BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LTD

England & Wales · Charity number 519639

Details

Other names	BIRMINGHAM DISTRICT CITIZENS ADVICE BUREAU, BIRMINGHAM DISTRICT CITIZENS ADVICE BUREAUX LTD, BIRMINGHAM DISTRICT CITIZENS ADVICE SERVICE LTD, BCABS
Status	Registered
Legal form	Charitable company
Company number	02202427
Registered	1987-12-15
Register	View on the Charity Commission register

Contact

Address	Citizens Advice Birmingham First Floor Wellington House 31-34 Waterloo Street Birmingham B2 5TJ
Phone	01212365700
Email	financeoffice@bcabs.org.uk
Website	www.bcabs.org.uk

Activities

Objects: THE CHARITY'S OBJECTS ('OBJECTS') ARE SPECIFICALLY: TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN BIRMINGHAM AND SURROUNDING AREAS

Activities: Birmingham Citizens Advice Bureau has twin aims:* provision of information, advice and advocacy to the people of Birmingham and* influence the development of social policy to tackle injustice, reduce poverty and social exclusionThis free, confidential and impartial advice service is provided to the standards set by national Citizens Advice

Classification

- **How:** Provides Advocacy/advice/information
- **What:** Economic/community Development/employment, Other Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** BIRMINGHAM, HEREFORD AND WORCESTER, SHROPSHIRE, STAFFORDSHIRE, WARWICKSHIRE, THE METROPOLITAN DISTRICTS OF BIRMINGHAM, COVENTRY, DUDLEY, SANDWELL, SOLIHULL, WALSALL, WOLVERHAM
- Birmingham City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,177,089	£2,111,374	£1,329,597	56
2024-03-31	£2,137,584	£2,070,980	£1,263,882	52
2023-03-31	£1,869,645	£1,726,363	£1,197,278	46
2022-03-31	£1,855,253	£1,894,193	£1,053,996	53
2021-03-31	£1,916,532	£1,778,966	£1,092,936	56

Trustees

Name	Role	Appointed
Alice Lucy Vernall		2019-12-10
Chaitali Rima Prakash Desai		2018-10-17
Dee Kundi		2023-02-22
Habibur Choudhury		2025-02-12
JILL LAMBERT		
Junaid Shah		2025-02-12
Kay Burton-Williams		2023-02-22
Liam Brooker		2018-10-17
Philip John Marris		2021-01-11

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LTD

England & Wales - Charity number 519639

Accounts

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2025

Company No. 02202427
Charity No. 519639

CONTENTS

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

TRUSTEES'/DIRECTORS' REPORT
For the year ended 31 March 2025

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and the audited financial statements for the year ended 31 March 2025.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number: 519639
Company number: 02202427
Authorised & regulated by the Financial Conduct Authority FRN: 617509

Registered office:	First Floor Wellington House 31-34 Waterloo Street Birmingham B2 5TJ
Trustee Directors:	Liam Brooker (Chair) Jill Lambert Councillor Gareth Moore Elizabeth Alvey Chaitali Desai Lucy Vernall Phil Marris Kay Burton-Williams Dee Kundi Sundeep Gill (resigned 31/01/25) Lydia Stockdale (resigned 06/11/2024) Richard Burden (resigned 06/11/24) Habib Choudhury (appointed 12/02/25) Junaid Shah (appointed 12/02/25)
Senior Management Team:	Janice Nichols (Chief Executive – Retired 31/08/24) Kelly Danks (Interim Chief Executive from 01/09/24) Samantha Catchpole Jane Priest
Auditors:	CKCA Limited No. 4 Castle Court 2 Castlegate Way Dudley DY1 4RH
Bankers:	Unity Trust Bank Plc 9 Brindley Place Birmingham B1 2HB
Solicitors:	DLA Piper UK LLP Victoria Square House Birmingham B2 4DL
	Gowling WLG (UK) LLP Two Snowhill Birmingham B4 6WR

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity (which has the working name of 'Citizens Advice Birmingham (CAB)') was formed as a company limited by guarantee on 3 December 1987 (Company Number: 02202427). The full name of the charity is Birmingham Citizens Advice Bureau Service Limited and was registered with the Charity Commission on 15 December 1987 (Charity Number: 519639). It is governed by its Memorandum and Articles of Association, as last updated on 8 November 2023.

Recruitment and appointment of trustees

The Charity is governed through a Trustee Board. Trustees who have held office during the year are listed on page 3. The Articles of Association provide for a minimum of three and a maximum of fifteen Trustees.

Trustees are elected to the Board for a maximum period of three AGMs and are appointed by a resolution of its members at an AGM. The Board has powers to co-opt members, provided that on appointment the total number of co-opted trustees does not exceed one third of the total number of trustees. All co-opted trustees must retire by the third AGM after their appointment and may offer themselves for election.

The Trustee Board has two working committees, the Finance and General Purposes Committee with responsibility for financial management and premises and the Human Resources Committee with responsibility for personnel matters, including the setting and monitoring of pay & remuneration of personnel and key management against industry benchmarks, as well as Health and Safety and safeguarding matters. Other task and finish groups are set up as necessary. The Board implements its decisions through an executive management committee that consists of the Chief Executive, who attends Board Meetings, and three operational managers, each with an individual area of responsibility, along with the new business development manager and the finance manager. The organisation is co-ordinated from its office on Waterloo Street, Birmingham.

Trustee induction and training

New trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan, annual budget and recent financial performance of the charity, and the risk register. They also meet key employees and other trustees. Trustees all undertake GDPR and FCA mandated training, they are also provided with annual training and charity updates where these will facilitate the understanding of their role. They are also invited to the full training programme for staff and volunteers and have access to online training via our national Citizens Advice online portal.

Related parties

Citizens Advice Birmingham (CAB) is a member of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports local offices with an information system, training and other services.

During the 2024/25 financial year payments were made to Citizens Advice to the value of £11,503 (2023/24: £11,438) in respect of subscriptions, accountancy support, training services, stationery and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £984,529 (2023/24: £887,954).

Councillor Gareth Moore is an elected member with Birmingham City Council. During the 2024/25 financial year payments were made to Birmingham City Council of £10,551 (2023/24: £47,468) in respect of premises rentals, council taxes and business rates. Receipts from Birmingham City Council for contracts and grant funding in the year totalled £274,063 (2023/24: £370,750).

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Background

During the period covered by this report, the UK saw a change of Government and continued to feel the effects of the largest cost of living crisis for decades.

Citizens Advice Birmingham continued to feel the cost-of-living impact, both in terms of our ability to meet demand for our services and in dealing with the increasingly complex and growing client service needs. We continue to deliver our services by telephone and offer webchat and video calls via a mix of office based and homeworking, as well as face-to-face appointments at outreach locations across the city. This provides more convenience for our clients as well as more efficiency for our staff, both paid and voluntary.

The UK experienced the impact of global political uncertainty during the summer of 2024, with an increase in hate crime and a lack of community cohesion. We remain vigilant, especially as the current political focus on migrants and asylum seekers can further expose vulnerable members of the community.

Following the retirement of our Chief Executive, Janice Nichols, we welcomed our Deputy Chief Executive, Kelly Danks, into the role of Interim Chief Executive.

Key risks and uncertainties

Senior managers and trustees undertake an annual review of the business risks for Citizens Advice Birmingham, taking care to record all significant risks in a risk register. This is monitored throughout the year to ensure there has not been any major change to individual risks. Consideration is given to the steps the organisation needs to take to mitigate risk by setting down actions that can be taken to reduce the likelihood and/or the impact of an individual risk occurring.

The principal risk identified by the annual review of business risks continues to be the uncertainty of future funding. BCC re commissioned their advice contract in January 2025. BCC's advice model is changing, with the city-wide telephone service no longer commissioned and advice services to be delivered face to face, working alongside BCC staff within Libraries in specified localities. On 13th March 2025, we were pleased to be awarded two of the four available lots i.e. East and North Birmingham, with the new service commencing in 2025/26. We have also diversified into new areas, particularly extending the reach of our advice services within health settings e.g. delivering a Sickle Cell and Thalassaemia project.

Our structural changes and our success in expanding our services brings a staffing capacity and management expertise risk. To mitigate this risk, the organisation undertakes succession planning by ensuring that skills are shared, and roles are developed in the team to cover key posts when required. Training and further development is offered where this can help to develop necessary skills. Where we have been unable to appoint to advisor roles, we are increasingly 'growing our own' by appointing to trainee positions. We continue to explore opportunities to seek funding to develop trainee caseworker roles in the future.

In parallel, trustees continue to look for new funding streams and opportunities to collaborate with others to develop new projects. Citizens Advice Birmingham carries sufficient reserves to meet the obligations of the organisation should no future funding be secured and takes steps actively to manage creditors to ensure there is a healthy cash flow in the bank.

Trustees take seriously the potential risks around information and data, and Information Assurance is another key risk detailed in the organisation's risk register. Staff and volunteers are regularly reminded of their responsibilities around the storage and handling of data as well as undertaking annual GDPR refresher training.

Trustees

The trustees who have served during 2024/25 can be seen on page 3.

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

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Pay and remuneration of senior staff

Levels of salary for senior staff and key management personnel are reviewed annually and the Trustee Board operates a HR Committee which meets to discuss staffing concerns during the year before reporting back to the Board. Salary levels are regularly benchmarked against comparable organisations.

Volunteers

We currently have 21 volunteers in total and continue to build a strong volunteer team. Most of our current volunteers continue to help deliver our Telephone Advice Line (TAL). We have three volunteers completing benefit forms as part of our Volunteer Benefits Team, another who supports our Birmingham Women's and Children's Hospitals Project, one who provides IT support, one who assists the Macmillan Benefits Team and one who carries out campaigns and communication work.

Fundraising activities

The Charity had no significant fundraising activities and costs in the year but raised funds from voluntary donations received from regular donors as well as donations received from clients and organisations that are supporting our work.

OBJECTIVES AND ACTIVITIES

Citizens Advice Birmingham (CAB) has twin aims:

- Provision of information, advice and advocacy to the people of Birmingham; and
- Influence the development of social policy to tackle injustice and reduce poverty and social exclusion.

The free, confidential and impartial advice service is provided to the standards set by national Citizens Advice so that clients can understand their rights and responsibilities and thus enable them to make informed choices about important aspects of their lives.

Policies

The policy that has been adopted to achieve the above aims is to follow the guidelines set down by national Citizens Advice and includes the operation of office and outreach services within the geographical area.

The trustees achieve their aims by:

a) Recruiting and training a local diversity of volunteers;
b) Sustaining and assisting charitable services by providing teams of managerial, administrative and specialist staff;
c) Raising income by negotiating funding agreements with various bodies, and obtaining donations and income from other sources;
d) Incurring expenditure, acquiring assets, entering into leases and other transactions such that the service can operate to a high standard in an efficient manner; and
e) Controlling financial operations on a year-by-year basis by the appropriate use of a Business Development Plan and an Annual Budget.

The charity also operates Health & Safety and Equal Opportunities policies for the benefit of all who come into contact with the organisation.

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

Citizens Advice Birmingham provides advice to clients across Birmingham from locations including:

- Various Health Units within primary and secondary care settings
- Hospitals
- Job Centres, libraries, community centres
- HMP Birmingham
- County Court Welfare Office
- Foodbanks

Citizens Advice Birmingham provides information and advice on a wide range of issues to those living or working in the Birmingham area. We provide public benefit through our services which are free, confidential, independent and impartial to anyone using them. Below we set out in more detail how we have provided these services over the last year.

The Board of Trustees has had due regard to the Charity Commission guidance on public benefit and has complied with the duty in section 4 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

During 2024/25, Citizens Advice Birmingham delivered high quality, targeted, free advice to 15,444 clients with 113,404 issues, - an average of 7.3 issues per client (up from 6.3 issues per client in 2023/24) which is a strong indication that people's problems are becoming more complex than ever. During the year our work resulted in total income gains for our clients of £19,598,227.

The Generalist Advice Service assisted 6,704 clients with 80,470 issues. Our Universal Credit: Help to Claim Team achieved additional benefit income of £6.8 million for clients and our Macmillan Benefits Team helped clients living with cancer to access over £11.9 million in welfare benefits.

The Debt Team dealt with £6,434,281 worth of debt, of which 55% was non priority debt and the remaining 45% was priority debt. Debts written off, which included Debt Relief Orders and write offs, totalled £1,174,008 and repayments negotiated, which included Debt Management Plans on clients' behalf and token offer payments, £298,997. During the same period, our County Court Welfare Office dealt with £1,749,407 worth of mortgage arrears and £1,287,132 of rent arrears. 94% of the clients we represented at court hearings were able to avoid repossession.

Citizens Advice Birmingham regularly seeks feedback on its performance from clients. Overall, the vast majority of our clients rated their experience of our service as positive or very positive. 100% of clients who were supported by our Macmillan Benefits Team told us that they were satisfied or very satisfied with the service they received, 89% were less worried about their finances and 88%, said that our assistance had helped to reduce their stress or anxiety. Of the clients assisted by our Wellbeing Team, 94% said they were satisfied or very satisfied with the help they had received.

All this could not have been achieved without the hard work and dedication of our staff and volunteers, and the trustee board thanks all volunteers and staff for their hard work and commitment during another challenging 12 months.

We continue to work in partnership with other agencies including other local Citizens Advice. By keeping in touch with developments within local Citizens Advice from around the country we have been able to share experiences, lessons learned and new ways of doing things. We also continue to work with other Birmingham-based advice and support organisations to provide the best services we can to the citizens of Birmingham.

In summary, whilst the operating environment continues to be difficult, demand is increasing and need is ever more complex. Citizens Advice Birmingham has consistently aimed to ensure its services reach as many of those people who need help as possible with the resources available.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2025

REVIEW OF FINANCIAL POSITION

During the 2024/25 financial year CAB delivered a financial surplus of £65,715 (2023/24: financial surplus of £66,604). This surplus arose primarily due to increased funding from projects and investments, and salary savings resulting from slow recruitment into vacant positions. Income increased to £2,177,089 compared to £2,137,584 in 2023/24, while over the same period expenditure increased to £2,111,374 from £2,070,980 in 2023/24.

Expenditure on fixed assets capitalised during the year amounted to £NIL (2023/24: £NIL), in congruence with our capitalisation policy. Fixed assets are used for charitable purposes and enable staff and volunteers to provide an optimum service to the public.

There is an end of year restricted fund balance of £53,505 (2023/24: £76,110). Mainly accounted for by £28,709 for NHS projects, and £2,162 for The Henry Smith project, £18,365 left for the Alzheimer's project. The funds are expected to be spent by March 2026.

Restrictions and Investment Powers

The Memorandum of Association authorises the charity to receive income by way of grants, donations, gifts and legacies provided it does not undertake any permanent trading activities in raising funds for its primary objectives. The Memorandum of Association authorises investment of surplus monies not immediately required, subject only to conditions and consents imposed by law.

Reserves Policy

The Trustee Board reviews and updates its reserves policy annually to ensure its compliance with Charity Commission best practice. This requires reserves to be available to cover future contingencies and liabilities. The Reserves Policy requires at least three months' expenditure to be held as unrestricted designated funds, equating to £613,644 at budgeted 2025/26 expenditure levels.

The Charity also has a designated fund of £225,000 for tangible fixed assets (investments) and a further £270,000 for other designated funds, the breakdown of which can be seen in Note 20 on page 27. The unrestricted and undesignated general free reserves at 31 March 2025 are £167,448 (2024: £147,080) after designating reserves of £1,108,644 (2024: £1,040,692). Restricted reserves at the end of the year amount to £53,505 (2024: £76,110).

Going Concern

The Charity reported a cash inflow of £209,507 for the year as creditors and provisions were increased at year end, the Charity expects to make a smaller inflow in 2025/26.

After making further appropriate enquiries, together with our reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Political Donations

No donations of monies or donated goods were made to any political parties or political campaigns in the year (2023/4: £NIL).

FUTURE PLANS

Overall, funding continues to be short term and uncertain and is likely to remain so for some years to come, which makes longer term planning difficult. The Trustee Board recognises this, and its commitment to diversify its search for other funding includes seeking opportunities to work with other local Citizens Advice and other partners to collaborate on projects and share costs where possible.

With traditional sources of funding looking less secure, it is our intention to seek a new funding or new partnerships from a broader base, considering our clients' needs. CAB will offer its 'mainstream' access to our service by the most efficient means, which remains the telephone – across all our projects when clients express a channel preference it is for phone services. Alongside the phone service we will continue to offer some in-person support for clients who need it via funding arrangements with partners already working with the client group.

CAB will seek to target services at those people who are identified as being in greatest need. We will also seek to design services around clients at points where they are undergoing life changing events, for example a relationship breakdown, a cancer diagnosis, a threat of eviction. This approach already describes some of our most successful projects such as our Macmillan Welfare Benefit Service, Alzheimer's Society Project and our duty scheme at the county court supporting clients at risk of eviction.

As a result of our partnerships with Citizens Advice national and Anawim, Birmingham's Centre for Women, additional short-term funding has been secured for our Women's Services Project this year. The challenge remains to identify and secure longer term funding for this service, that has demonstrated a sustainable impact for the clients it supports.

