

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

England & Wales · Charity number 516877

## Details

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**Status** Registered

**Legal form** Charitable company

**Company number** [01946618](#)

**Registered** 1985-10-16

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

## Contact

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**Address** Dudley House  
9-11 Stone Street  
Dudley  
West Midlands  
DY1 1NS

**Phone** 01902932170

**Email** [business.support@dudleycabx.org](mailto:business.support@dudleycabx.org)

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

## Activities

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**Objects:** 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, AND TO ENCOURAGE THE PRESERVATION, DEVELOPMENT AND IMPROVEMENT OF FEATURES OF GENERAL PUBLIC AMENITY IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITIES IN THE METROPOLITAN BOROUGH OF DUDLEY, CITY OF WOLVERHAMPTON AND SURROUNDING AREAS.

**Activities:** Guidance, advice and representation covering the city of Wolverhampton and Dudley borough, surrounding areas (for particular specialist legal aid cases, pension guidance, debt advice and most aspects of benefits). Influencing social policy, improving employability, financial capability and energy advice is also offered.

## Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

## Geography

- **Area of benefit:** METROPOLITAN BOROUGH OF WOLVERHAMPTON AND ADJACENT AREAS
- Dudley
- Sandwell
- Walsall
- Wolverhampton

## Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£1,968,069	£2,099,904	£2,509,694	75
2024-03-31	£2,393,604	£2,253,870	£2,641,529	82
2023-03-31	£2,598,313	£2,167,632	£2,501,795	76
2022-03-31	£2,310,509	£2,073,941	£2,071,114	73
2021-03-31	£2,316,513	£1,546,538	£1,850,446	56

## Trustees

Name	Role	Appointed
Jonathan Crockett	Chair	2014-01-29
BERNARD CYSEWSKI		2017-11-22
Dr Clare Williams		2023-12-13
Sarah Dugan		2021-01-26
Stephen Mark Handscomb		2021-01-26

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

England & Wales - Charity number 516877

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# Accounts

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**Charity registration number 516877 (England and Wales)**

**Company registration number 01946618**

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2025**

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
LEGAL AND ADMINISTRATIVE INFORMATION**

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<b>Trustees</b>	J Crockett (Chair) B Cysewski S Dugan S Handscomb J Hussey M Jones C Williams
<b>Secretary</b>	L Thomas
<b>Charity number (England and Wales)</b>	516877
<b>Company number</b>	01946618
<b>Registered office</b>	2nd Floor Dudley House 9-11 Stone Street Dudley West Midlands DY1 1NS
<b>Auditor</b>	CK Audit No 4 Castle Court 2 Castlegate Way Dudley West Midlands DY1 4RH

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# WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON CONTENTS

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# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2025**

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

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016).

## **Our objectives and activities**

**Our purpose** – We exist to shape a society where people face far fewer problems.

Our two-year business and development plan is aligned with the wider Citizens Advice *Transforming Together Strategy*.

## **Our 3 missions are:**

1. **Provide advice fit for the future:** Be there for people when they need us in the ways that help make the biggest impact;
2. **Close the gap:** End the disparities in access and experience for marginalised people;
3. **Take early action:** Prevent more people reaching crisis by addressing problems earlier.

Our 3 year horizons are articulations of our strategic direction and will be supported by:

## **Who we support:**

- Our information and advice is available to everyone;
- Structural inequalities lead to certain people facing disadvantages, making them more likely to need our help, and we prioritise their needs.

## **How we deliver:**

- Provide free, independent, confidential and impartial information and advice;
- Use the power of our data to advocate and target solutions to underlying root causes of issues;
- We learn, adapt and innovate.

## Our Strategic Priorities

Our business outcomes and performance indicators align themselves to our strategic priorities which can be found in our 3-year business plan, reviewed annually, and our organisation's culture is underpinned by our Values, 'Our 4 C's':

### **Connect**

Working closely together to deliver for our community;  
Sharing what we know to help others;  
Building trusted relationships and keeping our promises.

### **Change**

Being excited to try new things, take risks & learn from our experiences;  
Identifying opportunities and suggesting improvements;  
Responding to the challenges we face with courage and optimism.

### **Compassionate**

Celebrating our uniqueness and harnessing our collective strength for good;  
Actively helping one another, whatever the problem;  
Listen and act with empathy.

### **Committed**

Showing a "We can" attitude;  
Being the best version of ourselves;  
Doing the right thing, in the right way, at the right time.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025**

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## **Research and Campaigns**

Research and Campaigns is a twin aim of our service. It aims to improve the policies and practices that affect people's lives. As a service we have a huge amount of insight and data about the problems our clients and their wider communities face. Through research and campaigns, we use this insight to:

- Help us research issues further
- Influence decision makers to change policies and practices
- Campaign to get decision makers to change policies and practices.

In 2024/25 660 evidence forms were submitted to National Citizens Advice on a wide range of topics from benefits, employment, debt, housing, education, consumer, legal and immigration highlighting issues affecting clients at a policy level and we engaged in a wide range of strategic and operational activities across Dudley, Wolverhampton and the wider Black Country to help influence decision makers on issues that affect our clients the most.

We addressed 177 discrimination issues. We learnt that out of areas such as housing, employment, legal, domestic abuse/violence, education, hate crime:

- **Discrimination in employment was our highest demand at 52%.** Barriers to employment for those with support needs are still prevalent and the discrimination people face in finding and sustaining meaningful volunteering and employment opportunities that help alleviate loneliness and isolation and a lift out of poverty is varied and devastating in their consequences to people's lives;
- **Domestic violence/domestic abuse was our second highest discrimination demand at 28%;**
- As in the previous year, issues affecting the most vulnerable and poorest in our communities are deep seated and broad reaching;
- Inequalities continue to dominate income and health for certain communities/individuals.

## **The demand for our services continues to increase**

Following on from the previous year, we continued to experience how our local communities are being affected by many major changes as a consequence of the ongoing cost of living crisis, resulting in a year on year increase in the need for our information, advice and guidance services and 2024/25 was no exception.

Dudley Borough is the 91<sup>st</sup> and Wolverhampton is the 24<sup>th</sup> most deprived out of the 317 Local authorities in England in 24/25. The same challenges we face, as a charity, in helping those most vulnerable in our communities persisted in 24/25:

- The complexity of the support needs of clients accessing our services and the increased number of advice issues per client, compared to previous periods in our charity's history means we can't meet the demand for our services. As an example, we only managed to answer 36.7% of calls in our contact centre;
- All areas of people's lives continue to buckle under significant pressure due to the cost of living crisis, from unaffordable housing (in both rent and mortgage sector), significant inflation beyond wage increases, reduction in access and over-subscribed statutory provision resulting in the deterioration of quality of life for many with long term health conditions. This plays out in that our client journey is longer, more complicated and barriers to successful outcomes for clients are increasing;

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025**

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- Welfare benefit gaps resulting in those most vulnerable in our communities are facing poverty where choosing 'heating or eating' is a daily dilemma and how we can ensure those that need us the most get access to our services quickly;
- And health injustice – where health inequalities are now extremely visible and the wider determinants of health are not accessible to everyone means people are coming to us more sick and ill than previously recognised.

As a consequence of the challenges, you will see in our annual accounts that the Board of Trustees decided to designate reserves to support sustainability relating to meeting the demand for our services with the introduction of processes and products to support innovation, increase efficiency, create capacity and increase business growth. These designated reserves will enable us to invest in technological advancement (e.g. A.I. and cyber security), develop workforce training which responds to the emerging complexities of delivering an advice service within a complex socio-economic, politically turbulent context and support agile and flexible growth by advancing our expertise into new sectors.

## **Partnership working**

There are many local and regional opportunities for Citizens Advice Dudley and Wolverhampton to be involved to help shape and respond to strategic priorities of which these are included in our business planning objectives, such as:

- The preventative agenda: Crisis response is expensive and only offers short term treatment so we help to focus on developing services to improve resilience and enable clients;
- Increasing our Information and guidance services (to complement our advisor and caseworker services);
- Development of health and wellbeing services focussing on health intervention away from acute settings
- Supporting community resilience
- Whole family including young people support
- Devolved strategic priorities in particular mental health, homelessness, financial enablement, employment;
- More formal collaboration with VCS partners including neighbouring Citizens Advice organisations.

It is imperative for our future sustainability that we continue to build strong partnerships with existing stakeholders and new partners and where practical and appropriate, explore more formal business arrangements.

Whatever the work that lays ahead, what is clear, is that Citizens Advice Dudley and Wolverhampton is well placed to demonstrate strong leadership at a local and regional level where opportunities for growth and development are evident, making a difference to thousands of more lives in 2025/26 and beyond.

## **Premises**

In September 2024, we opened our second office to supplement our registered office in Dudley Town Centre. This second premises are at Victoria Street, Wolverhampton and in February 2025 we opened our doors to clients and haven't looked back since. The information hub and IT suite, run by our info hub facilitators is proving popular with Wolverhampton residents looking for information and guidance and we have witnessed a steady increase in footfall month on month. We thank our landlord for supporting our endeavours to have a City Centre presence within Wolverhampton alongside the one in Dudley Borough.

## **Our Impact - Access to advice and guidance**

We offer our services through face to face (digital and in person), telephone and email in 9 enquiry areas, and in this financial year, we supported:

- 15,437 people with advice, information and guidance (AIG) and resolved 51,176 separate advice issues
- We supported a further 391 clients in our non-AIG services
- 24% of clients accessed us using web-chat or email

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025

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Our top five enquiry areas have been:

1. Benefits (38.2%)
4. Universal credit (30.4%)
5. Financial services and capability (9.8%)
6. Debt (9.15%)
7. Housing (9.14%)

## Achievements and performance

We have many great things to celebrate in our organisation in 2024/25. Our workforce continues to be our number one asset and without them, paid and volunteers, we would not be able to deliver the phenomenal outcomes we have achieved. Alongside our information, advice and guidance impact statistics we also achieved the following:

- **Income achieved for clients:** We achieved **£10,574,856** of income for the clients we supported;
- **Debt addressed:** We addressed **£718,182** worth of debt;
- **Homelessness prevented:** We prevented **1,089 people** with potential/actual homelessness.

## Client Satisfaction

Every year we undertake a formal review of client satisfaction and our scores from anonymous questions clients answer via SMS through Citizens Advice. Clients asked continue to say they would highly recommend our services. We continue to recognise however, that due to exponential demand for our services, it does mean client feedback also highlights that at times, people continue to struggle to receive a service from us. This reinforces why growth through differing business development initiatives is vital and we continue to campaign to highlight the need for additional investment and full cost recovery commissioning of our advice services. Below are some comments from clients who have engaged with us in 24/25:

*"Dear X your kindness is deeply appreciated, thank you and I am profoundly grateful for your generous support".*

*"Thank you once again for all your support and guidance with this matter, particularly with the very short timescales that were involved. Very much appreciated and was invaluable to us in helping reaching this (employment) settlement".*

*"Dear X, thanks so much for your help this time and last time. Just hearing your voice again has calmed me down so much. You've been amazing, thank you so much again"*

*"The Home Library service is really good and has helped me a lot of the 5 years been with them."*

*"Hi X, I just want to say thank you for everything (with my Debts), you have changed my life."*

*"You don't realise what you have done for me today in this short amount of time, you have been so patient and understanding with my debt situation, Thank-you for constantly messaging me trying to make an appointment with me and not giving up on me. You have been so helpful."*

*"Very helpful and feel grateful for the support. Called a different organisation first and they were unable to help so signposted to you."*

*"Thank you so much for helping me through all of this, it has taken the pressure off me so I can concentrate on my Cancer diagnosis and health issues now".*

*"Thank you for all your support, and for listening. You have helped me handle a very difficult situation and helped me understand that I can only deal with 1 thing at a time and that is ok."*

*"I feel really confident in your support and really thankful for your organisation's support so far. I wouldn't be able to do this by myself so I'm really grateful. Thank you for being so good with me."*

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025**

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*"I feel that you are the only one who has listened to me and wants to help, if it wasn't for you I would have given up by now. Thank you so much."*

*"Thank you for being there, your SMP course has meant I am getting out of the house. I don't know what we would do without Citizens Advice, I didn't realise you all wore such a big cap and help in so many different ways. Really appreciate the support".*

## **Workforce Health and Wellbeing – a strategic commitment**

We continued to build on the organisation's wellbeing and mindfulness culture that we have successfully fostered to ensure we can be an exceptional employer and volunteering organisation. This workforce priority was underpinned by the following activity achieved in 24/25:

- The embedment of our 4 values and publically recognising and celebrating role models of these values across the organisation to foster an understanding of what can be achieved when we put our values at the heart of everything we do;
- The collaboration with consultancy *Infinity Wellness* who supported us to co-design with staff and implement our Workforce Health and Wellbeing policy;
- The co-creation with consultancy *Infinity Wellness* and launch of our new Equality, Diversity and Inclusion Policy;
- The organising of our annual conference where we looked at what we have achieved and what next to ensure our client journey is the best it can be;
- Our staff satisfaction survey showed 82% either agreed or strongly agreed that we care about their wellbeing. This is up from 79% in 23/24

## **Our Volunteers**

We have a number of roles in this reporting period that rely on volunteers to support the delivery of outcomes required by the funder: Home Library Service drivers, Self-Management Programme tutors, Reception/info hub facilitators, Advisors and Supervisors.

These roles have been pivotal in the diversification of income whilst continuing to add value to the clients that need our help. We are extremely grateful to our volunteers for their ongoing commitment. Our volunteers are of phenomenal benefit to the local community, to our stakeholders and to clients and the positive personal benefits individual volunteers experience as a consequence of volunteering for us are numerous.

It is of significance to note that our Board of Trustees are also volunteers and in this last year they have continued to commit extra time outside of board meetings, giving their knowledge and expertise in abundance to support the CEO and wider Leadership Team in the development of the organisation within an increasingly complex and challenging strategic, socio-political and financial landscape at a local, regional and national level. In particular, in this financial year, our trustees have offered their personal career expertise in the areas of health, HR and Social Policy. A special mention to Trustee Geeta Patel who always championed the rights of marginalised clients and was instrumental in the development of our Equality, Diversity and Inclusion policy. Sadly, Geeta passed away before this policy was launched but in this report we remember the incredible long term contribution she gave to our organisation in her volunteering trustee role.

## **Compliance and Regulation**

### Citizens Advice Membership Agreement

As part of our performance quality framework, our most recent 3-year Leadership Assessment audit, completed over a number of days to assess 9 key areas: Governance, strategic business planning, risk management, financial management, people management, operational performance management, partnership working, research and campaigns and equality leadership was extremely successful. We achieved green (top score) in all 9 areas meeting the competency level expected.

### Advice Quality Standard (AQS) accreditation

We hold the accredited Advice Quality Standard mark in generalist advice and are accreditation for AQS in Casework for benefits and debt with the addition of accreditation of Housing casework within this year. This is significantly important to emphasise the high level expertise in which we operate in these three high demand advice areas.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025**

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## Money Advice and Pension Service (MaPS)

Our commissioned debt service through the Money Advice and Pension Service is subject to a formal audit of the quality of our debt advice and the independent assessments of our debt casework means we are able to continue to deliver this important advice area in our organisation.

## Housing (Legal Aid)

Our commissioned housing loss prevention advice service and in court duty scheme funded through the Legal Aid Agency is subject to a formal audit of the quality of our housing advice and the independent assessments of our housing casework means we are able to continue to deliver this important advice area in the organisation for people eligible for legal aid.

## Financial Institute of Money Advisors

All our debt caseworkers are registered with the institute and we have maintained membership of this so that staff can achieve their mandatory annual continuous professional development points as debt caseworkers through ongoing learning and training.

## Financial Conduct Authority

We have submitted our Finance Conduct Authority returns and are compliant in this area relating to the debt advice we give.

## **Business Planning for 2025-26**

Our business plan narrates a vision for our evolving organisation, continuing to capture the outcomes required to ensure sustainability, strategic relevance, and what people need to maintain and/or improve their quality of life based on our three Missions:

1. **Provide advice fit for the future:** Be there for people when they need us in the ways that help make the biggest impact;
1. **Close the gap:** End the disparities in access and experience for marginalised people;
1. **Take early action:** Prevent more people reaching crisis by addressing problems earlier.

## **Financial review for 25/26:**

Total income for the year was £1,915,890 as of 31<sup>st</sup> March 2025. The characteristics of our sustained financial viability for the next financial year and beyond can be described as follows:

- Increased safeguards within our financial and human resources, taking calculated risks to drive innovation whilst sustaining core funding;
- Maintain financial stability within an increasing funding culture of deficit funding (not full cost recovery);
- Support our growth agenda through increased business development opportunities utilising non-advice front line staff;
- Reduce overheads per project through growth;

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2025**

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It is the policy of the charity that unrestricted funds should be maintained at a level equivalent to between three and six month's expenditure. The Trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

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 articulated in the organisation's risk appetite plan, and risk management and compliance register.

The process of risk management for Citizens Advice Dudley and Wolverhampton is ongoing and regular monitoring and assessment is undertaken to identify new risks as they occur, to ensure that they are dealt with and to evaluate previously identified risks to ensure strategies are still relevant to minimise or mitigate those risks.

The 11 key risk areas that are reviewed are: Governance; Strategy and Business sustainability; Financial; Legal and Compliance (including H&S); Management; Workforce (including EDI); Operations; Stakeholder (including reputation); Technology; Information and data security; Premises.

A robust business continuity plan is in place to ensure the ongoing effective running of the organisation if any incidents/adverse events occur.

Our national body Citizens Advice also undertakes an annual review process with the organisation to ensure controls are in place to mitigate identified risks and to understand the overall level of risk to which the organisation is currently exposed. The current overall risk level has been assessed as low.

## **Structure, governance and management**

The Organisation is made up of a Board of Trustees who have responsibility for the overall governance of the organisation. They discharge the day to day running of the organisation to the Chief Executive Officer. Underneath the CEO there is a Senior leadership team and an Operational leadership team. As of 31<sup>st</sup> March 2025 we had a Director of Services, a Director of Finance, Head of Finance, Head of Business Support, 2 x Head of Services, 2 Service Delivery Managers and a Business support manager. Our ICT is outsourced to Pedmore Computer Services who run our IT platforms.

The operational running of our organisation includes a business administration support team, paid and volunteer generalist and specialist advisors/ caseworkers, co-ordinators, info hub facilitators, SMP tutors, welfare benefit guiders, technical and quality supervisors, referral support assessors and contact centre assessors.

The charity is a private company (registration number 01946618) limited by guarantee and does not have share capital. The company is governed by its Memorandum and Articles of Association. The company is also a registered charity (registration number 516877). In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member in accordance with the Memorandum of Association.

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:

J Crockett (Chair)

G Patel

(Resigned 25 April 2025)

B Cysewski

S Dugan

S Handscomb

J Hussey

M Jones

S Maynard

(Resigned 2 July 2024)

C Williams

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

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**Qualifying third party indemnity provisions**

Trustee recruitment opportunities are advertised through our national body's Citizens Advice website, our local website, bespoke adverts, social media and by word of mouth. Anybody interested in becoming a trustee is invited to complete an application form which if meeting the skills requirements, will be invited to an interview. If successful, the potential trustee is invited to observe a trustee meeting and then is formally co-opted onto the board as a trustee and then formally as a Director at the next AGM. Each new trustee undertakes an induction process into the role and organisation. Each new trustee is offered a mentor who is one of the experienced trustee members.

None of the Trustees have any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up. The company's current policy concerning the payment of trade creditors is to follow the CBI's Prompt Payers Code. Copies are available from the CBI, Cannon Place, 78 Cannon Street, London, EC4N 6HN. The company's current policy concerning the payment of trade creditors is to:

- Settle the terms of the payment with suppliers when agreeing the terms of each transaction;
- Ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts and;
- Pay in accordance with the company's contractual and other legal obligations.

No preference dividends were paid. The directors do not recommend payment of a final dividend. The Charity also co-operates and liaises with a number of other advisory services, local charities and Council departments on behalf of clients. Where one of the Trustees holds the position of Trustee/Director of another charity, they may be involved in discussion regarding that other charity, but not in the ultimate decision making process.

**Auditor**

CK Limited were appointed as auditor to the company and a resolution to choose our new auditors will be put at our Annual General Meeting on 2<sup>nd</sup> December 2025.



J. Crockett (Chair)  
**Trustee**  
2 December 2025

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON STATEMENT OF TRUSTEES' RESPONSIBILITIES**

***FOR THE YEAR ENDED 31 MARCH 2025***

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The Trustees, who are also the directors of Citizens Advice Dudley and Wolverhampton (legal name: Wolverhampton Citizens Advice Bureaux) 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.

## **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.

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.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

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## **Opinion**

We have audited the financial statements of Wolverhampton Citizens Advice Bureaux (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet 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.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

## **TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

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### **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.

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

### **Extent to which the audit was considered capable of detecting irregularities, including fraud**

We identified and assessed the risks of material misstatement of the financial statements, in respect of irregularities whether due to fraud or error, or non compliance with laws and regulations and then designed and performed audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

We obtained an understanding of the legal and regulatory frameworks that are applicable to the Company by discussion and enquiry with the directors and management team and our general knowledge and experience of the charity sector.

We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation, data protection, employment, and health and safety legislation;

We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, reviewing correspondence with relevant regulators.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
INDEPENDENT AUDITOR'S REPORT (CONTINUED)  
TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

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We assessed the susceptibility of the Company's financial statements to material misstatement, including how fraud might occur. Audit procedures performed included but were not limited to:

- Discussions with directors and management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- Confirming our understanding of controls by performing a walk through test or observation and enquiry;
- Performing analytical procedures to identify any unusual or unexpected relationships;
- Identifying and testing journal entries;
- Agreeing funding to underlying service agreements and ensuring income is recognised in the correct period;
- Agreeing classification of funding between restricted and unrestricted funds and ensuring amounts are spent for the purposes intended;
- Reviewing the allocation of direct and support costs and ensuring comparable to previous periods;
- Reviewing unusual or unexpected transactions; and
- Agreeing the financial statement disclosures to underlying supporting documentation.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

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

A further description of our responsibilities is available on the Financial Reporting Council's website at: <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.



**Mark Nicholls (Senior Statutory Auditor)**

For and on behalf of CK Audit, Statutory Auditor

Chartered Accountants

No 4 Castle Court 2

Castlegate Way

Dudley

West Midlands

DY1 4RH

2 December 2025

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
STATEMENT OF FINANCIAL ACTIVITIES  
INCLUDING INCOME AND EXPENDITURE ACCOUNT**

**FOR THE YEAR ENDED 31 MARCH 2025**

		Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
	Notes						
<b>Income and endowments from:</b>							
Donations and legacies	3	-	-	-	159	5,000	5,159
Charitable activities	4	128,366	1,787,524	1,915,890	122,256	2,220,428	2,342,684
Investments	5	52,047	-	52,047	45,369	-	45,369
Other income	6	132	-	132	392	-	392
<b>Total income</b>		<u>180,545</u>	<u>1,787,524</u>	<u>1,968,069</u>	<u>168,176</u>	<u>2,225,428</u>	<u>2,393,604</u>
<b>Expenditure on:</b>							
Charitable activities	7	291,581	1,808,323	2,099,904	223,599	2,030,271	2,253,870
<b>Total expenditure</b>		<u>291,581</u>	<u>1,808,323</u>	<u>2,099,904</u>	<u>223,599</u>	<u>2,030,271</u>	<u>2,253,870</u>
<b>Net income/(expenditure)</b>		<u>(111,036)</u>	<u>(20,799)</u>	<u>(131,835)</u>	<u>(55,423)</u>	<u>195,157</u>	<u>139,734</u>
Transfers between funds		(9,789)	9,789	-	20,782	(20,782)	-
<b>Net movement in funds</b>		<u>(120,825)</u>	<u>(11,010)</u>	<u>(131,835)</u>	<u>(34,641)</u>	<u>174,375</u>	<u>139,734</u>
<b>Reconciliation of funds:</b>							
Fund balances at 1 April 2024		<u>1,877,427</u>	<u>764,102</u>	<u>2,641,529</u>	<u>1,912,068</u>	<u>589,727</u>	<u>2,501,795</u>
<b>Fund balances at 31 March 2025</b>		<u><u>1,756,602</u></u>	<u><u>753,092</u></u>	<u><u>2,509,694</u></u>	<u><u>1,877,427</u></u>	<u><u>764,102</u></u>	<u><u>2,641,529</u></u>

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

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
BALANCE SHEET**

**AS AT 31 MARCH 2025**

	Notes	2025		2024	
		£	£	£	£
<b>Current assets</b>					
Debtors	12	233,133		135,414	
Cash at bank and in hand		2,853,690		3,166,832	
		<u>3,086,823</u>		<u>3,302,246</u>	
<b>Creditors: amounts falling due within one year</b>	13	(547,129)		(630,717)	
<b>Net current assets</b>			2,539,694		2,671,529
Provision for other liabilities	14		(30,000)		(30,000)
<b>Net assets</b>			<u>2,509,694</u>		<u>2,641,529</u>
<b>Income funds</b>					
Restricted funds	17		753,092		764,102
Designated funds	19	1,477,899		1,511,396	
General unrestricted funds		278,703		366,031	
			<u>1,756,602</u>		<u>1,877,427</u>
			<u>2,509,694</u>		<u>2,641,529</u>

The financial statements were approved by the Trustees on 2 December 2025



J. Crockett (Chair)  
**Trustee**



S. Handscomb  
**Trustee**

Company registration number 01946618 (England and Wales)

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025**

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## **1 Accounting policies**

### **Charity information**

Wolverhampton Citizens Advice Bureaux is a private company limited by guarantee incorporated in England and Wales. The registered office is 2nd Floor Dudley House, 9-11 Stone Street, Dudley, West Midlands, DY1 1NS.

### **1.1 Accounting convention**

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

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

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties. 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 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.

Income is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

### **1.4 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

### **1.5 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.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

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## 1 Accounting policies

(Continued)

### 1.6 Financial instruments

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

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

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

#### **Basic financial assets**

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

#### **Basic financial liabilities**

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

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

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

### 1.7 Provisions

Provisions are recognised when the charity has a legal or constructive present obligation as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation. Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value. When a provision is measured at present value, the unwinding of the discount is recognised as a finance cost in net income/(expenditure) in the period in which it arises.

### 1.8 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.

### 1.9 Retirement benefits

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

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**1 Accounting policies (Continued)**

**1.10 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

**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.

**Critical judgements**

**Allocation of support costs**

Determine the basis of allocation of support costs between restricted and unrestricted funds.

