the expected organisational restructure around known recommissioning of significant projects in 2021/22 and 2022/23.

Land and building reserve fund

This fund reflects the carrying value of the property owned and used operationally by the charity. These properties are not held for sale and are intrinsic to the charity's aim and objectives.

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19 Analysis of net assets between funds

Group	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Fund balances at 31 March 2021 are represented by:						
Tangible assets	325,115	-	325,115	336,518	-	336,518
Current assets/(liabilities)	886,318	100,411	986,729	750,247	5,282	755,529
Long term liabilities	-	-	-	-	-	-
Provisions and pensions	(122,338)	-	(122,338)	(125,543)	-	(125,543)
	<u>1,089,095</u>	<u>100,411</u>	<u>1,189,506</u>	<u>961,222</u>	<u>5,282</u>	<u>966,504</u>
Company	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Fund balances at 31 March 2021 are represented by:						
Tangible assets	325,115	-	325,115	153,600	-	153,600
Current assets/(liabilities)	886,318	100,411	986,729	195,316	5,282	200,598
Long term liabilities	-	-	-	-	-	-
Provisions and pensions	(122,338)	-	(122,338)	(125,543)	-	(125,543)
	<u>1,089,095</u>	<u>100,411</u>	<u>1,189,506</u>	<u>223,373</u>	<u>5,282</u>	<u>228,655</u>

20 Company limited by guarantee

Citizens Advice Liverpool Limited is incorporated under the Companies Act as a company limited by guarantee. The liability of the members is limited to £1.

21 Related party transactions

Group

Remuneration of key management personnel

The remuneration of key management personnel is as follows

	2021	2020
	£	£
Aggregate compensation	<u>75,120</u>	<u>70,166</u>

Company

There were no disclosable related party transactions during the year (2020 - none).

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22	Consolidated cash generated from operations	2021	2020
		£	£
	Surplus for the year	223,002	117,450
	Adjustments for:		
	Investment income recognised in statement of financial activities	(77)	(663)
	Depreciation and impairment of tangible fixed assets	11,403	19,126
	Gain on disposal of tangible fixed asset	-	-
	Movements in working capital:		
	Decrease/(Increase) in debtors	73,307	186,339
	(Decrease)/Increase in creditors	(9,925)	(67,032)
	Increase/(Decrease) in deferred income	110,785	(13,090)
		<u>408,495</u>	<u>242,130</u>