Over the last year we have adapted flexibly to the changing funding landscape, pivoting or expanding services as necessary to continue to meet the needs of our clients e.g: enabling continuity of energy advice via the CADENT project on cessation of the BEAP project; expanding our Help to Claim service as a trusted provider of advice on Managed Migration to Universal Credit.

We have instigated new projects, embedding and expanding our West Midlands Sickle Cell, Thalassaemia and Rare Inherited Anaemia's Network Adviser Service and extending our reach into foodbanks by securing funding from Trussel to offer much needed advice to foodbank users in Quinton. We will continue to use our knowledge and networks to identify further developments for the future.

Much of this work will be underpinned by our long-term commitment to working with volunteers. The volunteer function is important to continue, as it meets additional client demand, and provides us with a pool from which we can recruit to paid posts within context of as workforce shortages across the advice sector. In 2024/25, five of our TAL advisers were recruited to vacant paid posts. The funding for our training and development officer runs out this year, as have now received the maximum grants available from the Henry Smith Trust. We will seek alternative funding for this post, as ongoing workforce training and development is crucial to our ability to deliver high quality advice. The post holder is also responsible for training all volunteers entering the service, for which we have no other funding.

We will continue to utilise technology both to promote ourselves to funders and to support more clients where possible. We will renew our website to ensure a more attractive web presence for clients, potential funders, corporate sponsors, and job candidates. We will also work with other local Citizens Advice and national Citizens Advice (CA) to harness AI where it can make our resources go further.

The priorities laid out below cover a wide range of challenges and opportunities in the next year and beyond:

- Continue to provide the people of Birmingham with high quality and accessible services
- Take steps to maintain our finances on a more sustainable footing by continuing to seek new funding opportunities, having a more diverse funding base and managing our costs
- Have the appropriate infrastructure to provide high quality services to our customers and ensure efficient management of the organisation
- Further develop our telephone and digital offer to ensure we reach as many clients as possible within our limited resources
- Raise the profile of Citizens Advice Birmingham with clients, funders and third parties
- Use our data to analyse and research issues to campaign for the benefit of our clients and the wider community
- Explore collaborative working with other local Citizens Advice, particularly in the West Midlands region, in other Core Cities and with other third sector agencies

- Utilise reserves in line with policy.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company and charity law requires the trustees to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charitable company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

a) select suitable accounting policies and apply them consistently
b) observe the methods and principles in the Charities SORP
c) make judgements and estimates that are reasonable and prudent
d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
e) prepare the financial statement on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

The directors who were in office on the date of approval of these financial statements have confirmed, as far as they are aware, that there is no relevant audit information of which the auditors are unaware. Each of the directors have confirmed that they have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditor.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities, preparing the accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102) and the Charities Act 2011.

Auditors

The auditors, CKCA Limited, have indicated their willingness to continue in office for the ensuing year.

The Trustees' report was approved by the board, authorised for issue on 30 July 2025, and signed on its behalf by:

Liam Brooker
Chair

Opinion

We have audited the financial statements of Birmingham Citizens Advice Bureau Service Limited (the 'charitable company') for the year ended 31 March 2025 which comprise of the statement of financial activities, balance sheet, cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is 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 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 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 trustees are responsible for the other information. The other information comprises the information included in the report of the trustees, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on matters prescribed by the Companies Act 2006

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

- the information given in the report of the trustees (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the 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 Report of the Trustees and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the charitable company for the purposes 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor'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.

Auditor's responsibilities for the audit of the financial statements (cont.)

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.

Audit response to risks identified
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 walkthrough 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: 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.

CK Audit

Mark Nicholls FCA
Senior Statutory Auditor
for and on behalf of CK Audit

30 July 2025

Chartered Accountants
Statutory Auditor

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

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
STATEMENT OF FINANCIAL ACTIVITIES
(Including income and expenditure account)
For the year ended 31 March 2025

	Note	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Unrestricted Funds £	Restricted Funds £	Total 2024 £
Income from:							
Donations and legacies	2	**2,799**	**-**	**2,799**	1,986	-	1,986
Charitable activities	3	**825,676**	**1,280,590**	**2,106,266**	896,798	1,175,069	2,071,867
Activities for generating funds	4	**50**	**27,747**	**27,797**	1,978	25,354	27,332
Investments	5	**40,227**	**-**	**40,227**	36,399	-	36,399
Total income		**868,752**	**1,308,337**	**2,177,089**	937,161	1,200,423	2,137,584
Expenditure on:							
Charitable activities	6,7	**736,755**	**1,336,523**	**2,073,278**	763,824	1,206,276	1,970,100
Other expenditure	8	**3,127**	**34,969**	**38,096**	69,484	31,396	100,880
Total expenditure		**739,882**	**1,371,492**	**2,111,374**	833,308	1,237,672	2,070,980
Net income/(expenditure) before transfer		**128,870**	**(63,155)**	**65,715**	103,853	(37,249)	66,604
Transfers between funds	20,21	**(40,550)**	**40,550**	**-**	(71,020)	71,020	-
Net movement in funds		**88,320**	**(22,605)**	**65,715**	32,833	33,771	66,604
Reconciliation of funds:							
Total funds brought forward at 01 April 2024		**1,187,772**	**76,110**	**1,263,882**	1,154,939	42,339	1,197,278
Total funds carried forward at 31 March 2025		**1,276,092**	**53,505**	**1,329,597**	1,187,772	76,110	1,263,882

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

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

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
BALANCE SHEET
As at 31 March 2025

	Note	2025 £	2025 £	2024 £	2024 £
Fixed assets					
Tangible assets	14	-		-	
Investments	14	**225,000**		225,000	
			225,000		225,000
Current assets					
Debtors	15	**257,862**		300,645	
Short term deposits	26	**850,633**		-	
Cash at bank and in hand	26	**298,468**		939,594	
		1,406,963		1,240,239	
Liabilities					
Creditors: amounts falling due within one year	16	**(222,366)**		(121,357)	
Net current assets			**1,184,597**		1,118,882
Total assets less current liabilities			**1,409,597**		1,343,882
Provisions for liabilities	19		**(80,000)**		(80,000)
Total net assets			**1,329,597**		1,263,882
Funds of the charity					
Unrestricted funds:	20				
General funds			**167,448**		147,080
Designated Revaluation reserve			**53,557**		53,557
Other Designated funds			**1,055,087**		987,135
			1,276,092		1,187,772
Restricted funds	21		**53,505**		76,110
Total charity funds	22		**1,329,597**		1,263,882

The financial statements for registered Company number 02202427, have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the provisions of FRS 102 Section 1A – small entities. The accounts were approved by the Board, authorised for issue on 30 July 2025 and signed on its behalf by,

Liam Brooker
Chair

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

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
CASH FLOW STATEMENT
For the year ended 31 March 2025

	Note	2025 £	2024 £
Cash flows from operating activities:			
Net cash provided by operating activities	25	**169,280**	(150,319)
Cash flows from investing activities:			
Dividends, interest and rents from investments	5	**40,227**	36,399
Net cash provided by investing activities		**40,227**	36,399
Increase / (decrease) in cash and cash equivalents in the reporting period		**209,507**	(113,920)
Cash and cash equivalents at the beginning of the reporting period		**939,594**	1,053,514
Cash and cash equivalents at the end of the reporting period	26	**1,149,101**	939,594

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

Charitable Company Information
Birmingham Citizens Advice Bureau Service Limited is a private limited charitable company, limited by guarantee, by not having share capital incorporated and domiciled in England & Wales. The registered office is First Floor Wellington House, 31-34 Waterloo street, Birmingham, B2 5TJ and the company registration number is: 02202427.

1 Accounting Policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Birmingham Citizens Advice Bureau Service Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are prepared in Sterling and rounded to the nearest £1.

1.2 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.

1.3 Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from government and other grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

1.4 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the bank.

1 Accounting Policies (continued)

1.5 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates. Expenditure on raising funds comprise the costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

1.6 Operating leases

The charity classifies the lease of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor and the equipment is replaced every six years whilst the economic life of such equipment is normally ten years. Rental charges are charged on a straight line basis over the term of the lease.

1.7 Taxation

The charitable company, being a registered charity with minimal trading income, has been granted exemption from tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

1.8 Tangible fixed assets and depreciation

All assets individually costing more than £5,000 are capitalised.

Tangible fixed assets other than freehold land are stated at cost less depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, as follows:

Equipment	20% on the straight line method
Furniture	20% on the straight line method

1.9 Investment property

Investment property is initially recorded at cost, which includes purchase price and any directly attributable expenditure. Investment property is revalued to its fair value at each reporting date and any changes in fair value are recognised as income or expenditure.

1.10 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1 Accounting Policies (continued)

1.12 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.13 Pensions and retirement benefits

The charity operates a defined contribution scheme. The amount charged to the statement of financial activities in respect of pension costs and other post retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

1.14 Financial instruments

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable, loans from banks and other third parties and loans to related parties.

Debt instruments (other than those wholly repayable or receivable within one year), including loans and other accounts receivable and payable, are initially measured at present value of the future cash flows and subsequently at amortised cost using the effective interest method.

Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an 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.

1.15 Judgements in applying accounting policies and key sources of estimation uncertainty

In preparing the Financial Statements, management is required to make estimates and assumptions which affect reported income, expenses, assets, liabilities and disclosure of contingent assets and liabilities. Use of available information and application of judgement are inherent in the formation of estimates, together with expectations of future events that are believed to be reasonable under the circumstances. Actual results in the future could differ from such estimates.

Investment property - The trustees have evaluated the value of the property at the year end. They have based their valuation on a valuation carried out by Charlotte Fullard MRICS on 20 November 2018.

The directors consider that there are no significant areas of key judgement or estimation uncertainty other than those identified in the accounting policies above.

1.16 Going concern

After making further appropriate enquiries, together with our reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

2 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Donations and gifts	2,799	-	2,799	1,986

3 Income from charitable activities

Grants and contract income receivable for charitable activity – advice and information	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
General Advice:				
Birmingham CC - Advice Service	263,750	-	263,750	344,062
Birmingham & Solihull NHS	-	185,702	187,702	187,252
Universal Support – Help to Claim	-	359,787	359,787	281,632
The Henry Smith Charity	-	48,752	48,752	49,250
Cadent Foundation	-	46,173	46,173	43,117
Energy Saving Trust	-	17,691	17,691	37,958
Birmingham Women & Childrens NHS	-	47,509	47,509	42,764
Sandwell & West Birmingham NHS	-	37,938	37,938	48,441
Other grants		26,456	26,456	
	263,750	770,008	1,033,758	1,034,476
Debt Advice:				
Money Advice Service: Debt Advice	519,614	-	519,614	503,017
Community Law Partnership (CLP)	42,312	-	42,312	48,507
Other grants	-	-	-	-
	561,926	-	561,926	551,524
Benefit Advice:				
Birmingham CC - Mental Health	-	-	-	37,000
Macmillan Cancer Support	-	366,883	366,883	365,498
Alzheimer's		143,699	143,699	83,369
	-	510,582	510,582	485,867
Total income from charitable activities	825,676	1,280,590	2,106,266	2,071,867

4 Activities for generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Other income	50	27,747	27,797	27,332
	50	27,747	27,797	27,332

5 Investments

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Interest received.	22,327	-	22,327	21,155
Investment property rental income	17,900	-	17,900	15,244
	40,227	-	40,227	36,399

6 Expenditure on charitable activities by fund

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
General Advice	227,221	816,167	1,043,388	954,536
Debt Advice	509,534	-	509,534	517,413
Benefits Advice	-	520,356	520,356	498,151
	736,755	1,336,523	2,073,278	1,970,100

7 Analysis of expenditure on charitable activities

	Basis of Allocation	General Advice £	Debt Advice £	Benefits Advice £	Total 2025 £	Total 2024 £
Direct costs:						
Salaries and wages	Direct	787,533	398,613	395,317	1,581,463	1,463,435
Staff and volunteers	Direct	4,943	489	1,612	7,044	9,777
Office costs	Direct	74	661	-	735	1,616
Premises costs	Direct	-	-	-	-	-
Other costs	Direct	-	-	-	-	602
		792,550	399,763	396,929	1,589,242	1,475,430
Support costs:						
Salaries wages	Staff/Hrs	83,101	36,352	40,873	160,326	147,107
Staff and volunteers	Staff/Hrs	7,553	3,384	3,762	14,699	5,747
Office costs	Staff/Hrs	87,766	38,395	43,177	169,338	185,092
Premises costs	Staff/Hrs	65,209	28,417	32,008	125,634	144,470
Governance costs	Staff/Hrs	6,266	2,788	3,122	12,176	10,841
Other costs	Staff/Hrs	943	435	485	1,863	1,413
		250,838	109,771	123,427	484,036	494,670
Total expenditure on charitable activities		1,043,388	509,534	520,356	2,073,278	1,970,100

8 Other expenditure

	Unrestricted Funds £	Restricted Funds £	Total 2025 £	Total 2024 £
Investment property expenditure	3,127	-	3,127	1,433
CEO Forum	-	13,292	13,292	11,954
Other expenditure		21,677	21,677	19,442
Office Relocation	-	-	-	68,051
	3,127	34,969	38,096	100,880

9 Net incoming resources for the year

This is stated after charging

	2025 £	2024 £
Operating leases - land and buildings	98,907	130,293
Auditor's remuneration:		
- Audit	10,123	8,967
Depreciation and Impairment Charges	-	-

10 Trustees

During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Reimbursement of travel and incidental expenses to the trustees came to £Nil during the year to 31 March 2025 (202/24: £Nil).

Expenses related to costs of Trustees' meetings including the AGM totalled £1,382 (2023/24: £731).

11 Employees

	2025 FTE Number	2024 FTE Number	2025 Head Count	2024 Head Count
Number of employees The average number of employees, analysed by function was:				
Advice workers and support staff	**48**	43	**52**	47
Key management personnel	**4**	5	**4**	5
	52	48	**56**	52

Employment costs	2025 £	2024 £
Wages and salaries	**1,537,480**	1,419,196
Social security costs	**132,990**	126,184
Pensions costs	**71,319**	65,161
	1,741,789	1,610,542

No employee received remuneration amounting to more than £60,000 in the period (2023/24: NIL)

The key management personnel of the Charity comprise the Chief Executive Officer, three operational managers and a finance manager.
The total employee benefits of the key management personnel of the Charity were £225,057 (2023/24: £236,175). During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or any person known to be connected with them.

12 Pensions

There is a defined contribution pension scheme for employees. The basis for allocating the employer expense between activities is based on the salary cost of staff working on that activity. The charity automatically enrol eligible jobholders into a qualifying scheme in accordance with pensions legislation. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund is a Group Personal Pension Scheme with Standard Life. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £71,319 (2023/24: £65,161). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £0 was owed to the pension scheme (2023/24: £10,553).

13 Volunteers

The Trustee Board and Senior Management Team recognise the tremendous contribution made by our volunteers without whom the service could not operate. While the majority of our volunteers are based within the telephone advice service, we also have volunteers staffing the volunteer benefits team, providing IT and admin support, contributing to research and campaigns work, and working within our energy and Macmillan contracts. We continue to develop our volunteer offer and are working on a strategy for the expansion of the volunteer team to staff our telephone advice line, and support other current and emerging needs of the business.

14 Fixed Assets

	Investment Properties	Equipment	Furniture	Total
	£	£	£	£
Cost				
At 31 March 2024	225,000	32,550	10,589	268,139
At 31 March 2025	225,000	32,550	10,589	268,139
Depreciation				
At 1 April 2024	-	32,550	10,589	43,139
At 31 March 2025	-	32,550	10,589	43,139
Net book value				
At 31 March 2025	**225,000**	-	-	**225,000**
At 31 March 2024	225,000	-	-	225,000

The property at Tyseley was transferred from freehold property to investment property, after the property stopped being used as an office and became tenanted on 19 December 2018. The carrying value of the freehold property was transferred at this date. The investment property was revalued by the trustees to its fair value based on a valuation carried out on 20 November 2018 by Charlotte Fullard MRICS of Lambert Smith and Hampton which resulted in an increase in value of £53,557. The trustees do not believe the fair value to have changed significantly since that valuation.

15 Debtors

	2025	2024
	£	£
Grants receivable	**180,706**	177,482
Prepayments	**33,546**	32,840
Accrued income	**43,610**	78,556
Other debtors		11,767
	257,862	300,645

16 Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	**7,992**	5,135
Social security costs	-	-
Pensions	-	10,553
Accruals	**62,952**	61,248
Deferred income	**149,539**	44,203
Other creditors	**1,883**	218
	222,366	121,357

17 Deferred income

Deferred income comprises of income received for the following projects for which performance is expected in the following year; totalling £149,539 in 2025 (2024: £44,203):

	Mental Health	NHS Project	Others
	£	£	£
Balance as at 01 April 2024	3,700	32,072	8,431
Amount released to income earned	-	32,072	8,431
Amount deferred in year		**68,168**	**77,671**
Balance as at 31 March 2025	**3,700**	**68,168**	**77,671**

18 Financial instruments

	2025 £	2024 £
Financial assets		
Financial assets measured at fair value through profit & loss:		
- Cash at bank and in hand	**1,149,101**	939,594
Financial assets that are debt instruments measured at amortised cost:		
- Grants receivable	**180,706**	177,482
- Accrued income	**43,610**	78,556
	1,373,417	1,195,632
Financial liabilities		
Financial liabilities measured at amortised cost:		
- Trade creditors	**7,992**	5,135
- Taxation and social security costs	-	-
- Pensions	-	10,553
- Accruals	**62,952**	61,248
- Other creditors	**1,883**	218
	72,827	77,154

19 Provisions for liabilities

	2025 £	2024 £
Dilapidations on leased premises	**80,000**	80,000
The dilapidations cost is payable as follows:		
Within one year	**80,000**	80,000
Between one and two years	-	-
Between two and five years	-	-
After five years	-	-
	80,000	80,000

Movement in provisions	2025 £	2024 £
Dilapidations provision brought forward	**80,000**	80,000
Increase/(decrease) in the year	-	-
Provision carried forward	**80,000**	80,000

An increase in the dilapidations provision was made in 2016/17 after a dilapidations review was undertaken on 08.05.17 by Pollie Jelfs MRICS of Fusion Building Consultancy Limited. The expenditure is expected to incur during 2025/26.