**3 Income from donations and legacies**

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Donations and gifts	-	-	-	159	5,000	5,159

**4 Income from charitable activities**

	2025 £	2024 £
Sale of goods	1,915,890	2,342,684
<b>Analysis by fund</b>		
Unrestricted funds	128,366	122,256
Restricted funds	1,787,524	2,220,428
	1,915,890	2,342,684

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**5 Income from investments**

	<b>Unrestricted funds 2025 £</b>	<b>Unrestricted funds 2024 £</b>
Interest receivable	52,047	45,369

**6 Other income**

	<b>Unrestricted funds 2025 £</b>	<b>Unrestricted funds 2024 £</b>
Other income	132	392

**7 Expenditure on charitable activities**

	<b>2025 £</b>	<b>2024 £</b>
Staff costs	1,538,955	1,687,942
Premises costs	90,036	101,153
Staff and Volunteers	28,983	7,322
Office costs	51,812	57,996
Professional/consultancy fees	11,592	39,995
Other Direct Costs	1,352	826
Payments to partners and subcontractors	-	12,000
	<u>1,722,730</u>	<u>1,907,234</u>
Share of support costs (see note 8)	336,083	315,084
Share of governance costs (see note 8)	41,091	31,552
	<u>2,099,904</u>	<u>2,253,870</u>
<b>Analysis by fund</b>		
Unrestricted funds	291,581	223,599
Restricted funds	1,808,323	2,030,271
	<u>2,099,904</u>	<u>2,253,870</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**8 Support costs allocated to activities**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Staff costs	259,735	222,013
Premises Costs	7,535	17,076
Staff and Volunteer Costs	3,884	15,133
Office Costs	64,929	60,821
Governance costs	41,091	31,593
	<u>377,174</u>	<u>346,636</u>
<b>Analysed between:</b>		
Charitable activities	<u>377,174</u>	<u>346,636</u>

**9 Trustees**

None of the Trustees (or any persons connected with them) received any remuneration during the year, and a total of £18 travelling expenses were reimbursed (2024: £28).

**10 Employees**

The average monthly number of employees during the year was:

	<b>2025</b>	<b>2024</b>
	<b>Number</b>	<b>Number</b>
Advice workers & support staff	67	71
Key management personnel	8	11
	<u>75</u>	<u>82</u>

**Employment costs**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Wages and salaries	1,597,000	1,700,935
Social security costs	132,297	135,095
Other pension costs	69,393	73,925
	<u>1,798,690</u>	<u>1,909,955</u>

The number of employees whose annual remuneration was more than £60,000 is as follows:

	<b>2025</b>	<b>2024</b>
	<b>Number</b>	<b>Number</b>
£70,001 to £80,000	<u>1</u>	<u>1</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**10 Employees**

**(Continued)**

**Remuneration of key management personnel**

During the year key management personnel received remuneration and benefits of £358,788 (2024: £455,051)

**11 Taxation**

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

**12 Debtors**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
<b>Amounts falling due within one year:</b>		
Trade debtors	119,006	37,857
Other debtors	42,521	43,133
Prepayments and accrued income	71,606	54,424
	<u>233,133</u>	<u>135,414</u>

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

	<b>Notes</b>	<b>2025</b>	<b>2024</b>
		<b>£</b>	<b>£</b>
Other taxation and social security		22,183	21,183
Deferred income	<b>15</b>	35,590	100,463
Trade creditors		460,464	481,360
Other creditors		3,919	3,917
Accruals		24,973	23,794
		<u>547,129</u>	<u>630,717</u>

**14 Provisions for liabilities**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Dilapidations	30,000	30,000
	<u>30,000</u>	<u>30,000</u>

**Movements on provisions:**

	<b>Dilapidations</b>
	<b>£</b>
At 1 April 2024 and 31 March 2025	<u>30,000</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

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**15 Deferred income**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Arising from Income received in advance	35,590	100,463
	<u>          </u>	<u>          </u>

**16 Retirement benefit schemes**

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
<b>Defined contribution schemes</b>		
Charge to profit or loss in respect of defined contribution schemes	69,393	73,925
	<u>          </u>	<u>          </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.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**17 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.

	<b>At 1 April 2024</b>	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Transfers</b>	<b>At 31 March 2025</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Wolverhampton City Council (WCC)	-	300,001	(258,084)	(41,917)	-
HIU Project	-	21,595	(21,595)	-	-
BC Macmillan	-	216,634	(260,315)	43,681	-
Dudley Money Mentor	28,368	43,369	(27,092)	-	44,645
EAP	-	15,750	(18,999)	3,249	-
Palliative Child Project	-	3,565	(3,565)	-	-
LTHC Project	-	42,046	(42,046)	-	-
MaPS	-	195,510	(189,817)	(5,693)	-
HLS Project	-	25,099	(35,568)	10,469	-
Dudley Cost of Living Hubs	42,941	24,328	(67,269)	-	-
Uplift	44,328	-	(44,328)	-	-
DEP Projects	568,003	660,348	(603,656)	-	624,695
Pension Wise	-	191,401	(191,401)	-	-
WVSA Project	-	28,120	(28,120)	-	-
DMBC Innovation Fund	35,405	-	-	-	35,405
WCC Public Health	6,713	-	-	-	6,713
Hardship Fund	2,880	-	(301)	-	2,580
Wolverhampton Money Max	34,991	-	-	-	34,991
St Pauls Centre	473	-	-	-	473
Trauma4Patients	-	19,758	(16,167)	-	3,591
	<u>764,102</u>	<u>1,787,524</u>	<u>1,808,323</u>	<u>9,789</u>	<u>753,092</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

17 Restricted funds	(Continued)				
Previous year:	At 1 April 2023 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2024 £
Wolverhampton City Council (WCC)	-	272,213	(217,772)	(54,441)	-
HIU Project	-	20,296	(20,439)	143	-
Help to Claim Project	-	280,002	(280,002)	-	-
BC Macmillan	-	177,313	(216,520)	39,207	-
Dudley Money Mentor	8,710	41,910	(22,252)	-	28,368
EAP	-	23,142	(24,515)	1,373	-
Palliative Child Project	-	14,259	(14,335)	76	-
LTHC Project	-	41,795	(42,299)	504	-
MaPS	-	200,773	(189,116)	(11,657)	-
HLS Project	-	25,099	(33,980)	8,881	-
Dudley Cost of Living Hubs	106,111	166,502	(259,672)	30,000	42,941
Uplift	59,860	15,391	(30,923)	-	44,328
DEP Projects	304,584	741,241	(472,822)	(5,000)	568,003
Pension Wise	-	173,323	(173,323)	-	-
WVSA Project	-	27,169	(27,301)	132	-
DMBC Innovation Fund	35,405	-	-	-	35,405
WCC Public Health	6,713	-	-	-	6,713
Hardship Fund	2,880	-	-	-	2,880
Wolverhampton Money Max	34,991	-	-	-	34,991
St Pauls Centre	473	-	-	-	473
Social Isolation Fund	30,000	-	-	(30,000)	-
Donation Mille Watch - CoL Hub	-	5,000	(5,000)	-	-
	<u>589,727</u>	<u>2,225,428</u>	<u>2,030,271</u>	<u>(20,782)</u>	<u>764,102</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2025**

**17 Restricted funds**

**(Continued)**

During the year £9,789 was transferred from unrestricted funds to restricted funds to cover deficits on the following projects: BC Macmillan, EAP and HSL. In 2023/2024 £20,782 was transferred from restricted funds to unrestricted funds to cover deficits on certain projects. The restricted funds carried forwards are either ongoing projects or projects currently suspended and will be spent in line with their original purpose over an agreed timeline with funders.

More detail about how the organisation is balancing the financial challenges being experienced within the sector with the incredible impact our projects have on the communities in which we serve can be found in our annual report at the beginning of these accounts. The largest restricted fund income streams are summarised as below:

**Wolverhampton City Council** - A commissioned service to deliver advice and information on welfare, benefits, and housing for Wolverhampton residents.

**MaPS** - A team of specialist debt advisors, funded by the Money Advice Service, to provide money advice to clients either digitally or face to face. Clients are provided with personalised advice to maximise income, deal with their debts and manage their money effectively. The aim is to stabilise the individual's current financial situation, put in a plan to manage it in the future and empower them to deal with any future financial challenges.

**Pension Wise** - Department for Work and Pensions project subcontracted to the charity by National Citizens Advice to deliver free and impartial guidance to help people understand the options available to them regarding their pension. This service is delivered across the Black Country and in parts of Birmingham.

**BC Macmillan** - A project commissioned by Macmillan to provide a specialist welfare benefits caseworker service for cancer patients across the Black Country either digitally, in hospital or outreach settings.

**DEP Projects** - DMBC funded contract for Dudley residents to provide a combined information, advice, advocacy, well-being, direct payments and scrutiny service. This is delivered in collaboration with partner agencies in their area of expertise.

**18 Analysis of net assets between funds**

	<b>Unrestricted funds 2025 £</b>	<b>Restricted funds 2025 £</b>	<b>Total 2025 £</b>
<b>At 31 March 2025:</b>			
Current assets/(liabilities)	1,786,602	753,092	2,539,694
Provisions	(30,000)	-	(30,000)
	<u>1,756,602</u>	<u>753,092</u>	<u>2,509,694</u>
	<u><u>1,756,602</u></u>	<u><u>753,092</u></u>	<u><u>2,509,694</u></u>
	<b>Unrestricted funds 2024 £</b>	<b>Restricted funds 2024 £</b>	<b>Total 2024 £</b>
<b>At 31 March 2024:</b>			
Current assets/(liabilities)	1,907,427	764,102	2,671,529
Provisions	(30,000)	-	(30,000)
	<u>1,877,427</u>	<u>764,102</u>	<u>2,641,529</u>
	<u><u>1,877,427</u></u>	<u><u>764,102</u></u>	<u><u>2,641,529</u></u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

**19 Designated funds**

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

	Balance at 1 April 2023	Resources expended	Transfers	Balance at 1 April 2024	Transfers	Balance at 31 March 2025
	£	£	£	£	£	£
Reserves policy	899,322	-	(120,992)	778,330	38,690	817,020
Digital and AI Development	30,000	-	-	30,000	20,000	50,000
Transformation	42,000	(33,454)	(8,546)	-	-	-
Workforce development	10,000	-	(10,000)	-	-	-
Health & well being	18,000	-	8,546	26,546	1,643	28,189
DMBC One Voluntary Sector Contract	99,000	(17,465)	-	81,535	(9,378)	72,157
Black Country Macmillan	69,650	-	16,018	85,668	(85,668)	-
Sale of Snowhill & Bilston	10,000	-	-	10,000	(10,000)	-
WCC Tender	153,854	-	(153,854)	-	-	-
Victoria Street Set up Costs	20,000	-	22,000	42,000	(25,229)	16,771
Victoria Street Running Costs	69,000	-	87,750	156,750	(57,000)	99,750
Advice Role Uplifts	154,995	-	(154,995)	-	-	-
Legal Aid - Housing	40,000	(4,962)	-	35,038	(35,038)	-
Unfunded salary posts	-	-	152,181	152,181	59,265	211,446
Young Persons Citizens Advice	-	-	10,000	10,000	-	10,000
Living wage Aspiration	-	-	83,028	83,028	(83,028)	-
Contract Contingency	-	-	20,320	20,320	(10,227)	10,093
Business Development	-	-	-	-	30,000	30,000
Overheads Underabsorbed	-	-	-	-	110,549	110,549
Dudley House premises update	-	-	-	-	6,924	6,924
Management Training and SMP project Development	-	-	-	-	15,000	15,000
	<u>1,615,821</u>	<u>(55,881)</u>	<u>(48,544)</u>	<u>1,511,396</u>	<u>(33,497)</u>	<u>1,477,899</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

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**19 Designated funds**

**(Continued)**

Due to the current financial climate the Board is increasing the number of operating months from 3.5 to 4 for its expenses reserves policy which equates to £817,020 (2023/24 £778,330).

Designations continue to be maintained for areas of proposed spending which currently do not have funding but are seen as essential for developing the organisation; Technological and digital (A.I.) development and workforce health & wellbeing to the value of £78,189. An additional fund has been identified for research and development amounting to £10,000.

Premises designations have been increased as new expenditure is identified as follows: The development of the new leased premises in Wolverhampton £16,771, partial unfunded running costs of new Wolverhampton premises £99,750 and redecoration of the existing property in Dudley £6,924.

Recognising the need to increase capacity to grow the charity, the Board have agreed to fund from reserves, posts to support this objective. In addition, the charity is setting aside reserves to support ongoing Management Training and commission further development of one of our DEP funded projects, the Self-Management program for clients with long term health conditions, these total £226,446.

The charity recognises that the actual infrastructure needed to support its projects, is not covered by its current funding streams. Unabsorbed overheads of £110,549 have been agreed by the trustees to be set aside for the financial year 2025/2026 to cover these. Also a designation has been made of £30,000 to procure where appropriate business development capacity to support business growth.

Designation of funds continues for the DMBC One Voluntary contract which is not full cost recovery, subject to supplementary funding not being able to be sourced amounting to £72,157.

Also a reserve has been included for one year contracts to support staff salaries for 4 months, should the contracts not be renewed post March 2026 while new funding is sourced equalling £10,093.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2025**

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**20 Operating lease commitments**

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

	<b>2025</b>	<b>2024</b>
	<b>£</b>	<b>£</b>
Within one year	39,989	17,989
Between two and five years	68,082	69,405
	<u>108,071</u>	<u>87,394</u>

**21 Related party transactions**

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

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

England & Wales - Charity number 516877

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# Accounts

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Charity registration number 516877

Company registration number 01946618 (England and Wales)

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2024**

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
LEGAL AND ADMINISTRATIVE INFORMATION**

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<b>Trustees</b>	J Crockett (Chair) G Patel B Cysewski S Dugan S Handscomb J Hussey M Jones C Williams	(Appointed 13 December 2023)
<b>Secretary</b>	L Thomas	
<b>Charity number</b>	516877	
<b>Company number</b>	01946618	
<b>Registered office</b>	Dudley House, 2nd floor Stone Street Dudley West Midlands DY1 1NP	
<b>Auditor</b>	CK Audit No 4 Castle Court 2 Castlegate Way Dudley West Midlands DY1 4RH	

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# WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON CONTENTS

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# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2024**

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

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016).

## **Objectives and activities**

### **Our vision**

Our two-year business and development plan is aligned with the wider Citizens Advice *Transforming Together Strategy*.

### **Our 3 missions are:**

1. **Provide advice fit for the future:** Be there for people when they need us in the ways that help make the biggest impact;
2. **Close the gap:** End the disparities in access and experience for marginalised people;
3. **Take early action:** Prevent more people reaching crisis by addressing problems earlier.

Our 2 year horizons are articulations of our strategic direction and will be supported by:

- **Our purpose** – We exist to shape a society where people face far fewer problems;
- **Who we support** – Our information and advice is available to everyone. Structural inequalities lead to certain people facing disadvantages, making them more likely to need our help, and we prioritise their needs;
- **How we deliver** – Provide free, independent, confidential and impartial information and advice; Use the power of our data to advocate and target solutions to underlying root causes of issues; Learn, adapt and innovate.

### Our Strategic Priorities

Our business outcomes and performance indicators align themselves to our strategic priorities which can be found in our 2-year business plan, reviewed annually.

## **Research and Campaigns**

Research and Campaigns is a twin aim of our service. It aims to improve the policies and practices that affect people's lives. As a service we have a huge amount of insight and data about the problems our clients and their wider communities face. Through research and campaigns, we use this insight to:

- Help us research issues further
- Influence decision makers to change policies and practices
- Campaign to get decision makers to change policies and practices.

In 2023/24 711 evidence forms were submitted to National Citizens Advice (an increase by 126 in 22/23) on a wide range of topics from benefits, employment, debt, housing, education, consumer, legal and immigration highlighting issues affecting clients at a policy level and we engaged in a wide range of strategic and operational activities across Dudley, Wolverhampton and the wider Black Country to help influence decision makers on issues that affect our clients the most.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024**

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Last year, we addressed 286 discrimination issues, an increase by 65% (187 issues) on 2022/23. We learnt that:

- The highest % of discrimination cases related to Domestic abuse (41%);
- Through our Cost of Living Support hubs, the issues affecting the most vulnerable and poorest in our communities are deep seated and broad reaching;
- Inequalities continue to dominate income and health for certain communities/individuals;
- Barriers to employment for those with support needs are still prevalent and the discrimination people face in finding and sustaining meaningful volunteering and employment opportunities that help alleviate loneliness and isolation and a lift out of poverty is varied and devastating in their consequences to people's lives.

## **The year our cost of living support hubs end but the Cost of Living Crisis continues**

This report bears witness to year 2 of our cost of living support hubs, concluding in May 2024 as funding expires. Following on from the previous year, we continued to experience how our local communities were being affected by many major changes as a consequence of the cost of living crisis, resulting in a year on year increase in the need for advice in Dudley Borough and the City of Wolverhampton and in particular in the areas of employment, debt and financial capability advice, housing and welfare benefits.

Our 5 Cost of Living Support Hubs delivered the crisis support people facing this type of hardship needed, as well as offering food vouchers, government grants, gas/electricity vouchers, period products, energy information, and general emotional and mental support to people accessing our service because of these circumstances. With the conclusion of the hubs as of 31<sup>st</sup> May 2024, this contributed to our organisational performance as of 31<sup>st</sup> March 2024 where our Cost of Living Support hubs supported 11,523 contacts with 23,046 issues.

We know the Crisis is far from over, exacerbated by changes to legacy benefits moving onto Universal Credit resulting in people experiencing real time reductions in income due to this migration; we have witnessed an increase in the support required for families around income maximisation, debt management and a greater level of insecurity about previously awarded benefits being removed through the current Personal Independent Payment (PIP) award process, thus increasing anxiety and mental health issues for many in receipt of this benefit.

The same challenges we are facing as a charity persist:

- The complexity of the support needs of clients accessing our services and the increased number of advice issues per client, compared to previous periods in our charity's history means we can't meet the demand for our services;
- All areas of people's lives continue to buckle under significant pressure due to the cost of living crisis, from unaffordable housing (in both rent and mortgage sector), significant inflation beyond wage increases, reduction in access and over-subscribed statutory provision resulting in the deterioration of quality of life for many with physical and or mental health difficulties. This plays out in that our client journey is longer, more complicated and barriers to successful outcomes for clients are increasing;
- Welfare benefit gaps resulting in those most vulnerable in our communities facing poverty where choosing 'heating or eating' is a daily dilemma and how we can ensure those that need us the most get access to our services;
- And health injustice – where health inequalities are now extremely visible and the wider determinants of health are not accessible to all means people are coming to us more sick and ill than previously recognised.

As ever, we are committed to finding new ways to deliver advice to more people, as efficiently and effectively as possible, and this last year and coming year is no exception and our business plan reflects our ongoing ambitions.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024**

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## **Business development and partnership working**

We are proud to have been recommissioned our core contract with Wolverhampton City Council, taking effect as of 1<sup>st</sup> January 2024 for 5 years. This contract enables us to continue to offer a core service to the residents of the City along with developing innovative and exciting opportunities through partnership working and business development in support of the Council's strategic priorities.

In addition, we secured a new service with University Hospitals Birmingham, working at the Queen Elizabeth Hospital, providing intensive welfare benefits support to patients who have experienced significant physical trauma as a consequence of accidents and injuries with no criteria for possible litigation. Our caseworkers will work closely alongside clinical and UHB staff to offer a wrap-around service that enables people to re-build their lives in light of major injury.

As ever, we are proud to work collaboratively with a number of statutory, voluntary and third sector partners including (but not exhaustive) Dudley Metropolitan Borough Council, the City of Wolverhampton Council, the Black Country ICB, Housing and homelessness departments, Housing associations, Food Banks, Public Health, local MP's and party councillors, National Citizens Advice, various national charities such as Macmillan, Barnardo's, Voiceability as well as local voluntary sector organisations such as those working with people experiencing substance misuse, working within the BAME communities etc.

We are grateful to new and existing business partners and to our other funders where we continued to deliver:

- Our core advice services, via our Contact centre and generalist advice services – commissioned by Dudley and Wolverhampton Councils;
- Uplift – an outreach service working in one of the most deprived areas in Wolverhampton, commissioned by the Big Lottery;
- Long term health conditions advice service — commissioned by Black Country ICB;
- Housing possession and court schemes – commissioned by the Legal Aid Agency;
- Specialist benefits caseworker service for cancer patients across the Black Country — commissioned by Macmillan;
- Money Mentor service — working with DMBC Families and Safeguarding teams to support families experiencing debt and money issues;
- Social prescribing – commissioned by WCVS to provide advice services to people referred to us from link workers within the social prescribing team;
- High Intensity User service – commissioned by DCVS, to work with people who are frequent users of A&E for issues relating to non-medical interventions/advice needs;
- Specialist debt advice service – commissioned by the Money and Pensions Service;
- Group and 1:1 Energy Advice - helping people with energy and utility advice issues — Commissioned through National Citizens Advice;
- Mobile Home Library Service – commissioned by Wolverhampton Council, supporting 200 very vulnerable, house bound residents to access library resources and our advice services;
- Pension Wise – commissioned by the Money and Pension Service to provide pension information to the over 50's with a defined contribution pension across the Black Country;

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024**

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## **Our Values: Our 4 'C's**

Following on from the previous year, we continued with our Transformation journey, supported by *Infinity Wellness* to help us shape our future and develop as a workforce that can deliver agile, transformed advice services in a fast paced, challenging socio-economic environment. In this year, we launched our new organisation's Values, our 4 'C's:

### **Connect**

Working closely together to deliver for our community;  
Sharing what we know to help others;  
Building trusted relationships and keeping our promises.

### **Change**

Being excited to try new things, take risks & learn from our experiences;  
Identifying opportunities and suggesting improvements;  
Responding to the challenges we face with courage and optimism.

### **Compassionate**

Celebrating our uniqueness and harnessing our collective strength for good;  
Actively helping one another, whatever the problem;  
Listen and act with empathy.

### **Committed**

Showing a "We can" attitude;  
Being the best version of ourselves;  
Doing the right thing, in the right way, at the right time.

## **Premises**

In 2023-24 we continued to operate from our registered office, Dudley House in Stone Street, Dudley as well as many different community venues such as hospitals, community centres, courts and family hubs across Dudley Borough and the City of Wolverhampton. Since we sold our Wolverhampton based office due to it no longer being fit for purpose, we have worked hard to source a new office in the City. We are pleased have worked in partnership with a landlord of a city centre location and following the successful re-tender of our Wolverhampton City Council core contract we have been undertaking extensive renovations and refurbishments to the 3 storey building which will also include an information hub for clients to drop in and access. This premises is due to open to clients in January 2025.

## **Our Impact - Access to advice and guidance**

We offer advice through face to face (digital and in person), telephone and email in 9 enquiry areas, and in this financial year, we supported 17,935 people (an increase of 1,337 clients in 22/23) across Dudley and Wolverhampton and resolved 63,851 (an increase of 1,328 in 22/23) separate advice issues.

Our top five enquiry areas have been:

- Benefits (35,236 issues OR 55%)
- Financial services & capability (5048 issues OR 7.9%)
- Debt (4691 issues OR 7.3%)
- Housing (4684 issues OR 7.3%)
- Employment (1876 issues OR 2.9%)

In addition to the above, due to our cost of living support hubs, we supported a further 11,523 contacts with a further 23,046 issues.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024

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We have continued to witness a significant increase in demand for our services to address complex advice and guidance issues often by people with complex support needs such as people with mental health issues, those experiencing homelessness and/or those experiencing in-work and out of work poverty. We continue to witness an increase in the need (in addition to our debt advice) for advice around financial capability evidenced in this reporting year where this has moved from 4<sup>th</sup> out of our top 5 advice areas in 2021/22 to 3<sup>rd</sup> place in 22/23 and then in this reporting year, to 2<sup>nd</sup> place. This reflects the increasing pressure citizens are facing around managing their money borne from areas of extreme deprivation and the health inequalities that the Covid-19 Pandemic has unearthed and is now exacerbated by the ongoing cost of living crisis.

## Achievements and performance

We have many great things to celebrate in our organisation in 2023/24. Our workforce continues to be our number one asset and without them, paid and volunteers, we would not be able to deliver the phenomenal outcomes we have achieved.

Alongside our advice and guidance impact statistics we also achieved the following:

- We achieved **£11,176,779** of income gained for the clients we supported (this includes £1,034,617 of Household support fund & £800,000 of Fuel Bank Vouchers administered through our Cost of Living Support Hubs). This is an increase of £3,593,456 on the previous year.
- Last year, we dealt with **£1,843,542** worth of debt. This is an increase of £1,038,172 on the previous year.
- Protected 821 clients being made homeless (this excludes any other family members)

## Client Satisfaction

Every year we undertake a formal review of client satisfaction and our scores from anonymous questions clients answer via SMS through Citizens Advice. 5 key questions are asked and we achieved an overall rating of 82% of clients saying they would highly recommend our services. We have seen a reduction of 2% from 22/23 where client feedback highlights the year on year demand for our services meaning some clients are not able to get through to our services when they need us. This is reflected at a national level, with Citizens Advice scoring 84% in the same reporting year. We continue to campaign to highlight the need for additional investment and commissioning of our advice services to meet this year on year increase in demand.

Some additional comments that clients or professionals have given us after receiving our service or who have engaged with us are as follows:

*"I wanted to contact you regarding my most recent call to you and how pleased I was with X's customer service. Her telephone manner is outstanding, she listened to all my needs and pointed me in the right direction to get the help I need and also managed to book me an appointment with an advisor. Because of my mental health, I can at times say too many things at once, which confuses people, but X didn't miss out on any parts of my queries, she was very patient with me, spoke clearly, explained everything I needed to know in detail, and altogether, her wonderful nature was even more so appreciated as it can be challenging to speak on the phone sometimes".*

*"Everything has been brilliant and I couldn't believe how quickly things had been sorted out. I have received my PIP-Personal Independence Payment, plus back pay".*

*"I just wanted to let you know that X was amazing at court and I am incredibly grateful for her help."*

*"I have quite a significant stammer and when I get nervous I often have to put the telephone down as I cannot cope and will often not answer telephone calls at all. You were brilliant today and helped me greatly – thank you so much".*

*"I want to pass on how grateful I am that X was patient / reassuring and how he was able to really support me to get through the telephone call. Since I was admitted to a mental health hospital following a breakdown a few years ago I have been really dependent upon my children to help me with everything and have recently started to try and take some small steps myself - one of which was calling Citizens Advice yesterday. I am so grateful for the positive experience I had with X and wanted to pass on my enormous thanks to him – it really meant a lot to me".*

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024**

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## **Workforce Health and Wellbeing – a strategic commitment**

Our commitment to the physical and mental wellbeing of our workforce has continued to rise throughout 2023/24, with even more support being put in place for those with support needs. A high proportion of our workforce have recognised physical disabilities and many have mental health challenges and/or are neuro-diverse.

A significant example of this is in the recruitment of our cost of living support hub staff where we stipulated the employment only of those currently unemployed and with long term health conditions. We were fortunate to attract a wonderful team of 10 who had lived experience of homelessness, substance misuse, severe mental health issues. When the hubs conclude in May 2024, 6 have been identified for various promotions into our main organisation and 1 has secured an external promotion. We are proud of the feedback this team have given us in how their confidence, employability skills and professional development have increased because of our supportive, nurturing environment where their needs are recognised, understood and supported.