20 Unrestricted funds

	Balance at 01 April 2024 £	**Incoming resources £**	**Resources expended £**	**Transfer Between Funds £**	**Balance at 31 March 2025 £**
General funds	147,080	868,752	(739,882)	(108,502)	**167,448**
Designated funds: Reserves policy	545,692	-	-	67,952	**613,644**
Designated funds: Redundancies fund	150,000	-	-	30,000	**180,000**
Designated funds: Investment property	225,000	-	-	-	**225,000**
Designated funds: Properties improvements	100,000	-	-	(50,000)	**50,000**
Designated funds: IT improvements	20,000	-	-	-	**20,000**
Designated funds: Project Contingency	-			20,000	**20,000**
Total Unrestricted funds	1,187,772	868,752	(739,882)	(40,550)	**1,276,092**

There is a designated fund of £225,000 for the investment property at Tyseley (2023/24: £225,000) as this amount is not readily available to spend on the charitable objects of the Charity. The freehold property was transferred to investment property once it was tenanted on 19 December 2018. A further £613,644 is designated as per the reserves policy of 3 months' budgeted operating costs (2023/24: £545,692), £180,000 for a redundancies fund for all staff (2023/24: £150,000), £50,000 set aside for expected property improvements within the next two years on properties the Charity owns or leases (2023/24: £100,000) £20,000 set aside for IT costs for equipment renewals (2023/24: £20,000) and a Project contingency for loss of contract £20,000.

Prior year comparative

	Balance at 01 April 2023 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2024 £
General funds	145,746	937,161	(833,308)	(102,519)	147,080
Designated funds: Reserves policy	514,193	-	-	31,499	545,692
Designated funds: Redundancies fund	150,000	-	-	-	150,000
Designated funds: Investment property	225,000	-	-	-	225,000
Designated funds: Properties improvements	100,000	-	-	-	100,000
Designated funds: IT improvements	20,000	-	-	-	20,000
Total Unrestricted funds	1,025,486	937,161	(833,308)	(71,020)	1,187,772

There is a designated fund of £225,000 for the investment property at Tyseley (2022/23: £225,000) as this amount is not readily available to spend on the charitable objects of the Charity. The freehold property was transferred to investment property once it was tenanted on 19 December 2018. A further £545,692 is designated as per the reserves policy of 3 months' budgeted operating costs (2022/23: £514,193), £150,000 for a redundancies fund for all staff (2022/23: £150,000), £100,000 set aside for expected property improvements within the next two years on properties the Charity owns or leases (2022/23: £100,000) and £20,000 set aside for IT costs for equipment renewals (2022/23: £20,000).

21 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of grants received for specific purposes:

	Balance at 01 April 2024 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2025 £
Birmingham CC - Mental Health	-	-	-	-	-
Birmingham & Solihull NHS	34,949	233,711	(240,309)	359	**28,710**
Macmillan Cancer Support	-	366,883	(383,835)	16,952	-
The Henry Smith Charity	6,733	48,752	(53,323)	-	**2,162**
Universal Support – Help to Claim	-	359,787	(375,390)	15,603	-
Alzheimer's	11,187	143,699	(136,521)	-	**18,365**
CEO Forum	6,662	6,630	(13,292)	-	-
Cadent Foundation	-	46,173	(44,784)	-	**1,389**
Energy Saving Trust	7,965	17,691	(14,209)	(11,447)	-
Other	8,615	85,011	(109,828)	19,082	**2,880**
Total	76,110	1,308,337	(1,371,492)	40,550	53,505

- *Funds transferred into unrestricted funds from restricted funds represent a paying back of funds transferred into these restricted fund projects from prior years where funding was less than expenditure.

Prior year comparative

	Balance at 01 April 2023 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2024 £
Birmingham CC - Mental Health	10,090	37,000	(31,856)	(15,234)	-
Birmingham & Solihull NHS	10,943	230,016	(211,829)	5,819	**34,949**
Macmillan Cancer Support	-	365,498	(394,113)	28,615	-
The Henry Smith Charity	6,587	49,250	(49,104)	-	**6,733**
Universal Support – Help to Claim	-	281,632	(330,008)	48,376	-
Alzheimer's	-	83,369	(72,182)	-	**11,187**
CEO Forum	9,013	9,603	(11,954)	-	**6,662**
Cadent Foundation	(3,136)	43,117	(44,478)	4,497	-
Energy Saving Trust	4,098	37,958	(34,091)	-	**7,965**
Other	4,745	62,980	(58,056)	(1,053)	**8,615**
Total	42,339	1,200,423	(1,237,671)	71,020	76,110

- *Funds transferred into unrestricted funds from restricted funds represent a paying back of funds transferred into these restricted fund projects from prior years where funding was less than expenditure.

Restricted Project Descriptions

Birmingham & Solihull NHS

Our Wellbeing service provides generalist advice to the patients of 14 GP surgeries within the Birmingham and Solihull Clinical Commissioning Group (CCG). Referrals to the services are via members of the Primary Health Care Team and clients via self-referral. The aim of the service is for patients to be supported and advised on their non-clinical issues that may be impacting their health and wellbeing, thus freeing practice staff time to focus on clinical issues. This contract has been extended until the end of March 2025.

Our staff project delivers a generalist advice service to the staff of Birmingham & Solihull Integrated Care System (ICS) primarily via a dedicated telephone hotline with follow up appointments either in person, or digitally, subject to staff preference and/or when the complexity of the issues requires. Our project based at Birmingham Women's and Children's hospital, involves an onsite presence to deliver a full-time service to patients and families. Each contract provides funding for one FTE caseworker.

West Midlands Sickle Cell and Thalassemia Network

Our West Midlands wide Sickle Cell, Thalassemia and Rare Inherited Anaemia's Network Adviser Service delivers telephone based advice on a range of social welfare issues for those with Sickle Cell, Thalassemia or rare anaemias, their families and carers living in the West Midlands. The contract runs for 12 months to October 2025.

Quinton Food Bank

Our LEAS team provides face to face generalist advice to users of Quinton Food Bank via our partnership with Trussell. The contract runs for 12 months until November 2025.

Macmillan Cancer Support

This project offers face to face appointments at numerous outreach sessions each week. These were delivered out of six hospitals, 2 hospices, 2 community buildings and a CA office across Birmingham and Solihull. Clients are also given the option of a telephone appointment if they are unable to travel for a face to face appointment. The project provides welfare benefits advice to people affected by cancer. Referrals into the service are via clinical nurse teams, consultants, and other health and social care professionals. Clients can also self-refer through our dedicated Macmillan helpline. The funding from Macmillan Cancer Support has been extended to 31st December 2025

Universal Support

Citizens Advice nationally has contracted with Citizens Advice Birmingham to assist people to make a new claim for Universal Credit, from assessment of eligibility for the benefit up to receipt of their first payment. The service includes staffing the national Help to Claim telephone helpline, via which clients are assessed for eligibility for Universal Credit, and for the level of support they require to make the claim; and providing practical support where required by clients to submit the claim. This service is funded until December 2025.

The Henry Smith Charity

We receive funding from The Henry Smith Charity to support a team of six volunteers to deliver specialist welfare benefits and financial capability advice to Birmingham residents via telephone/video and in-person appointments. The contract began in July 2022 and is funded to Oct 2025.

Cadent Foundation

We receive funding from national Citizens Advice from the Cadent Foundation for one FTE caseworker to deliver specialist energy advice and income maximisation support to clients experiencing fuel poverty. The caseworker looks at individuals' circumstances holistically and ensures they can access the range of services they need to tackle fuel poverty and financial hardship for the long term. The project is funded until 31st March 2027.

Alzheimer's Society

This project provides welfare benefits advice to people affected by dementia. Appointments are telephone based and referrals are made by Alzheimer s Society staff. Clients can be referred from anywhere in England, Scotland and Wales. The project is funded through to September 2025.

Other restricted funds

These funds relate to client grants received by the charity from other charities and trusts and held on trust for clients until they can be passed onto them.

22 Analysis of net assets between funds

	Unrestricted funds	**Restricted funds**	**Total**
	£	**£**	**£**
Fund balances at 31 March 2025 are represented by:			
Investment property	**225,000**	**-**	**225,000**
Net current assets	**1,131,092**	**53,505**	**1,184,597**
Provisions	**(80,000)**	**-**	**(80,000)**
	1,276,092	**53,505**	**1,329,597**

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fund balances at 31 March 2024 are represented by:			
Investment property	225,000	-	225,000
Net current assets	1,042,772	76,110	1,118,882
Provisions	(80,000)	-	(80,000)
	1,187,772	76,110	1,263,882

23 Commitments under operating leases

As lessee:

As at 31 March 2025, the company had commitments under non-cancellable operating leases as follows:

	Land and buildings		**Other**	
	2025	2024	**2025**	2024
	£	£	**£**	£
Within one year	**61,944**	51,000	**-**	-
Between one and two years	**17,620**	61,200	**-**	-

24 Related parties

Citizens Advice Birmingham (CAB) is a member of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports local offices with an information system, training and other services.

During the 2024/25 financial year payments were made to Citizens Advice to the value of £11,503 (2023/24: £11,438) in respect of subscriptions, accountancy support, training services, stationery and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £984,529 (2023/24: £887,954).

Councillor Gareth Moore is an elected member with Birmingham City Council. During the 2024/25 financial year payments were made to Birmingham City Council of £10,551 (2023/24: £47,468) in respect of premises rentals, council taxes and business rates. Receipts from Birmingham City Council for contracts and grant funding in the year totalled £274,063 (2023/24: £370,750).

25 Reconciliation of cash flows from operating activities

	2025 £	2024 £
Net income / (expenditure) for the reporting period	**65,715**	66,604
Add: Depreciation charge		-
Less: Dividends, interest and rents from investments	**(40,227)**	(36,399)
(Increase) / decrease in debtors	**42,783**	8,438
Increase / (decrease) in creditors and provisions	**101,009**	(188,962)
Net cash provided by operating activities	**169,280**	(150,319)

26 Analysis of cash and cash equivalents

	2025 £	2024 £
Cash at bank and in hand	**298,468**	939,594
Short term deposits	**850,633**	-
Total cash and short term deposits	**1,149,101**	939,594

26A Analysis of changes in net debt

	At start of year £	Cashflows in year £	At end of year £	 £
Cash and short term deposits	939,594	209,507	**1,149,101**	
	939,594	209,507	**1,149,101**	

27 Members liability

The Charity (which has the working name of 'Citizens Advice Birmingham (CAB)') was formed as a company limited by guarantee on 3 December 1987 (Company Number: 02202427). The full name of the charity is Birmingham Citizens Advice Bureau Service Limited and was registered with the Charity Commission on 15 December 1987 (Charity Number: 519639).

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.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LTD

England & Wales - Charity number 519639

Accounts

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2024

Company No. 02202427
Charity No. 519639

CONTENTS

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

TRUSTEES'/DIRECTORS' REPORT
For the year ended 31 March 2024

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and the audited financial statements for the year ended 31 March 2024.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number:	519639
Company number:	02202427

Authorised & regulated by the Financial Conduct Authority FRN: 617509

Registered office:	First Floor Wellington House 31-34 Waterloo Street Birmingham B2 5TJ
Trustee Directors:	Paul Southon (resigned 16/11/23) Jill Lambert Councillor Gareth Moore Elizabeth Alvey Chaitali Desai Liam Brooker Sundeep Gill Lydia Stockdale Lucy Vernall Richard Burden Phil Marris Kay Burton-Williams Dee Kundi Inderpreet Johal (co-opted 12/07/23, resigned 14/3/24)
Senior Management Team:	Janice Nichols (Chief Executive) Kelly Danks Samantha Catchpole Jane Priest
Auditors:	CKCA Limited No. 4 Castle Court 2 Castlegate Way Dudley DY1 4RH
Bankers:	Unity Trust Bank Plc 9 Brindley Place Birmingham B1 2HB
Solicitors:	DLA Piper UK LLP Victoria Square House Birmingham B2 4DL Gowling WLG (UK) LLP Two Snowhill Birmingham B4 6WR

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity (which has the working name of 'Citizens Advice Birmingham (CAB)') was formed as a company limited by guarantee on 3 December 1987 (Company Number: 02202427). The full name of the charity is Birmingham Citizens Advice Bureau Service Limited and was registered with the Charity Commission on 15 December 1987 (Charity Number: 519639). It is governed by its Memorandum and Articles of Association, as last updated on 8 November 2023.

Recruitment and appointment of trustees

The Charity is governed through a Trustee Board. Trustees who have held office during the year are listed on page 3. The Articles of Association provide for a minimum of three and a maximum of fifteen Trustees.

Trustees are elected to the Board for a maximum period of three AGMs and are appointed by a resolution of its members at an AGM. The Board has powers to co-opt members, provided that on appointment the total number of co-opted trustees does not exceed one third of the total number of trustees. All co-opted trustees must retire by the third AGM after their appointment and may offer themselves for election.

The Trustee Board has two working committees, the Finance and General Purposes Committee with responsibility for financial management and premises and the Human Resources Committee with responsibility for personnel matters, including the setting and monitoring of pay & remuneration of personnel and key management against industry benchmarks, as well as Health and Safety and safeguarding matters. Other task and finish groups are set up as necessary. The Board implements its decisions through an executive management committee that consists of the Chief Executive, who attends Board Meetings, and three operational managers, each with an individual area of responsibility, along with the new business development manager and the finance manager. The organisation is co-ordinated from its office on Waterloo Street, Birmingham.

Trustee induction and training

New trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan, annual budget and recent financial performance of the charity, and the risk register. They also meet key employees and other trustees. Trustees all undertake GDPR and FCA mandated training, they are also provided with annual training and charity updates where these will facilitate the understanding of their role. They are also invited to the full training programme for staff and volunteers and have access to online training via our national Citizens Advice online portal.

Related parties

Citizens Advice Birmingham (CAB) is a member of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports local offices with an information system, training and other services.

During the 2023/24 financial year payments were made to Citizens Advice to the value of £11,438 (2022/23: £10,453) in respect of subscriptions, accountancy support, training services, stationery and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £887,954 (2022/23: £834,756).

Councillor Gareth Moore is an elected member with Birmingham City Council. During the 2023/24 financial year payments were made to Birmingham City Council of £47,468 (2022/23: £93,347) in respect of premises rentals, council taxes and business rates. Receipts from Birmingham City Council for contracts and grant funding in the year totalled £370,750 (2022/23: £346,500).

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Background

During the period covered by this report, the UK has been in the grip of the largest cost of living crisis for decades. There has never been a more challenging time for Citizens Advice Birmingham, both in terms of our ability to meet demand for our services and in dealing with the increasingly complex situations faced by our clients. Most of our services are delivered by telephone but we also offer webchat and video calls via a mix of office based and homeworking, as well as face-to-face appointments at outreach locations across the city. This provides more convenience for our client as well as more efficiency for our staff, both paid and voluntary.

Key risks and uncertainties

Senior managers and trustees undertake an annual review of the business risks for Citizens Advice Birmingham, taking care to record all significant risks in a risk register. This is monitored throughout the year to ensure there has not been any major change to individual risks. Consideration is given to the steps the organisation needs to take to mitigate risk by setting down actions that can be taken to reduce the likelihood and/or the impact of an individual risk occurring.

The principal risk identified by the annual review of business risks is the uncertainty of future funding. In September 2023, Birmingham City Council (BCC) issued a Section 114 notice, effectively declaring themselves bankrupt. This alerted Trustees to a potential risk if BCC funding were to cease immediately. Though BCC has now indicated it will continue to honour any existing contracted commitments, Trustees have undertaken a risk assessment. They have looked at the current level of BCC funding and concluded that if it were to cease during the coming year this could impact on the organisation's staff and service provision, but that the organisation has sufficient reserves to mitigate any losses that cannot be transferred elsewhere, for example redeployment of staff to other projects.

The situation has been further exacerbated by the cost of living crisis and the longer-term impact on the economy of national and global events, all of which are likely to have a significant impact on the future funding available to Citizens Advice Birmingham. It is not anticipated that the uncertain funding environment will improve in the immediate future.

In parallel, trustees continue to look for new funding streams and opportunities to collaborate with others to develop new projects. Citizens Advice Birmingham carries sufficient reserves to meet the obligations of the organisation should no future funding be secured and takes steps actively to manage creditors to ensure there is a healthy cash flow in the bank.