In 2023/24 we have continued to build on the wellbeing and mindfulness space that we have successfully fostered to ensure we can be an exceptional employer and volunteering organisation. One way this has been achieved is through the senior leadership team receiving formal mindfulness coaching for a minimum 6 months to support personal and professional development in this area to embed our culture organisation wide.

This workforce priority is underpinned by:

- The inclusion of 'Compassion' as one of our 4 organisation values launched across the organisation – extending this attribute and cultural expectation not just to clients but to one another within the workplace;
- The development work has begun on our Workforce Health and Wellbeing policy, undertaking focus groups with the support of *Infinity Wellness* to co-design our wellbeing culture;
- Our formal accreditation with the West Midlands Combined Authority *Thrive at Work* programme and Mind's *Mindful Employer* accreditation.

We have confidence to drive forward and develop our workforce wellbeing culture in 2024-25 through building on our commitments offered within our new Health and Wellbeing policy and the development of a brand new Equality, Diversity and Inclusion policy co-designed with our workforce to ensure we increase on the statistic within our staff satisfaction survey where 80% said they Strongly Agree/Agree on being able to "Be Me" in the workplace.

## **Our Volunteers**

We have a number of roles in this reporting period that rely on volunteers to support the delivery of outcomes required by the funder: Cost of living support hub workers, Home Library Service drivers, Self-Management Programme tutors, Reception/info hub facilitators, Advisors and Supervisors.

These roles have been pivotal in the diversification of income whilst continuing to add value to the clients that need our help. We are extremely grateful to our volunteers for their ongoing commitment.

Our volunteers are of phenomenal benefit to the local community, to our stakeholders and to clients and the positive personal benefits individual volunteers experience as a consequence of volunteering for us are numerous. In the next financial year, we will be writing and implementing a Volunteer Strategy so that we can develop even more opportunities to attract volunteers to help us achieve our ambitions across the next several years.

It is of significance to note that our Board of Trustees are also volunteers and in this last year they have continued to commit extra time outside of board meetings, giving their knowledge and expertise in abundance to support the CEO and wider Leadership Team in the development of the organisation within an increasingly complex and challenging strategic social, political and financial landscape at a local, regional and national level.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024**

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## **Compliance and Regulation**

### Citizens Advice Membership Agreement

As part of our performance quality framework, our most recent 3-year Leadership Assessment audit, completed over a number of days to assess 9 key areas: Governance, strategic business planning, risk management, financial management, people management, operational performance management, partnership working, research and campaigns and equality leadership was extremely successful.

We achieved green (top score) in all 9 areas meeting the competency level expected.

### Advice Quality Standard (AQS) accreditation

We hold the accredited Advice Quality Standard mark in generalist advice and are accreditation for AQS in Casework for benefits and debt with the addition of accreditation of Housing casework within this year. This is significantly important to emphasise the high level expertise in which we operate in these three high demand advice areas.

### Money Advice and Pension Service (MaPS)

Our commissioned debt service through the Money Advice and Pension Service is subject to a formal audit of the quality of our debt advice and the independent assessments of our debt casework means we are able to continue to deliver this important advice area in our organisation.

### Housing (Legal Aid)

Our commissioned housing loss prevention advice service and in court duty scheme funded through the Legal Aid Agency is subject to a formal audit of the quality of our housing advice and the independent assessments of our housing casework means we are able to continue to deliver this important advice area in the organisation for people eligible for legal aid.

### Financial Institute of Money Advisors

All our debt caseworkers are registered with the institute and we have maintained membership of this so that staff can achieve their mandatory annual continuous professional development points as debt caseworkers through ongoing learning and training.

### Financial Conduct Authority

We have submitted our Finance Conduct Authority returns and are compliant in this area relating to the debt advice we give.

## **Business Planning — Strategic Priorities for 2024-26**

Our business plan narrates a vision for our evolving organisation, continuing to capture the outcomes required to ensure sustainability, strategic relevance, and what people need to maintain and/or improve their quality of life. Example key features of our business plan are:

### **1. Our Advice ambitions**

- We will define and design what a seamless customer journey looks like and understand where we need to focus our efforts within channel, advice enquiry areas and advice levels to make it a reality;
- We will put more resource and attention into the advice areas that our data shows matter most to people, whilst building strong relationships with trusted partner/specialist organisations so that we can help people find a way forward on *all* issues.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

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**2. Our Advocacy ambitions**

- We will increase resources for research & campaigns to help us achieve local and regional advocacy priorities;
- We will work more coherently to influence MPs, elected members, and other decision-makers around our priority advocacy objectives.

**3. Our Inclusive access ambitions**

- We'll draw on our data and other research to form hypotheses about which groups of people may be finding it harder to access our services and then decide how to respond. We will identify advice trends most prevalent in those communities and dedicate bespoke resources to tackling those areas;
- We will champion our discrimination work by increasing our visibility relating to challenging and responding to actions or decisions that discriminate and build stronger connections with partners who work directly with marginalised groups.

**4. Our Organisational health ambitions**

- People and Culture - We will build on our organisation's workforce health and wellbeing agenda in partnership with key organisations to increase workforce awareness and build on personal and professional resilience and contentment. Our workforce will feel supported when times are good and bad. Our health and wellbeing commitment will be consistent;
- Finance & sustainability - We will work hard to retain local authority funding but continue to diversify and set a clear strategy for new income streams we want to secure and why,
- Environment - We will ensure we are respectful of the environment and that our actions and the way in which we run our organisation supports local, national and global environmental agendas;
- Systems & Processes (inc. technology) - We will dedicate resources to interrogating data that technology gives us in order to:
  - solve problems in experimental ways
  - develop client and staff experience
  - co-design services, systems and processes
  - achieve our performance benchmarks and maximise on our agile, hybrid working
  - automate time-consuming processes (to free up more time to increase the amount of people we can help & increase business support capacity)
  - ensure the use of technology includes those groups who we know or suspect to be at risk of digital exclusion due to a range of issues including socio-economic factors, health conditions or disability (e.g. hearing or sight impairment)

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024**

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## **Financial review**

Total income for the year was £2,393,604 as of 31<sup>st</sup> March 2024. The characteristics of our sustained financial viability for the next financial year and beyond can be described as follows:

- Increased safeguards within our financial and human resources, taking calculated risks to drive innovation whilst sustaining core funding;
- Maintain financial stability within an increasing funding culture of deficit funding (not full cost recovery);
- Support our growth agenda through increased business development opportunities utilising non-advice front line staff;
- Reduced overheads;
- More clients have been supported across Dudley Borough, the City of Wolverhampton and the wider Black Country than the previous year.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The Trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

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 articulated in the organisation's risk appetite plan and risk management and compliance register.

The process of risk management for Citizens Advice Dudley and Wolverhampton is ongoing and regular monitoring and assessment is undertaken to identify new risks as they occur, to ensure that they are dealt with and to evaluate previously identified risks to ensure strategies are still relevant to minimise or mitigate those risks.

The 11 key risk areas that are reviewed are: Governance; Strategy and Business sustainability; Financial; Legal and Compliance (inc. H&S); Management; Workforce (inc. EDI); Operations; Stakeholder (inc. reputation); Technology; Information and data security; Premises.

A robust business continuity plan is in place to ensure the ongoing effective running of the organisation if any incidents/adverse events occur.

Our national body Citizens Advice also undertakes an annual review process with the organisation to ensure controls are in place to mitigate identified risks and to understand the overall level of risk to which the organisation is currently exposed. The current overall risk level has been assessed as low.

## **Structure, governance and management**

The Organisation is made up of a Board of Trustees who have responsibility for the overall governance of the organisation. They discharge the day to day running of the organisation to the Chief Executive Officer. Underneath the CEO there is a leadership and management team, as of 31<sup>st</sup> March 2024 made up of a Director of Services, a Director of Dudley Empowerment Partnership (DEP) and a Director of Finance, Head of Finance, Head of Business Support, Head of Services x 2 and Service Delivery Managers x 3. They are supported by a business administration support team. Our ICT is outsourced to Pedmore IT computer services who run our IT platforms.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2024**

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The operational running of our organisation includes a business administration support team, paid and volunteer generalist and specialist advisors/ caseworkers, co-ordinators, hub workers, technical and quality supervisors, referral support assessors and contact centre assessors.

The charity is a private company (registration number 1946618) limited by guarantee and doesn't have a share capital. The company is governed by its Memorandum and Articles of Association. The liability of the members of the company on winding up is limited to a maximum of £1 each. The company is also a registered charity (registration number 516877). In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member in accordance with the Memorandum of Association.

J Crockett (Chair)	
N Cheesewright	(Resigned 26 April 2023)
G Patel	
P Paul	(Resigned 20 November 2023)
B Cysewski	
S lafrati	(Resigned 24 July 2023)
S Cooper	(Resigned 10 June 2023)
S Dugan	
S Handscomb	
J Hussey	
M Jones	
S Maynard	(Resigned 2 July 2024)
C Williams	(Appointed 13 December 2023)

Resignation within the year: N Cheesewright, P Paul, S lafrati, S Cooper, S Maynard

Co-opted onto the Board within the year: Clare Williams

## **Qualifying third party indemnity provisions**

Trustee recruitment opportunities are advertised through our national body's Citizens Advice website, our local website, bespoke adverts, social media and by word of mouth. Anybody interested in becoming a trustee is invited to complete an application form which if meeting the skills requirements, will be invited to an interview. If successful, the potential trustee is invited to observe a trustee meeting and then is formally co-opted onto the board as a trustee and then formally as a Director at the next AGM. Each new trustee undertakes an induction process into the role and organisation. Each new trustee is offered a mentor who is one of the experienced trustee members.

None of the Trustees have any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up. The company's current policy concerning the payment of trade creditors is to follow the CBI's Prompt Payers Code copies are available from the CBI, Cannon Place, 78 Cannon Street, London EC4N 6HN). The company's current policy concerning the payment of trade creditors is to:

- Settle the terms of payment with suppliers when agreeing the terms of each transaction,
- Ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts; and
- Pay in accordance with the company's contractual and other legal obligations.

No preference dividends were paid. The directors do not recommend payment of a final dividend. The Charity also co-operates and liaises with a number of other advisory services, local charities and Council departments on behalf of clients. Where one of the Trustees holds the position of Trustee/Director of another charity, they may be involved in discussion regarding that other charity, but not in the ultimate decision making process.

## **Auditor**

CKCA Limited were appointed as auditor to the company and a resolution proposing that they be reappointed will be put at our Annual General Meeting on 21 November 2024.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**  
***FOR THE YEAR ENDED 31 MARCH 2024***

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

A handwritten signature in black ink, appearing to read 'J Crockett', written in a cursive style.

J Crockett (Chair)

**Trustee**

21 November 2024

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
STATEMENT OF TRUSTEES' RESPONSIBILITIES  
FOR THE YEAR ENDED 31 MARCH 2024**

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The Trustees, who are also the directors of Citizens Advice Dudley and Wolverhampton (legal name: Wolverhampton Citizens Advice Bureaux) 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.

**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.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

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## **Opinion**

We have audited the financial statements of Wolverhampton Citizens Advice Bureaux (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet 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.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

## **TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

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### **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.

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

### **Extent to which the audit was considered capable of detecting irregularities, including fraud**

We identified and assessed the risks of material misstatement of the financial statements, in respect of irregularities whether due to fraud or error, or non compliance with laws and regulations and then designed and performed audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

We obtained an understanding of the legal and regulatory frameworks that are applicable to the Company by discussion and enquiry with the directors and management team and our general knowledge and experience of the charity sector.

We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation, data protection, employment, and health and safety legislation;

We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, reviewing correspondence with relevant regulators.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
INDEPENDENT AUDITOR'S REPORT (CONTINUED)  
TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

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We assessed the susceptibility of the Company's financial statements to material misstatement, including how fraud might occur. Audit procedures performed included but were not limited to:

- Discussions with directors and management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- Confirming our understanding of controls by performing a walk through test or observation and enquiry;
- Performing analytical procedures to identify any unusual or unexpected relationships;
- Identifying and testing journal entries;
- Agreeing funding to underlying service agreements and ensuring income is recognised in the correct period;
- Agreeing classification of funding between restricted and unrestricted funds and ensuring amounts are spent for the purposes intended;
- Reviewing the allocation of direct and support costs and ensuring comparable to previous periods;
- Reviewing unusual or unexpected transactions; and
- Agreeing the financial statement disclosures to underlying supporting documentation.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

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

A further description of our responsibilities is available on the Financial Reporting Council's website at: <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.



**Mark Nicholls (Senior Statutory Auditor)**  
for and on behalf of CK Audit

21 November 2024

**Chartered Accountants**  
**Statutory Auditor**

No 4 Castle Court 2  
Castlegate Way  
Dudley  
West Midlands  
DY1 4RH

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
STATEMENT OF FINANCIAL ACTIVITIES  
INCLUDING INCOME AND EXPENDITURE ACCOUNT**

**FOR THE YEAR ENDED 31 MARCH 2024**

		Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
	Notes						
<b>Income and endowments from:</b>							
Donations and legacies	3	159	5,000	5,159	225	5,000	5,225
Charitable activities	4	122,256	2,220,428	2,342,684	124,859	2,439,218	2,564,077
Investments	5	45,369	-	45,369	8,008	-	8,008
Other income	6	392	-	392	21,003	-	21,003
<b>Total income</b>		<u>168,176</u>	<u>2,225,428</u>	<u>2,393,604</u>	<u>154,095</u>	<u>2,444,218</u>	<u>2,598,313</u>
<b>Expenditure on:</b>							
Charitable activities	7	223,599	2,030,271	2,253,870	235,873	1,931,759	2,167,632
<b>Total expenditure</b>		<u>223,599</u>	<u>2,030,271</u>	<u>2,253,870</u>	<u>235,873</u>	<u>1,931,759</u>	<u>2,167,632</u>
<b>Net income/(expenditure)</b>		<u>(55,423)</u>	<u>195,157</u>	<u>139,734</u>	<u>(81,778)</u>	<u>512,459</u>	<u>430,681</u>
Transfers between funds		20,782	(20,782)	-	29,320	(29,320)	-
<b>Net movement in funds</b>	9	<u>(34,641)</u>	<u>174,375</u>	<u>139,734</u>	<u>(52,458)</u>	<u>483,139</u>	<u>430,681</u>
<b>Reconciliation of funds:</b>							
Fund balances at 1 April 2023		<u>1,912,068</u>	<u>589,727</u>	<u>2,501,795</u>	<u>1,964,526</u>	<u>106,588</u>	<u>2,071,114</u>
<b>Fund balances at 31 March 2024</b>		<u><u>1,877,427</u></u>	<u><u>764,102</u></u>	<u><u>2,641,529</u></u>	<u><u>1,912,068</u></u>	<u><u>589,727</u></u>	<u><u>2,501,795</u></u>

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


**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
BALANCE SHEET**

**AS AT 31 MARCH 2024**

	Notes	2024		2023	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	13		-		262,500
<b>Current assets</b>					
Debtors	14	135,414		281,522	
Cash at bank and in hand		3,166,832		2,640,917	
		<u>3,302,246</u>		<u>2,922,439</u>	
<b>Creditors: amounts falling due within one year</b>	15	<u>(630,717)</u>		<u>(653,144)</u>	
Net current assets			2,671,529		2,269,295
<b>Total assets less current liabilities</b>			2,671,529		2,531,795
<b>Provisions for liabilities</b>			<u>(30,000)</u>		<u>(30,000)</u>
<b>Net assets</b>			<u>2,641,529</u>		<u>2,501,795</u>
<b>Income funds</b>					
Restricted funds	19		764,102		589,727
<u>Unrestricted funds</u>					
Designated funds	21	1,511,396		1,615,821	
General unrestricted funds		366,031		25,312	
Revaluation reserve		-		270,935	
		<u>1,877,427</u>		<u>1,912,068</u>	
			<u>2,641,529</u>		<u>2,501,795</u>

The financial statements were approved by the Trustees on 21 November 2024

  
J. Crockett (Chair)  
Trustee

  
S Handscomb  
Trustee

Company Registration No. 01946618

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024**

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## **1 Accounting policies**

### **Charity information**

Wolverhampton Citizens Advice Bureaux is a private company limited by guarantee incorporated in England and Wales. The registered office is Dudley House, 2nd floor, Stone Street, Dudley, West Midlands, DY1 1NP.

### **1.1 Accounting convention**

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

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

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties. 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 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.

Income is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

### **1.4 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

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**1 Accounting policies (Continued)**

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

**1.6 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).

**1.7 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.

**1.8 Financial instruments**

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

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

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

**Basic financial assets**

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

**Basic financial liabilities**

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

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

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

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

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**1 Accounting policies**

**(Continued)**

**1.9 Provisions**

Provisions are recognised when the charity has a legal or constructive present obligation as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation. Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value. When a provision is measured at present value, the unwinding of the discount is recognised as a finance cost in net income/(expenditure) in the period in which it arises.

**1.10 Employee benefits**

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

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

**1.11 Retirement benefits**

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

**1.12 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

**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.

**Critical judgements**

**Allocation of support costs**

Determine the basis of allocation of support costs between restricted and unrestricted funds.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**2 Critical accounting estimates and judgements**

**(Continued)**

**Key sources of estimation uncertainty**

**Useful economic life of tangible fixed assets**

Tangible fixed assets are depreciated over their useful lives taking into account residual values where appropriate. The actual lives of these assets are assessed annually and may vary depending on a number of factors. In assessing asset lives, factors such as life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as the remaining life of the asset and projected disposal values.

**3 Income from donations and legacies**

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Donations and gifts	159	5,000	5,159	225	5,000	5,225

**4 Income from charitable activities**

	2024 £	2023 £
Sale of goods	2,342,684	2,564,077
<b>Analysis by fund</b>		
Unrestricted funds	122,256	124,859
Restricted funds	2,220,428	2,439,218
	2,342,684	2,564,077

**5 Income from investments**

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Interest receivable	45,369	8,008

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**6 Other income**

	<b>Unrestricted funds 2024 £</b>	<b>Unrestricted funds 2023 £</b>
Other income	392	21,003

**7 Expenditure on charitable activities**

	<b>2024 £</b>	<b>2023 £</b>
Staff costs	1,687,942	1,624,272
Premises costs	101,153	53,974
Staff and Volunteers	7,322	4,272
Office costs	57,996	72,305
Professional/consultancy fees	39,995	34,162
Other Direct Costs	826	2,036
Payments to partners and subcontractors	12,000	16,000
	<u>1,907,234</u>	<u>1,807,021</u>
Share of support costs (see note 8)	315,084	334,586
Share of governance costs (see note 8)	31,552	26,023
	<u>2,253,870</u>	<u>2,167,630</u>
<b>Analysis by fund</b>		
Unrestricted funds	223,599	235,873
Restricted funds	2,030,271	1,931,759
	<u>2,253,870</u>	<u>2,167,632</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**8 Support costs allocated to activities**

	<b>2024</b>	<b>2023</b>
	£	£
Staff costs	222,013	186,169
Premises Costs	17,076	38,366
Staff and Volunteer Costs	15,133	11,857
Office Costs	60,821	98,195
Governance costs	31,593	26,023
	<u>346,636</u>	<u>360,610</u>
<b>Analysed between:</b>		
Charitable activities	<u>346,636</u>	<u>360,610</u>

**9 Net movement in funds**

	<b>2024</b>	<b>2023</b>
	£	£
The net movement in funds is stated after charging/(crediting):		
Depreciation of owned tangible fixed assets	-	12,700
Loss/(profit) on disposal of tangible fixed assets	-	(12,700)
	<u>-</u>	<u>0</u>

**10 Trustees**

None of the Trustees (or any persons connected with them) received any remuneration during the year, and a total of £28 travelling expenses were reimbursed (2023: £20).

**11 Employees**

The average monthly number of employees during the year was:

	<b>2024</b>	<b>2023</b>
	Number	Number
Advice workers & support staff	71	68
Key management personnel	11	8
	<u>82</u>	<u>76</u>

**Employment costs**

	<b>2024</b>	<b>2023</b>
	£	£
Wages and salaries	1,700,935	1,611,108
Social security costs	135,095	136,483
Other pension costs	73,925	62,850
	<u>1,909,955</u>	<u>1,810,441</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**11 Employees** **(Continued)**

The number of employees whose annual remuneration was more than £60,000 is as follows:

	<b>2024 Number</b>	<b>2023 Number</b>
£70,001 to £80,000	1	1

**Remuneration of key management personnel**

During the year key management personnel received remuneration and benefits of £455,051 (2023: £345,401)

**12 Taxation**

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

**13 Tangible fixed assets**

	<b>Freehold land and buildings £</b>
At 1 April 2023	262,500
Disposals	(262,500)
<b>Carrying amount</b>	
At 31 March 2024	-
At 31 March 2023	262,500

**14 Debtors**

	<b>2024 £</b>	<b>2023 £</b>
<b>Amounts falling due within one year:</b>		
Trade debtors	37,857	124,989
Other debtors	43,133	59,217
Prepayments and accrued income	54,424	97,316
	<u>135,414</u>	<u>281,522</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

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

	Notes	2024 £	2023 £
Other taxation and social security		21,183	24,510
Deferred income	17	100,463	73,418
Trade creditors		481,360	522,673
Other creditors		3,917	3,908
Accruals		23,794	28,635
		<u>630,717</u>	<u>653,144</u>

**16 Provisions for liabilities**

	2024 £	2023 £
Dilapidations	30,000	30,000
	<u>30,000</u>	<u>30,000</u>

**Movements on provisions:**

	Dilapidations £
At 1 April 2023 and 31 March 2024	<u>30,000</u>

**17 Deferred income**

	2024 £	2023 £
Arising from Income received in advance	100,463	73,418
	<u>100,463</u>	<u>73,418</u>

**18 Retirement benefit schemes**

	2024 £	2023 £
<b>Defined contribution schemes</b>		
Charge to profit or loss in respect of defined contribution schemes	73,925	62,850
	<u>73,925</u>	<u>62,850</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.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**19 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.

	<b>At 1 April 2023</b>	<b>Incoming resources</b>	<b>Resources expended</b>	<b>Transfers</b>	<b>At 31 March 2024</b>
	£	£	£	£	£
Wolverhampton City Council (WCC)	-	272,213	(217,772)	(54,441)	-
HIU Project	-	20,296	(20,439)	143	-
Help to Claim Project	-	280,002	(280,002)	-	-
BC Macmillan	-	177,313	(216,520)	39,207	-
Dudley Money Mentor	8,710	41,910	(22,252)	-	28,368
EAP	-	23,142	(24,515)	1,373	-
Palliative Child Project	-	14,259	(14,335)	76	-
LTHC Project	-	41,795	(42,299)	504	-
MaPS	-	200,773	(189,116)	(11,657)	-
HLS Project	-	25,099	(33,980)	8,881	-
Dudley Cost of Living Hubs	106,111	166,502	(259,672)	30,000	42,941
Uplift	59,860	15,391	(30,923)	-	44,328
DEP Projects	304,584	741,241	(472,822)	(5,000)	568,003
Pension Wise	-	173,323	(173,323)	-	-
WVSA Project	-	27,169	(27,301)	132	-
DMBC Innovation Fund	35,405	-	-	-	35,405
WCC Public Health	6,713	-	-	-	6,713
Hardship Fund	2,880	-	-	-	2,880
Wolverhampton Money Max	34,991	-	-	-	34,991
St Pauls Centre	473	-	-	-	473
Social isolation fund	30,000	-	-	(30,000)	-
Donation Mille Watch - CoL Hub	-	5,000	(5,000)	-	-
	<u>589,727</u>	<u>2,230,428</u>	<u>(2,025,271)</u>	<u>(20,782)</u>	<u>764,102</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**19 Restricted funds**

**(Continued)**

Previous year:	At 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	At 31 March 2023 £
Wolverhampton City Council (WCC)	-	262,950	(228,711)	(34,239)	-
HIU Project	-	18,630	(19,144)	514	-
Help to Claim Project	-	288,196	(288,196)	-	-
BC Macmillan	-	195,029	(219,014)	23,985	-
Palliative Child Project	-	12,240	(11,573)	(667)	-
LTHC Project	-	41,056	(41,641)	585	-
MaPS	-	194,043	(186,411)	(7,632)	-
HLS Project	-	25,086	(32,309)	7,223	-
Uplift	49,671	91,615	(81,426)	-	59,860
Pension Wise	-	173,729	(168,569)	(5,160)	-
WVSC Project	-	26,233	(26,199)	(34)	-
DMBC Innovation Fund	35,405	-	-	-	35,405
WCC Public Health	6,713	-	-	-	6,713
Hardship Fund	2,880	-	-	-	2,880
Wolverhampton Money Max	11,446	53,850	(30,305)	-	34,991
St Pauls Centre	473	-	-	-	473
DMBC Money Mentor	-	37,476	(28,766)	-	8,710
Dudley Cost of Living Hubs	-	175,000	(68,889)	-	106,111
DEP projects	-	778,484	(473,900)	-	304,584
Donation Mille Watch - CoL	-	5,000	(5,000)	-	-
Social Isolation Fund	-	30,000	-	-	30,000
EAP Project	-	35,601	(21,706)	(13,895)	-
	<u>106,588</u>	<u>2,444,218</u>	<u>1,931,759</u>	<u>(29,320)</u>	<u>589,727</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**19 Restricted funds**

**(Continued)**

During the year £20,782 (2022/2023 £29,320) was transferred from restricted funds to unrestricted funds to cover deficits on certain projects. The restricted funds of Uplift, Wolverhampton Money Max, DMBC Innovation fund, WCC Public Health, Hardship fund, Dudley Money Mentor, Cost of Living Hubs, DEP projects and St Pauls Centre are either ongoing projects or projects currently suspended and will be spent in line with their original purpose over an agreed timeline with funders.

More detail about the operations of all of our funded projects can be found in our annual report. The largest restricted fund income streams are summarised as below:

**Wolverhampton City Council** - A commissioned service to deliver advice and information on welfare, benefits, and housing for Wolverhampton residents. This is delivered with Age UK Wolverhampton as a subcontracted partner for part of the year.

**MaPS** - A team of specialist debt advisors, funded by the Money Advice Service, to provide money advice to clients either digitally or face to face. Clients are provided with personalised advice to maximise income, deal with their debts and manage their money effectively. The aim is to stabilise the individual's current financial situation, put in a plan to manage it in the future and empower them to deal with any future financial challenges.

**Pensionwise** - Department for Work and Pensions project subcontracted to us by National Citizens Advice to deliver free and impartial guidance to help people understand the options available to them regarding their pension. This service is delivered across the Black Country and in parts of Birmingham.

**Help to Claim** - Department for Work and Pensions funded program subcontracted to us by National Citizens Advice to offer digital support for clients to claim Universal Credit from claim to first payment.

**Macmillan** - A project commissioned by Macmillan to provide a specialist benefits caseworker service for cancer patients across the Black Country either digitally, in hospital or outreach settings.

**DEP Projects** - DMBC funded contract for Dudley residents to provide a combined information, advice, advocacy, well-being, direct payments and scrutiny service. This is delivered in collaboration with partner agencies in their area of expertise.

**Dudley Cost of Living Hubs** - DMBC funded service to provide essential advice to Dudley residents, aiming to help mitigate the impacts of the cost-of-living crisis in hub settings across the borough.

**20 Analysis of net assets between funds**

	<b>Unrestricted funds 2024 £</b>	<b>Restricted funds 2024 £</b>	<b>Total 2024 £</b>
<b>At 31 March 2024:</b>			
Current assets/(liabilities)	1,907,427	764,102	2,671,529
Provisions	(30,000)	-	(30,000)
	<u>1,877,427</u>	<u>764,102</u>	<u>2,641,529</u>
<b>Per balance sheet</b>	1,872,427	764,102	2,636,529
<b>Balance to allocate</b>	(5,000)	-	(5,000)

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

**20 Analysis of net assets between funds**

**(Continued)**

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
<b>At 31 March 2023:</b>			
Tangible assets	262,500	-	262,500
Current assets/(liabilities)	1,679,568	589,727	2,269,295
Provisions	(30,000)	-	(30,000)
	<u>1,912,068</u>	<u>589,727</u>	<u>2,501,795</u>

**21 Designated funds**

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

	Balance at 1 April 2022 £	Transfers £	Balance at 1 April 2023 £	Resources expended £	Transfers £	Balance at 31 March 2024 £
Freehold property	317,980	(317,980)	-	-	-	-
Reserves policy	800,548	98,774	899,322	-	(120,992)	778,330
Digital Development	30,000	-	30,000	-	-	30,000
Transformation	36,000	6,000	42,000	(33,454)	(8,546)	-
Volunteer co-ordinator	30,000	(30,000)	-	-	-	-
Workforce development	40,000	(30,000)	10,000	-	(10,000)	-
Health & well being	18,000	-	18,000	-	8,546	26,546
DMBC One Voluntary Sector Contract	116,000	(17,000)	99,000	(17,465)	-	81,535
Black Country Macmillan	69,650	-	69,650	-	16,018	85,668
Sale of Snowhill & Bilston	10,000	-	10,000	-	-	10,000
Recruitment Drive	94,379	(94,379)	-	-	-	-
Cost of living hubs	10,000	(10,000)	-	-	-	-
WCC Tender	181,211	(27,357)	153,854	-	(153,854)	-
Victoria Street Set up Costs	-	20,000	20,000	-	22,000	42,000
Victoria Street Running Costs	-	69,000	69,000	-	87,750	156,750
Advice Role Uplifts	-	154,995	154,995	-	(154,995)	-
Legal Aid - Housing	-	40,000	40,000	(4,962)	-	35,038
Unfunded salary posts	-	-	-	-	152,181	152,181
Young Persons Citizens Advice	-	-	-	-	10,000	10,000
Living wage Aspiration	-	-	-	-	83,028	83,028
Contract Contingency	-	-	-	-	20,320	20,320
	<u>1,753,768</u>	<u>(137,947)</u>	<u>1,615,821</u>	<u>(55,881)</u>	<u>(48,544)</u>	<u>1,511,396</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

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**21 Designated funds**

**(Continued)**

A designated fund held as a revaluation reserve relating to the freehold property of £270,935 is no longer required (2022/23 £270,935) as the property was sold on 24th April 2023.

Due to the current financial climate the Board is continuing to maintain the rate of 3.5 months operating expenses reserves policy which equates to £778,330 (2022/23 £899,322).

Designations continue to be maintained for areas of proposed spending which currently do not have funding but are seen as essential for developing the organisation; Digital development and health & wellbeing to the value of £56,546. An additional fund has been identified for research and development of a Young Persons Citizen Advice amounting to £10,000.

Premises designations have been increased as new expenditure is identified as follows: Opening and set up of new leased premises in Wolverhampton £42,000, partial unfunded running costs of new Wolverhampton premises £156,750 anticipated clearance of the previously owned property £10,000.

Recognising the need to build an internal infrastructure to grow the charity, the Board have agreed to fund from reserves, posts to support this objective. In addition, the charity is setting aside reserves to aspire to provide a competitive living wage for its employees, these total £235,209.

Designation of funds continues for three projects which in the future will not be full cost recovery, subject to supplementary funding not being able to be sourced; Black Country Macmillan, Legal Aid and DMBC One Voluntary contract amounting to £202,241.

Also a reserve has been included for 3 one year contracts to support staff salaries for 4 months, should the contracts not be renewed post March 2025 while new funding/projects are sourced equalling £20,320.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2024**

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**22 Operating lease commitments**

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

	<b>2024</b>	<b>2023</b>
	<b>£</b>	<b>£</b>
Within one year	17,591	17,591
Between two and five years	67,713	69,304
In over five years	-	16,000
	<u>85,304</u>	<u>102,895</u>

**23 Related party transactions**

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

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

England & Wales - Charity number 516877

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# Accounts

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Charity registration number 516877

Company registration number 01946618 (England and Wales)

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
LEGAL AND ADMINISTRATIVE INFORMATION**

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<b>Trustees</b>	J Crockett (Chair) G Patel B Cysewski S Dugan S Handscomb J Hussey M Jones S Maynard
<b>Secretary</b>	L Thomas
<b>Charity number</b>	516877
<b>Company number</b>	01946618
<b>Registered office</b>	Dudley House 9-11 Stone Street Dudley DY11HA
<b>Auditor</b>	CK Audit No 4 Castle Court 2 Castlegate Way Dudley West Midlands DY1 4RH

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**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
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# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2023**

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

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016).

## **Objectives and activities**

### **Our vision**

Our three year business and development plan is aligned with the wider Citizens Advice *Living Strategy and Business Plan*. Our 4 strategic themes are:

- Advice
- Advocacy
- Inclusive access and
- Organisational health

Our 3 year horizons are articulations of our strategic direction and will be supported by:

### **Our "fundamentals"**

- Our purpose – We exist to shape a society where people face far fewer problems
- Our identity – We're led by people's needs; Rooted in the community; Strengthened by volunteers; Holistic; Trusted experts
- Our methods and
- Our missions.

### **Our Missions**

- Solve more problems for those that need us
- End the advice gap for marginalised communities
- Tackle the systemic causes for driving people to need advice
- Secure a thriving and sustainable service
- Maximise our impact in local communities

### **Our Statement of Purpose**

Citizens Advice helps people find a way forward.

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

### **Our Strategic Priorities**

Our business outcomes and performance indicators align themselves to our strategic priorities which can be found in our 3 year business plan, reviewed annually.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2023**

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## **Research and Campaigns**

Research and Campaigns is a twin aim of our service. It aims to improve the policies and practices that affect people's lives. As a service we have a huge amount of insight and data about the problems our clients and their wider communities face. Through research and campaigns, we use this insight to:

- Help us research issues further
- Influence decision makers to change policies and practices
- Campaign to get decision makers to change policies and practices.

In 2022/23 585 evidence forms were submitted to Citizens Advice on a wide range of topics from benefits, employment, debt, housing, education, consumer, legal and immigration highlighting issues affecting clients at a policy level and we engaged in a wide range of strategic and operational activities across Dudley, Wolverhampton and the wider Black Country to help influence decision makers on issues that affect our clients the most.

## **A year experiencing a Cost of Living Crisis**

Within the last 2 years, a number of national and international issues have caused significant socio-political and financial turbulence resulting in what has been termed as a "cost of living crisis" across the UK and some other parts of Europe. Throughout this last year, we have experienced periods of borderline recession, the financial situation of millions of people across the UK being affected with thousands experiencing poverty and deprivation resulting in a sustained exponential demand for our services in all areas.

What defines our current challenges we are facing as a charity is the complexity of the support needs of clients accessing our services and the increased number of advice issues per client, compared to previous periods in our charity's history. All areas of people's lives are under significant pressure due to the cost of living crisis, from unaffordable housing (in both rent and mortgage sector), significant inflation beyond wage increases, reduction in access and over-subscribed statutory provision resulting in the deterioration of quality of life for many with physical and or mental health difficulties and welfare benefit gaps resulting in those most vulnerable in our communities facing poverty where choosing 'heating or eating' is a daily dilemma.

Our responses to this crisis and the myriad of consequences for communities has been various, but our major response can be witnessed in the co-design and co-delivery of our bespoke Cost of Living Support Hubs across some geographical parts of our organisation, targeting communities most challenged by the crisis. We opened our first of five hubs on 30<sup>th</sup> January 2023, having secured funding for 15 months where we have been referred to by commissioners and clients alike as "a life line" for thousands during these exceptional times (see business development and partnership working section of this report for more details).

As ever, we are committed to finding new ways to deliver advice to more people, as efficiently and effectively as possible, and this last year and coming year is no exception.

## **Change management - Our Transformation Journey continues**

Following on from the previous year, we continued with our Transformation journey, supported by two externally commissioned consultancy organisations, *Infinity Wellness* and *Boost Wellbeing-Hands on Health UK*, continuing to help us shape our future and develop as a workforce that can deliver agile, transformed advice services in a fast paced, challenging socio-economic environment. This work continues into 2023/24 where the organisation will continue to evolve to harness the best of what we do whilst shifting to a hyper-focus based on the continuously changing and competing advice needs of the people who need our support.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2023**

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## **Business development and partnership working**

Dudley Empowerment Partnership (DEP) - The largest and most impactful business development of the year, was sourcing funding for our unique and award-winning Cost of Living Support hubs. Jointly funded by Public health, ICB, VCS and private sector donations, our aim was to drive down the significantly increased demand for our services (in particular via our contact centre) by redirecting people who need urgent crisis support with essentials such as food, fuel (gas/electric), basic day to day provisions, to a place where they can be supported by empathetic, compassionate hub workers, all who have a lived experience, trained to deliver crisis support in the form of house hold support grants, fuel bank vouchers, food bank vouchers, period products, support around maximising income and saving money – all with the aim to help households in significant financial hardship and poverty due to the impacts of the cost of living crisis. By 31<sup>st</sup> March 2023, we had already supported 2843 client contacts, distributed £206,500 in household support fund grants and issued £85,358 of fuel bank vouchers.

As ever, we are proud to work collaboratively with a number of statutory, voluntary and third sector partners including (but not exhaustive) Dudley Metropolitan Borough Council, the City of Wolverhampton Council, the Black Country ICB, Housing and homelessness departments, Housing associations, Food Banks, Public Health, local MP's and party councillors, National Citizens Advice, Macmillan, various voluntary sector organisations such as those working with cancer patients, people with HIV/AIDS, substance misuse, BAME communities etc.

We are grateful to new and existing business partners and to our other funders where we continued to deliver:

- Our core advice services, via our Contact centre and generalist advice services – commissioned by Dudley and Wolverhampton Councils;
- Uplift – an outreach service working in one of the most deprived areas in Wolverhampton, commissioned by the Big Lottery;
- Long term health conditions advice service — commissioned by Black Country ICB;
- Housing possession and court schemes – commissioned by the Legal Aid Agency;
- Specialist benefits caseworker service for cancer patients across the Black Country — commissioned by Macmillan;
- Children's palliative advice service for families of children with life limiting conditions – commissioned by Black Country Housing NHS trust;
- Money Mentor service — working with DMBC Families and Safeguarding teams to support families experiencing debt and money issues;
- Social prescribing – commissioned by WCVS to provide advice services to people referred to us from link workers within the social prescribing team;
- Specialist debt advice service – commissioned by the Money and Pensions Service;
- Group and 1:1 Energy Advice - helping people with energy and utility advice issues — Commissioned through National Citizens Advice;
- Generalist advice service for the over 55 – commissioned by us, given to Wolverhampton Age UK through an SLA, giving generalist advice to the beneficiaries of the Age UK charity;
- High Intensity User service – commissioned by DCVS, to work with people who are frequent users of A&E for issues relating to non-medical interventions/advice needs;
- Mobile Home Library Service – commissioned by Wolverhampton Council, supporting 200 very vulnerable, house bound residents to access library resources and our advice services;
- Help to Claim – commissioned by DWP through National Citizens Advice, to support people to claim universal credit, on line, via webchat, via telephone and digital face to face;
- Pension Wise – to provide pension information to the over 50's across the Black Country, a service commissioned by the Money and Pension Service;
- Money Max - a bespoke debt and financial capability service to work in partnership with Wolverhampton council and communities living in high deprivation areas cross the city.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
*FOR THE YEAR ENDED 31 MARCH 2023***

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# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2023**

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## **Our Impact - Access to advice and guidance**

We offer advice through face to face (digital and in person), telephone, email and webchat in 9 enquiry areas, and in this financial year, we supported 16,598 people across Dudley and Wolverhampton and resolved 62,523 separate advice issues.

This is an increase of 1,055 more clients than in 2021/22, resolving 5,284 more issues. Our top five enquiry areas have been:

- Benefits (37,824 OR 60.4%)
- Debt (5129 OR 8.2%)
- Financial services & capability (4753 OR 7.6%)
- Housing (3919 OR 6.2%)
- Employment (1519 OR 2.4%)

We have continued to witness a significant increase in demand for our services to address complex advice and guidance issues often by people with complex support needs such as people with mental health issues, those experiencing homelessness and/or those experiencing in-work and out of work poverty. We continue to witness an increase in the need (in addition to our debt advice) for advice around financial capability evidenced in this reporting year where this has moved from 4<sup>th</sup> out of our top 5 advice areas in 2021/22 to 3<sup>rd</sup> place. This reflects the increasing pressure citizens are facing around managing their money borne from areas of extreme deprivation and the health inequalities that the Covid-19 Pandemic has unearthed and now exacerbated by the cost of living crisis.

## **Achievements and performance**

We have many great things to celebrate in our organisation in 2022/23. Our workforce continues to be our number one asset and without them, paid and volunteers, we would not be able to deliver the phenomenal outcomes we have achieved.

Alongside our advice and guidance impact statistics we also achieved the following:

- £7,583,323 of income gained for clients
- Protected 964 clients being made homeless (this excludes any other family members)
- Addressed 99 discrimination cases
- £805,370 of debt addressed
- Answered 7,019 calls via our contact centre
- Supported 9131 clients via email (and increase of 8906 compared to previous operating year due to dedicated resource introduced to drive up channel accessibility).

## **Client Satisfaction**

Every year we undertake a formal review of client satisfaction and our scores from anonymous questions clients answer via SMS through Citizens Advice. 5 key questions are asked and we achieved green score in our overall rating with 87% of clients saying they would highly recommend our services. Some additional comments that clients or professionals have given us after receiving our service or who have engaged with us are as follows:

*"I want to commend X who has shown so much professional care, compassion and humanity at this stressful time."*

*"X's personal touch and conscientious action has helped in a very practical way and relieved the pressure of trying to fathom the system of support out."*

*"X guided us through our PIP applications, after 2 had struggled for 4 years. He talked us through the questions, nothing was too much trouble. Gave us clear and positive advice and made sure we understood the process. Followed up and spent time to assist with appeal process which was successful. Thank you."*

*"Thank you for doing all the paperwork and phone calls for us at this difficult time. Your kindness and support was really appreciated."*

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2023**

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*"X who helped us made the financial quagmire easier to deal with. She made my husband and me feel like we were not alone. She was truly an angel at a very bad time for us."*

*"If it had not been for the help and support, we would have been lost, we were treated in a very compassionate, respectful way, took a lot of worry off our shoulders. Lots of support and practical help. Our experience with yourselves has been extremely helpful and we were supported when needed it most, cannot fault the help and support we have received"*

*"I got amazing help at Court a few weeks ago. I've had a lot of issues with my landlord but X argued for my case and found lots of little mistakes made by the landlord. Because of this, there is no order and I am a full tenant now, thank you"*

## **Workforce wellbeing – a strategic commitment**

Our commitment to the physical and mental wellbeing of our workforce has continued to rise throughout 2022/23, with even more support being put in place for those with support needs. A high proportion of our workforce have recognised physical disabilities and many have mental health challenges and neurodiversity, with lived experiences such as homelessness and substance misuse.

We have been recognised and praised in how we support, nurture and develop people, harnessing their strengths to benefit them and the organisation. We want to continue to build on the wellbeing and mindfulness space that we have successfully fostered to ensure we can be an exceptional employer and volunteering organisation.

This workforce priority is underpinned by our formal accreditation with the West Midlands Combined Authority *Thrive at Work* programme and Mind's *Mindful Employer* accreditation. In addition, members of management have completed their Mental Health First Aid at Work accreditation to understand and support appropriately if/when staff experience mental ill health.

We have confidence to drive forward and develop our workforce wellbeing culture in 2023-24 through the development of a set of Values that will underpin everything we do, and a workforce wellbeing framework to support staff and the wider leadership team, to deliver on co-designed workforce wellbeing ambitions.

## **Our Volunteers**

We are proud that we have retained over the last year all our volunteers and have increased the volume of this workforce through the introduction of cost of living support hub volunteers and Self-Management Programme volunteers (delivered through our Dudley Empowerment Partnership contract). These roles have been pivotal in the diversification of income and increase in non-advice roles across the organisation, whilst continuing to add value to the nearly 2,000 clients a month that need our help. We are extremely grateful to our volunteers for their ongoing commitment.

Our volunteers are of phenomenal benefit to the local community, to our stakeholders and to clients and the positive personal benefits individual volunteers experience as a consequence of volunteering for us are numerous. In the next financial year, we will be writing and implementing a Volunteer Strategy so that we can develop even more opportunities to attract more volunteers to help us achieve our ambitions across the next 3 years.

It is of significance to note that our Board of Trustees are also volunteers and in this last year they have continued to committed extra time outside of board meetings, giving their knowledge, expertise and support in abundance to support the CEO and wider Leadership Team in the development of the organisation within an increasingly complex and challenging strategic social, political and financial landscape at a local, regional and national level.

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

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**Compliance and Regulation**

Citizens Advice Membership Agreement

As part of our performance quality framework, our most recent 3 year Leadership Self-Assessment audit, completed over a number of days to assess 9 key areas: Governance, strategic business planning, risk management, financial management, people management, operational performance management, partnership working, research and campaigns and equality leadership was extremely successful.

Scoring of the 9 areas is out of 5 with score 3 meeting the competency level expected, score 4 being exceeding competency and score 5 excellent. Our score on our 3 year LSA audit is as follows:

1 area scored 5 out of 5, 5 of these areas scored 4 out of 5 and 3 areas scored 3 out of 5 with the auditor stating:

*The organisation has maintained a strong focus on partnership working throughout a challenging period with an energetic programme of development work maintained and monitored both pre and post merger..... You've achieved a great deal in a short time, which cannot be underestimated in such exceptionally challenging circumstances. Well done.*

Advice Quality Standard (AQS) accreditation

We hold the accredited Advice Quality Standard mark in generalist advice, telephony advice and achieved accreditation for AQS in Casework for benefits and debt. This is significantly important to emphasise the high level in which we operate in these three high demand areas.

Money Advice and Pension Service (MaPS)

Our commissioned debt service through the Money Advice and Pension Service is subject to a formal audit of the quality of our debt advice and the independent assessments of our debt casework means we are able to continue to deliver this important advice area in our organisation.

Financial Conduct Authority

We have submitted our Finance Conduct Authority returns and are compliant in this area relating to the debt advice we give.

Financial Institute of Money Advisors

All our debt caseworkers are registered with the institute and we have maintained membership of this so that staff can achieve their mandatory annual continuous professional development points as debt caseworkers through ongoing learning and training.

**Business Planning — Strategic Priorities for 2023-26**

Our business plan narrates a vision for our evolving organisation, continuing to capture the outcomes from our Transformation journey to ensure sustainability, strategic relevance, and what people need to maintain and/or improve their quality of life.

Example key features of our business plan are:

**1. Our Advice ambitions**

- We will define and design what a seamless customer journey looks like and understand where we need to focus our efforts within channel, advice enquiry areas and advice levels to make it a reality;
- We will put more resource and attention into the advice areas that our data shows matter most to people, whilst building strong relationships with trusted partner/specialist organisations so that we can help people find a way forward on *all* issues.

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

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**2. Our Advocacy ambitions**

- We will increase resources for R&C to help us achieve local and regional advocacy priorities;
- We will increase our social media and on line platform visibility to influence strategies that reflect where today's debates about social policy are taking place.

**3. Our Inclusive access ambitions**

- We'll draw on our data and other research to form hypotheses about which groups of people may be finding it harder to access our services and then decide how to respond. We will identify advice trends most prevalent in those communities and dedicate bespoke resources to tackling those areas;
- We will champion our discrimination work by increase our visibility relating to challenging and responding to actions or decisions that discriminate and build stronger connections with partners who work directly with marginalised groups.

**4. Our Organisational health ambitions**

- *People and Culture* - We will build on our organisation's workforce health and wellbeing agenda in partnership with key organisations to increase workforce awareness and build on personal and professional resilience and contentment. Our workforce will feel supported when times are good and bad. Our health and wellbeing commitment will be consistent;
- *Finance & sustainability* - We will work hard to retain local authority funding but continue to diversify and set a clear strategy for new income streams we want to secure and why;
- *Environment* - We will ensure we are respectful of the environment and that our actions and the way in which we run our organisation supports local, national and global environmental agendas;
- *Systems & Processes (inc. technology)* - We will dedicate resources to interrogating data that technology gives us in order to:
  - solve problems in experimental ways
  - develop client and staff experience
  - co-design services, systems and processes
  - achieve our performance benchmarks and maximise on our agile, hybrid working
  - automate time-consuming processes (to free up more time to increase the amount of people we can help & increase business support capacity)
  - ensure the use of technology includes those groups who we know or suspect to be at risk of digital exclusion due to a range of issues including socio-economic factors, health conditions or disability (e.g. hearing or sight impairment)

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

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**Financial review**

Total income for the year was £2,598,313 as of 31<sup>st</sup> March 2023. The characteristics of our sustained financial viability for the next financial year and beyond can be described as follows:

- Increased safeguards within our financial and human resources, taking calculated risks to drive innovation whilst sustaining core funding;
- Maintain financial stability within an increasing funding culture of deficit funding (not full cost recovery);
- Supported our growth agenda through increased business development opportunities utilising non-advice front line staff;
- Reduced overheads;
- More clients have been supported across Dudley Borough, the City of Wolverhampton and the wider Black Country than the previous year.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The Trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

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 articulated in the organisation's risk management and compliance register.

The process of risk management for Citizens Advice Dudley and Wolverhampton is ongoing and regular monitoring and assessment is undertaken to identify new risks as they occur, to ensure that they are dealt with and to evaluate previously identified risks to ensure strategies are still relevant to minimise or mitigate those risks.

The 12 key risk areas that are reviewed are: finance; cost of living crisis, governance; compliance/legal; management; service delivery; workforce; research and campaigns; stakeholder relations; engagement with the wider service; Systems/IT; equality and diversity; information assurance; fitness for the future, premises, health and safety (inc ongoing Covid-19 post-pandemic considerations). A robust business continuity plan is in place to ensure the ongoing effective running of the organisation if any incidents/adverse events occur.

Our national body Citizens Advice also undertakes an annual review process with the organisation to ensure controls are in place to mitigate identified risks and to understand the overall level of risk to which the organisation is currently exposed. The current overall risk level has been assessed as low.

**Structure, governance and management**

The Organisation is made up of a Board of Trustees who have responsibility for the overall governance of the organisation. They discharge the day to day running of the organisation to the Chief Executive Officer. Underneath the CEO there is a leadership team made up of a Director of Services, a Director of Dudley Empowerment Partnership (DEP) and a Director of Finance, Head of Finance, Head of Business Support, Head of Services x 3 and a Head of Business Development and Partnerships. They are supported by a business administration support team. Our ICT is outsourced to Pedmore IT computer services who run our IT platforms.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

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The operational running of our organisation includes a business administration support team, paid and volunteer generalist and specialist advisors/ caseworkers, co-ordinators, hub workers, technical and quality supervisors, referral support assessors and contact centre assessors.

The charity is a private company (registration number 1946618) limited by guarantee and doesn't have a share capital. The company is governed by its Memorandum and Articles of Association. The liability of the members of the company on winding up is limited to a maximum of £1 each. The company is also a registered charity (registration number 516877). In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member in accordance with the Memorandum of Association.

J Crockett (Chair)	
N Cheesewright	(Resigned 26 April 2023)
L M Jones	(Resigned 25 January 2023)
G Patel	
P Paul	(Resigned 20 November 2023)
B Cysewski	
S lafrati	(Resigned 24 July 2023)
S Cooper	(Resigned 10 June 2023)
S Dugan	
S Handscomb	
J Hussey	
M Jones	
S Maynard	

Resignation within the year: Louise Jones

Co-opted onto the Board within the year: None.

**Qualifying third party indemnity provisions**

Trustee recruitment opportunities are advertised through our national body's Citizens Advice website, our local website, bespoke adverts, social media and by word of mouth. Anybody interested in becoming a trustee is invited to complete an application form which if meeting the skills requirements, will be invited to an interview. If successful, the potential trustee is invited to observe a trustee meeting and then is formally co-opted onto the board as a trustee and then formally as a Director at the next AGM. Each new trustee undertakes an induction process into the role and organisation. Each new trustee is offered a mentor who is one of the experienced trustee members.

None of the Trustees have any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up. The company's current policy concerning the payment of trade creditors is to follow the CBI's Prompt Payers Code copies are available from the CBI, Cannon Place, 78 Cannon Street, London EC4N 6HN). The company's current policy concerning the payment of trade creditors is to:

- settle the terms of payment with suppliers when agreeing the terms of each transaction,
- ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts; and
- pay in accordance with the company's contractual and other legal obligations.

No preference dividends were paid. The directors do not recommend payment of a final dividend. The Charity also co-operates and liaises with a number of other advisory services, local charities and Council departments on behalf of clients. Where one of the Trustees holds the position of Trustee/Director of another charity, they may be involved in discussion regarding that other charity, but not in the ultimate decision making process.

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

**Statement of trustees' responsibilities**

The Trustees, who are also the directors of Citizens Advice Dudley and Wolverhampton (legal name: Wolverhampton Citizens Advice Bureaux) 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.

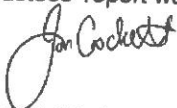
**Disclosure of information to auditor**

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.

**Auditor**

CKCA Limited were appointed as auditor to the company and a resolution proposing that they be reappointed will be put at our Annual General Meeting on 13 December 2023.

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



J Crockett (Chair)  
Trustee

13 December 2023

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON INDEPENDENT AUDITOR'S REPORT**

## **TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

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### **Opinion**

We have audited the financial statements of Wolverhampton Citizens Advice Bureaux (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet 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.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

**TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

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**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.

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

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

We identified and assessed the risks of material misstatement of the financial statements, in respect of irregularities whether due to fraud or error, or non compliance with laws and regulations and then designed and performed audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

We obtained an understanding of the legal and regulatory frameworks that are applicable to the Company by discussion and enquiry with the directors and management team and our general knowledge and experience of the charity sector.