Other key risks are associated with the loss of experienced staff from, or the inability to successfully recruit to, key roles within the workforce. To mitigate this risk, the organisation undertakes succession planning by ensuring that skills are shared, and roles are developed in the team to cover key posts when required. Training and further development is offered where this can help to develop necessary skills. Where we have been unable to appoint to advisor roles, we are increasingly 'growing our own' by appointing to trainee positions. We would like to seek funding to develop trainee caseworker roles in the future.

Trustees take seriously the potential risks around information and data, and Information Assurance is another key risk detailed in the organisation's risk register. Staff and volunteers are regularly reminded of their responsibilities around the storage and handling of data as well as undertaking annual GDPR refresher training. Citizens Advice Birmingham has further mitigated these risks by investing in its ICT estate, moving its data onto secure cloud storage and installing additional verification checks for anyone accessing data. Citizens Advice Birmingham gained Cyber Essentials accreditation in September 2023

Trustees

The trustees who have served during 2023/24 can be seen on page 3.

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

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Pay and remuneration of senior staff

Levels of salary for senior staff and key management personnel are reviewed annually and the Trustee Board operates a HR Committee which meets to discuss staffing concerns during the year before reporting back to the Board. Salary levels are regularly benchmarked against comparable organisations.

Volunteers

We currently have 24 volunteers and we are making progress in building a strong volunteer team, which brings the added benefit of proving a pool from which to recruit to vacant paid posts. The majority of the volunteers work on the Telephone Advice Line or as part of the Volunteer Benefits Team. We also have one volunteer working on the energy affordability project, one who provides IT support, one who works with the Macmillan Benefits Team and one who carries out campaigns and communication work.

Fundraising activities

The Charity had no significant fundraising activities and costs in the year but raised funds from voluntary donations received from regular donors as well as donations received from clients and organisations that are supporting our work.

OBJECTIVES AND ACTIVITIES

Citizens Advice Birmingham (CAB) has twin aims:

- Provision of information, advice and advocacy to the people of Birmingham; and
- Influence the development of social policy to tackle injustice and reduce poverty and social exclusion.

The free, confidential and impartial advice service is provided to the standards set by national Citizens Advice so that clients can understand their rights and responsibilities and thus enable them to make informed choices about important aspects of their lives.

Policies

The policy that has been adopted to achieve the above aims is to follow the guidelines set down by national Citizens Advice and includes the operation of office and outreach services within the geographical area.

The trustees achieve their aims by:

a) Recruiting and training a local diversity of volunteers;
b) Sustaining and assisting charitable services by providing teams of managerial, administrative and specialist staff;
c) Raising income by negotiating funding agreements with various bodies, and obtaining donations and income from other sources;
d) Incurring expenditure, acquiring assets, entering into leases and other transactions such that the service can operate to a high standard in an efficient manner; and
e) Controlling financial operations on a year-by-year basis by the appropriate use of a Business Development Plan and an Annual Budget.

The charity also operates Health & Safety and Equal Opportunities policies for the benefit of all who come into contact with the organisation.

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

Citizens Advice Birmingham provides advice to clients across Birmingham from locations including:

- Various Health Units within primary and secondary care settings
- Hospitals
- Job Centres, libraries, community centres
- HMP Birmingham
- County Court Welfare Office

Citizens Advice Birmingham provides information and advice on a wide range of issues to those living or working in the Birmingham area. We provide public benefit through our services which are free, confidential, independent and impartial to anyone using them. Below we set out in more detail how we have provided these services over the last year.

The Board of Trustees has had due regard to the Charity Commission guidance on public benefit and has complied with the duty in section 4 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

During 2023/24, Citizens Advice Birmingham delivered high quality, targeted, free advice to 16,245 clients with 102,135 issues, - an average of 6.3 issues per client (up from 4.4 issues per client in 2022/23) which is a strong indication that people's problems are becoming more complex than ever. During the year our work resulted in total income gains for our clients of £20,913,249.

The Generalist Advice Service assisted 9,661 clients with 67,202 issues. Our Universal Credit: Help to Claim Team achieved additional benefit income of £2.7 million for clients and our Macmillan Benefits Team helped clients living with cancer to access over £12.5 million in welfare benefits.

The Debt Team dealt with £6,822,962 worth of debt, of which 40% was priority debt and the remaining 60% was non-priority debt. Debts written off, which included Debt Relief Orders and write offs, totalled £785,769 and repayments negotiated, which included Debt Management Plans on clients' behalf and token offer payments, totalled £501,404. During the same period, our County Court Welfare Office dealt with £2,790,400 worth of mortgage arrears and £1,777,651 of rent arrears. 81% of the clients we represented at court hearings were able to avoid repossession.

Citizens Advice Birmingham regularly seeks feedback on its performance from clients. Overall, the vast majority of our clients rated their experience of our service as positive or very positive. 99% of clients who were supported by our Macmillan Benefits Team told us that they were satisfied or very satisfied with the service they received, 86% were less worried about their finances and 86%, said that our assistance had helped to reduce their stress or anxiety. Of the clients assisted by our Wellbeing Team, 94% said they were satisfied or very satisfied with the help they had received.

All this could not have been achieved without the hard work and dedication of our staff and volunteers, and the trustee board thanks all volunteers and staff for their hard work and commitment during another challenging 12 months.

We continue to work in partnership with other agencies including other local Citizens Advice. By keeping in touch with developments within local Citizens Advice from around the country we have been able to share experiences, lessons learned and new ways of doing things. We also continue to work with other Birmingham-based advice and support organisations to provide the best services we can to the citizens of Birmingham.

In summary, whilst the operating environment continues to be difficult, demand is increasing and need is ever more complex. Citizens Advice Birmingham has consistently aimed to ensure its services reach as many of those people who need help as possible with the resources available.

REVIEW OF FINANCIAL POSITION

During the 2023/24 financial year CAB delivered a financial surplus of £66,604 (2022/23: financial surplus of £143,282). This surplus arose primarily due to increased funding to provide Cost of Living advice, and salary savings resulting from slow recruitment into vacant positions. Income increased to £2,137,584 compared to £1,869,645 in 2022/23, while over the same period expenditure increased to £2,070,980 from £1,726,363 in 2022/23. Income was boosted by the commencement of new projects, whilst expenditure includes the cost of our office relocation.

Expenditure on fixed assets capitalised during the year amounted to £NIL (2022/23: £NIL), in congruence with our capitalisation policy. Fixed assets are used for charitable purposes and enable staff and volunteers to provide an optimum service to the public.

There is an end of year restricted fund balance of £76,110 (2022/23: £42,339). Mainly accounted for by £34,948 for NHS projects, and £6,733 for The Henry Smith project, £11,187 left for the Alzheimer's project. The funds are expected to be spent by March 2025.

Restrictions and Investment Powers

The Memorandum of Association authorises the charity to receive income by way of grants, donations, gifts and legacies provided it does not undertake any permanent trading activities in raising funds for its primary objectives. The Memorandum of Association authorises investment of surplus monies not immediately required, subject only to conditions and consents imposed by law.

Reserves Policy

The Trustee Board reviews and updates its reserves policy annually to ensure its compliance with Charity Commission best practice. This requires reserves to be available to cover future contingencies and liabilities. The Reserves Policy requires at least three months' expenditure to be held as unrestricted designated funds, equating to £545,692 at budgeted 2024/25 expenditure levels.

The Charity also has a designated fund of £225,000 for tangible fixed assets (investments) and a further £270,000 for other designated funds, the breakdown of which can be seen in Note 20 on page 27. The unrestricted and undesignated general free reserves at 31 March 2024 are £147,080 (2023: £145,747) after designating reserves of £1,040,692 (2023: £1,009,193). Restricted reserves at the end of the year amount to £76,110 (2023: £42,339).

Going Concern

The Charity reported a cash outflow of £113,920 for the year as debtors were significantly lower at year end, the Charity expects to make an smaller outflow in 2024/25.

After making further appropriate enquiries, together with our reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Political Donations

No donations of monies or donated goods were made to any political parties or political campaigns in the year (2023/4: £NIL).

FUTURE PLANS

Overall, funding continues to be short term and uncertain and is likely to remain so for some years to come, which makes longer term planning difficult. The Trustee Board recognises this, and its commitment to diversify its search for other funding includes seeking opportunities to work with other local Citizens Advice and other partners to collaborate on projects and share costs where possible.

With traditional sources of funding looking less secure, it is our intention to to seek a new funding or new partnerships from a broader base, considering our clients' needs. CAB will offer its 'mainstream' access to our service by the most efficient means, which remains the telephone – across all our projects when clients express a channel preference it is for phone services. Alongside the phone service we will continue to offer some in-person support for clients who need it via funding arrangements with partners already working with the client group.

CAB will seek to target services at those people who are identified as being in greatest need. We will also seek to design services around clients at points where they are undergoing life changing events, for example a relationship breakdown, a cancer diagnosis, a threat of eviction. This approach already describes some of our most successful projects such as our Macmillan Welfare Benefit Service and our duty scheme at the county court supporting clients at risk of eviction.

We have also started to develop a service working alongside local partners to support particularly vulnerable women who are at risk of being taken into the criminal justice system if they are not supported with appropriate interventions. Our initial work has been funded by an innovation fund from national Citizens Advice, and it has demonstrated that there needs to be a different approach to delivering services for some clients – an approach which is slow and intensive but should have longer lasting impacts. This will require more staff than the single advisor we currently employ to fully develop this service. It is a priority for CAB to secure funding for more advisors and for a longer term commitment to this client group.

Over the last year or more we have also built on the successes of our longstanding services such as our debt service, where we have now added two qualified energy advisors to the team. We have also worked with Alzheimer's Society to develop a phone service for their clients shaped by our Macmillan Service experience. Both of these new developments indicate that we can widen our reach with new partnerships and new funding. We are also in discussions with a local hospital to provide an advice service to patients with a sickle cell condition. We will continue to use our knowledge and networks to consider other similar developments in future.

Much of this work will be underpinned by our long term commitment to working with volunteers. This is critical to CAB's success both through the direct contribution that volunteers make to our work and also by providing a pipeline of people who are seeking work and can be recruited into our paid workforce. This means recruiting both volunteers who are seeking work, and those who are not and who we can retain long term. The funding for our volunteer training and development officer runs out this year, but we will seek to renew this funding as workforce shortages across the advice sector makes this process of 'growing our own' an essential part of ensuring we have e a skilled and knowledgeable workforce. We will also seek additional funding to employ another volunteer supervisor as this will enable us to expand our phone service.

We will continue to utilise technology both to promote ourselves to funders and to support more clients where possible. We will renew our website to ensure a more attractive web presence for clients, potential funders, corporate sponsors, and job candidates. We will also work with other local Citizens Advice and national Citizens Advice (CA) to harness AI where it can make our resources go further.

The priorities laid out below cover a wide range of challenges and opportunities in the next year and beyond:

- Continue to provide the people of Birmingham with high quality and accessible services
- Take steps to set our finances onto a more sustainable footing by continuing to seek new funding opportunities, having a more diverse funding base and managing our costs
- Have the appropriate infrastructure to provide high quality services to our customers and ensure efficient management of the organisation
- Further develop our telephone and digital offer to ensure we reach as many clients as possible within our limited resources
- Raise the profile of Citizens Advice Birmingham with clients, funders and third parties
- Use our data to analyse and research issues to campaign for the benefit of our clients and the wider community
- Explore collaborative working with other local Citizens Advice, particularly in the West Midlands region, in other Core Cities and with other third sector agencies
- Utilise reserves in line with policy.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company and charity law requires the trustees to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charitable company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

a) select suitable accounting policies and apply them consistently
b) observe the methods and principles in the Charities SORP
c) make judgements and estimates that are reasonable and prudent
d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
e) prepare the financial statement on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

The directors who were in office on the date of approval of these financial statements have confirmed, as far as they are aware, that there is no relevant audit information of which the auditors are unaware. Each of the directors have confirmed that they have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditor.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities, preparing the accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102) and the Charities Act 2011.

Auditors

The auditors, CKCA Limited, have indicated their willingness to continue in office for the ensuing year.

The Trustees' report was approved by the board, authorised for issue on 31 July 2024, and signed on its behalf by:

Liam Brooker
Chair

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

Opinion

We have audited the financial statements of Birmingham Citizens Advice Bureau Service Limited (the 'charitable company') for the year ended 31 March 2024 which comprise of the statement of financial activities, balance sheet, cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is 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 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 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 trustees are responsible for the other information. The other information comprises the information included in the report of the trustees, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on matters prescribed by the Companies Act 2006

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

- the information given in the report of the trustees (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the 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 Report of the Trustees and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the charitable company for the purposes 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor'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.

Auditor's responsibilities for the audit of the financial statements (cont.)

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.

Audit response to risks identified
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 walkthrough 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: 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.

CK Audit

Mark Nicholls FCA
Senior Statutory Auditor
for and on behalf of CK Audit

31 July 2024

Chartered Accountants
Statutory Auditor

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

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
STATEMENT OF FINANCIAL ACTIVITIES
(Including income and expenditure account)
For the year ended 31 March 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Income from:							
Donations and legacies	2	1,986	-	1,986	7,565	-	7,565
Charitable activities	3	896,798	1,175,069	2,071,867	820,905	986,274	1,807,179
Activities for generating funds	4	1,978	25,354	27,332	2,912	27,975	30,887
Investments	5	36,399	-	36,399	24,014	-	24,014
Total income		937,161	1,200,423	2,137,584	855,396	1,014,249	1,869,645
Expenditure on:							
Charitable activities	6,7	763,824	1,206,276	1,970,100	720,861	979,550	1,700,411
Other expenditure	8	69,484	31,396	100,880	369	25,583	25,952
Total expenditure		833,308	1,237,672	2,070,980	721,230	1,005,133	1,726,363
Net income/(expenditure) before transfer		103,853	(37,249)	66,604	134,166	9,116	143,282
Transfers between funds	20,21	(71,020)	71,020	-	(4,713)	4,713	-
Net movement in funds		32,833	33,771	66,604	129,453	13,829	143,282
Reconciliation of funds:							
Total funds brought forward at 01 April 2023		1,154,939	42,339	1,197,278	1,025,486	28,510	1,053,996
Total funds carried forward at 31 March 2024		1,187,772	76,110	1,263,882	1,154,939	42,339	1,197,278

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

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

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
BALANCE SHEET
As at 31 March 2024

	Note	2024 £	2024 £	2023 £	2023 £
Fixed assets					
Tangible assets	14	**-**		-	
Investments	14	**225,000**		225,000	
			225,000		225,000
Current assets					
Debtors	15	**300,645**		309,083	
Cash at bank and in hand	26	**939,594**		1,053,514	
		1,240,239		1,362,597	
Liabilities					
Creditors: amounts falling due within one year	16	**(121,357)**		(310,319)	
Net current assets			**1,118,882**		1,052,278
Total assets less current liabilities			**1,343,882**		1,277,278
Provisions for liabilities	19		**(80,000)**		(80,000)
Total net assets			**1,263,882**		1,197,278
Funds of the charity					
Unrestricted funds:	20				
General funds			**147,080**		145,746
Designated Revaluation reserve			**53,557**		53,557
Other Designated funds			**987,135**		955,636
			1,187,772		1,154,939
Restricted funds	21		**76,110**		42,339
Total charity funds	22		**1,263,882**		1,197,278

The financial statements for registered Company number 02202427, have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the provisions of FRS 102 Section 1A – small entities. The accounts were approved by the Board, authorised for issue on 31st July 2024 and signed on its behalf by,

Liam Brooker
Chair

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

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
CASH FLOW STATEMENT
For the year ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities:			
Net cash provided by operating activities	25	**(150,319)**	66,068
Cash flows from investing activities:			
Dividends, interest and rents from investments	5	**36,399**	24,014
Net cash provided by investing activities		**36,399**	24,014
Increase / (decrease) in cash and cash equivalents in the reporting period		**(113,920)**	90,082
Cash and cash equivalents at the beginning of the reporting period		**1,053,514**	963,432
Cash and cash equivalents at the end of the reporting period	26	**939,594**	1,053,514

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

Charitable Company Information
Birmingham Citizens Advice Bureau Service Limited is a private limited charitable company, limited by guarantee, by not having share capital incorporated and domiciled in England & Wales. The registered office is First Floor Wellington House, 31-34 Waterloo street, Birmingham, B2 5TJ and the company registration number is: 02202427.

1 Accounting Policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Birmingham Citizens Advice Bureau Service Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are prepared in Sterling and rounded to the nearest £1.

1.2 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.

1.3 Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from government and other grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

1.4 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the bank.

1 Accounting Policies (continued)

1.5 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates. Expenditure on raising funds comprise the costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

1.6 Operating leases

The charity classifies the lease of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor and the equipment is replaced every six years whilst the economic life of such equipment is normally ten years. Rental charges are charged on a straight line basis over the term of the lease.

1.7 Taxation

The charitable company, being a registered charity with minimal trading income, has been granted exemption from tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

1.8 Tangible fixed assets and depreciation

All assets individually costing more than £5,000 are capitalised.

Tangible fixed assets other than freehold land are stated at cost less depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, as follows:

Equipment	20% on the straight line method
Furniture	20% on the straight line method

1.9 Investment property

Investment property is initially recorded at cost, which includes purchase price and any directly attributable expenditure. Investment property is revalued to its fair value at each reporting date and any changes in fair value are recognised as income or expenditure.