We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation, data protection, employment, and health and safety legislation;

We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, reviewing correspondence with relevant regulators.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
INDEPENDENT AUDITOR'S REPORT (CONTINUED)  
TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

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We assessed the susceptibility of the Company's financial statements to material misstatement, including how fraud might occur. Audit procedures performed included but were not limited to:

- Discussions with directors and management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- Confirming our understanding of controls by performing a walk through test or observation and enquiry;
- Performing analytical procedures to identify any unusual or unexpected relationships;
- Identifying and testing journal entries;
- Agreeing funding to underlying service agreements and ensuring income is recognised in the correct period;
- Agreeing classification of funding between restricted and unrestricted funds and ensuring amounts are spent for the purposes intended;
- Reviewing the allocation of direct and support costs and ensuring comparable to previous periods;
- Reviewing unusual or unexpected transactions; and
- Agreeing the financial statement disclosures to underlying supporting documentation.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

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

A further description of our responsibilities is available on the Financial Reporting Council's website at: <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.



**Wendy Davies (Senior Statutory Auditor)  
for and on behalf of CK Audit**

13 December 2023

**Chartered Accountants  
Statutory Auditor**

No 4 Castle Court 2  
Castlegate Way  
Dudley  
West Midlands  
DY1 4RH

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
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 £
	<b>Notes</b>						
<b><u>Income and endowments from:</u></b>							
Donations and legacies	3	225	5,000	5,225	18,092	50	18,142
Income from charitable activities	4	124,859	2,439,218	2,564,077	721,321	1,565,615	2,286,936
Investments	5	8,008	-	8,008	782	-	782
Other income	6	21,003	-	21,003	4,089	560	4,649
<b>Total income</b>		<b>154,095</b>	<b>2,444,218</b>	<b>2,598,313</b>	<b>744,284</b>	<b>1,566,225</b>	<b>2,310,509</b>
<b><u>Expenditure on:</u></b>							
Expenditure on charitable activities	7	235,873	1,931,759	2,167,632	557,859	1,516,082	2,073,941
<b>Net (outgoing)/incoming resources before transfers</b>		<b>(81,778)</b>	<b>512,459</b>	<b>430,681</b>	<b>186,425</b>	<b>50,143</b>	<b>236,568</b>
Gross transfers between funds		29,320	(29,320)	-	8,731	(8,731)	-
<b>Net (outgoing)/incoming resources</b>		<b>(52,458)</b>	<b>483,139</b>	<b>430,681</b>	<b>195,156</b>	<b>41,412</b>	<b>236,568</b>
<b><u>Other recognised gains and losses</u></b>							
Revaluation of tangible fixed assets		-	-	-	(15,900)	-	(15,900)
<b>Net movement in funds</b>		<b>(52,458)</b>	<b>483,139</b>	<b>430,681</b>	<b>179,256</b>	<b>41,412</b>	<b>220,668</b>
Fund balances at 1 April 2022		1,964,526	106,588	2,071,114	1,785,270	65,176	1,850,446
<b>Fund balances at 31 March 2023</b>		<b>1,912,068</b>	<b>589,727</b>	<b>2,501,795</b>	<b>1,964,526</b>	<b>106,588</b>	<b>2,071,114</b>

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

All income and expenditure derive from continuing activities.

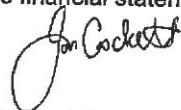
The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
BALANCE SHEET**

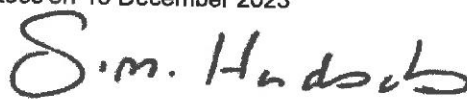
**AS AT 31 MARCH 2023**

	Notes	2023		2022	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	12		262,500		430,000
<b>Current assets</b>					
Debtors	13	281,522		192,996	
Cash at bank and in hand		2,640,917		2,853,977	
		2,922,439		3,046,973	
<b>Creditors: amounts falling due within one year</b>	14	(653,144)		(1,375,859)	
Net current assets			2,269,295		1,671,114
<b>Total assets less current liabilities</b>			2,531,795		2,101,114
<b>Provisions for liabilities</b>			(30,000)		(30,000)
<b>Net assets</b>			2,501,795		2,071,114
<b>Income funds</b>					
Restricted funds	17		589,727		106,588
<u>Unrestricted funds</u>					
Designated funds	18	1,615,821		1,750,031	
General unrestricted funds		25,312		80,675	
Revaluation reserve		270,935		133,820	
			1,912,068		1,964,526
			2,501,795		2,071,114

The financial statements were approved by the Trustees on 13 December 2023



J Crockett (Chair)  
Trustee



S Handscomb  
Trustee

Company Registration No. 01946618

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2023**

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**1 Accounting policies**

**Charity information**

Wolverhampton Citizens Advice Bureaux is a private company limited by guarantee incorporated in England and Wales. The registered office is Dudley House, 9-11 Stone Street, Dudley, DY11HA.

**1.1 Accounting convention**

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

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

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties. 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 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.

Income is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

**1.4 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2023**

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**1 Accounting policies**

**(Continued)**

**1.5 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% straight line
-----------------------------	------------------

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

**1.6 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).

**1.7 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.

**1.8 Financial instruments**

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

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

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

***Basic financial assets***

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

***Basic financial liabilities***

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

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

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

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2023**

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**1 Accounting policies**

**(Continued)**

**1.9 Provisions**

Provisions are recognised when the charity has a legal or constructive present obligation as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation. Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value. When a provision is measured at present value, the unwinding of the discount is recognised as a finance cost in net income/(expenditure) in the period in which it arises.

**1.10 Employee benefits**

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

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

**1.11 Retirement benefits**

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

**1.12 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

**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.

**Critical judgements**

**Allocation of support costs**

Determine the basis of allocation of support costs between restricted and unrestricted funds.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2023**

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**2 Critical accounting estimates and judgements**

**(Continued)**

**Key sources of estimation uncertainty**

**Useful economic life of tangible fixed assets**

Tangible fixed assets are depreciated over their useful lives taking into account residual values where appropriate. The actual lives of these assets are assessed annually and may vary depending on a number of factors. In assessing asset lives, factors such as life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as the remaining life of the asset and projected disposal values.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2023**

**3 Donations and legacies**

	Unrestricted funds		Restricted funds		Total	
	2023	2023	2023	2023	2022	2022
	£	£	£	£	£	£
Donations and gifts	225	5,000	58	50	108	
Grants received under coronavirus job retention scheme	-	-	18,034	-	18,034	
	225	5,000	18,092	50	18,142	
	225	5,000	18,092	50	18,142	

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**4 Income from charitable activities**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Development & engagement, financial capability and general & debt advice	<u>2,564,077</u>	<u>2,286,936</u>
<b>Analysis by fund</b>		
Unrestricted funds	124,859	721,321
Restricted funds	<u>2,439,218</u>	<u>1,565,615</u>
	<u>2,564,077</u>	<u>2,286,936</u>

**5 Investments**

	<b>Unrestricted funds</b>	<b>Unrestricted funds</b>
	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Interest receivable	<u>8,008</u>	<u>782</u>

**6 Other income**

	<b>Unrestricted funds</b>	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total</b>
	<b>2023</b>	<b>2022</b>	<b>2022</b>	<b>2022</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Other income	<u>21,003</u>	<u>4,089</u>	<u>560</u>	<u>4,649</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**7 Expenditure on charitable activities**

	2023 £	2022 £
Staff costs	1,624,272	1,594,652
Premises costs	53,975	38,639
Staff and Volunteers	4,272	4,912
Office costs	72,305	43,449
Professional/consultancy fees	34,162	14,959
Other Direct Costs	2,036	135
Payments to partners and subcontractors	16,000	29,171
	<u>1,807,022</u>	<u>1,725,917</u>
Share of support costs (see note 8)	334,587	309,917
Share of governance costs (see note 8)	26,023	38,105
	<u>2,167,632</u>	<u>2,073,939</u>
<b>Analysis by fund</b>		
Unrestricted funds	235,873	557,859
Restricted funds	1,931,759	1,516,082
	<u>2,167,632</u>	<u>2,073,941</u>

**8 Support costs**

	Support costs £	Governance costs £	2023 £	Support costs £	Governance costs £	2022 £
Staff costs	186,169	-	186,169	169,527	-	169,527
Depreciation	-	-	-	9,100	-	9,100
Premises costs	38,366	-	38,366	47,262	-	47,262
Staff and Volunteer Costs	11,857	-	11,857	2,394	-	2,394
Office Costs	98,195	-	98,195	81,635	-	81,635
Legal and professional	-	24,620	24,620	-	34,982	34,982
Other Governance Costs	-	1,403	1,403	-	3,123	3,123
	<u>334,587</u>	<u>26,023</u>	<u>360,610</u>	<u>309,918</u>	<u>38,105</u>	<u>348,023</u>
Analysed between Charitable activities	<u>334,587</u>	<u>26,023</u>	<u>360,610</u>	<u>309,918</u>	<u>38,105</u>	<u>348,023</u>

Support costs are allocated on the basis of staff hours per activity.

Governance costs includes payments to the auditors of £10,080 (2022: £8,200) for audit fees.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2023**

**9 Trustees**

None of the Trustees (or any persons connected with them) received any remuneration during the year, and a total of £20 travelling expenses were reimbursed (2022: £nil).

**10 Employees**

The average monthly number of employees during the year was:

	<b>2023</b>	<b>2022</b>
	<b>Number</b>	<b>Number</b>
Advice workers & support staff	68	69
Key management personnel	8	4
<b>Total</b>	<b>76</b>	<b>73</b>

**Employment costs**

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Wages and salaries	1,611,108	1,588,809
Social security costs	136,483	126,944
Other pension costs	62,850	48,426
	<b>1,810,441</b>	<b>1,764,179</b>

During the year key management personnel received remuneration and benefits of £345,401 (2022: £200,667)

The number of employees whose annual remuneration was more than £60,000 is as follows:

	<b>2023</b>	<b>2022</b>
	<b>Number</b>	<b>Number</b>
£60,001 to £70,000	-	1
£70,001 to £80,000	1	-

**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.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2023**

**12 Tangible fixed assets**

	Freehold land and buildings £
<b>Cost or valuation</b>	
At 1 April 2022	430,000
Disposals	(167,500)
At 31 March 2023	<u>262,500</u>
Depreciation charged in the year	12,700
Eliminated in respect of disposals	(12,700)
<b>Carrying amount</b>	
At 31 March 2023	<u><u>262,500</u></u>
At 31 March 2022	<u><u>430,000</u></u>

The premises was valued at £262,500 in line with sale of the property on 24th April 2023.

At 31 March 2023, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount would have been approximately £105,069 (2022 - £429,312).

**13 Debtors**

	2023 £	2022 £
<b>Amounts falling due within one year:</b>		
Trade debtors	124,989	53,393
Other debtors	59,217	64,753
Prepayments and accrued income	97,316	74,850
	<u>281,522</u>	<u>192,996</u>

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

	Notes	2023 £	2022 £
Other taxation and social security		24,510	25,845
Deferred income	16	73,418	62,576
Trade creditors		522,673	1,174,580
Other creditors		3,908	1,223
Accruals and deferred income		28,635	111,635
		<u>653,144</u>	<u>1,375,859</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

<b>Provisions for liabilities</b>	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Dilapidations	30,000	30,000
	<u>          </u>	<u>          </u>
Movements on provisions:		<b>Dilapidations</b>
		<b>£</b>
At 1 April 2022 and 31 March 2023		30,000
		<u>          </u>
<b>16 Deferred income</b>		
	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Arising from Income received in advance	73,418	62,576
	<u>          </u>	<u>          </u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

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:								
	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
	£	£	£	£	£	£	£	£	£
Wolverhampton City Council (WCC)	-	265,800	(180,784)	(85,016)	-	262,950	(228,711)	(34,239)	-
HIU Project	-	21,076	(20,766)	(310)	-	18,630	(19,144)	514	-
Help to Claim Project	-	151,028	(150,762)	(266)	-	288,196	(288,196)	-	-
BC Macmillan	-	223,578	(267,414)	43,836	-	195,029	(219,014)	23,985	-
Palliative Child Project	-	12,240	(12,705)	465	-	12,240	(11,573)	(667)	-
LTHC Project	-	40,370	(41,726)	1,356	-	41,056	(41,641)	585	-
MaPS	-	437,826	(427,938)	(9,888)	-	194,043	(186,411)	(7,632)	-
HLS Project	-	26,405	(33,638)	7,233	-	25,086	(32,309)	7,223	-
Uplift	19,705	87,528	(57,562)	-	49,671	91,615	(81,426)	-	59,860
BBO CAW	-	51,627	(89,796)	38,169	-	-	-	-	-
Pension Wise	-	154,224	(159,227)	5,003	-	173,729	(168,569)	(5,160)	-
WVSC Project	-	24,873	(25,082)	209	-	26,233	(26,199)	(34)	-
DMBC Innovation Fund	35,405	-	-	-	35,405	-	-	-	35,405
WCC Public Health	6,713	-	-	-	6,713	-	-	-	6,713
Hardship Fund	2,880	-	-	-	2,880	-	-	-	2,880
Wolverhampton Money Max	-	53,850	(42,404)	-	11,446	53,850	(30,305)	-	34,991
St Pauls Centre	473	-	-	-	473	-	-	-	473
Energy Advice Programme	-	15,700	(6,178)	(9,522)	-	-	-	-	-
DMBC Winter Grant	-	100	(100)	-	-	-	-	-	-
DMBC Money Mentor	-	-	-	-	-	37,476	(28,766)	-	8,710
Dudley Cost of Living Hubs	-	-	-	-	-	175,000	(68,889)	-	106,111
DEP Projects	-	-	-	-	-	778,484	(473,900)	-	304,584
Donation Mille Watch - CoL Hub	-	-	-	-	-	5,000	(5,000)	-	-
Social Isolation Fund	-	-	-	-	-	30,000	-	-	30,000
EAP Project	-	-	-	-	-	35,601	(21,706)	(13,895)	-
	65,176	1,566,225	(1,516,082)	(8,731)	106,588	2,444,218	(1,931,759)	(29,320)	589,727

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2023**

**17 Restricted funds**

**(Continued)**

During the year £29,320 (2021/2022 £8,731) was transferred from restricted funds to unrestricted funds to cover deficits on certain projects. The restricted funds of Uplift, Wolverhampton Money Max, DMBC Innovation fund, WCC Public Health, Hardship fund, Dudley Money Mentor, Cost of Living Hubs, DEP projects and St Pauls Centre are either ongoing projects or projects currently suspended and will be spent in line with their original purpose over an agreed timeline with funders.

More detail about the operations of all of our funded projects can be found in our annual report. The largest restricted fund income streams are summarised as below:

**Wolverhampton City Council** - A commissioned service to deliver advice and information on welfare, benefits, and housing for Wolverhampton residents. This is delivered with Age UK Wolverhampton as a sub-contracted partner.

**MaPS** - A team of specialist debt advisors, funded by the Money Advice Service, to provide money advice to clients either digitally or face to face. Clients are provided with personalised advice to maximise income, deal with their debts and manage their money effectively. The aim is to stabilise the individual's current financial situation, put in a plan to manage it in the future and empower them to deal with any future financial challenges.

**Pensionwise** - Department for Work and Pensions project subcontracted to us by National Citizens Advice to deliver free and impartial guidance to help people understand the options available to them regarding their pension. This service is delivered across the Black Country and in parts of Birmingham.

**Help to Claim** - Department for Work and Pensions funded program subcontracted to us by National Citizens Advice to offer digital support for clients to claim Universal Credit from claim to first payment.

**Macmillan** - A project commissioned by Macmillan to provide a specialist benefits caseworker service for cancer patients across the Black Country either digitally, in hospital or outreach settings.

**DEP Projects** - DMBC funded contract for Dudley residents to provide a combined information, advice, advocacy, well-being, direct payments and scrutiny service. This is delivered in collaboration with partner agencies in their area of expertise.

**Dudley Cost of Living Hubs** - DMBC funded service to provide essential advice to Dudley residents, aiming to help mitigate the impacts of the cost-of-living crisis in hub settings across the borough.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2023**

**18 Designated funds**

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

	Balance at 1 April 2021	Transfers	Balance at 1 April 2022	Transfers	Balance at 31 March 2023
	£	£	£	£	£
Freehold property	317,980	-	317,980	(317,980)	-
Reserves policy	600,884	199,664	800,548	98,774	899,322
Digital Development	30,000	-	30,000	-	30,000
Transformation	15,000	21,000	36,000	6,000	42,000
Digital inclusion officer	30,000	(30,000)	-	-	-
Volunteer co-ordinator	30,000	-	30,000	(30,000)	-
Workforce development	40,000	-	40,000	(30,000)	10,000
Health & well being	15,000	3,000	18,000	-	18,000
MaPS Recommissioning	160,000	(160,000)	-	-	-
DMBC One Voluntary Sector Contract	115,000	1,000	116,000	(17,000)	99,000
Black Country Macmillan	113,000	(74,087)	38,913	30,737	69,650
Sale of Snowhill & Bilston	-	37,000	37,000	(27,000)	10,000
Recruitment Drive	-	94,379	94,379	(94,379)	-
Cost of living hubs	-	10,000	10,000	(10,000)	-
WCC Tender	-	181,211	181,211	(27,357)	153,854
Victoria Street Set up Costs	-	-	-	20,000	20,000
Victoria Street Running Costs	-	-	-	69,000	69,000
Advice Role Uplifts	-	-	-	154,995	154,995
Legal Aid - Housing	-	-	-	40,000	40,000
	<u>1,466,864</u>	<u>283,167</u>	<u>1,750,031</u>	<u>(134,210)</u>	<u>1,615,821</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**18 Designated funds**

(Continued)

A designated fund is being held for a revaluation reserve relating to the freehold property of £270,935 (2021/22 £137,220) as this amount is not readily available to spend on the charitable objects of the company. No further designations are required as property was sold on 24<sup>th</sup> April 2023.

Due to the current financial climate the Board has decided to maintain the rate of 3.5 months operating expenses reserves policy which equates to £899,322 (2021/22 £800,548).

Designations continue to be maintained for areas of proposed spending which currently do not have funding but are seen as essential for developing the organisation; Digital development, transformation agenda, workforce development, and health & wellbeing which totals £100,000.

Additional designations this year have been made as new expenditure is identified as follows: Opening and set up of new leased premises in Wolverhampton £20,000, partial unfunded running costs of new Wolverhampton premises £69,000, anticipated sale costs of the property £10,000.

Recognising the difficulty in recruiting to advice roles and competing with other sector pay levels, the Board have agreed to increase salaries for advice staff from reserves for three years on the assumption that contracts will be renegotiated at renewal £154,995.

Designation of funds continues for three projects which in the future will not be full cost recovery, subject to supplementary funding not being able to be sourced; Black Country Macmillan, Legal Aid and DMBC One Voluntary contract amounting to £208,650. Also a designation has been included for the Wolverhampton City Council contract staff salaries for a year which is under a retender process in 2023/2024 financial year for £153,854. Should the contract not be renewed the charity would wish to retain staff and find alternative funding to continue to deliver services.

**19 Analysis of net assets between funds**

	Unrestricted Funds 2023 £	Restricted Funds 2023 £	Total Unrestricted Funds 2023 £	Total Unrestricted Funds 2022 £	Restricted Funds 2022 £	Total 2022 £
Fund balances at 31 March 2023 are represented by:						
Tangible assets	262,500	-	262,500	430,000	-	430,000
Current assets/(liabilities)	1,679,568	589,727	2,269,295	1,564,526	106,588	1,671,114
Provisions	(30,000)	-	(30,000)	(30,000)	-	(30,000)
	<u>1,912,068</u>	<u>589,727</u>	<u>2,501,795</u>	<u>1,964,526</u>	<u>106,588</u>	<u>2,071,114</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2023**

**20 Operating lease commitments**

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

	<b>2023</b>	<b>2022</b>
	<b>£</b>	<b>£</b>
Within one year		
Between two and five years	17,591	9,411
In over five years	69,304	774
	16,000	-
	<u>102,895</u>	<u>10,185</u>

**21 Related party transactions**

There were no disclosable related party transactions during the year (2022: none).

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

England & Wales - Charity number 516877

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# Accounts

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Charity registration number 516877

Company registration number 01946618 (England and Wales)

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2022**

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON LEGAL AND ADMINISTRATIVE INFORMATION**

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<b>Trustees</b>	J Crockett (Chair) N Cheesewright L M Jones G Patel P Paul B Cysewski S lafrati S Cooper S Dugan S Handscomb J Hussey M Jones S Maynard
<b>Secretary</b>	L Thomas
<b>Charity number</b>	516877
<b>Company number</b>	01946618
<b>Auditor</b>	CK Audit No 4 Castle Court 2 Castlegate Way Dudley West Midlands DY1 4RH

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# WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON CONTENTS

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# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2022**

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

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016).

## **Objectives and activities**

### **Our vision**

#### **You won't struggle to get help from us**

Our services will be available when you need them in a way that works for you.

#### **Our service will feel joined up**

*You'll access advice quickly and easily through our different services and channels, without having to repeat yourself.*

#### **We'll help you find a way forward, whatever your problem**

*We have the resources, tools and expertise to solve your problem. If we can't help you directly, we'll signpost you or make a smooth referral to a trusted partner.*

#### **You'll get the level of support you need**

*Whatever your situation, we'll take extra steps to make sure you have the best support for your needs.*

#### **You know that we'll speak up for you**

*We'll advocate for change in government policy and industry practices where they make life harder for you.*

### **Our Statement of Purpose**

*We provide free, independent, confidential, and impartial advice for everyone on their rights and responsibilities.*

### **Our Mission**

*We give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.*

*We're here for everyone.*

### **Our Strategic Priorities**

Our business outcomes and performance indicators align themselves to our strategy called Future of Advice. Our strategic priorities can be found in our business plan which will be renewed in 2023 for the next 3 years, following our organisation's Transformation agenda (more on this further on in report).

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022**

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## **Research and Campaigns**

Research and Campaigns is one of the twin aims of our service. It aims to improve the policies and practices that affect people's lives. As a service we have a huge amount of insight and data about the problems our clients and their wider communities face. Through research and campaigns, we use this insight to:

- help us research issues further
- influence decision makers to change policies and practices
- campaign to get decision makers to change policies and practices.

In 2021/22 1036 evidence forms were submitted to Citizens Advice on a wide range of topics from benefits, employment, debt, housing, education, consumer, legal and immigration highlighting issues affecting clients at a policy level.

## **A year beyond merger**

On 1<sup>st</sup> January 2021, Citizens Advice Dudley Borough and Citizens Advice Wolverhampton merged to become our new organisation Citizens Advice Dudley and Wolverhampton. In this financial year, the Board of Trustees, the leadership and management team and the wider workforce have worked hard to blend both organisations and highlight how good practice and collaborative working can benefit our newly formed organisation. We have been delighted to witness, through a well thought through restructure and new business development opportunities, new job opportunities for our staff reinforcing how working together has enabled promotions and succession planning as well as bringing new people into the organisation in skills areas to enhance what we already offer and develop in new areas.

## **A year beyond the Global Covid-19 Pandemic**

In March 2020, the UK became engulfed with the effects of the Covid-19 pandemic and two unprecedented years began, for communities across Dudley Borough and Wolverhampton, with us all watching as the effects of the pandemic slowly unfolded and throughout the course of these years, the realisation of the consequences of what Covid-19 would mean on the lives of all of us unfolded. I am pleased that this last financial year to 31<sup>st</sup> March 2022, we have resumed full activity, although we have implemented hybrid working to take advantage of the benefits this style of working holds for our staff and clients, whilst we embarked on what we have called our Transformation Journey (more on this further on in report). As the pandemic subsides but still leaves significant issues for many people across the world and across our communities in Dudley Borough and the City of Wolverhampton, towards the end of this financial year, we started to experience the negative impact on what has been termed an increasing *Cost of Living crisis*.

## **Cost of Living Crisis**

A number of national and international issues have caused a cost of living crisis across the UK and some other parts of Europe – one key international factor occurring on 24 February 2022, where [Russia](#) invaded [Ukraine](#) in a major escalation of the [Russo-Ukrainian War](#), which began in 2014. Outside of the horrors of war, the current government cites this invasion as a significant contributory factor to the development of a cost of living crisis. As we head into the new financial year 2022 we are in a recession and have witnessed a significant rise in demand for our services in all areas, proving to be increasingly challenging to meet this demand from people who often have multiple and complex support and advice needs, with the resources available.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022**

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## **Change management - our Transformation Journey**

In a post pandemic, post-merger, current cost of living crisis context, it was time to reassess how we deliver our services in line with the changing needs of our communities, and to be able to help even more people, with constrained financial resources in an ever challenging strategic landscape.

The Board of Trustees supported the CEO's recommendation to commission 2 external consultants to support us with this change management agenda that we have termed our 'Transformation Journey'. We are committed to developing our organisation through collaboration, co-design and co-production, utilising the knowledge and expertise of our workforce, our funders and our clients, with lived experience, to shape how our new organisation should look, feel and respond to the myriad of challenges people are facing in their day to day lives.

In order to deliver these ambitions, in January 2022, we committed to working with two organisations: *Infinity Wellness* and *Boost Wellbeing – Hands on Health UK*. *Infinity Wellness* introduced to us a framework for cultural change through participation and engagement to capture wide and diverse feedback from various stakeholders. *Boost Wellbeing* is working with us, alongside *Infinity Wellness*, on our Workforce Wellbeing strategy, to ensure our staff and volunteers are healthy and resilient and are able to positively respond to the organisational change priorities that the outcome of our Transformation Journey will highlight. Our 2year transformation journey of discovery, design and activation will flex to the challenges and opportunities presented to us in order to maximise our capacity to serve communities within our area of benefit. Amongst other areas, these changes will involve workforce development, IT and digital services development and premises redesign.

## **Business development and partnership working**

Dudley Empowerment Partnership (DEP) - The largest and most impactful business development of the year, was being awarded the One Voluntary Sector Tender with Dudley Metropolitan Borough Council. This £1.2 million tender secured our existing core council contract for information, advice and guidance but also enabled us to diversify into new areas, namely the health and wellbeing sector.

As lead provider for this new service which started called Dudley Empowerment Partnership, we now work formally with a number of new national partners, who specialise in child advocacy (Barnardos), Adult Advocacy (Voiceability) and Direct Payments (People Plus). This 10year contract will enable us to transform voluntary sector services and build on our portfolio of partners to enhance what the voluntary sector can offer across Dudley Borough. Within this contract, Citizens Advice have secured the funding to deliver health specific services, namely: The Stanford University Licensed accredited, Chronic Disease Self-Management Programme (CDSMP), services related to loneliness and isolation, poverty reduction services and health inequalities services (specialising in minority ethnic groups). Prior to the contract start date on 1<sup>st</sup> April 22, we remodelled to enable two new roles to the organisation to support the CEO to deliver this new contract – a Director of DEP and a Head of Health and Inclusion.

Family Solutions - Another new service commissioned by DMBC has increased our debt and financial capability services, working specifically with the Council's new Family Solutions team, working with tier 3 families requiring intensive support. These two new roles work within the Family Solutions multi-disciplinary team to help struggling families requiring statutory intervention. We are proud to deliver such meaningful work to families in need.

As ever, we are proud to work collaboratively with a number of statutory, voluntary and third sector partners including (but not exhaustive) Dudley Metropolitan Borough Council, the City of Wolverhampton Council, Clinical Commissioning Groups, Black Country NHS Foundation Trust, Housing and homelessness departments, Housing associations, Public Health, local MP's and party councillors, National Citizens Advice, Macmillan, various voluntary sector organisations such as those working with cancer patients, people with HIV/AIDS, substance misuse, BAME communities etc.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

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In addition to our new business partners, we are grateful to our other funders where we continued to deliver:

- Our core advice services, via our Contact centre and generalist advice services – commissioned Wolverhampton Council;
- Uplift – an outreach service working in 2 of the most deprived areas in Wolverhampton, commissioned by the Big Lottery;
- Long term health conditions advice service — commissioned by Dudley CCG;
- Specialist benefits caseworker service for cancer patients across the Black Country — commissioned by Macmillan;
- Children's palliative advice service for families of children with life limiting conditions – commissioned by Black Country Housing NHS trust;
- Mortgage arrears advice service — commissioned by DMBC housing team;
- Debt prevention service — working with DMBC income team and housing support team and the homelessness prevention team;
- Social prescribing – commissioned by WCVS to provide advice services to people referred to us from link workers within the social prescribing team;
- Specialist debt advice service – commissioned by the Money and Pensions Service;
- Energy Best and Energy best extra helping people with energy and utility advice issues — Commissioned through National Citizens Advice;
- Generalist advice service for the over 55 – commissioned by us, given to Wolverhampton Age UK through an SLA, giving generalist advice to the beneficiaries of the Age UK charity;
- High Intensity User service – commissioned by DCVS, to work with people who are frequent users of A&E for issues relating to non-medical interventions/advice needs;
- Mobile Home Library Service – commissioned by Wolverhampton Council, supporting 200 very vulnerable, house bound residents to access library resources and our advice services;
- Help to Claim – commissioned by DWP through National Citizens Advice, to support people to claim universal credit, on line, via webchat, via telephone and digital face to face;
- Pension Wise – to provide pension information to the over 50's across the Black Country, a service commissioned by the Money and Pension Service;
- Money Max - a bespoke debt and financial capability service to work in partnership with Wolverhampton council and communities living in high deprivation areas cross the city.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022**

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## **Our Impact - Access to advice and guidance**

We offer advice through face to face (digital and in person), telephone, email and webchat in 11 enquiry areas, and in this financial year, we supported 15,543 clients with 57,239 enquiries. Our top five enquiry areas have been:

- Benefits (30,275 OR 58%)
- Debt (6237 OR 12%)
- Housing (3061 OR 6%)
- Financial capability (2767 OR 5%)
- Employment (1896 OR 4%)

We have continued to witness a significant increase in demand for our services to address complex advice and guidance issues often by people with complex support needs such as people with mental health issues, those experiencing homelessness and/or those experiencing in-work and out of work poverty. We continue to witness an increase in the need (in addition to our debt advice) for advice around financial capability. This reflects the increasing pressure citizens are facing around managing their money and the continued inter-generation debt we experience due to poor financial skills and other lifestyle factors borne from areas of extreme deprivation and the health inequalities that the Covid-19 Pandemic has unearthed and now exacerbated by the cost of living crisis.

## **Achievements and performance**

We have many great things to celebrate in our organisation in 2021/22. Our workforce continues to be our number one asset and without them, paid and volunteers, we would not be able to deliver the phenomenal outcomes we have achieved.

Alongside our advice and guidance impact statistics we also achieved the following:

- £11,138,940 of income gained for clients
- £450,345 of debt dealt with
- Protected 502 clients being made homeless (this excludes any other family members)
- Addressed 116 discrimination cases
- Answered 8,230 calls via our Advice Line contact centre
- Supported 225 clients via email

The capacity enhancing benefits of our volunteer workforce cannot be under estimated. However, we lost many volunteers as a consequence of the pandemic and them needing to reprioritise, and because of delivering the activities required post-merger, to have a coherent new organisation, we have not had the resources or capacity to prioritise the re-growth of our volunteer workforce. However, although reduced, we are still proud that we have retained over the last 2 year's volunteers in roles such as advisors, contact centre assessors and supervisors and we are extremely grateful to these individuals for their ongoing commitment.

Our volunteers are of phenomenal benefit to the local community, to commissioners and to clients and the positive personal benefits individual volunteers experience as a consequence of volunteering for us are numerous. In the next financial year, as part of our Transformation Agenda, we will be writing and implementing a Volunteer Strategy so that we can attract once again, more volunteers, in new and diverse roles, to help us achieve our ambitions across the next 3 years.

It is of significance to note that our Board of Trustees are also volunteers and in this last year they have continued to committed extra time outside of board meetings, giving their knowledge, expertise and support in abundance to support the CEO in the development of the organisation within an increasingly complex and challenging strategic social, political and financial landscape at a local, regional and national level.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022**

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## **Compliance and Regulation**

### Citizens Advice Membership Agreement

As part of our performance quality framework, our last Leadership Self-Assessment was a full audit where the external auditor completed an audit over a number of days (remotely) to assess 9 key areas: Governance, strategic business planning, risk management, financial management, people management, operational performance management, partnership working, research and campaigns and equality leadership.

Scoring of these areas is out of 5 with score 3 meeting the competency level expected, score 4 being exceeding competency and score 5 excellent. Our score on our LSA 6 months into our new merged organisation is as follows:

1 area scored 5 out of 5, 5 of these areas scored 4 out of 5, 3 areas scored 3 out of 5 with the auditor stating:

*The organisation has maintained a strong focus on partnership working throughout a challenging period with an energetic programme of development work maintained and monitored both pre and post merger..... You've achieved a great deal in a short time, which cannot be underestimated in such exceptionally challenging circumstances. Well done.*

### Advice Quality Standard (AQS) accreditation

We hold the accredited Advice Quality Standard mark in generalist advice, telephony advice and achieved accreditation for AQS in Casework for benefits and debt. This is significantly important to emphasise the high level in which we operate in these three high demand areas.

### Money Advice and Pension Service (MaPS)

Our commissioned debt service through MAS is subject to a formal audit of the quality of our debt advice and the independent assessments of our debt casework means we are able to continue to deliver this important advice area in our organisation.

### Financial Conduct Authority

We have submitted our Finance Conduct Authority returns and are compliant in this area relating to the debt advice we give.

### Financial Institute of Money Advisors

All our debt caseworkers are registered with the institute and we have maintained membership of this so that staff can achieve their mandatory annual continuous professional development points as debt caseworkers through ongoing learning and training.

### Workforce wellbeing – a strategic commitment

Our commitment to the physical and mental wellbeing of our workforce has continued to rise as highlighted in our Transformation journey and our commitment to utilise the expertise of external consultants within the wellbeing and mindfulness space to ensure we can be an exceptional employer and volunteering organisation.

This is of utmost priority and as such, our activities to support staff are underpinned by our formal accreditation with the West Midlands Combined Authority Thrive at Work programme and Mind's Mindful Employer accreditation and in addition, members of management have completed their Mental Health First Aid at Work accreditation to understand and support appropriately if/when some staff experience mental ill health.

We have confidence to drive forward and develop our workforce wellbeing culture in 2022-23 because of the Board of Trustees unanimous agreement to designate reserves to enable two external companies, *Boost Wellbeing* and *Infinity Wellness*, to support the CEO and wider leadership and management team, to deliver on their workforce wellbeing ambitions.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022**

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## **Client Satisfaction**

Every year we undertake a formal review of client satisfaction and our scores from anonymous questions clients answer via SMS through Citizens Advice. 5 key questions are asked and we achieved a green score in our overall rating. Some additional comments that clients or professionals have given us after receiving our service or who have engaged with us are as follows:

*"X is very grateful of your support and professionalism. Furthermore, thank you for understanding X's additional needs and the oppression he has experienced all his life. You have been wonderful with your communication techniques to relay information to X to ensure his human rights are reinforced and respected. Keep up the good work"*

*"I would like to say a very big thank you for all your help & support that you have given me over the last 12 months. It has been a stressful time but without your support & knowledge we would not have won my case."*

*"The support you have provided has been invaluable. I have been able to access so much support that I didn't know existed or couldn't have done by myself. All staff I have spoken to have been amazing."*

*"X was so pleasant and helpful nothing was too much trouble. I am an elderly lady age ninety and find it difficult sometimes to do things for myself and so thank you once again."*

*"I feel I must write to you to express my gratitude to you and your team. X guided us through the process and dealt with the P.I.P office which resulted in my husband having his payment extended. We are grateful for the invaluable help given to us by your department."*

*"I also wanted to extend my personal thanks to X and wanted to feedback how great it was having her there as someone who has experience of supporting people living with cancer. Her talk really had people thinking about the difficulties people have during their cancer journey and made a huge impact."*

## **Business Planning — Strategic Priorities for 2021-22**

Our new 3year business plan that will be developed in 2022 will narrate a vision for our new organisation, capturing the outcomes of our Transformation journey to ensure sustainability, strategic relevance, and what people need to maintain and/or improve their quality of life.

Some key features of our business plan for 2022 are:

### **1. Advice**

We'll continue to improve people's experience, so that everyone leaves us with the knowledge and confidence they need to find a way forward.

#### **Our advice ambitions for 2022-24**

- We'll provide a seamless customer journey that allows people to move between online, phone and face to face support without repeating themselves
- We'll expand alternative ways to access our services, for example through video-calling and chat
- We'll ensure that our services are accessible and relevant to a diverse range of people, including those at greater risk of disadvantage, detriment or harm

### **2. Advocacy**

We'll be an even stronger voice on issues that matter most to the people who need our help.

#### **Our advocacy ambitions for 2022-24**

- We'll continue to tackle the underlying causes of our clients' problems by advocating for policy change at a local and national level
- We'll use new channels, formats and tactics to influence policy-makers
- We'll focus on change for everyone, including groups small in number but experiencing greater disadvantage, detriment or harm

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022**

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## **3. Technology**

We'll use technology to enable a positive experience for everyone, and free up resources to meet more demand.

### **Our technology ambitions for 2022**

- We'll invest in platforms to support a seamless customer journey, make our services more accessible and free up adviser time to help more people
- We'll test new ideas and scale up innovations if they work for our clients
- We'll continue to design and develop our products and services based on what our clients need
- We'll ensure our user research includes groups who could be at risk of digital exclusion

## **4. Sustainability**

We'll underpin our future as a service by ensuring we take a collaborative, proactive and commercial approach to securing and maintaining funding.

### **Our sustainability ambitions for 2022**

- We'll stay focused on working with existing funders and supporters of our services, whilst exploring new sources of income
- We'll develop our local and regional partnerships to enhance and expand our offer to our clients
- We'll deliver an even more compelling, high value for money offer to funders of our service
- We'll make sure that the way we design and cost services takes into account the needs of disadvantaged groups

## **5. Culture**

We'll be a collaborative, innovative and high-performing service that challenges discrimination and promotes equality, diversity and inclusion.

### **Our culture ambitions for 2022**

- We'll continue to build a culture that is collaborative and innovative and that adapts to the changing needs of our clients
- We'll roll out digital tools to help us share knowledge and take full advantage of the expertise and creativity of our staff and volunteers
- We'll ensure people's perception of Citizens Advice Dudley and Wolverhampton matches the modern, innovative service we've become and use our brand to attract and retain the best talent
- We'll achieve greater diversity and equality of opportunity within our workforce, and set ourselves challenging diversity and inclusion objectives.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2022**

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## **Financial review**

Total income for the year was £2,310,509 as of 31<sup>st</sup> March 2022. The planned merger in January 2021 has evidenced the following:

- Increased safeguards within our financial and human resources;
- Maintain financial stability within an increasing funding culture of deficit funding (not full cost recovery);
- Supported our growth agenda through increased business development opportunities
- Reduced overheads;
- And over time, as the merger beds in, more clients will be supported across Dudley Borough, the City of Wolverhampton and the wider Black Country.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The Trustees considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

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.

The process of risk management for Citizens Advice Dudley and Wolverhampton is ongoing and regular monitoring and assessment is undertaken to identify new risks as they occur, to ensure that they are dealt with and to evaluate previously identified risks to ensure strategies are still relevant to minimise or mitigate those risks.

The 12 key risk areas that are reviewed are: finance; governance; compliance/legal; management; service delivery; research and campaigns; stakeholder relations; engagement with the wider service; ICT/Systems; equality and diversity; information governance; fitness for the future. Since the pandemic, all risks, where relevant, also include a Covid-19 context. A robust business continuity plan is in place to ensure the ongoing effective running of the organisation if any incidents/adverse events occur.

Our national body Citizens Advice also undertakes an annual review process with the organisation to ensure controls are in place to mitigate identified risks and to understand the overall level of risk to which the organisation is currently exposed. The current overall risk level has been assessed as low.

Our workforce continues to respond to the changes in advice demands caused by changes in government policy and legislation and this increased demand and ongoing pressure illustrates that we need to continue to transform and innovate in order to be able to increase our flexible and person centred approaches to how we support the communities we serve.

## **Structure, governance and management**

The Organisation is made up of a Board of Trustees who have responsibility for the overall governance of the organisation. They discharge the day to day running of the organisation to the Chief Executive Officer. Underneath the CEO there is a senior management team made up of a Director of Services, a Director of Dudley Empowerment Partnership (DEP) and a Director of Finance/IT. They are supported by a business support team. Our ICT is outsourced to Pedmore IT computer services who run our IT platforms and respond to any software/hardware support issues with staff.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

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The operational running of advice services is delegated to four Heads of Services who line manage paid and volunteer generalist and specialist advisors/ caseworkers, co-ordinators, technical and quality supervisors, referral support assessors and contact centre assessors.

The charity is a private company (registration number 1946618) limited by guarantee and doesn't have a share capital. The company is governed by its Memorandum and Articles of Association. The liability of the members of the company on winding up is limited to a maximum of £1 each. The company is also a registered charity (registration number 516877). In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member in accordance with the Memorandum of Association.

J Crockett (Chair)  
N Cheesewright  
L M Jones  
G Patel  
P Paul  
B Cysewski  
S lafrati  
S Cooper  
S Dugan  
S Handscomb  
J Hussey  
M Jones  
S Maynard

The Trustees, who are also the directors for the purpose of company law, and who served during the year: Mr Jon Crockett (Chair), Mr Stephen Handscomb (Vice-Chair), Ms Primula Paul, Mr Nick Cheesewright, Mr John Hussey, Mr Mark Jones, Ms Geeta Patel, Ms Louise Jones, Mr Bernard Cysewski, Mr Steve lafrati, Mr Stuart Maynard, Ms Sarah Dugan, Mrs Sue Cooper.

Resignation within the year: None.

Co-opted onto the Board within the year: None.

**Qualifying third party indemnity provisions**

Trustee recruitment opportunities are advertised through our national body's Citizens Advice website, our local website, bespoke adverts, social media and by word of mouth. Anybody interested in becoming a trustee is invited to complete an application form which if meeting the skills requirements, will be invited to an interview. If successful, the potential trustee is invited to observe a trustee meeting and then is formally co-opted onto the board as a trustee and then formally as a Director at the next AGM. Each new trustee undertakes an induction process into the role and organisation. Each new trustee is offered a mentor who is one of the experienced trustee members.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

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None of the Trustees have any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up. The company's current policy concerning the payment of trade creditors is to follow the CBI's Prompt Payers Code (copies are available from the CBI, Centre Point, 103 New Oxford Street, London WC1A 1DU). The company's current policy concerning the payment of trade creditors is to:

- settle the terms of payment with suppliers when agreeing the terms of each transaction,
- ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts; and
- pay in accordance with the company's contractual and other legal obligations.

No preference dividends were paid. The directors do not recommend payment of a final dividend. The Charity also co-operates and liaises with a number of other advisory services, local charities and Council departments on behalf of clients. Where one of the Trustees holds the position of Trustee/Director of another charity, they may be involved in discussion regarding that other charity, but not in the ultimate decision making process.

**Auditor**

CK Limited were appointed as auditor to the company and a resolution proposing that they be reappointed will be put at our Annual General Meeting on 23<sup>rd</sup> November 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.



J Crockett (Chair)  
**Trustee**

23 November 2022

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
STATEMENT OF TRUSTEES' RESPONSIBILITIES  
FOR THE YEAR ENDED 31 MARCH 2022**

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The Trustees, who are also the directors of Citizens Advice Dudley and Wolverhampton (legal name: Wolverhampton Citizens Advice Bureaux) 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.

**Auditor**

CK Limited were appointed as auditor to the company and a resolution proposing that they be reappointed will be put at our Annual General Meeting on 23<sup>rd</sup> November 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.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

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## **Opinion**

We have audited the financial statements of Wolverhampton Citizens Advice Bureaux (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet 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 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

## **Basis for opinion**

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

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

## **TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

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### **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.

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

### **Extent to which the audit was considered capable of detecting irregularities, including fraud**

We identified and assessed the risks of material misstatement of the financial statements, in respect of irregularities whether due to fraud or error, or non compliance with laws and regulations and then designed and performed audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

We obtained an understanding of the legal and regulatory frameworks that are applicable to the Company by discussion and enquiry with the directors and management team and our general knowledge and experience of the charity sector.

We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation, data protection, employment, and health and safety legislation;

We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, reviewing correspondence with relevant regulators.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
INDEPENDENT AUDITOR'S REPORT (CONTINUED)**

**TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

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We assessed the susceptibility of the Company's financial statements to material misstatement, including how fraud might occur. Audit procedures performed included but were not limited to:

- Discussions with directors and management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- Confirming our understanding of controls by performing a walk through test or observation and enquiry;
- Performing analytical procedures to identify any unusual or unexpected relationships;
- Identifying and testing journal entries;
- Agreeing funding to underlying service agreements and ensuring income is recognised in the correct period;
- Agreeing classification of funding between restricted and unrestricted funds and ensuring amounts are spent for the purposes intended;
- Reviewing the allocation of direct and support costs and ensuring comparable to previous periods;
- Reviewing unusual or unexpected transactions; and
- Agreeing the financial statement disclosures to underlying supporting documentation.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

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

A further description of our responsibilities is available on the Financial Reporting Council's website at: <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.



**Wendy Davies (Senior Statutory Auditor)**  
for and on behalf of CK Audit

23 November 2022

**Chartered Accountants  
Statutory Auditor**

No 4 Castle Court 2  
Castlegate Way  
Dudley  
West Midlands  
DY1 4RH

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
STATEMENT OF FINANCIAL ACTIVITIES  
INCLUDING INCOME AND EXPENDITURE ACCOUNT  
FOR THE YEAR ENDED 31 MARCH 2022**

		Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
	<b>Notes</b>						
<b><u>Income and endowments from:</u></b>							
Donations and legacies	<b>3</b>	18,092	50	18,142	729,237	41,988	771,225
Income from charitable activities	<b>4</b>	721,321	1,565,615	2,286,936	248,002	1,284,766	1,532,768
Investments	<b>5</b>	782	-	782	975	-	975
Other income	<b>6</b>	4,089	560	4,649	8,233	3,312	11,545
<b>Total income</b>		<b>744,284</b>	<b>1,566,225</b>	<b>2,310,509</b>	<b>986,447</b>	<b>1,330,066</b>	<b>2,316,513</b>
<b><u>Expenditure on:</u></b>							
Expenditure on charitable activities	<b>7</b>	557,859	1,516,082	2,073,941	359,215	1,187,323	1,546,538
<b>Net incoming resources before transfers</b>		<b>186,425</b>	<b>50,143</b>	<b>236,568</b>	<b>627,232</b>	<b>142,743</b>	<b>769,975</b>
Gross transfers between funds		8,731	(8,731)	-	87,190	(87,190)	-
<b>Net incoming resources</b>		<b>195,156</b>	<b>41,412</b>	<b>236,568</b>	<b>714,422</b>	<b>55,553</b>	<b>769,975</b>
<b><u>Other recognised gains and losses</u></b>							
Revaluation of tangible fixed assets		(15,900)	-	(15,900)	(141,900)	-	(141,900)
<b>Net movement in funds</b>		<b>179,256</b>	<b>41,412</b>	<b>220,668</b>	<b>572,522</b>	<b>55,553</b>	<b>628,075</b>
Fund balances at 1 April 2021		1,785,270	65,176	1,850,446	1,212,748	9,623	1,222,371
<b>Fund balances at 31 March 2022</b>		<b>1,964,526</b>	<b>106,588</b>	<b>2,071,114</b>	<b>1,785,270</b>	<b>65,176</b>	<b>1,850,446</b>

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

All income and expenditure derive from continuing activities.

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

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
BALANCE SHEET**

**AS AT 31 MARCH 2022**

	Notes	2022		2021	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	11		430,000		455,000
<b>Current assets</b>					
Debtors	12	192,996		193,239	
Cash at bank and in hand		2,853,977		2,007,163	
		<u>3,046,973</u>		<u>2,200,402</u>	
<b>Creditors: amounts falling due within one year</b>	13	<u>(1,375,859)</u>		<u>(774,956)</u>	
Net current assets			1,671,114		1,425,446
<b>Total assets less current liabilities</b>			2,101,114		1,880,446
<b>Provisions for liabilities</b>			<u>(30,000)</u>		<u>(30,000)</u>
<b>Net assets</b>			<u>2,071,114</u>		<u>1,850,446</u>
<b>Income funds</b>					
Restricted funds	16		106,588		65,176
<u>Unrestricted funds</u>					
Designated funds	17	1,750,031		1,466,864	
General unrestricted funds		80,675		168,686	
Revaluation reserve		133,820		149,720	
		<u>1,964,526</u>		<u>1,785,270</u>	
			<u>2,071,114</u>		<u>1,850,446</u>

The financial statements were approved by the Trustees on 23 November 2022



J Crockett (Chair)  
Trustee



S Handscomb  
Trustee

**Company Registration No. 01946618**

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022**

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## **1 Accounting policies**

### **Charity information**

Wolverhampton Citizens Advice Bureaux is a private company limited by guarantee incorporated in England and Wales. The registered office is .

### **1.1 Accounting convention**

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

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

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties. 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 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.

Income is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

### **1.4 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.



**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

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**1 Accounting policies (Continued)**

**1.9 Provisions**

Provisions are recognised when the charity has a legal or constructive present obligation as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation. Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value. When a provision is measured at present value, the unwinding of the discount is recognised as a finance cost in net income/(expenditure) in the period in which it arises.

**1.10 Employee benefits**

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

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

**1.11 Retirement benefits**

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

**1.12 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

**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.

**Critical judgements**

**Allocation of support costs**

Determine the basis of allocation of support costs between restricted and unrestricted funds.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**2 Critical accounting estimates and judgements**

**(Continued)**

**Key sources of estimation uncertainty**

**Useful economic life of tangible fixed assets**

Tangible fixed assets are depreciated over their useful lives taking into account residual values where appropriate. The actual lives of these assets are assessed annually and may vary depending on a number of factors. In assessing asset lives, factors such as life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as the remaining life of the asset and projected disposal values.

**3 Donations and legacies**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total</b>	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total</b>
	<b>2022 £</b>	<b>2022 £</b>	<b>2022 £</b>	<b>2021 £</b>	<b>2021 £</b>	<b>2021 £</b>
Donations and gifts	58	50	108	642,031	32,013	674,044
Grants received under coronavirus job retention scheme	18,034	-	18,034	87,206	9,975	97,181
	<u>18,092</u>	<u>50</u>	<u>18,142</u>	<u>729,237</u>	<u>41,988</u>	<u>771,225</u>
<b>Donations and gifts</b>						
Transfer of net assets from Dudley CAB	-	-	-	642,002	32,013	674,015
Other	58	50	108	29	-	29
	<u>58</u>	<u>50</u>	<u>108</u>	<u>642,031</u>	<u>32,013</u>	<u>674,044</u>

**4 Income from charitable activities**

	<b>2022 £</b>	<b>2021 £</b>
Development & engagement, financial capability and general & debt advice	<u>2,286,936</u>	<u>1,532,768</u>
Analysis by fund		
Unrestricted funds	721,321	248,002
Restricted funds	<u>1,565,615</u>	<u>1,284,766</u>
	<u>2,286,936</u>	<u>1,532,768</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**5 Investments**

	<b>Unrestricted funds</b>	Unrestricted funds
	<b>2022</b>	2021
	<b>£</b>	£
Interest receivable	782	975
	<u>782</u>	<u>975</u>

**6 Other income**

	<b>Unrestricted funds</b>	<b>Restricted funds</b>	<b>Total</b>	Unrestricted funds	Restricted funds	Total
	<b>2022</b>	<b>2022</b>	<b>2022</b>	2021	2021	2021
	<b>£</b>	<b>£</b>	<b>£</b>	£	£	£
Other income	4,089	560	4,649	8,233	3,312	11,545
	<u>4,089</u>	<u>560</u>	<u>4,649</u>	<u>8,233</u>	<u>3,312</u>	<u>11,545</u>

**7 Expenditure on charitable activities**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	£
Staff costs	1,594,652	1,103,984
Premises costs	38,640	10,355
Staff and Volunteers	4,912	7,816
Office costs	43,449	26,003
Governance Costs	14,959	3,538
Other Direct Costs	29,306	40,585
	<u>1,725,918</u>	<u>1,192,281</u>
Share of support costs (see note 8)	309,918	336,138
Share of governance costs (see note 8)	38,105	18,117
	<u>2,073,941</u>	<u>1,546,536</u>
<b>Analysis by fund</b>		
Unrestricted funds	557,859	359,215
Restricted funds	1,516,082	1,187,323
	<u>2,073,941</u>	<u>1,546,538</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**8 Support costs**

	Support costs	Governance costs	2022	Support costs	Governance costs	2021
	£	£	£	£	£	£
Staff costs	169,527	-	169,527	166,470	-	166,470
Depreciation	9,100	-	9,100	12,700	-	12,700
Premises costs	47,262	-	47,262	45,318	-	45,318
Staff and Volunteer Costs	2,394	-	2,394	706	-	706
Other costs	-	-	-	14,110	-	14,110
Office Costs	81,635	-	81,635	96,835	-	96,835
Legal and professional	-	34,982	34,982	-	18,117	18,117
Other Governance Costs	-	3,123	3,123	-	-	-
	<u>309,918</u>	<u>38,105</u>	<u>348,023</u>	<u>336,139</u>	<u>18,117</u>	<u>354,256</u>
Analysed between						
Charitable activities	<u>309,918</u>	<u>38,105</u>	<u>348,023</u>	<u>336,139</u>	<u>18,117</u>	<u>354,256</u>

Support costs are allocated on the basis of staff hours per activity.