1.10 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1 Accounting Policies (continued)

1.12 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.13 Pensions and retirement benefits

The charity operates a defined contribution scheme. The amount charged to the statement of financial activities in respect of pension costs and other post retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

1.14 Financial instruments

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable, loans from banks and other third parties and loans to related parties.

Debt instruments (other than those wholly repayable or receivable within one year), including loans and other accounts receivable and payable, are initially measured at present value of the future cash flows and subsequently at amortised cost using the effective interest method.

Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an 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.

1.15 Judgements in applying accounting policies and key sources of estimation uncertainty

In preparing the Financial Statements, management is required to make estimates and assumptions which affect reported income, expenses, assets, liabilities and disclosure of contingent assets and liabilities. Use of available information and application of judgement are inherent in the formation of estimates, together with expectations of future events that are believed to be reasonable under the circumstances. Actual results in the future could differ from such estimates.

Investment property - The trustees have evaluated the value of the property at the year end. They have based their valuation on a valuation carried out by Charlotte Fullard MRICS on 20 November 2018.

The directors consider that there are no significant areas of key judgement or estimation uncertainty other than those identified in the accounting policies above.

1.16 Going concern

After making further appropriate enquiries, together with our reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

2 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Donations and gifts	**1,986**	-	**1,986**	7,565

3 Income from charitable activities

Grants and contract income receivable for charitable activity – advice and information	**Unrestricted Funds £**	**Restricted Funds £**	**Total 2024 £**	**Total 2023 £**
General Advice:				
Birmingham CC - Advice Service	**344,062**	-	**344,062**	272,500
Birmingham & Solihull NHS	-	**187,252**	**187,252**	160,296
Universal Support – Help to Claim	-	**281,632**	**281,632**	302,057
The Henry Smith Charity	-	**49,250**	**49,250**	48,250
Cadent Foundation	-	**43,117**	**43,117**	7,084
Energy Saving Trust	-	**37,958**	**37,958**	21,198
Birmingham Women & Childrens NHS	-	**42,764**	**42,764**	14,138
Other grants	**1,212**	**47,229**	**48,441**	
	345,274	**689,202**	**1,034,476**	825,523
Debt Advice:				
Money Advice Service: Debt Advice	**503,017**	-	**503,017**	491,902
Community Law Partnership (CLP)	**48,507**	-	**48,507**	50,266
Other grants	-	-	-	-
	551,524	-	**551,524**	542,168
Benefit Advice:				
Birmingham CC - Mental Health	-	**37,000**	**37,000**	74,000
Macmillan Cancer Support	-	**365,498**	**365,498**	365,488
Alzheimer's		**83,369**	**83,369**	-
	-	**485,867**	**485,867**	439,488
Total income from charitable activities	**896,798**	**1,175,069**	**2,071,867**	1,807,179

4 Activities for generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Other income	**1,978**	**25,354**	**27,332**	30,887
	1,978	**25,354**	**27,332**	30,887

5 Investments

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Interest received.	**21,155**	**-**	**21,155**	9,581
Investment property rental income	**15,244**	**-**	**15,244**	14,433
	36,399	**-**	**36,399**	24,014

6 Expenditure on charitable activities by fund

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
General Advice	**246,411**	**708,125**	**954,536**	750,450
Debt Advice	**517,413**	**-**	**517,413**	513,571
Benefits Advice	**-**	**498,151**	**498,151**	436,390
	763,824	**1,206,276**	**1,970,100**	1,700,411

7 Analysis of expenditure on charitable activities

	Basis of Allocation	General Advice £	Debt Advice £	Benefits Advice £	Total 2024 £	Total 2023 £
Direct costs:						
Salaries and wages	Direct	**698,877**	**389,332**	**375,226**	**1,463,435**	1,240,540
Staff and volunteers	Direct	**5,722**	**1,419**	**2,636**	**9,777**	5,770
Office costs	Direct	**554**	**900**	**162**	**1,616**	16,011
Premises costs	Direct	**-**	**-**	**-**	**-**	64
Other costs	Direct	**602**	**-**	**-**	**602**	365
		705,755	**391,651**	**378,024**	**1,475,430**	1,262,750
Support costs:						
Salaries wages	Staff/Hrs	**73,996**	**37,319**	**35,792**	**147,107**	134,222
Staff and volunteers	Staff/Hrs	**2,887**	**1,462**	**1,398**	**5,747**	5,129
Office costs	Staff/Hrs	**93,031**	**47,087**	**44,974**	**185,092**	157,572
Premises costs	Staff/Hrs	**72,694**	**36,789**	**34,987**	**144,470**	124,551
Governance costs	Staff/Hrs	**5,454**	**2,746**	**2,641**	**10,841**	14,994
Other costs	Staff/Hrs	**719**	**359**	**335**	**1,413**	1,193
		248,781	**125,762**	**120,127**	**494,670**	437,661
Total expenditure on charitable activities		**954,536**	**517,413**	**498,151**	**1,970,100**	1,700,411

8 Other expenditure

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Investment property expenditure	**1,433**	**-**	**1,433**	369
CEO Forum	**-**	**11,954**	**11,954**	12,881
Other expenditure		**19,442**	**19,442**	12,702
Office Relocation	**68,051**	**-**	**68,051**	
	69,484	**31,396**	**100,880**	25,952

9 Net incoming resources for the year

This is stated after charging

	2024 £	2023 £
Operating leases - land and buildings	**130,293**	91,819
Auditor's remuneration:		
- Audit	**8,967**	8,700
Depreciation and Impairment Charges	**-**	-

10 Trustees

During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Reimbursement of travel and incidental expenses to the trustees came to £Nil during the year to 31 March 2024 (2022/23: £Nil).

Expenses related to costs of Trustees' meetings including the AGM totalled £1,382 (2022/23: £731).

11 Employees

	2024 FTE Number	2023 FTE Number	**2024 Head Count**	2023 Head Count
Number of employees				
The average number of employees, analysed by function was:				
Advice workers and support staff	**43**	37	**47**	42
Key management personnel	**5**	4	**5**	4
	48	41	**52**	46

Employment costs	**2024 £**	2023 £
Wages and salaries	**1,419,196**	1,202,743
Social security costs	**126,184**	113,298
Pensions costs	**65,161**	58,721
	1,610,542	1,374,762

No employee received remuneration amounting to more than £60,000 in the period (2022/23: NIL)

The key management personnel of the Charity comprise the Chief Executive Officer, three operational managers and a finance manager.
The total employee benefits of the key management personnel of the Charity were £236,175 (2022/23: £187,745). During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or any person known to be connected with them.

12 Pensions

There is a defined contribution pension scheme for employees. The basis for allocating the employer expense between activities is based on the salary cost of staff working on that activity. The charity automatically enrol eligible jobholders into a qualifying scheme in accordance with pensions legislation. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund is a Group Personal Pension Scheme with Standard Life. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £65,161 (2022/23: £58,721). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £10,553 was owed to the pension scheme (2022/23: £8,199).

13 Volunteers

The Trustee Board and Senior Management Team recognise the tremendous contribution made by our volunteers without whom the service could not operate. While the majority of our volunteers are based within the telephone advice service, we also have volunteers staffing the volunteer benefits team, providing IT and admin support, contributing to research and campaigns work, and working within our energy and Macmillan contracts. We continue to develop our volunteer offer and are working on a strategy for the expansion of the volunteer team to staff our telephone advice line, and support other current and emerging needs of the business.

14 Fixed Assets

	Investment Properties £	Equipment £	Furniture £	Total £
Cost				
At 31 March 2023	225,000	32,550	10,589	268,139
At 31 March 2024	225,000	32,550	10,589	268,139
Depreciation				
At 1 April 2023	-	32,550	10,589	43,139
At 31 March 2024	-	32,550	10,589	43,139
Net book value				
At 31 March 2024	**225,000**	-	-	**225,000**
At 31 March 2023	225,000	-	-	225,000

The property at Tyseley was transferred from freehold property to investment property, after the property stopped being used as an office and became tenanted on 19 December 2018. The carrying value of the freehold property was transferred at this date. The investment property was revalued by the trustees to its fair value based on a valuation carried out on 20 November 2018 by Charlotte Fullard MRICS of Lambert Smith and Hampton which resulted in an increase in value of £53,557. The trustees do not believe the fair value to have changed significantly since that valuation.

15 Debtors

	2024 £	2023 £
Grants receivable	**177,482**	196,432
Prepayments	**32,840**	31,140
Accrued income	**78,556**	81,511
Other debtors	**11,767**	-
	300,645	309,083

16 Creditors: amounts falling due within one year

	2024 £	2023 £
Trade creditors	**5,135**	132,301
Social security costs	-	37,728
Pensions	**10,553**	8,199
Accruals	**61,248**	67,085
Deferred income	**44,203**	65,006
Other creditors	**218**	-
	121,357	310,319

17 Deferred income

Deferred income comprises of income received for the following projects for which performance is expected in the following year; totalling £44,203 in 2024 (2023: £65,006):

	Mental Health £	NHS Project £	Others £
Balance as at 01 April 2023	3,700	-	61,306
Amount released to income earned	-		(61,306)
Amount deferred in year		32,072	8,431
Balance as at 31 March 2024	**3,700**	**32,072**	**8,431**

18	Financial instruments	2024	2023
		£	£
	Financial assets		
	Financial assets measured at fair value through profit & loss:		
	- Cash at bank and in hand	**939,594**	1,053,514
	Financial assets that are debt instruments measured at amortised cost:		
	- Grants receivable	**177,482**	196,432
	- Accrued income	**78,556**	81,511
		1,195,632	1,331,457
	Financial liabilities		
	Financial liabilities measured at amortised cost:		
	- Trade creditors	**5,135**	132,301
	- Taxation and social security costs	-	37,728
	- Pensions	**10,553**	8,199
	- Accruals	**61,248**	67,085
	- Other creditors	**218**	-
		77,154	245,313

19	Provisions for liabilities	2024	2023
		£	£
	Dilapidations on leased premises	**80,000**	80,000
	The dilapidations cost is payable as follows:		
	Within one year	**80,000**	80,000
	Between one and two years	-	-
	Between two and five years	-	-
	After five years	-	-
		80,000	80,000

Movement in provisions	2024	2023
	£	£
Dilapidations provision brought forward	**80,000**	80,000
Increase/(decrease) in the year	-	-
Provision carried forward	**80,000**	80,000

An increase in the dilapidations provision was made in 2016/17 after a dilapidations review was undertaken on 08.05.17 by Pollie Jelfs MRICS of Fusion Building Consultancy Limited. The expenditure is expected to incur during 2024/25.

20 Unrestricted funds

	Balance at 01 April 2023 £	**Incoming resources £**	**Resources expended £**	**Transfer Between Funds £**	**Balance at 31 March 2024 £**
General funds	145,746	937,161	(833,308)	(102,519)	**147,080**
Designated funds: Reserves policy	514,193	-	-	31,499	**545,692**
Designated funds: Redundancies fund	150,000	-	-	-	**150,000**
Designated funds: Investment property	225,000	-	-	-	**225,000**
Designated funds: Properties improvements	100,000	-	-	-	**100,000**
Designated funds: IT improvements	20,000	-	-	-	**20,000**
Total Unrestricted funds	1,154,939	937,161	(833,308)	(71,020)	**1,187,772**

There is a designated fund of £225,000 for the investment property at Tyseley (2022/23: £225,000) as this amount is not readily available to spend on the charitable objects of the Charity. The freehold property was transferred to investment property once it was tenanted on 19 December 2018. A further £545,692 is designated as per the reserves policy of 3 months' budgeted operating costs (2022/23: £514,193), £150,000 for a redundancies fund for all staff (2022/23: £150,000), £100,000 set aside for expected property improvements within the next two years on properties the Charity owns or leases (2022/23: £100,000) and £20,000 set aside for IT costs for equipment renewals (2022/23: £20,000).

Prior year comparative

	Balance at 01 April 2023 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2023 £
General funds	81,485	855,396	(721,230)	(69,905)	145,746
Designated funds: Reserves policy	449,001	-	-	65,192	514,193
Designated funds: Redundancies fund	150,000	-	-	-	150,000
Designated funds: Investment property	225,000	-	-	-	225,000
Designated funds: Properties improvements	100,000	-	-	-	100,000
Designated funds: IT improvements	20,000	-	-	-	20,000
Total Unrestricted funds	1,025,486	855,396	(721,230)	(4,713)	1,154,939

There is a designated fund of £225,000 for the investment property at Tyseley (2021/22: £225,000) as this amount is not readily available to spend on the charitable objects of the Charity. The freehold property was transferred to investment property once it was tenanted on 19 December 2018. A further £514,193 is designated as per the reserves policy of 3 months' budgeted operating costs (2021/22: £449,001), £150,000 for a redundancies fund for all staff (2021/22: £150,000), £100,000 set aside for expected property improvements within the next two years on properties the Charity owns or leases (2021/22: £100,000) and £20,000 set aside for IT costs for equipment renewals (2021/22: £20,000).

21 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of grants received for specific purposes:

	Balance at 01 April 2023 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2024 £
Birmingham CC - Mental Health	10,090	37,000	(31,856)	(15,234)	-
Birmingham & Solihull NHS	10,943	230,016	(211,829)	5,819	**34,949**
Macmillan Cancer Support	-	365,498	(394,113)	28,615	-
The Henry Smith Charity	6,587	49,250	(49,104)	-	**6,733**
Universal Support – Help to Claim	-	281,632	(330,008)	48,376	-
Alzheimer's	-	83,369	(72,182)	-	**11,187**
CEO Forum	9,013	9,603	(11,954)	-	**6,662**
Cadent Foundation	(3,136)	43,117	(44,478)	4,497	-
Energy Saving Trust	4,098	37,958	(34,091)	-	**7,965**
Other	4,745	62,980	(58,056)	(1,053)	**8,615**
Total	42,339	1,200,423	(1,237,671)	71,020	76,110

- *Funds transferred into unrestricted funds from restricted funds represent a paying back of funds transferred into these restricted fund projects from prior years where funding was less than expenditure.

Prior year comparative

	Balance at 01 April 2022 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2023 £
Birmingham CC - Mental Health	19,139	74,000	(83,049)	-	10,090
Birmingham & Solihull CCG	-	160,296	(149,353)	-	10,943
Macmillan Cancer Support	-	365,488	(353,341)	(12,147)	-
The Henry Smith Charity	5,906	48,250	(47,569)	-	6,587
Universal Support – Help to Claim	-	302,057	(318,917)	16,860	-
CEO Forum	1,775	20,119	(12,881)	-	9,013
Cadent Foundation	-	7,084	(10,220)	-	(3,136)
Energy Saving Trust	-	21,198	(17,100)	-	4,098
Other	1,690	15,757	(12,702)	-	4,745
Total	28,510	1,014,249	(1,005,133)	4,713	42,339

- *Funds transferred into unrestricted funds from restricted funds represent a paying back of funds transferred into these restricted fund projects from prior years where funding was less than expenditure.

Restricted Project Descriptions
Birmingham City Council (BCC) - Mental Health

This project provides specialist welfare benefits advice to clients. Appointments are offered either as telephone appointment or face to face appointment at three outreach community mental health sites across Birmingham and referrals are received from the Community Mental Health Teams based at those outreaches. The funding for this contract ended on 30th September 2023.

Birmingham & Solihull NHS

Our Wellbeing service provides generalist advice to the patients of 32 GP surgeries within the Birmingham and Solihull Clinical Commissioning Group (CCG). Referrals to the services are via members of the Primary Health Care Team and clients via self-referral. The aim of the service is for patients to be supported and advised on their non-clinical issues that may be impacting their health and wellbeing, thus freeing practice staff time to focus on clinical issues. This contract has been extended until the end of March 2025.

Our staff project delivers a generalist advice service to the staff of Birmingham & Solihull Integrated Care System (ICS) primarily via a dedicated telephone hotline with follow up appointments either in person, or digitally, subject to staff preference and/or when the complexity of the issues requires. Our project based at Birmingham Women's and Children's hospital, involves an onsite presence to deliver a full-time service to patients and families. Each contract provides funding for one FTE caseworker.

Macmillan Cancer Support

This project offers face to face appointments at numerous outreach sessions each week. These were delivered out of six hospitals, 2 hospices, 2 community buildings and a CA office across Birmingham and Solihull. Clients are also given the option of a telephone appointment if they are unable to travel for a face to face appointment. The project provides welfare benefits advice to people affected by cancer. Referrals into the service are via clinical nurse teams, consultants, and other health and social care professionals. Clients can also self-refer through our dedicated Macmillan helpline. The funding from Macmillan Cancer Support has been extended to 31st December 2025

Universal Support

Citizens Advice nationally has contracted with Citizens Advice Birmingham to assist people to make a new claim for Universal Credit, from assessment of eligibility for the benefit up to receipt of their first payment. The service includes staffing the national Help to Claim telephone helpline, via which clients are assessed for eligibility for Universal Credit, and for the level of support they require to make the claim; and providing practical support where required by clients to submit the claim. This service is funded until March 2025.

The Henry Smith Charity

We receive funding from The Henry Smith Charity to support a team of six volunteers to deliver specialist welfare benefits and financial capability advice to Birmingham residents via telephone/video and in-person appointments. The contract began in July 2022 and is funded for three years.

CEO Forum

Citizens Advice Birmingham holds funds for a national network of local Citizens Advice (LCA) Chief Executives who meet weekly online for peer-to-peer support, but also meet periodically face-to-face at events. Funds are derived from fees from local Citizens Advice for the face-to-face events and from sponsorship from companies which work with LCAs. Funds are then used to pay the costs of future meetings.

Energy Saving Trust

The Birmingham Energy Affordability Project (BEAP) provides energy advice and advocacy for clients in vulnerable situations, focusing especially on fuel poverty hotspots in the north and east of the city. Embedded within our Debt Service, the team provides expert advice, in-depth support, and end-to-end case management. Clients are assisted via in-person appointments, telephone and email/webchat and all support is tailored to the individual's need. The contract ends 31st August 2024.

Cadent Foundation

We receive funding from the Cadent Foundation for one FTE caseworker to deliver specialist energy advice and income maximisation support to clients experiencing fuel poverty. The caseworker looks at individuals' circumstances holistically and ensures they can access the range of services they need to tackle fuel poverty and financial hardship for the long term. The project is funded for until 31st March 2025.

Alzheimer's Society

This project provides welfare benefits advice to people affected by dementia. Appointments are telephone based and referrals are made by Alzheimer s Society staff. Clients can be referred from anywhere in England, Scotland and Wales. The project is funded through to September 2025.

Other restricted funds

These funds relate to client grants received by the charity from other charities and trusts and held on trust for clients until they can be passed onto them.

22 Analysis of net assets between funds

	Unrestricted funds £	**Restricted funds £**	**Total £**
Fund balances at 31 March 2024 are represented by:			
Investment property	**225,000**	**-**	**225,000**
Net current assets	**1,042,772**	**76,110**	**1,118,882**
Provisions	**(80,000)**	**-**	**(80,000)**
	1,187,772	**76,110**	**1,263,882**

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2023 are represented by:			
Investment property	225,000	-	225,000
Net current assets	1,009,939	42,339	1,052,278
Provisions	(80,000)	-	(80,000)
	1,154,939	42,339	1,197,278

23 Commitments under operating leases

As lessee:

As at 31 March 2024, the company had commitments under non-cancellable operating leases as follows:

	Land and buildings		**Other**	
	2024 £	2023 £	**2024 £**	2023 £
Within one year	51,000	43,629	-	-
Between one and two years	**61,200**	-	-	-

24 Related parties

Citizens Advice Birmingham (CAB) is a member of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports local offices with an information system, training and other services.

During the 2023/24 financial year payments were made to Citizens Advice to the value of £11,438 (2022/23: £10,453) in respect of subscriptions, accountancy support, training services, stationery and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £887,954 (2022/23: £834,756).

Councillor Gareth Moore is an elected member with Birmingham City Council. During the 2023/24 financial year payments were made to Birmingham City Council of £47,468 (2022/23: £93,347) in respect of premises rentals, council taxes and business rates. Receipts from Birmingham City Council for contracts and grant funding in the year totalled £370,750 (2022/23: £346,500).

25 Reconciliation of cash flows from operating activities

	2024 £	2023 £
Net income / (expenditure) for the reporting period	**66,604**	143,282
Add: Depreciation charge		-
Less: Dividends, interest and rents from investments	**(36,399)**	(24,014)
(Increase) / decrease in debtors	**8,438**	(100,534)
Increase / (decrease) in creditors and provisions	**(188,962)**	47,334
Net cash provided by operating activities	**(150,319)**	66,068

26 Analysis of cash and cash equivalents

	2024 £	2023 £
Cash at bank and in hand	**939,594**	1,053,514
Total cash and cash equivalents	**939,594**	1,053,514

26A Analysis of changes in net debt

	At start of year £	Cashflows in year £	At end of year £	£
Cash	1,053,514	(113,920)	**939,594**	
	1,053,514	(113,920)	**939,594**	

27 Members liability

The Charity (which has the working name of 'Citizens Advice Birmingham (CAB)') was formed as a company limited by guarantee on 3 December 1987 (Company Number: 02202427). The full name of the charity is Birmingham Citizens Advice Bureau Service Limited and was registered with the Charity Commission on 15 December 1987 (Charity Number: 519639).

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.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LTD

England & Wales - Charity number 519639

Accounts

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2023

Company No. 02202427
Charity No. 519639

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
CONTENTS

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and the audited financial statements for the year ended 31 March 2023.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number: 519639
Company number: 02202427
Authorised & regulated by the Financial Conduct Authority FRN: 617509

Registered office:
Gazette Buildings
168 Corporation Street
Birmingham
B4 6TF

Trustee Directors:
Paul Southon
Jill Lambert
Councillor Gareth Moore
Elizabeth Alvey
Chaitali Desai
Liam Brooker
Sundeep Gill
Lydia Stockdale
Lucy Vernall
Richard Burden
Phil Marris
Kay Burton-Williams – Appointed 2/3/23 Co-opted 22/2/23
Dee Kundi – Appointed 9/3/23 Co-opted 22/2/23
Stuart Crowe – resigned 23/11/22
Abisola Latunji-Cockbill - resigned 23/11/22

Senior Management Team:
Janice Nichols (Chief Executive)
Kelly Danks
Samantha Catchpole
Jane Priest

Auditors:
CKCA Limited
No. 4 Castle Court 2
Castlegate Way
Dudley
DY1 4RH

Bankers:
Unity Trust Bank Plc
9 Brindley Place
Birmingham
B1 2HB

Solicitors:
DLA Piper UK LLP
Victoria Square House
Birmingham B2 4DL

Gowling WLG (UK) LLP
Two Snowhill
Birmingham B4 6WR

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity (which has the working name of 'Citizens Advice Birmingham (CAB)') was formed as a company limited by guarantee on 3 December 1987 (Company Number: 02202427). The full name of the charity is Birmingham Citizens Advice Bureau Service Limited and was registered with the Charity Commission on 15 December 1987 (Charity Number: 519639). It is governed by its Memorandum and Articles of Association, as last updated on 17 October 2018.

Recruitment and appointment of trustees

The Charity is governed through a Trustee Board. Trustees who have held office during the year are listed on page 3. The Articles of Association provide for a minimum of three and a maximum of fifteen Trustees.

Trustees are elected to the Board for a maximum period of three AGMs and are appointed by a resolution of its members at an AGM. The Board has powers to co-opt members, provided that on appointment the total number of co-opted trustees does not exceed one third of the total number of trustees. All co-opted trustees must retire by the third AGM after their appointment and may offer themselves for election.

The Trustee Board has two working committees, the Finance and General Purposes Committee with responsibility for financial management and premises and the Human Resources Committee with responsibility for personnel matters, including the setting and monitoring of pay & remuneration of personnel and key management against industry benchmarks, as well as Health and Safety and safeguarding matters. Other task and finish groups are set up to deal with matters such as strategic ICT, or the search for new office accommodation. The Board implements its decisions through an executive management committee that consists of the Chief Executive, who attends Board Meetings, and three operational managers, each with an individual area of responsibility, along with the new business development manager and the finance and facilities manager. The organisation is co-ordinated from its office on Corporation Street, Birmingham.

Trustee induction and training

New trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan, annual budget and recent financial performance of the charity, and the risk register. They also meet key employees and other trustees. Trustees all undertake GDPR and FCA mandated training, they are also provided with annual training and charity updates where these will facilitate the understanding of their role. They are also invited to the full training programme for staff and volunteers and have access to online training via our national Citizens Advice online portal.

Related parties

Citizens Advice Birmingham (CAB) is a member of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports local offices with an information system, training and other services.

During the 2022/23 financial year payments were made to Citizens Advice to the value of £10,453 (2021/22: £10,216) in respect of subscriptions, accountancy support, training services, stationery and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £834,756 (2021/22: £992,151).

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Councillor Gareth Moore is an elected member with Birmingham City Council. During the 2022/23 financial year payments were made to Birmingham City Council of £93,347 (2021/22: £90,878) in respect of premises rentals, council taxes and business rates. Receipts from Birmingham City Council for contracts and grant funding in the year totalled £346,500 (2021/22: £284,000).

Background

During the period covered by this report things were returning to business as usual for Citizens Advice Birmingham post-Covid. Although most of our services have continued mainly by phone, we have also provided some webchat and a limited number of video calls, via a mix of office based and homeworking for staff and volunteers. We have re-started our face-to-face outreach services in some teams, and this continues to rebuild as venues are reopening to the public again.

Key risks and uncertainties

Senior managers and trustees undertake an annual review of the business risks for Citizens Advice Birmingham, taking care to record all significant risks in a risk register. This is monitored throughout the year to ensure there has not been any major change to individual risks. Consideration is given to the steps the organisation needs to take to mitigate risk by setting down actions that can be taken to reduce the likelihood and/or the impact of an individual risk occurring.

The principal risk identified by the annual review of business risks is the uncertainty of future funding. This has been further exacerbated by the post-pandemic surge in the cost of living and the longer-term impact on the economy of national and global events, all of which are likely to have a significant impact on the future funding available to Citizens Advice Birmingham. It is not anticipated that the uncertain funding environment will improve in the immediate future. However, trustees continue to look for new funding streams and opportunities to collaborate with others to develop new projects. Citizens Advice Birmingham carries sufficient reserves to meet the obligations of the organisation should no future funding be secured and takes steps actively to manage creditors to ensure there is a healthy cash flow in the bank.

Other key risks are associated with the loss of experienced staff from, or the inability to successfully recruit to, key roles within the workforce. To mitigate this risk, the organisation undertakes succession planning by ensuring that skills are shared, and roles are developed in the team to cover key posts when required. Training and further development is offered where this can help to develop necessary skills. Where we have been unable to appoint to advisor roles, we are increasingly 'growing our own' by appointing to trainee positions. We would like to seek funding to develop trainee caseworker roles in the future.

Trustees take seriously the potential risks around information and data, and Information Assurance is another key risk detailed in the organisation's risk register. Staff and volunteers are regularly reminded of their responsibilities around the storage and handling of data as well as undertaking annual GDPR refresher training. Citizens Advice Birmingham has further mitigated these risks by investing in its ICT estate, moving its data onto secure cloud storage and installing additional verification checks for anyone accessing data. Citizens Advice Birmingham will be Cyber Essentials compliant by March 2024.

Recent news of Birmingham City Council (BCC) issuing a Section 114 notice, effectively declaring themselves bankrupt, has alerted Trustees to a potential new risk if BCC funding were to cease immediately. Although, BCC has indicated it will continue to honour any existing contracted commitments Trustees have undertaken a risk assessment. They have looked at the current level of BCC funding and concluded that if it were to be stopped during the current financial year this could impact on the organisation's staff and service provision, but that the organisation has sufficient reserves to mitigate any losses that cannot be transferred elsewhere, for example redeployment of staff to other projects.

Trustees

The trustees who have served during 2022/23 can be seen on page 3.

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

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Pay and remuneration of senior staff

Levels of salary for senior staff and key management personnel are reviewed annually and the Trustee Board operates a HR Committee which meets to discuss staffing concerns during the year before reporting back to the Board. Salary levels are regularly benchmarked against comparable organisations.

Fundraising activities

The Charity had no significant fundraising activities and costs in the year but raised funds from voluntary donations received from regular donors as well as donations received from clients and organisations that are supporting our work.

OBJECTIVES AND ACTIVITIES

Citizens Advice Birmingham (CAB) has twin aims:

- Provision of information, advice and advocacy to the people of Birmingham; and
- Influence the development of social policy to tackle injustice and reduce poverty and social exclusion.

The free, confidential and impartial advice service is provided to the standards set by national Citizens Advice so that clients can understand their rights and responsibilities and thus enable them to make informed choices about important aspects of their lives.

Policies

The policy that has been adopted to achieve the above aims is to follow the guidelines set down by national Citizens Advice and includes the operation of offices and outreach services within the geographical area.

The trustees achieve their aims by:

a) Obtaining a local diversity of volunteers and training them;
b) Sustaining and assisting charitable services by providing teams of managerial, administrative and specialist staff;
c) Raising income by negotiating funding agreements with various bodies, and obtaining donations and income from other sources;
d) Incurring expenditure, acquiring assets, entering into leases and other transactions such that the service can operate to a high standard in an efficient manner; and
e) Controlling financial operations on a year-by-year basis by the appropriate use of a Business Development Plan and an Annual Budget.

The charity also operates Health & Safety and Equal Opportunities policies for the benefit of all who come into contact with the organisation.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

During a normal year, Citizens Advice Birmingham would provide advice to clients across Birmingham from locations including:

- Various Health Units within primary and secondary care locations across Birmingham;
- Hospitals across Birmingham;
- Job Centres, libraries, community centres across Birmingham,
- HMP Birmingham, and
- County Court Welfare Office.

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Citizens Advice Birmingham provides information and advice on a wide range of issues to those living or working in the Birmingham area. We provide public benefit through our services which are free, confidential, independent and impartial to anyone using them. Below we set out in more detail how we have provided these services over the last year.

The Board of Trustees has had due regard to the Charity Commission guidance on public benefit and has complied with the duty in section 4 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

During 2022/23, Citizens Advice Birmingham delivered high quality, targeted, free advice to 19,299 clients with over 85,000 issues. This is an increase of 2,482 clients on the number we helped in 2021/22.

7,505 clients were assisted by the core Generalist Advice service, and we helped these clients with 56,847 separate enquiries - an average of 7.5 issues per client assisted which is a strong indication that people's problems are becoming more complex than ever. The Help to Claim service assisted 3,069 clients who, in previous years, would have been assisted with means tested benefits enquiries via the core service.

Citizens Advice Birmingham's work resulted in income gains for our clients of £20,717,217 in 2022/23. During the year, the Debt Team dealt with £7,230,068 worth of debt, 42% of which was priority debt and the remaining 58% non-priority debt. Debts written off, which included Debt Relief Orders and write offs, totalled £1,141,400 and repayments negotiated, which included Debt Management Plans on clients' behalf and token offer payments, totalled £105,463. During the same period, our County Court Welfare Office dealt with £1,236,325 worth of mortgage arrears and £1,476,637 of rent arrears. 86% of the clients we represented at court hearings were able to avoid repossession.

Citizens Advice Birmingham regularly seeks feedback on its performance from clients. Overall, the vast majority of our clients rated their experience of our service as positive or very positive. Amongst those clients who accessed our services via our Mental Health Benefits Team, 97% said our advice had helped to reduce their stress and anxiety and 88% said they felt less worried about their finances following our advice. 98% of clients who were supported by our Macmillan Benefits Team told us that they were satisfied or very satisfied with the service they received, 93% were less worried about their finances and, for 88%, our assistance had helped to reduce their stress or anxiety. Of the clients assisted by our Wellbeing Team, 94% said they were satisfied or very satisfied with the help they had received.

All this could not have been achieved without the hard work and dedication of our staff and volunteers. We currently have 16 volunteers, seven of whom joined us this year, and we continue with a steady process of recruitment and training to keep this number stable in the context of a typically high turnover. Of the 16, six are long serving volunteers, two of whom have been with us for ten years and one for 20 years. These volunteers continue to make an invaluable contribution as the Volunteer Benefits Team, completing benefits-related appointments over the telephone, largely from their own homes.

The Trustee Board thanks all the staff and volunteers for their hard work and dedication during another challenging 12 months - without the ongoing flexibility and commitment of everyone, the achievements of the last year would not have been so high.

We continue to work in partnership with other agencies including other local Citizens Advice. By keeping in touch with developments within local Citizens Advice from around the country we have been able to share experiences, lessons learned and new ways of doing things. We also continue to work with other Birmingham-based advice and support organisations to provide the best services we can to the citizens of Birmingham.

In summary, whilst the operating environment continues to be difficult, demand is increasing and need is ever more complex. Citizens Advice Birmingham has consistently aimed to ensure its services continue to reach as many of those people who need help as possible with the resources available.

REVIEW OF FINANCIAL POSITION

During the 2022/23 financial year CAB delivered a financial surplus of £143,282 (2021/22: financial deficit of £38,940). This surplus arose primarily due to lower head count arising from recruitment difficulties, and recognition of £50k deferred income from prior years. Income increased slightly to £1,869,645 compared to £1,855,253 in 2021/22, while over the same period expenditure decreased to £1,726,363 from £1,894,193 in 2021/22, due mainly to lower salary costs and the one-off IT upgrade spend in the prior year.

Expenditure on fixed assets capitalised during the year amounted to £NIL (2021/22: £NIL), in congruence with our capitalisation policy. Fixed assets are used for charitable purposes and enable staff and volunteers to provide an optimum service to the public.

There is an end of year restricted fund balance of £42,339 (2021/22: £28,510). This is mainly accounted for by £10,090 left for the BCC Mental Health project, £10,943 for NHS projects, and £6,587 for The Henry Smith project. The funds are expected to be spent by March 2024.

Restrictions and Investment Powers

The Memorandum of Association authorises the charity to receive income by way of grants, donations, gifts and legacies provided it does not undertake any permanent trading activities in raising funds for its primary objectives. The Memorandum of Association authorises investment of surplus monies not immediately required, subject only to conditions and consents imposed by law.

Reserves Policy

The Trustee Board reviews and updates its reserves policy annually to ensure its compliance with Charity Commission best practice. This requires reserves to be available to cover future contingencies and liabilities. The Reserves Policy requires at least three months' expenditure to be held as unrestricted designated funds, equating to £449,001 at budgeted 2022/23 expenditure levels.