Governance costs includes payments to the auditors of £8,384 (2021: £7,087) for audit fees.

**9 Trustees**

None of the Trustees (or any persons connected with them) received any remuneration during the year, and a total of £nil travelling expenses were reimbursed (2021: £nil).

**10 Employees**

The average monthly number of employees during the year was:

	2022	2021
	Number	Number
Advice workers & support staff	69	53
Key management personnel	4	3
Total	<u>73</u>	<u>56</u>

**Employment costs**

	2022	2021
	£	£
Wages and salaries	1,588,809	1,139,870
Social security costs	126,944	89,090
Other pension costs	48,426	41,494
	<u>1,764,179</u>	<u>1,270,454</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**10 Employees**

**(Continued)**

During the year key management personnel received remuneration and benefits of £200,667 (2021: £143,249)

The number of employees whose annual remuneration was more than £60,000 is as follows:

	<b>2022</b>	<b>2021</b>
	<b>Number</b>	<b>Number</b>
£60,001 to £70,000	1	-

**11 Tangible fixed assets**

**Freehold land and buildings**  
**£**

**Cost or valuation**

At 1 April 2021	455,000
Revaluation	(25,000)
	<hr/>
At 31 March 2022	430,000
	<hr/>
Depreciation charged in the year	9,100
Revaluation	(9,100)
<b>Carrying amount</b>	
At 31 March 2022	430,000
	<hr/>
At 31 March 2021	455,000
	<hr/>

The two premises were valued at £430,000 on the basis of pre contracted sale agreement on 01 September 2022 by Penningtons Manches Cooper LLP on behalf of buyer SEP Properties Limited which resulted in a reduction of the carrying value of the assets of £25,000.

At 31 March 2022, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount would have been approximately £645,200 (2021 - £667,500).

**12 Debtors**

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
<b>Amounts falling due within one year:</b>		
Trade debtors	53,393	85,103
Other debtors	64,753	30,624
Prepayments and accrued income	74,850	77,512
	<hr/>	<hr/>
	192,996	193,239
	<hr/>	<hr/>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

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

	Notes	2022 £	2021 £
Other taxation and social security		25,845	27,632
Deferred income	15	62,576	148,097
Trade creditors		1,174,580	552,094
Other creditors		1,223	7,591
Accruals and deferred income		111,635	39,542
		<u>1,375,859</u>	<u>774,956</u>

**Provisions for liabilities**

	2022 £	2021 £
Dilapidations	<u>30,000</u>	<u>30,000</u>

Movements on provisions:

	Dilapidations £
At 1 April 2021 and 31 March 2022	<u>30,000</u>

**15 Deferred income**

	2022 £	2021 £
Arising from Income received in advance	<u>62,576</u>	<u>148,097</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2022**

**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 31 March 2022
	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	
	£	£	£	£	£	£	£	£	£
Wolverhampton City Council (WCC)	-	264,310	(185,484)	(78,826)	-	265,800	(180,784)	(85,016)	-
HIU Project	-	7,000	(3,300)	(3,700)	-	21,076	(20,766)	(310)	-
Help to Claim Project	-	99,267	(99,267)	-	-	151,028	(150,762)	(266)	-
Gambleaware Project	-	24,094	(77)	(24,017)	-	-	-	-	-
Headway Project	-	2,692	(2,097)	(595)	-	-	-	-	-
BC Macmillan Project	-	54,111	(56,952)	2,841	-	223,578	(267,414)	43,836	-
Palliative Child Project	-	3,155	(3,155)	-	-	12,240	(12,705)	465	-
LTHC Project	-	9,948	(9,948)	-	-	40,370	(41,726)	1,356	-
MaPS	-	385,303	(373,418)	(11,885)	-	437,826	(427,938)	(9,888)	-
HLS Project	-	31,912	(31,822)	(90)	-	26,405	(33,638)	7,233	-
CRC	-	16,000	(10,527)	(5,473)	-	-	-	-	-
Uplift Project	-	71,150	(51,445)	-	19,705	87,528	(57,562)	-	49,671
BBO CAW	-	154,972	(193,666)	38,694	-	51,627	(89,796)	38,169	-
Pension Wise	-	137,182	(137,182)	-	-	154,224	(159,227)	5,003	-
WVSC Project	-	24,497	(24,482)	(15)	-	24,873	(25,082)	209	-
DMBC Innovation Fund	-	35,405	-	-	35,405	-	-	-	35,405
WCC Public Health	6,713	-	-	-	6,713	-	-	-	6,713
Hardship Fund	2,910	-	(30)	-	2,880	-	-	-	2,880
Wolverhampton Money Max	-	-	-	-	-	53,850	(42,404)	-	11,446
St Pauls Centre	-	473	-	-	473	-	-	-	473
Energy Advice Programme	-	8,595	(4,471)	(4,124)	-	15,700	(6,178)	(9,522)	-
DBC Winter Grant	-	-	-	-	-	100	(100)	-	-
	9,623	1,330,066	(1,187,323)	(87,190)	65,176	1,566,225	(1,516,082)	(8,731)	106,588

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2022**

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**16 Restricted funds**

**(Continued)**

During the year £8,731 (2020/2021 £87,190) was transferred from restricted funds to unrestricted funds to cover deficits on certain projects. The restricted funds of Uplift, Wolverhampton Money Max, DMBC Innovation fund, WCC Public Health, Hardship fund and St Pauls Centre are either ongoing projects or projects currently suspended and will be spent in line with their original purpose over an agreed timeline with funders.

More detail about the operations of all of our funded projects can be found in our annual report. The largest restricted fund income streams are summarised as below:

**Wolverhampton City Council**

A commissioned service to deliver advice and information on welfare, benefits, and housing for Wolverhampton residents. This is delivered with Age UK Wolverhampton as a sub-contracted partner.

**MaPS**

A team of specialist debt advisors, funded by the Money Advice Service, to provide money advice to clients either digitally or face to face. Clients are provided with personalised advice to maximise income, deal with their debts and manage their money effectively. The aim is to stabilise the individual's current financial situation, put in a plan to manage it in the future and empower them to deal with any future financial challenges.

**Pensionwise**

Department for Work and Pensions project subcontracted to us by National Citizens Advice to deliver free and impartial guidance to help people understand the options available to them regarding their pension. This service is delivered across the Black Country and in parts of Birmingham.

**Help to Claim**

Department for Work and Pensions funded program subcontracted to us by National Citizens Advice to offer digital support for clients to claim Universal Credit from claim to first payment.

**Macmillan**

A project commissioned by Macmillan to provide a specialist benefits caseworker service for cancer patients across the Black Country either digitally, in hospital or outreach settings.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

**17 Designated funds**

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

	Balance at 1 April 2020	Transfers	Balance at 1 April 2021	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Freehold property	317,980	-	317,980	-	317,980
Reserves policy	357,810	243,074	600,884	199,664	800,548
Digital Development	-	30,000	30,000	-	30,000
Transformation	-	15,000	15,000	21,000	36,000
Digital inclusion officer	-	30,000	30,000	(30,000)	-
Volunteer co-ordinator	-	30,000	30,000	-	30,000
Workforce development	-	40,000	40,000	-	40,000
Health & well being	-	15,000	15,000	3,000	18,000
MaPS Recomissioning	-	160,000	160,000	(160,000)	-
DMBC One Voluntary Sector Contract	-	115,000	115,000	1,000	116,000
Black Country Macmillan	-	113,000	113,000	(74,087)	38,913
Sale of Snowhill & Bilston	-	-	-	37,000	37,000
Recruitment Drive	-	-	-	94,379	94,379
Cost of living hubs	-	-	-	10,000	10,000
WCC Tender	-	-	-	181,211	181,211
	<u>675,790</u>	<u>791,074</u>	<u>1,466,864</u>	<u>283,167</u>	<u>1,750,031</u>

A designated fund is held of £317,980 (2020/21 £317,980) and a revaluation reserve relating to the freehold property of £137,220 (2020/21 £149,720) as these amounts are not readily available to spend on the charitable objects of the company. Funds are normally designated as per the company's reserves policy to set aside 3 months operating expenses. Due to the current financial climate the Board has decided to increase the rate to 3.5 months operating expenses which equates to £800,548 (2020/21 £600,884).

Designations continue to be maintained for areas of proposed spending which currently do not have funding but are seen as essential for developing the organisation; Digital development, transformation agenda, volunteer co-ordinator posts, workforce development and health & wellbeing which totals £154,000. Additional designations this year have been made as new expenditure is identified as follows: New project to implement cost of living hubs where venue costs unfunded £10,000, recruitment of untrained staff and three-month training program as a 'grow your own' in response to employment market pressures £94,500 and anticipated sale costs of the charities two properties £37,000.

Designation of funds continues for two projects which in the future will not be full cost recovery, subject to supplementary funding not being able to be sourced; Black Country Macmillan and DMBC One Voluntary contract amounting to £155,000. Also a designation has been included for the Wolverhampton City Council contract staff salaries for a year which is under a retender process in 2022/2023 financial year for £181,000. Should the contract not be renewed the charity would wish to retain staff and find alternative funding to continue to deliver services.

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**FOR THE YEAR ENDED 31 MARCH 2022**

**18 Analysis of net assets between funds**

	<b>Unrestricted Funds 2022 £</b>	<b>Restricted Funds 2022 £</b>	<b>Total 2022 £</b>	<b>Unrestricted Funds 2021 £</b>	<b>Restricted Funds 2021 £</b>	<b>Total 2021 £</b>
Fund balances at 31 March 2022 are represented by:						
Tangible assets	430,000	-	430,000	455,000	-	455,000
Current assets/(liabilities)	1,564,526	106,588	1,671,114	1,360,270	65,176	1,425,446
Provisions	(30,000)	-	(30,000)	(30,000)	-	(30,000)
	<u>1,964,526</u>	<u>106,588</u>	<u>2,071,114</u>	<u>1,785,270</u>	<u>65,176</u>	<u>1,850,446</u>

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
T/A CITIZENS ADVICE DUDLEY AND WOLVERHAMPTON  
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)  
FOR THE YEAR ENDED 31 MARCH 2022**

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**19 Operating lease commitments**

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

	<b>2022</b>	<b>2021</b>
	<b>£</b>	<b>£</b>
Within one year	9,411	12,161
Between two and five years	774	10,185
	<u>10,185</u>	<u>22,346</u>

**20 Related party transactions**

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

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

England & Wales - Charity number 516877

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# Accounts

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Charity Registration No. 516877

Company Registration No. 01946618 (England and Wales)

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX  
ANNUAL REPORT AND FINANCIAL STATEMENTS  
FOR THE YEAR ENDED 31 MARCH 2021**

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## LEGAL AND ADMINISTRATIVE INFORMATION

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<b>Trustees</b>	J Crockett (Chair) N Cheesewright L M Jones G Patel P Paul B Cysewski S lafrati S Cooper  S Dugan  S Handscomb  J Hussey  M Jones  S Maynard	(Appointed 26 January 2021) (Appointed 26 January 2021) (Appointed 26 January 2021) (Appointed 26 January 2021) (Appointed 26 January 2021)
<b>Secretary</b>	L Thomas	
<b>Charity number</b>	516877	
<b>Company number</b>	01946618	
<b>Principal address</b>	26 Snow Hill Wolverhampton West Midlands WV2 4AD	
<b>Registered office</b>	26 Snow Hill Wolverhampton West Midlands WV2 4AD	
<b>Auditor</b>	CK Audit No 4 Castle Court 2 Castlegate Way Dudley West Midlands DY1 4RH	

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# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

**FOR THE YEAR ENDED 31 MARCH 2021**

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

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016).

### **Objectives and activities**

#### **Our vision**

##### **You won't struggle to get help from us**

Our services will be available when you need them in a way that works for you.

##### **Our service will feel joined up**

*You'll access advice quickly and easily through our different services and channels, without having to repeat yourself.*

##### **We'll help you find a way forward, whatever your problem**

*We have the resources, tools and expertise to solve your problem. If we can't help you directly, we'll signpost you or make a smooth referral to a trusted partner.*

##### **You'll get the level of support you need**

*Whatever your situation, we'll take extra steps to make sure you have the best support for your needs.*

##### **You know that we'll speak up for you**

*We'll advocate for change in government policy and industry practices where they make life harder for you.*

#### **Our Statement of Purpose**

We provide free, independent, confidential, and impartial advice for everyone on their rights and responsibilities.

#### **Our Mission**

*We give people the knowledge and the confidence they need to find their way forward – whoever they are, and whatever their problem.*

*We're here for everyone.*

#### **Our Strategic Priorities**

Our business outcomes and performance indicators align themselves to our strategy called Future of Advice. Our strategic priorities for 2020-22 can be found in our business plan.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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

### FOR THE YEAR ENDED 31 MARCH 2021

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#### Research and Campaigns

Research and Campaigns is one of the twin aims of our service. It aims to improve the policies and practices that affect people's lives. As a service we have a huge amount of insight and data about the problems our clients and their wider communities face. Through research and campaigns, we use this insight to:

- help us research issues further
- influence decision makers to change policies and practices
- campaign to get decision makers to change policies and practices.

In 2020/21 653 evidence forms were submitted to Citizens Advice on a wide range of topics from benefits, employment, debt, housing, education, consumer, legal and immigration highlighting issues affecting clients at a policy level.

#### A unique year – the Global Covid-19 Pandemic

In March 2020, the UK became engulfed with the effects of the Covid-19 pandemic and as this financial year ended so did an unprecedented year for communities across Dudley and Wolverhampton. While continuing to deliver our services as the effects of the pandemic unfolded throughout the course of the year, there was a growing realisation of the consequences of Covid-19 and what that would mean for everyone's lives. From April last year, our workforce has been working from home and delivering our advice services remotely, in line with government guidance. Although an awful year with many challenges and losses for the UK, we have successfully navigated ourselves through the plethora of new obstacles and have continued to support thousands of clients when they have needed us now, more than ever.

#### Our merger

On 1st January 2021, Citizens Advice Dudley Borough and Citizens Advice Wolverhampton City merged to become our new organisation Citizens Advice Dudley and Wolverhampton. Throughout 2020 the two boards of trustees and senior management teams worked together on the business case for merger, and following a robust due diligence review it was presented to members and successfully passed. This incredibly work intensive process, was made more challenging by the pandemic, but the boards worked collaboratively, supported by a Strategic Change Consultant from National Citizens Advice and endorsed by Dudley Metropolitan Borough Council and the City of Wolverhampton Council. We are incredibly proud of what we achieved last year for clients and staff and the merger aimed to future proof our wonderful advice services for clients at a time when individuals and families are going through so much. The outcome of the merger has meant that two strong organisations have joined forces to become more resilient, providing new jobs, creating new services, increasing accessibility to those most vulnerable and ensuring we can weather the current and future uncertain financial climate within the charity and voluntary sector, so that we can continue to thrive in the future.

#### Our support during the Pandemic

The Covid-19 Pandemic has significantly increased the vulnerability levels of many communities across Dudley Borough and the City of Wolverhampton and we are proud, through our merger, to continue to operate a range of diverse services, striving to make a difference in the most hard to reach places, for people who need us the most. Our organisation continues to work with many people with complex health/support needs who are often in crisis and who require our services as a consequence of ongoing pressure on statutory provision together with a reduction in overall funding in adult social care and health, only exacerbated further by the pandemic during this financial year.

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

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

### ***FOR THE YEAR ENDED 31 MARCH 2021***

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In response to the pandemic, we set up a specific Crisis support service, in collaboration with Dudley Metropolitan Borough Council, Public Health, Dudley Council for Voluntary Services, Black Country Food Bank and Family Centres so that we could support as many people as possible who were self-isolating or shielding due to their extreme clinical vulnerability, and who needed access to food, medication, emergency advice services, family and children services and services related to loneliness and isolation. Using two of our IT platforms, in partnership with national Citizens Advice, we designed a call centre to receive incoming crisis calls and trained council, public health and voluntary staff to answer these calls. We commissioned a bespoke IT system to then send referrals to key partners so that clients could be supported as quickly as possible, and regularly sent updated reports back to Public Health so that they could use these statistics to assess impact and vulnerability across Dudley Borough and re-direct services accordingly.

In addition, our volunteer workforce worked alongside Public Health, to make telephone contact with the list of clinically vulnerable people who could not leave their homes because of the pandemic to make sure they were safe and ensure any support needs were signposted to the relevant agency.

We also worked with Public Health in both our Councils to distribute emergency grants to people who were in crisis who had been affected because of the pandemic and needed immediate access to money for urgent things such as white goods, food, heating etc. During this time period of 3 months, we are proud to have distributed over £38,000 in crisis grants to more than 375 clients in desperate need.

In the background, we lifted and shifted our advice services to remote working and created our new website so that clients, partners and stakeholders were aware of our merged organisation and how they could access existing and new services.

As ever, we are proud to work collaboratively with a number of statutory, voluntary and third sector partners including (but not exhaustively) Dudley Metropolitan Borough Council, the City of Wolverhampton Council, Clinical Commissioning Groups, Black Country Healthcare NHS Foundation Trust, Housing and homelessness departments, Housing associations, Public Health, local MP's and councillors, National Citizens Advice, Macmillan, various voluntary sector organisations such as those working with cancer patients, people with HIV/AIDS, substance misuse, BAME communities etc.

In this particular year, we have continued to work very closely with other local citizens advice organisations across the West Midlands because of both the pandemic and our merger, so that neighbouring local citizens advice organisations could support one another with sharing best practice relating to operating in the pandemic, share resources to help our multiple workforces and guide clients to the quickest and most efficient ways of getting our support as the consequences of the pandemic unfolded.

We respond strategically to opportunities occurring from the West Midlands Combined Authority strategic priorities and increased our profile with the WMCA who recognise our positive impact on 3 of their strategic priorities: employment (through the advice we give and our volunteering offers), reduction in poverty (through our debt and benefits advice) and mental health (through our social prescribing models of advice and how many of our clients have enduring mental health needs because of the circumstances they find themselves in).

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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

### FOR THE YEAR ENDED 31 MARCH 2021

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In addition to our new ways of working and Covid-19 specific services, we continued to deliver:

- Our core advice services, via our Contact centre and generalist advice services – commissioned by Dudley and Wolverhampton Councils;
- Acquired brain injury advice service — commissioned by Headway
- Uplift – an outreach service working in 2 of the most deprived areas in Wolverhampton, commissioned by the Big Lottery
- Long term health conditions advice service — commissioned by Dudley Clinical Commissioning Group
- Specialist benefits caseworker service for cancer patients across the Black Country — commissioned by Macmillan
- Children's palliative advice service for families of children with life limiting conditions – commissioned by Black Country Healthcare NHS Foundation Trust
- Children centres — for families accessing these centres with children between 0-5 years of age
- Mortgage arrears advice service — commissioned by Dudley Metropolitan Borough Council housing team
- Debt prevention service — working with Dudley Metropolitan Borough Council income team and housing support team and the homelessness prevention team
- Social prescribing – commissioned by Wolverhampton Voluntary Sector Council to provide advice services to people referred to us from link workers within the social prescribing team
- Specialist debt advice service – commissioned by the Money and Pensions Service
- Energy advice programme helping people with energy and utility advice issues — Commissioned through National Citizens Advice
- Generalist advice service for the over 55 – commissioned by us, given to Wolverhampton Age UK through an SLA, giving generalist advice to the beneficiaries of the Age UK charity
- High Intensity User service – commissioned by Dudley Council for Voluntary Services, to work with people who are frequent users of A&E for issues relating to non-medical interventions/advice needs
- Mobile Home Library Service – commissioned by Wolverhampton City Council, supporting 200 very vulnerable, house bound residents to access library resources and our advice services
- Help to Claim – To support people to claim universal credit, on line, via webchat, via telephone and digital face to face;
- Pension Wise – to provide pension information to the over 50's across the Black Country, a service commissioned by the Money and Pension Service

In addition, during lockdown, we also secured new business development with Wolverhampton City Council to set up a bespoke debt and financial capability service to work in partnership with the council and communities living in high deprivation areas across the city.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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

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### **Our Impact - Access to advice and guidance**

We offer advice through face to face, telephone, email and webchat in 11 enquiry areas, and in this financial year, we supported 14,543 clients with 46,889 enquiries. Our top five enquiry areas have been:

- Benefits (17,417)
- Debt (6232)
- Financial capability (2396)
- Housing (2253)
- Employment (2448)

We have continued to witness a significant increase in demand for our services to address complex advice and guidance issues often by people with complex support needs such as people with mental health issues, those experiencing homelessness and/or those experiencing in-work and out of work poverty. We continue to witness an increase in the need (in addition to our debt advice) for advice around financial capability. This reflects the increasing pressure local people are facing around managing their money and the continued inter-generation debt we experience due to poor financial skills and other lifestyle factors borne from areas of extreme deprivation and the health inequalities that the pandemic has further exacerbated.

### **Achievements and performance**

We have many great things to celebrate in our organisation in 2020/21. Our workforce continues to be our number one asset and without them, paid and volunteers, we would not be able to deliver the phenomenal outcomes we have achieved.

Alongside our advice and guidance impact statistics we also achieved:

- £13.7m of income gained for clients
- £7m of debt dealt with
- 72 clients avoiding being made homeless (this excludes any other family members)
- We addressed 118 discrimination cases
- We answered 23,800 calls via our Advice Line contact centre

In addition:

- We have achieved significant recognition from cabinet members, councillors and MP's who have been signposting constituents to us;
- We continue to have a high retention rate within the organisation and because of the merger, since 1st January alone we have had:
  - 2 apprentices move onto fixed term paid employment;
  - 5 new contact centre assessor jobs as we extend our contact centre to answer more calls;
  - 2 promotions for staff moving into Technical and Quality Supervisor roles
  - 1 contact centre assessor securing a paid generalist caseworker role because of the in house training we deliver
  - An additional advice services manager role
  - An additional Director of Operations role
- We calculate that our volunteers, comprising roles such as advisors, call handlers and contact centre assessors, would have a value of £80,000 in 2020/21. This is of enormous benefit to the local community and to commissioners as well as the personal benefits individual volunteers experience as a consequence of working for us.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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

### FOR THE YEAR ENDED 31 MARCH 2021

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It is of significance to note that our Board of Trustees are also volunteers and in this last year they have committed extra time, giving their experience, knowledge and support in abundance to support the CEO in the merger process and to support the wider organisation during the heights of the pandemic.

We have an exceptional skills set in the 13 trustees, with high level operational and strategic experience within different public and private sectors. This newly merged board as of 1st January 2021 have not only met for statutory board meetings, but have also had a number of digital away sessions to support the CEO and management team to develop our new business plan priorities and to understand from the organisation the complex strategic, social, economic and political landscape that confronts Citizens Advice Dudley and Wolverhampton going forward.

#### **Compliance and Regulation**

##### Citizens Advice Membership Agreement

As part of our performance quality framework, our Leadership Self Assessment was a full audit because of the merger. The external auditor completed an audit over a number of days (remotely) to assess 9 key areas: Governance, strategic business planning, risk management, financial management, people management, operational performance management, partnership working, research and campaigns and equality leadership.

Scoring of these areas is out of 5 where 3 is meeting the competency level expected, 4 exceeding, competency and a score of 5 is excellent.

Our score 6 months into our new merged organisation is as follows:

1 area scored 5, 5 areas scored 4, and the remaining 3 areas scored 3 out of 5 with the auditor stating:

*The organisation has maintained a strong focus on partnership working throughout a challenging period with an energetic programme of development work maintained and monitored both pre and post-merger..... You've achieved a great deal in a short time, which cannot be underestimated in such exceptionally challenging circumstances. Well done.*

##### Advice Quality Standard (AQS) accreditation

In June we successfully renewed our AQS in generalist advice, telephony advice and achieved accreditation for AQS in Casework for benefits and debt. This is significantly important to recognise the level at which we operate in these three high demand areas.

##### Money Advice and Pension Service (MaPS)

Our commissioned debt service through Money Advice Service is subject to a formal audit of the quality of our debt advice and we were successful in this assessment to be able to continue to deliver this important advice area in our organisation.

##### Financial Conduct Authority

We have submitted our Financial Conduct Authority returns and are compliant in this area relating to the debt advice we give.

##### Financial Institute of Money Advisors

All our debt caseworkers are registered with the institute and we have maintained membership of this so that staff can achieve their mandatory annual continuous professional development points as debt caseworkers through ongoing learning and training.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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

### FOR THE YEAR ENDED 31 MARCH 2021

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#### Thrive at work/Mindful employer/Disability confident accreditation

Our commitment to the physical and mental wellbeing of our workforce is our utmost priority and as such, our activities to support staff are underpinned by our formal accreditation with the West Midlands Combined Authority Thrive at Work programme and Mind's Mindful Employer accreditation. In addition, all members of management have completed their Mental Health First Aid at Work accreditation so that our staff can be supported when they experience struggles in the right way to encourage them to be the best they can be inside and outside of work.

#### **Client Satisfaction**

Every year we undertake a formal review of client satisfaction and our scores from anonymous questions clients answer via SMS through Citizens Advice. 5 key questions are asked and we achieved a green score in our overall rating. Some additional comments that clients or professionals have given us after receiving our service or who have engaged with us are as follows:

*"I want to commend X who has shown so much professional care, compassion and humanity at this stressful time."*

*"X's personal touch and conscientious action has helped in a very practical way and relieved the pressure of trying to fathom the system of support out."*

*"X guided us through our PIP applications, after 2 had struggled for 4 years. He talked us through the questions, nothing was too much trouble. Gave us clear and positive advice and made sure we understood the process. Followed up and spent time to assist with appeal process which was successful. Thank you."*

#### **Financial review**

*"X who helped us made the financial quagmire easier to deal with. She made my husband and me feel like we were not alone. She was truly an angel at a very bad time for us."*

*"If it had not been for the help and support, we would have been lost, we were treated in a very compassionate, respectful way, took a lot of worry off our shoulders. Lots of support and practical help. Our experience with yourselves has been extremely helpful and we were supported when needed it most, cannot fault the help and support we have received"*

*"I got amazing help at Court a few weeks ago. I've had a lot of issues with my landlord but X argued for my case and found lots of little mistakes made by the landlord. Because of this, there is no order and I am a full tenant now, thank you"*

#### **Change Management**

In the last 12 months we have undergone significant change management because of the Covid-19 Pandemic and working towards the merger of Citizens Advice Dudley Borough and Citizens Advice Wolverhampton City. This was assisted by Laura Thomas taking over as CEO for both organisations in October 2020 ahead of the merger, and the subsequent merger on 1st January 2021. As a result of these significant changes and with a focus on the continually changing advice and support needs of our clients, including the substantial increase in demand driven by Covid-19, we have embarked on a transformation agenda. The aim of this is to shape our advice offer taking into account what we have learnt during the pandemic. This includes, for example, how we can maximise technology to increase accessibility and respond to demand through to ensuring we can respond proactively to all identified threats (such as the financial context of the voluntary sector) and seek opportunities to grow and develop to ensure continued sustainability and resilience.

Our workforce continues to respond to the changes in advice demands caused by changes in government policy and legislation and this increased demand and ongoing pressure illustrates that we need to continue to transform and innovate in order to be able to increase our flexible and person centred approaches to how we support the communities we serve.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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

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### **Business Planning — Strategic Priorities for 2021-24**

Our 3 year business plan narrates a vision for our new organisation to ensure sustainability, strategic relevance, and what people need to maintain or improve their quality of life.

Some key features of our business plan for 2021 are:

- To bed in our newly merged organisation and undertake our transformation journey with results concluding in March 2022;
- Identify new client groups to support and diversify our income streams through business development to enhance our strategic priorities;
- Invest further in our current workforce, continuing to create opportunities for progression and succession planning as well as focussing on the new skills required as part of our transformation agenda. This includes the diversification of our volunteer workforce and the way in which we recruit and retain volunteers;
- Our Research and Campaigns work continues to emphasise our commitment to social policy and addressing injustice at both a local and national level with specific key activities to ensure we champion the needs of the communities in which we work;
- We will continue to transform our services with the changing advice trends, determined by our clients, in the wake of the Covid-19 pandemic and will prioritise partnerships most relevant to maximise our positive impact on those who need us the most

### **Financial review**

Total income for the year was £2,316,513 as of 31st March 2021 due to the merger of Citizens Advice Dudley Borough and Citizens Advice Wolverhampton City. The merger will safeguard our financial and human resources and maintain financial stability, support our growth agenda to reduce our overheads, increase our opportunities for new business development whilst continuing to support all communities across Dudley and Wolverhampton.

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to between three and six month's expenditure. The Trustee considers that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

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.

The process of risk management for Citizens Advice Dudley and Wolverhampton is ongoing and regular monitoring and assessment is undertaken to identify new risks as they occur, to ensure that they are dealt with and to evaluate previously identified risks to ensure strategies are still relevant to minimise or mitigate those risks.

The 12 key risk areas that are reviewed are: finance; governance; compliance/legal; management; service delivery; research and campaigns; stakeholder relations; engagement with the wider service; ICT/Systems; equality and diversity; information governance; fitness for the future. Since the pandemic, all risks, where relevant, also include a Covid-19 context. A robust business continuity plan is in place to ensure the ongoing effective running of the organisation if any incidents/adverse events occur.

Our national body Citizens Advice also undertakes an annual review process with the organisation to ensure controls are in place to mitigate identified risks and to understand the overall level of risk to which the organisation is currently exposed. The current overall risk level has been assessed as low.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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

**FOR THE YEAR ENDED 31 MARCH 2021**

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

The Organisation is made up of a Board of Trustees who have responsibility for the overall governance of the organisation. They discharge the day to day running of the organisation to the Chief Executive Officer. Beneath the CEO there is a senior management team made up of two Directors of Operations and a Director of Finance/IT. They are supported by an executive administrator. Our ICT is outsourced to Pedmore Computer Services Ltd who run our IT platforms and respond to any software/hardware support issues with staff.

The operational running of advice services is delegated to five Advice Services Managers who line manage paid and volunteer generalist and specialist advisors/ caseworkers, technical and quality supervisors, business support administrators and contact centre assessors.

The charity is a private company (registration number 1946618) limited by guarantee and not having a share capital. The company is governed by its Memorandum and Articles of Association. The company is also a registered charity (registration number 516877). The Charity is incorporated as a company limited by guarantee having no share capital. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member in accordance with the Memorandum of Association.

J Crockett (Chair)

N Cheesewright

L M Jones

G Patel

P Paul

B Cysewski

S lafrati

S Cooper

(Appointed 26 January 2021)

S Dugan

(Appointed 26 January 2021)

S Handscomb

(Appointed 26 January 2021)

J Hussey

(Appointed 26 January 2021)

M Jones

(Appointed 26 January 2021)

S Maynard

The Trustees, who are also the directors for the purpose of company law, and who served during the year: Mr Jon Crockett (Chair), Mr Nick Cheesewright, Ms Louise Jones, Mrs Geeta Patel, Mrs Primula Paul, Mr Bernard Cysewski, Mr Stephen Lafrati, Mr Stuart Maynard.

Resignation within the year: None

Co-opted onto the Board within the year as a consequence of the merger: Mr Steven Handscomb (Vice Chair), Mr Mark Jones, Ms Sarah Dugan, Ms Sue Cooper, Mr John Hussey.

### **Qualifying third party indemnity provisions**

Trustee recruitment opportunities are advertised through our national body's Citizens Advice website, our local website, bespoke adverts, social media and by word of mouth. Anybody interested in becoming a trustee is invited to complete an application and will be invited to an interview if the skills requirements are met. If successful, the potential trustee is invited to observe a trustee meeting and then is formally co-opted onto the board as a trustee and then formally as a Director at the next AGM. Each new trustee undertakes an induction process into the role and organisation. Each new trustee is offered a mentor who is one of the experienced trustee members.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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

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None of the Trustees have any beneficial interest in the company. All of the Trustees are members of the company and guarantee to contribute £1 in the event of a winding up. The company's current policy concerning the payment of trade creditors is to follow the CBI's Prompt Payers Code (copies are available from the CBI, Centre Point, 103 New Oxford Street, London WC1A 1DU). The company's current policy concerning the payment of trade creditors is to:

- settle the terms of payment with suppliers when agreeing the terms of each transaction,
- ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts; and
- pay in accordance with the company's contractual and other legal obligations.

The Charity also co-operates and liaises with a number of other advisory services, local charities and Council departments on behalf of clients. Where one of the Trustees holds the position of Trustee/Director of another charity, they may be involved in discussion regarding that other charity, but not in the ultimate decision making process.

### **Auditor**

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

### **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.



J Crockett (Chair)  
**Trustee**

23 November 2021

# **WOLVERHAMPTON CITIZENS ADVICE BUREAUX**

## **STATEMENT OF TRUSTEES' RESPONSIBILITIES**

***FOR THE YEAR ENDED 31 MARCH 2021***

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The Trustees, who are also the directors of Wolverhampton Citizens Advice Bureaux 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.

In so far as the trustees are aware:

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

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## INDEPENDENT AUDITOR'S REPORT

### TO THE TRUSTEES OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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#### Opinion

We have audited the financial statements of Wolverhampton Citizens Advice Bureaux (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the 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 FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, 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, 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.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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#### **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.

#### **Extent to which the audit was considered capable of detecting irregularities, including fraud**

We identified and assessed the risks of material misstatement of the financial statements, in respect of irregularities whether due to fraud or error, or non compliance with laws and regulations and then designed and performed audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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We obtained an understanding of the legal and regulatory frameworks that are applicable to the Company by discussion and enquiry with the directors and management team and our general knowledge and experience of the charity.

We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation, data protection, employment, and health and safety legislation;

We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, reviewing correspondence with relevant regulators.

We assessed the susceptibility of the Company's financial statements to material misstatement, including how fraud might occur. Audit procedures performed included but were not limited to:

- Discussions with directors and management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- Confirming our understanding of controls by performing a walk through test or observation and enquiry;
- Performing analytical procedures to identify any unusual or unexpected relationships;
- Challenging assumptions and judgements made by management in accounting for long term construction contracts including recognition of income and estimation of costs to complete;
- Identifying and testing journal entries;
- Agreeing funding to underlying service agreements and ensuring income is recognised in the correct period;
- Agreeing classification of funding between restricted and unrestricted funds and ensuring amounts are spent for the purposes intended;
- Reviewing the allocation of direct and support costs and ensuring comparable to previous periods;
- Reviewing unusual or unexpected transactions; and
- Agreeing the financial statement disclosures to underlying supporting documentation.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

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

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

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## INDEPENDENT AUDITOR'S REPORT (CONTINUED)

### TO THE TRUSTEES OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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#### 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.



**Wendy Davies (Senior Statutory Auditor)**  
for and on behalf of CK Audit

23 November 2021

**Chartered Accountants**  
**Statutory Auditor**

No 4 Castle Court 2  
Castlegate Way  
Dudley  
West Midlands  
DY1 4RH

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2021

	Notes	Unrestricted funds 2021 £	Restricted funds 2021 £	Total Unrestricted funds 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
<b>Income and endowments from:</b>							
Donations and legacies	3	729,237	41,988	771,225	10	21	31
Income from charitable activities	4	248,002	1,284,766	1,532,768	375,515	1,085,614	1,461,129
Investments	5	975	-	975	1,885	-	1,885
Other income	6	8,233	3,312	11,545	12,724	-	12,724
<b>Total income</b>		<b>986,447</b>	<b>1,330,066</b>	<b>2,316,513</b>	<b>390,134</b>	<b>1,085,635</b>	<b>1,475,769</b>
<b>Expenditure on:</b>							
Expenditure from charitable activities	7	359,215	1,187,323	1,546,538	309,757	1,037,768	1,347,525
<b>Net incoming resources before transfers</b>		<b>627,232</b>	<b>142,743</b>	<b>769,975</b>	<b>80,377</b>	<b>47,867</b>	<b>128,244</b>
Gross transfers between funds		87,190	(87,190)	-	49,030	(49,030)	-
<b>Net incoming resources</b>		<b>714,422</b>	<b>55,553</b>	<b>769,975</b>	<b>129,407</b>	<b>(1,163)</b>	<b>128,244</b>
<b>Other recognised gains and losses</b>							
Revaluation of tangible fixed assets		(141,900)	-	(141,900)	-	-	-
<b>Net movement in funds</b>		<b>572,522</b>	<b>55,553</b>	<b>628,075</b>	<b>129,407</b>	<b>(1,163)</b>	<b>128,244</b>
Fund balances at 1 April 2020		1,212,748	9,623	1,222,371	1,083,343	10,784	1,094,127
<b>Fund balances at 31 March 2021</b>		<b>1,785,270</b>	<b>65,176</b>	<b>1,850,446</b>	<b>1,212,750</b>	<b>9,621</b>	<b>1,222,371</b>

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

All income and expenditure derive from continuing activities.

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

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021		2020	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	11		455,000		609,600
<b>Current assets</b>					
Debtors	12	193,239		81,839	
Cash at bank and in hand		2,007,163		669,095	
		<u>2,200,402</u>		<u>750,934</u>	
<b>Creditors: amounts falling due within one year</b>	13	<u>(774,956)</u>		<u>(138,163)</u>	
Net current assets			1,425,446		612,771
<b>Total assets less current liabilities</b>			<u>1,880,446</u>		<u>1,222,371</u>
<b>Provisions for liabilities</b>			(30,000)		-
<b>Net assets</b>			<u><u>1,850,446</u></u>		<u><u>1,222,371</u></u>
<b>Income funds</b>					
Restricted funds	16		65,176		9,621
<u>Unrestricted funds</u>					
Designated funds	17	1,466,864		675,790	
General unrestricted funds		168,686		232,640	
Revaluation reserve		149,720		304,320	
		<u>1,785,270</u>		<u>1,212,750</u>	
			<u><u>1,850,446</u></u>		<u><u>1,222,371</u></u>

The financial statements were approved by the Trustees on 23 November 2021



J Crockett (Chair)  
Trustee



S Handscomb  
Trustee

Company Registration No. 01946618

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## STATEMENT OF CASH FLOWS

FOR THE YEAR ENDED 31 MARCH 2021

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	Notes	2021 £	£	2020 £	£
<b>Cash flows from operating activities</b>					
Cash generated from operations	21		1,337,093		108,815
<b>Investing activities</b>					
Investment income received		975		1,885	
<b>Net cash generated from investing activities</b>			975		1,885
<b>Financing activities</b>					
Repayment of bank loans		-		(21,716)	
<b>Net cash used in financing activities</b>			-		(21,716)
<b>Net increase in cash and cash equivalents</b>			1,338,068		88,984
Cash and cash equivalents at beginning of year			669,095		580,111
<b>Cash and cash equivalents at end of year</b>			<u>2,007,163</u>		<u>669,095</u>

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS

*FOR THE YEAR ENDED 31 MARCH 2021*

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### 1 Accounting policies

#### Charity information

Wolverhampton Citizens Advice Bureaux is a private company limited by guarantee incorporated in England and Wales. The registered office is 26 Snow Hill, Wolverhampton, West Midlands, WV2 4AD.

#### 1.1 Accounting convention

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties. 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.

Income is measured at the fair value of the consideration received or receivable and represents amounts receivable for goods and services provided in the normal course of business, net of discounts, VAT and other sales related taxes.

#### 1.5 Expenditure

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

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

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

#### 1.7 Impairment of fixed assets

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

#### 1.8 Cash and cash equivalents

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

#### 1.9 Financial instruments

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

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

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

#### **Basic financial assets**

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

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

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### 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.

#### **1.10 Provisions**

Provisions are recognised when the charity has a legal or constructive present obligation as a result of a past event, it is probable that the charity will be required to settle that obligation and a reliable estimate can be made of the amount of the obligation.

The amount recognised as a provision is the best estimate of the consideration required to settle the present obligation at the reporting end date, taking into account the risks and uncertainties surrounding the obligation. Where the effect of the time value of money is material, the amount expected to be required to settle the obligation is recognised at present value. When a provision is measured at present value, the unwinding of the discount is recognised as a finance cost in net income/(expenditure) in the period in which it arises.

#### **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.

#### **1.13 Fund accounting**

General funds are unrestricted funds which are available for use at the discretion of the trustees in furtherance of the general objectives of the company and which have not been designated for other purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular purposes.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 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.

#### Critical judgements

##### Allocation of support costs

Determine the basis of allocation of support costs between restricted and unrestricted funds.

##### Key sources of estimation uncertainty

##### Useful economic life of tangible fixed assets

Tangible fixed assets are depreciated over their useful lives taking into account residual values where appropriate. The actual lives of these assets are assessed annually and may vary depending on a number of factors. In assessing asset lives, factors such as life cycles and maintenance programmes are taken into account. Residual value assessments consider issues such as the remaining life of the asset and projected disposal values.

### 3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Donations and gifts	642,031	32,013	674,044	10	21	31
Grants received under coronavirus job retention scheme	87,206	9,975	97,181	-	-	-
	<u>729,237</u>	<u>41,988</u>	<u>771,225</u>	<u>10</u>	<u>21</u>	<u>31</u>
<b>Donations and gifts</b>						
Transfer of net assets from Dudley CAB	642,002	32,013	674,015	-	-	-
Other	29	-	29	10	21	31
	<u>642,031</u>	<u>32,013</u>	<u>674,044</u>	<u>10</u>	<u>21</u>	<u>31</u>

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 3 Donations and legacies

(Continued)

Included within donated goods and services is £674,015 of assets that were donated to the charity from Dudley Citizens Advice Bureau. On 1st January 2021, the assets and liabilities of Dudley Citizens Advice Bureau were transferred over to Wolverhampton Citizens Advice Bureau.

The assets transferred were as follows:

Current Assets	1,178,569
Current Liabilities	(477,054)
Provisions	(27,500)
Total assets transferred	£674,015

### 4 Income from charitable activities

	2021 £	2020 £
Development & engagement, financial capability and general & debt advice	1,532,768	1,461,129
Analysis by fund		
Unrestricted funds	248,002	375,515
Restricted funds	1,284,766	1,085,614
	1,532,768	1,461,129

### 5 Investments

	Unrestricted funds 2021 £	Unrestricted funds 2020 £
Interest receivable	975	1,885

### 6 Other income

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £
Other income	8,233	3,312	11,545	12,724

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 7 Expenditure from charitable activities

	2021 £	2020 £
Staff costs	1,103,984	972,375
Premises costs	10,356	8,362
Staff and Volunteers	7,816	23,561
Office costs	26,003	3,853
Governance Costs	3,538	1,888
Other Costs	40,585	45,312
	<u>1,192,282</u>	<u>1,055,351</u>
Share of support costs (see note 8)	336,139	268,122
Share of governance costs (see note 8)	18,117	24,050
	<u>1,546,538</u>	<u>1,347,523</u>
<b>Analysis by fund</b>		
Unrestricted funds	359,215	309,757
Restricted funds	1,187,323	1,037,768
	<u>1,546,538</u>	<u>1,347,525</u>

### 8 Support costs

	Support costs £	Governance costs £	2021 £	Support costs £	Governance costs £	2020 £
Staff costs	166,470	-	166,470	126,846	-	126,846
Depreciation	12,700	-	12,700	12,700	-	12,700
Premises costs	45,318	-	45,318	56,543	-	56,543
Staff and Volunteer Costs	706	-	706	6,352	-	6,352
Other costs	14,110	-	14,110	16,305	-	16,305
Office Costs	96,835	-	96,835	65,683	-	65,683
Legal and professional	-	18,117	18,117	-	7,744	7,744
	<u>336,139</u>	<u>18,117</u>	<u>354,256</u>	<u>284,429</u>	<u>7,744</u>	<u>292,173</u>
Analysed between Charitable activities	<u>336,139</u>	<u>18,117</u>	<u>354,256</u>	<u>268,123</u>	<u>24,050</u>	<u>292,173</u>

Support costs are allocated on the basis of staff hours per activity.

Governance costs includes payments to the auditors of £7,087 (2020: £5,400) for audit fees.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 9 Trustees

None of the Trustees (or any persons connected with them) received any remuneration during the year, and a total of £nil travelling expenses were reimbursed (2020: £93).

### 10 Employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Advice workers & support staff	53	48
Key management personnel	3	2
Total	<u>56</u>	<u>50</u>

#### Employment costs

	2021 £	2020 £
Wages and salaries	1,139,870	981,237
Social security costs	89,090	77,198
Other pension costs	41,494	40,786
	<u>1,270,454</u>	<u>1,099,221</u>

During the year key management personnel received remuneration and benefits of £143,249 (2020: £100,491)

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

### 11 Tangible fixed assets

	Freehold land and buildings £
<b>Cost or valuation</b>	
At 1 April 2020	635,000
Revaluation	(180,000)
At 31 March 2021	<u>455,000</u>
At 1 April 2020	25,400
Depreciation charged in the year	12,700
Revaluation	(38,100)
<b>Carrying amount</b>	
At 31 March 2021	<u>455,000</u>
At 31 March 2020	<u>609,600</u>

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 11 Tangible fixed assets

(Continued)

The two premises were valued at £455,000 on the basis of open market value on 10 August 2021 by DW Heath DIP Man FRICS on behalf of Butters John Bee which resulted in a reduction of the carrying value of the assets of £154,600.

At 31 March 2021, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount would have been approximately £667,500 (2020 - £680,200).

### 12 Debtors

	2021	2020
	£	£
<b>Amounts falling due within one year:</b>		
Trade debtors	85,103	24,890
Other debtors	30,624	24,361
Prepayments and accrued income	77,512	32,588
	<u>193,239</u>	<u>81,839</u>

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

	Notes	2021	2020
		£	£
Other taxation and social security		27,632	23,352
Deferred income	15	148,097	67,752
Trade creditors		552,094	-
Other creditors		7,591	8,164
Accruals and deferred income		39,542	38,895
		<u>774,956</u>	<u>138,163</u>

### Provisions for liabilities

	2021	2020
	£	£
Dilapidations	<u>30,000</u>	<u>-</u>

Movements on provisions:

	Dilapidations
	£
Inherited from Dudley MBC	27,500
Additional provisions in the year	2,500
At 31 March 2021	<u>30,000</u>

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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

---

### 15 Deferred income

	2021 £	2020 £
Arising from Income received in advance	148,097	67,752

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 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			Transfers	Resources expended	Balance at 1 April 2020	Balance at 31 March 2021
	Balance at 1 April 2019	Resources expended	Transfers	Balance at 1 April 2020	Resources expended	Transfers				
	£	£	£	£	£	£	£	£	£	£
Wolverhampton City Council (WCC)	-	262,000	(60,428)	-	264,310	(78,826)	-	-	-	-
HIJ Project	-	-	-	-	7,000	(3,300)	-	(185,484)	(3,700)	-
Help to Claim project	-	86,041	-	-	99,267	(99,267)	-	(3,300)	-	-
Gambleaware project (Dudley)	-	-	-	-	24,094	(77)	-	(99,267)	(24,017)	-
Headway project (Dudley)	-	-	-	-	2,692	(2,097)	-	(77)	(595)	-
BC Macmillan project (Dudley)	-	-	-	-	54,111	(56,952)	-	(2,097)	2,841	-
Palliative child project (Dudley)	-	-	-	-	3,155	(3,155)	-	(56,952)	-	-
LTHC project (Dudley)	-	-	-	-	9,948	(9,948)	-	(3,155)	-	-
MaPS	-	337,454	(29,308)	-	385,303	(373,418)	-	(9,948)	(11,885)	-
HLS project	-	-	-	-	31,912	(31,822)	-	(373,418)	(90)	-
CRC	-	-	-	-	16,000	(10,527)	-	(31,822)	(5,473)	-
Uplift project	-	-	-	-	71,150	(51,445)	-	(10,527)	-	19,705
BBO CAW	-	196,522	34,379	-	154,972	(193,666)	-	(51,445)	38,694	-
Pension Wise	-	152,942	-	-	137,182	(137,182)	-	(193,666)	-	-
WVSC project	-	-	-	-	24,497	(24,482)	-	(137,182)	(15)	-
DMBC Innovation Fund	-	-	-	-	35,405	-	-	(24,482)	-	35,405
WCC Public Health	6,713	-	-	6,713	-	-	-	-	-	6,713
Hardship fund	3,451	6	-	2,910	-	(30)	-	(30)	-	2,880
Esmee Fairbairn Foundation	-	48,987	6,327	-	-	-	-	-	-	-
Other	620	1,683	-	-	-	-	-	-	-	-
St Paul's Centre	-	-	-	-	473	-	-	-	-	473
Energy advice programme - Dudley	-	-	-	-	4,445	(1,477)	-	(1,477)	(2,968)	-
Energy advice programme - W'ton	-	-	-	-	4,150	(2,994)	-	(2,994)	(1,156)	-
	10,784	1,085,635	(49,030)	9,623	1,330,066	(1,187,323)	(87,190)	(1,187,323)	(87,190)	65,176

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

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#### 16 Restricted funds

(Continued)

During the year £87,190 (2019/2020 £49,030) was transferred from restricted funds to unrestricted funds to cover deficits on certain projects. The restricted funds of Uplift, DMBC Innovation fund, WCC Public Health, Hardship fund and St Pauls Centre are either ongoing projects or projects suspended due to the Covid pandemic and will be spent in line with their original purpose over an agreed timeline with funders.

More detail about the operations of all of our funded projects can be found in our annual impact report. The largest restricted fund income streams are summarised as follows:

#### **Wolverhampton City Council**

A commissioned service to deliver advice and information on welfare, benefits, housing and debt issues for Wolverhampton residents. This is delivered with Age UK Wolverhampton as our sub-contractors.

#### **MaPS**

A team of specialist advisers, funded by the Money Advice Service, to provide money advice to clients, predominantly face to face, or by telephone. Each client is provided with personalised advice to maximise income, manage their money effectively and deal with their debts. The aim is to stabilise the individual's current financial situation, put in place a plan to manage it in the future and empower them to deal with any future financial challenges.

#### **Pension Wise**

Department for Work and Pensions funded project to deliver free and impartial guidance to help people understand what they can do with their pension pot under the new freedoms. We deliver this service in the Black Country and parts of Birmingham.

#### **Help to Claim**

DWP funded programme, sub contracted to us via our National Citizens Advice body to offer face-to-face and digital support for claimants of Universal Credit from claim to first payment.

#### **Building Better Opportunities**

Delivering employability support and advice to remove barriers to employment for unemployed people over 25. Funded by the Big Lottery and the European Social Fund. We are part of the supply change managed by Steps to Work.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

### FOR THE YEAR ENDED 31 MARCH 2021

#### 17 Designated funds

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

	Balance at 1 April 2019 £	Transfers £	Balance at 1 April 2020 £	Transfers £	Balance at 31 March 2021 £
Freehold property	317,980	-	317,980	-	317,980
Reserves policy	265,882	91,928	357,810	243,074	600,884
Digital Development	-	-	-	30,000	30,000
Transformation	-	-	-	15,000	15,000
Digital inclusion officer	-	-	-	30,000	30,000
Volunteer co-ordinator	-	-	-	30,000	30,000
Workforce development	-	-	-	40,000	40,000
Health & well being	-	-	-	15,000	15,000
Black Country Macmillan	-	-	-	113,000	113,000
MaPS Recomissioning	-	-	-	160,000	160,000
DMBC One Voluntary Sector Contract	-	-	-	115,000	115,000
	<u>583,862</u>	<u>91,928</u>	<u>675,790</u>	<u>791,074</u>	<u>1,466,864</u>

A designated fund is held of £317,980 (2019/20 £317,980) and the revaluation reserve amount relating to the freehold property of £149,720 (2019/20 £291,620) as these amounts are not readily available to spend on the charitable objects of the company. Funds are designated as per the company's reserves policy to set aside 3 months operating expenses of £600,884 (2019/20 £357,810).

Additional designations have been made for new areas of proposed spending which currently do not have funding but is seen as essential for developing the organisation; Digital development, transformation agenda, digital officer and volunteer co-ordinator posts, workforce development and health & wellbeing which totals £160,000.

Acknowledgement has been made with the designation of funds to three projects which in the future will not be full cost recovery, subject to supplementary funding not being able to be sourced; MaPS recommissioned contract, Black Country Macmillan and DMBC One Voluntary contract amounting to £388,000.

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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

### 18 Analysis of net assets between funds

	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total 2021 £	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total 2020 £
Fund balances at 31 March 2021 are represented by:						
Tangible assets	455,000	-	455,000	609,600	-	609,600
Current assets/ (liabilities)	1,360,270	65,176	1,425,446	612,771	-	612,771
Provisions	(30,000)	-	(30,000)	-	-	-
	<u>1,785,270</u>	<u>65,176</u>	<u>1,850,446</u>	<u>1,222,371</u>	<u>-</u>	<u>1,222,371</u>

# WOLVERHAMPTON CITIZENS ADVICE BUREAUX

## NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021

### 19 Operating lease commitments

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

	2021 £	2020 £
Within one year	12,161	1,684
Between two and five years	10,185	3,097
	<u>22,346</u>	<u>4,781</u>

### 20 Related party transactions

There were no disclosable related party transactions during the year (2020: none).

### 21 Cash generated from operations

	2021 £	2020 £
Surplus for the year	769,975	128,244
Adjustments for:		
Investment income recognised in statement of financial activities	(975)	(1,885)
Depreciation and impairment of tangible fixed assets	12,700	12,700
Movements in working capital:		
(Increase) in debtors	(111,400)	(1,019)
Increase/(decrease) in creditors	556,448	(27,573)
(Decrease) in provisions	30,000	-
Increase/(decrease) in deferred income	80,345	(1,652)
<b>Cash generated from operations</b>	<u>1,337,093</u>	<u>108,815</u>