The Charity also has a designated fund of £225,000 for tangible fixed assets (investments) and a further £270,000 for other designated funds, the breakdown of which can be seen in Note 20 on page 27. The unrestricted and undesignated general free reserves at 31 March 2023 are £145,747 (2022: £81,485) after designating reserves of £1,009,193 (2021: £944,001). Restricted reserves at the end of the year amount to £42,339 (2021: £28,510).

Going Concern

The Charity reported a significant cash inflow of £90,082 for the year and the Charity expects to make an inflow in 2023/24.

After making further appropriate enquiries, together with our reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Political Donations

No donations of monies or donated goods were made to any political parties or political campaigns in the year (2021/2: £NIL).

FUTURE PLANS

Over the period of this report Citizens Advice Birmingham gradually returned to business as usual, but with some changes since the pre-Covid time. We no longer see clients at our Gazette Buildings offices as it is not possible to create a Covid safe space to do so, but we are returning to working in the community providing outreach face-to-face appointments, and most staff and volunteers are attending the office at least once a week. A large part of our services continues to be provided via telephone and webchat by staff and volunteers mainly working from home.

Trustees take seriously their duty of care to our staff and volunteers and continue to ensure that safe systems of work are in place, including against Covid transmission, as we return to face-to-face service delivery. Home working has enabled CAB to continue to provide services to the people of Birmingham and all the time maintaining our high-quality standards as required by national Citizens Advice. For the time being staff and volunteers are being permitted to provide some of their activity from home where it is feasible to do so.

It is not anticipated that there will be a full-scale return to the office, and unlikely that face-to-face advice can be accommodated in the interview spaces available in the office as it is impossible to make them Covid safe. So, trustees have taken the decision to move the office to new premises within the city centre, which will not be client facing, but will give staff and volunteers a much-improved working environment.

The new financial year looks as though CAB will have a balanced budget and can start the year with more certainty than usual around projects and services. However, trustees will continue to maintain firm controls on expenditure and will seek in the future only to provide services that, as far as possible, are fully funded or make a significant contribution to overheads. Demand for advice continues to outstrip the funded levels of service and this is expected to increase over the next year as energy price rises and spiralling household costs continue to impact people across the country. There are some new activities we are developing with local partners in the NHS, and with a national dementia charity. Trustees will continue to seek to diversify CAB's funding base, although funding for generalist services continues to be a challenge especially to deal with the demand we face via our telephone advice line. We will continue to seek further resources to expand our phone and digital services, particularly for paid staff to undertake this role following the success of using paid staff to answer the telephone advice line during the pandemic.

Overall, funding continues to be short term and uncertain and is likely to remain so for some years to come, which makes longer term planning difficult. The Trustee Board recognises this, and its commitment to diversify its search for other funding includes seeking opportunities to work with other local Citizens Advice and other partners to share costs where feasible. We continue to work with local Citizens Advice in the West Midlands region to seek out opportunities to collaborate on projects where possible.

The priorities laid out below cover a wide range of challenges and opportunities in the next year and beyond:

- Continue to provide the people of Birmingham with high quality and accessible services;
- Take steps to set our finances onto a more sustainable footing by continuing to seek new funding opportunities, having a more diverse funding base and managing our costs;
- Have the appropriate infrastructure, including premises and IT, to provide high quality services to our customers and ensure efficient management of the organisation;
- Further develop our telephone and digital offer to ensure we reach as many clients as possible within our limited resources;
- Raise the profile of Citizens Advice Birmingham with clients, funders and third parties;
- Use our data to analyse and research issues to campaign for the benefit of our clients and the wider community;
- Explore collaborative working with other local Citizens Advice, particularly in the West Midlands region, in other Core Cities and with other third sector agencies;
- Utilise reserves in line with policy.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company and charity law requires the trustees to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charitable company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

a. select suitable accounting policies and apply them consistently.
b. observe the methods and principles in the Charities SORP.
c. make judgements and estimates that are reasonable and prudent.
d. state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
e. prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

The directors who were in office on the date of approval of these financial statements have confirmed, as far as they are aware, that there is no relevant audit information of which the auditors are unaware. Each of the directors have confirmed that they have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditor.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities, preparing the accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102) and the Charities Act 2011.

Auditors

The auditors, CKCA Limited, have indicated their willingness to continue in office for the ensuing year.

The Trustees' report was approved by the board, authorised for issue on 6th September 2023, and signed on its behalf by,

Paul Southon
Chair

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

Opinion

We have audited the financial statements of Birmingham Citizens Advice Bureau Service Limited (the 'charitable company') for the year ended 31 March 2023 which comprise of the statement of financial activities, balance sheet, cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is 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 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 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 trustees are responsible for the other information. The other information comprises the information included in the report of the trustees, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on matters prescribed by the Companies Act 2006

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

- the information given in the report of the trustees (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the 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 Report of the Trustees and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the charitable company for the purposes 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor'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.

Auditor's responsibilities for the audit of the financial statements (cont.)

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.

Audit response to risks identified
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: 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.

M. Nicholls

Mark Nicholls FCA
Senior Statutory Auditor
for and on behalf of CK Audit

2 November 2023

Chartered Accountants
Statutory Auditor

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

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
STATEMENT OF FINANCIAL ACTIVITIES
(Including income and expenditure account)
For the year ended 31 March 2023

	Note	Unrestricted Funds £	Restricted Funds	Total 2023 £	Unrestricted Funds £	Restricted Funds £	Total 2022 £
Income from:							
Donations and legacies	2	**7,565**	-	**7,565**	2,935	-	2,935
Charitable activities	3	**820,905**	**986,274**	**1,807,179**	737,412	1,085,198	1,822,610
Activities for generating funds	4	**2,912**	**27,975**	**30,887**	8,648	7,532	16,180
Investments	5	**24,014**	-	**24,014**	13,528	-	13,528
Total income		**855,396**	**1,014,249**	**1,869,645**	762,523	1,092,730	1,855,253
Expenditure on:		**720,861**	**979,550**	**1,700,411**	827,551	1,020,406	1,887,307
Charitable activities	6,7	**369**	**25,583**	**25,952**	1,129	5,757	6,886
Other expenditure	8						
		721,230	**1,005,133**	**1,726,363**	828,680	1,065,513	1,894,193
Total expenditure							
Net income/(expenditure) before transfer		**134,166**	**9,116**	**143,282**	(66,157)	27,217	(38,940)
Transfers between funds	20,21	**(4,713)**	**4,713**	-	17,029	(17,029)	-
Net movement in funds		**129,453**	**13,829**	**143,282**	(49,128)	10,188	(38,940)
Reconciliation of funds:							
Total funds brought forward at 01 April 2022		**1,025,486**	**28,510**	**1,053,996**	1,074,614	18,322	1,092,936
Total funds carried forward at 31 March 2023		**1,154,939**	**42,339**	**1,197,278**	1,025,486	28,510	1,053,996

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

The notes on pages 17 to 33 form part of these financial statements.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
BALANCE SHEET
As at 31 March 2023

	Note	2023 £	2023 £	2022 £	2022 £
Fixed assets					
Tangible assets	14	-		-	
Investments	14	225,000		225,000	
			225,000		225,000
Current assets					
Debtors	15	309,083		208,549	
Cash at bank and in hand	26	1,053,514		963,432	
		1,362,597		1,171,981	
Liabilities					
Creditors: amounts falling due within one year	16	(310,319)		(262,985)	
Net current assets			1,052,278		908,996
Total assets less current liabilities			1,277,278		1,133,996
Provisions for liabilities	19		(80,000)		(80,000)
Total net assets			1,197,278		1,053,996
Funds of the charity					
Unrestricted funds:	20				
General funds		145,746		81,485	
Designated Revaluation reserve		53,557		53,557	
Other Designated funds		955,636		890,444	
			1,154,939		1,025,486
Restricted funds	21		42,339		28,510
Total charity funds	22		1,197,278		1,053,996

The financial statements for registered Company number 02202427, have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the provisions of FRS 102 Section 1A – small entities. The accounts were approved by the Board, authorised for issue on 6th September 2023 and signed on its behalf by,

Paul Southon
Chair

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

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
CASH FLOW STATEMENT
For the year ended 31 March 2023

	Note	**2023** **£**	2022 £
Cash flows from operating activities:			
Net cash provided by operating activities	25	**66,068**	(49,271)
Cash flows from investing activities:			
Dividends, interest and rents from investments	5	**24,014**	13,528
Net cash provided by investing activities		**24,014**	13,528
Increase / (decrease) in cash and cash equivalents in the reporting period		**90,082**	(35,743)
Cash and cash equivalents at the beginning of the reporting period		**963,432**	999,175
Cash and cash equivalents at the end of the reporting period	26	**1,053,514**	963,432

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

Charitable Company Information
Birmingham Citizens Advice Bureau Service Limited is a private limited charitable company, limited by guarantee, by not having share capital incorporated and domiciled in England & Wales. The registered office is Gazette Building, 168 Corporation Street, Birmingham, B4 6TF and the company registration number is: 02202427.

1 Accounting Policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Birmingham Citizens Advice Bureau Service Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are prepared in Sterling and rounded to the nearest £1.

1.2 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.

1.3 Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from government and other grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

1.4 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

1 Accounting Policies (continued)

1.5 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates. Expenditure on raising funds; comprise the costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

1.6 Operating leases

The charity classifies the lease of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor and the equipment is replaced every six years whilst the economic life of such equipment is normally ten years. Rental charges are charged on a straight line basis over the term of the lease.

1.7 Taxation

The charitable company, being a registered charity with minimal trading income, has been granted exemption from tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

1.8 Tangible fixed assets and depreciation

All assets individually costing more than £5,000 are capitalised.

Tangible fixed assets other than freehold land are stated at cost less depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, as follows:

Equipment	20% on the straight line method
Furniture	20% on the straight line method

1.9 Investment property

Investment property is initially recorded at cost, which includes purchase price and any directly attributable expenditure. Investment property is revalued to its fair value at each reporting date and any changes in fair value are recognised as income or expenditure.

1.10 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1 Accounting Policies (continued)

1.12 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.13 Pensions and retirement benefits

The charity operates a defined contribution scheme. The amount charged to the statement of financial activities in respect of pension costs and other post retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

1.14 Financial instruments

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable, loans from banks and other third parties and loans to related parties.

Debt instruments (other than those wholly repayable or receivable within one year), including loans and other accounts receivable and payable, are initially measured at present value of the future cash flows and subsequently at amortised cost using the effective interest method.

Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an 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.

1.15 Judgements in applying accounting policies and key sources of estimation uncertainty

In preparing the Financial Statements, management is required to make estimates and assumptions which affect reported income, expenses, assets, liabilities and disclosure of contingent assets and liabilities. Use of available information and application of judgement are inherent in the formation of estimates, together with expectations of future events that are believed to be reasonable under the circumstances. Actual results in the future could differ from such estimates.

Investment property - The trustees have evaluated the value of the property at the year end. They have based their valuation on a valuation carried out by Charlotte Fullard MRICS on 20 November 2018.

The directors consider that there are no significant areas of key judgement or estimation uncertainty other than those identified in the accounting policies above.

1.16 Going concern

After making further appropriate enquiries, together with our reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

2 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Donations and gifts	7,565	-	7,565	2,935

3 Income from charitable activities

Grants and contract income receivable for charitable activity – advice and information	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
General Advice:				
Birmingham CC - Advice Service	272,500	-	272,500	210,000
Birmingham & Solihull NHS	-	160,296	160,296	131,232
Universal Support – Help to Claim	-	302,057	302,057	488,190
The Henry Smith Charity	-	48,250	48,250	35,625
Cadent Foundation	-	7,084	7,084	-
Energy Saving Trust	-	21,198	21,198	-
Other grants	6,237	7,901	14,138	21,407
	278,737	546,786	825,523	866,454
Debt Advice:				
Money Advice Service: Debt Advice	491,902	-	491,902	493,232
Community Law Partnership (CLP)	50,266	-	50,266	26,376
Other grants	-	-	-	7,804
	542,168	-	542,168	527,412
Benefit Advice:				
Birmingham CC - Mental Health	-	74,000	74,000	74,000
Macmillan Cancer Support	-	365,488	365,488	334,744
	-	439,488	439,488	408,744
Total income from charitable activities	820,905	986,274	1,807,179	1,822,610

4 Activities for generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Solar panels & cashback scheme	-	-	-	1,896
Windrush compensation scheme	-	-	-	2,925
Other income	2,912	27,975	30,887	11,359
	2,912	27,975	30,887	16,180

5 Investments

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Interest received	9,581	-	9,581	528
Investment property rental income	14,433	-	14,433	13,000
	24,014	-	24,014	13,528

6 Expenditure on charitable activities by fund

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
General Advice	207,290	543,160	750,450	917,304
Debt Advice	513,571	-	513,571	555,541
Benefits Advice	-	436,390	436,390	414,462
	720,861	979,550	1,700,411	1,887,307

7 Analysis of expenditure on charitable activities

	Basis of Allocation	General Advice £	Debt Advice £	Benefits Advice £	Total 2023 £	Total 2022 £
Direct costs:						
Salaries and wages	Direct	528,467	389,633	322,440	1,240,540	1,367,861
Staff and volunteers	Direct	4,507	360	903	5,770	3,739
Office costs	Direct	14,628	712	671	16,011	18,489
Premises costs	Direct	64	-	-	64	-
Other costs	Direct	365	-	-	365	70,714
		548,031	390,705	324,014	1,262,750	1,460,803
Support costs:						
Salaries wages	Staff/Hrs	61,933	38,205	34,084	134,222	104,164
Staff and volunteers	Staff/Hrs	2,387	1,457	1,285	5,129	971
Office costs	Staff/Hrs	72,239	44,981	40,352	157,572	191,678
Premises costs	Staff/Hrs	58,256	33,555	32,740	124,551	105,579
Governance costs	Staff/Hrs	6,364	5,121	3,509	14,994	22,471
Other costs	Staff/Hrs	1,239	(452)	406	1,193	1,641
		202,418	122,867	112,376	437,661	426,504
Total expenditure on charitable activities		750,449	513,572	436,390	1,700,411	1,887,307

8 Other expenditure

	Unrestricted Funds £	Restricted Funds £	Total 2023 £	Total 2022 £
Investment property expenditure	369	-	369	1,129
CEO Forum	-	12,881	12,881	5,757
Other expenditure		12,702	12,702	
	369	25,583	25,952	6,886

9 Net incoming resources for the year

This is stated after charging

	2023 £	2022 £
Operating leases - land and buildings	91,819	85,257
Auditor's remuneration:		
- Audit	8,700	8,340
Depreciation and Impairment Charges	-	-

10 Trustees

During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Reimbursement of travel and incidental expenses to the trustees came to £Nil during the year to 31 March 2023 (2021/22: £Nil).

Trustees' indemnity insurance paid by the charity during the year totalled £251 (2020/21: £60) and expenses related to costs of Trustees' meetings including the AGM totalled £731 (2021/22: £Nil).

11 Employees

	2023 FTE Number	2022 FTE Number	**2023 Head Count**	2022 Head Count
Number of employees The average number of employees, analysed by function was:				
Advice workers and support staff	**37**	46	**42**	49
Key management personnel	**4**	4	**4**	4
	41	50	**46**	53

Employment costs	**2023 £**	2022 £
Wages and salaries	**1,202,743**	1,294,122
Social security costs	**113,298**	116,182
Pensions costs	**58,721**	61,721
	1,374,762	1,472,025

No employee received remuneration amounting to more than £60,000 in the period (2021/22: NIL)

The key management personnel of the Charity comprise the Chief Executive Officer and three operational managers.
The total employee benefits of the key management personnel of the Charity were £187,745 (2021/22: £178,703).

During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or any person known to be connected with them.

12 Pensions

There is a defined contribution pension scheme for employees. The basis for allocating the employer expense between activities is based on the salary cost of staff working on that activity. CAB automatically enrol eligible jobholders into a qualifying scheme in accordance with pensions legislation. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund is a Group Personal Pension Scheme with Standard Life. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £58,721 (2021/22: £61,721). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £8,199 was owed to the pension scheme (2021/22: £9,578).

13 Volunteers

The Trustee Board and Senior Management Team recognise the tremendous contribution made by our volunteers without whom the service could not operate. The rigorous training required to achieve the standards set by the service means not all potential volunteers complete the course but, those that do, work at all levels of the organisation from administration to generalist advice and benefits advice work. This year the number of volunteers able to provide help to clients has been significantly reduced due to Covid restrictions and changes in the funding available to support them. But a small group of volunteers has been helping with telephone appointments with clients, and we have been using our resources to start developing our volunteer offer again and start to expand our volunteer team to support our telephone advice line and within other projects.

14 Fixed Assets

	Investment Properties	Equipment	Furniture	Total
	£	£	£	£
Cost				
At 31 March 2022	225,000	32,550	10,589	268,139
At 31 March 2023	225,000	32,550	10,589	268,139
Depreciation				
At 1 April 2022	-	32,550	10,589	43,139
At 31 March 2023	-	32,550	10,589	43,139
Net book value				
At 31 March 2023	**225,000**	-	-	**225,000**
At 31 March 2022	225,000	-	-	225,000

The property at Tyseley was transferred from freehold property to investment property, after the property stopped being used as an office and became tenanted on 19 December 2018. The carrying value of the freehold property was transferred at this date. The investment property was revalued by the trustees to its fair value based on a valuation carried out on 20 November 2018 by Charlotte Fullard MRICS of Lambert Smith and Hampton which resulted in an increase in value of £53,557. The trustees do not believe the fair value to have changed significantly since that valuation.

15 Debtors

	2023	2022
	£	£
Grants receivable	**196,432**	112,413
Prepayments	**31,140**	34,101
Accrued income	**81,511**	59,802
Other debtors	**-**	2,233
	309,083	208,549

16 Creditors: amounts falling due within one year

	2023	2022
	£	£
Trade creditors	**132,301**	42,455
Social security costs	**37,728**	31,569
Pensions	**8,199**	9,578
Accruals	**67,085**	50,029
Deferred income	**65,006**	79,354
Other creditors	**-**	50,000
	310,319	262,985

17 Deferred income

Deferred income comprises of income received for the following projects for which performance is expected in the following year; totalling £65,006 in 2023 (2022: £79,354):

	BCC LEAS	Mental Health	Universal Support	Others
	£	£	£	£
Balance as at 01 April 2022	50,000	-	7,729	21,625
Amount released to income earned	(50,000)		(7,729)	(21,625)
Amount deferred in year	-	3,700	-	61,306
Balance as at 31 March 2023	**-**	**3,700**	**-**	**61,306**

18 Financial instruments

	2023 £	2022 £
Financial assets		
Financial assets measured at fair value through profit & loss:		
- Cash at bank and in hand	**1,053,514**	963,432
Financial assets that are debt instruments measured at amortised cost:		
- Grants receivable	**196,432**	112,413
- Accrued income	**81,511**	59,802
	1,331,457	1,135,647
Financial liabilities		
Financial liabilities measured at amortised cost:		
- Trade creditors	**132,301**	42,455
- Taxation and social security costs	**37,728**	31,569
- Pensions	**8,199**	9,578
- Accruals	**67,085**	50,029
- Other creditors	**-**	50,000
	245,313	183,631

19 Provisions for liabilities

	2023 £	2022 £
Dilapidations on leased premises	**80,000**	80,000
The dilapidations cost is payable as follows:		
Within one year	**80,000**	80,000
Between one and two years	-	-
Between two and five years	-	-
After five years	-	-
	80,000	80,000

Movement in provisions	2023 £	2022 £
Dilapidations provision brought forward	**80,000**	80,000
Increase/(decrease) in the year	-	-
Provision carried forward	**80,000**	80,000

An increase in the dilapidations provision was made in 2016/17 after a dilapidations review was undertaken on 08.05.17 by Pollie Jelfs MRICS of Fusion Building Consultancy Limited. The expenditure is expected to incur during 2023/24.

20 Unrestricted funds

	Balance at 01 April 2022 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2023 £
General funds	81,485	855,396	(721,230)	(69,905)	**145,746**
Designated funds: Reserves policy	449,001	-	-	65,192	**514,193**
Designated funds: Redundancies fund	150,000	-	-	-	**150,000**
Designated funds: Investment property	225,000	-	-	-	**225,000**
Designated funds: Properties improvements	100,000	-	-	-	**100,000**
Designated funds: IT improvements	20,000	-	-	-	**20,000**
Total Unrestricted funds	1,025,486	855,396	(721,230)	(4,713)	**1,154,939**

There is a designated fund of £225,000 for the investment property at Tyseley (2021/22: £225,000) as this amount is not readily available to spend on the charitable objects of the Charity. The freehold property was transferred to investment property once it was tenanted on 19 December 2018. A further £514,193 is designated as per the reserves policy of 3 months' budgeted operating costs (2021/22: £449,001), £150,000 for a redundancies fund for all staff (2021/22: £150,000), £100,000 set aside for expected property improvements within the next two years on properties the Charity owns or leases (2021/22: £100,000) and £20,000 set aside for IT costs for equipment renewals (2021/22: £20,000).

Prior year comparative

	Balance at 01 April 2021 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2022 £
General funds	89,335,	762,523	(778,680)	8,307	81,485
Designated funds: Reserves policy	460,279	-	-	(11,278)	449,001
Designated funds: Redundancies fund	150,000	-	-	-	150,000
Designated funds: Investment property	225,000	-	-	-	225,000
Designated funds: Properties improvements	100,000	-	-		100,000
Designated funds: IT improvements	50,000	-	(50,000)	20,000	20,000
Total Unrestricted funds	1,074,614	762,523	(828,680)	17,029	1,025,486

There is a designated fund of £225,000 for the investment property at Tyseley (2020/21: £225,000) as this amount is not readily available to spend on the charitable objects of the Charity. The freehold property was transferred to investment property once it was tenanted on 19 December 2018. A further £449,001 is designated as per the reserves policy of 3 months' budgeted operating costs (2020/21: £460,279), £150,000 for a redundancies fund for all staff (2020/21: £150,000), £100,000 set aside for expected property improvements within the next two years on properties the Charity owns or leases (2020/21: £100,000) and £20,000 set aside for IT costs for equipment renewals (2020/21: £50,000).

21 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of grants received for specific purposes:

	Balance at 01 April 2022 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2023 £
Birmingham CC - Mental Health	19,139	74,000	(83,049)	-	**10,090**
Birmingham & Solihull NHS	-	160,296	(149,353)	-	**10,943**
Macmillan Cancer Support	-	365,488	(353,341)	(12,147)*	-
The Henry Smith Charity	5,906	48,250	(47,569)	-	**6,587**
Universal Support – Help to Claim	-	302,057	(318,917)	16,860	-
CEO Forum	1,775	20,119	(12,881)	-	**9,013**
Cadent Foundation	-	7,084	(10,220)	-	**(3,136)**
Energy Saving Trust	-	21,198	(17,100)		**4,098**
Other	1,690	15,757	(12,702)		**4,745**
Total	28,510	1,014,249	(1,005,133)	4,713	**42,339**

- *Funds transferred into unrestricted funds from restricted funds represent a paying back of funds transferred into these restricted fund projects from prior years where funding was less than expenditure.

Prior year comparative

	Balance at 01 April 2021 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2022 £
Birmingham CC - Mental Health	18,322	74,000	(73,183)	-	19,139
Birmingham & Solihull CCG	-	131,232	(107,669)	(23,563)*	-
Macmillan Cancer Support	-	334,744	(341,278)	6,534	-
The Henry Smith Charity	-	35,625	(29,719)	-	5,906
Universal Support – Help to Claim	-	488,190	(488,190)	-	-
CEO Forum	-	7,532	(5,757)	-	1,775
Other	-	21,407	(19,717)	-	1,690
Total	18,322	1,092,730	(1,065,513)	(17,029)	28,510

- *Funds transferred into unrestricted funds from restricted funds represent a paying back of funds transferred into these restricted fund projects from prior years where funding was less than expenditure.

Restricted Project Descriptions

Birmingham City Council (BCC) - Mental Health

This project provides specialist welfare benefits advice to clients. Appointments are usually offered at three outreach community mental health sites across Birmingham and referrals are received from the Community Mental Health Teams based at those outreaches. Since the return to business as usual, post-Covid, we have offered clients a phone or face-to-face service. The majority of appointments are still predominantly telephone based, as most clients prefer this. The funding for this contract has been extended to 30th September 2023.

Restricted funds (continued)

Restricted Project Descriptions

Birmingham & Solihull NHS

Our Wellbeing service provides generalist advice to the patients of 32 GP surgeries within the Birmingham and Solihull Clinical Commissioning Group (CCG). Referrals to the services are via members of the Primary Health Care Team and clients via self-referral. The aim of the service is for patients to be supported and advised on their non-clinical issues that may be impacting their health and wellbeing, thus freeing practice staff time to focus on clinical issues. This contract has been extended until the end of March 2024.

In Quarter 3 of this reporting period, we commenced two new projects. The first project delivers a generalist advice service to the staff of Birmingham & Solihull Integrated Care System (ICS) primarily via a dedicated telephone hotline with follow up appointments either in person, or digitally, subject to staff preference and/or when the complexity of the issues requires. The second project, based at Birmingham Women's and Children's hospital, involves an onsite presence to deliver a full-time service to patients and families. Each contract provides funding for one FTE caseworker until March 2024.

Macmillan Cancer Support

Pre-Covid, this project usually offered appointments at 15 outreach sessions each week. These were delivered out of six hospitals, 3 hospices and 2 CA locations across Birmingham and Solihull. We were unable to do this during the Covid period and had to provide services via phone or video for some time. We are now gradually returning to our outreach locations and offer clients the choice of either a face-to-face or telephone appointment. The project provides welfare benefits advice to people affected by cancer. Referrals into the service are via clinical nurse teams, consultants, and other health and social care professionals. Clients can also self-refer through our dedicated Macmillan helpline. The funding from Macmillan Cancer Support has been extended to 31st December 2024.

Universal Support

Citizens Advice nationally has contracted with Citizens Advice Birmingham to assist 7,556 people per year to make a new claim for Universal Credit, from assessment of eligibility for the benefit up to receipt of their first payment. The service includes staffing the national Help to Claim telephone helpline, via which clients are assessed for eligibility for Universal Credit, and for the level of support they require to make the claim; and providing practical support where required by clients to submit the claim. This service is funded until March 2023.

The Henry Smith Charity

We receive funding from The Henry Smith Charity to support a team of six volunteers to deliver specialist welfare benefits and financial capability advice to Birmingham residents via telephone/video and in-person appointments. The contract began in July 2022 and is funded for three years.

CEO Forum

Citizens Advice Birmingham holds funds for a national network of local Citizens Advice (LCA) Chief Executives who meet weekly online for peer-to-peer support, but also meet periodically face-to-face at events. Funds are derived from fees from local Citizens Advice for the face-to-face events and from sponsorship from companies which work with LCAs. Funds are then used to pay the costs of future meetings.

Energy Saving Trust

The Birmingham Energy Affordability Project (BEAP) provides energy advice and advocacy for clients in vulnerable situations, focusing especially on fuel poverty hotspots in the north and east of the city. Embedded within our Debt Service, the team provides expert advice, in-depth support and end-to-end case management. Clients are assisted via in-person appointments, telephone and email/webchat and all support is tailored to the individual's need. The contract began in September 2022 and is funded for two years.

Cadent Foundation

We receive funding from the Cadent Foundation for one FTE caseworker to deliver specialist energy advice and income maximisation support to clients experiencing fuel poverty. The caseworker looks at individuals' circumstances holistically and ensures they can access the range of services they need to tackle fuel poverty and financial hardship for the long term. The project is funded for until 31st January 2024.

Other restricted funds

These funds relate to client grants received by the charity from other charities and trusts and held on trust for clients until they can be passed onto them.

22 Analysis of net assets between funds

	Unrestricted funds	**Restricted funds**	**Total**
	£	**£**	**£**
Fund balances at 31 March 2023 are represented by:			
Investment property	**225,000**	**-**	**225,000**
Net current assets	**1,009,939**	**42,339**	**1,052,278**
Provisions	**(80,000)**	**-**	**(80,000)**
	1,154,939	**42,339**	**1,197,278**

	Unrestricted funds	Restricted funds	Total
	£	£	£
Fund balances at 31 March 2022 are represented by:			
Investment property	225,000	-	225,000
Net current assets	880,486	28,510	908,996
Provisions	(80,000)	-	(80,000)
	1,025,486	28,510	1,053,996

23 Commitments under operating leases

As lessee:

As at 31 March 2023, the company had commitments under non-cancellable operating leases as follows:

	Land and buildings		**Other**	
	2023	2022	**2023**	2022
	£	£	**£**	£
Within one year	43,629	87,257	-	-
Between one and two years	-	-	-	-

24 Related parties

Citizens Advice Birmingham (CAB) is a member of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports local offices with an information system, training and other services.

During the 2022/23 financial year payments were made to Citizens Advice to the value of £10,453 (2021/22: £10,216) in respect of subscriptions, accountancy support, training services, stationery and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £834,756 (2021/22: £992,151).

Councillor Gareth Moore is appointed by Birmingham City Council. During the 2022/23 financial year payments were made to Birmingham City Council of £93,347 (2021/22: £90,878) in respect of premises rentals, council taxes and business rates. Receipts from Birmingham City Council for contracts and grant funding in the year totalled £346,500 (2021/22: £284,000).

25 Reconciliation of cash flows from operating activities

	2023	2022
	£	£
Net income / (expenditure) for the reporting period	**143,282**	(38,940)
Add: Depreciation charge	**-**	-
Less: Dividends, interest and rents from investments	**(24,014)**	(13,528)
(Increase) / decrease in debtors	**(100,534)**	(15,792)
Increase / (decrease) in creditors and provisions	**47,334**	18,989
Net cash provided by operating activities	**66,068**	(49,271)

26 Analysis of cash and cash equivalents

	2023	2022
	£	£
Cash at bank and in hand	**1,053,514**	963,432
Total cash and cash equivalents	**1,053,514**	963,432

26A Analysis of changes in net debt

	At start of year	**Cashflows in year**	**At end of year**	
	£	**£**	**£**	**£**
Cash	963,432	90,082	**1,053,514**	
	963,432	90,082	**1,053,514**	

27 Members liability

The Charity (which has the working name of 'Citizens Advice Birmingham (CAB)') was formed as a company limited by guarantee on 3 December 1987 (Company Number: 02202427). The full name of the charity is Birmingham Citizens Advice Bureau Service Limited and was registered with the Charity Commission on 15 December 1987 (Charity Number: 519639).

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.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LTD

England & Wales - Charity number 519639

Accounts

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2022

Company No. 02202427
Charity No. 519639

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
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BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
TRUSTEES'/DIRECTORS' REPORT
For the year ended 31 March 2022

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and the audited financial statements for the year ended 31 March 2022.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number:	519639	
Company number:	02202427	

Authorised & regulated by the Financial Conduct Authority FRN: 617509

Registered office:	Gazette Buildings 168 Corporation Street Birmingham B4 6TF	
Trustee Directors:	Paul Southon Stuart Crowe Abisola Latunji-Cockbill Jill Lambert Councillor Gareth Moore Elizabeth Alvey Chaitali Desai Liam Brooker Sundeep Gill Lydia Stockdale Lucy Vernall Richard Burden Phil Marris	
Senior Management Team:	Janice Nichols Kelly Danks Samantha Catchpole Jane Priest	(Chief Executive)
Auditors:	Cooper Parry Group Limited Office 401, 4th Floor Two Chamberlain Square Birmingham B3 3AX	
Bankers:	Unity Trust Bank Plc 9 Brindley Place Birmingham B1 2HB	
Solicitors:	DLA Piper UK LLP Victoria Square House Birmingham B2 4DL	Gowling WLG (UK) LLP Two Snowhill Birmingham B4 6WR

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity (which has the working name of 'Citizens Advice Birmingham (CAB)') was formed as a company limited by guarantee on 3 December 1987 (Company Number: 02202427). The full name of the charity is Birmingham Citizens Advice Bureau Service Limited and was registered with the Charity Commission on 15 December 1987 (Charity Number: 519639). It is governed by its Memorandum and Articles of Association, as last updated on 17 October 2018.

Recruitment and appointment of trustees

The Charity is governed through a Trustee Board. Trustees who have held office during the year are listed on page 3. The Articles of Association provide for a minimum of three and a maximum of fifteen Trustees.

Trustees are elected to the Board for a maximum period of three AGMs and are appointed by a resolution of its members at an AGM. The Board has powers to co-opt members, provided that on appointment the total number of co-opted trustees does not exceed one third of the total number of trustees. All co-opted trustees must retire by the third AGM after their appointment and may offer themselves for election.

The Trustee Board has two working committees, the Finance and General Purposes Committee with responsibility for financial management and premises and the Human Resources Committee with responsibility for personnel matters, including the setting and monitoring of pay & remuneration of personnel and key management against industry benchmarks, as well as Health and Safety and safeguarding matters. Other task and finish groups are set up to deal with matters such as strategic ICT, or the search for new office accommodation. The Board implements its decisions through an executive management committee that consists of the Chief Executive, who attends Board Meetings, and three operational managers, each with an individual area of responsibility, along with the new business development manager and the finance and facilities manager. The organisation is co-ordinated from its office on Corporation Street, Birmingham.

Trustee induction and training

New trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan, annual budget and recent financial performance of the charity, and the risk register. They also meet key employees and other trustees. Trustees all undertake GDPR and FCA mandated training, they are also provided with annual training and charity updates where these will facilitate the understanding of their role. They are also invited to the full training programme for staff and volunteers and have access to online training via our National Citizens Advice online portal.

Related parties

Citizens Advice Birmingham (CAB) is a member of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports local offices with an information system, training and other services.

A representative of Citizens Advice attends some meetings in an advisory, control and regulatory capacity. During the 2021/22 financial year payments were made to Citizens Advice to the value of £10,216 (2020/21: £11,241) in respect of subscriptions, accountancy support, training services, stationery and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £992,151 (2020/21: £985,800).

Trustee Abisola Latunji-Cockbill is an employee of Mills & Reeve LLP. A donation of £1,000 was received from Mills & Reeves LLP in the prior 2020/21 financial year and no donations were received from Mills & Reeve LLP in the current 2021/22 year.

Councillor Gareth Moore is appointed by Birmingham City Council. During the 2021/22 financial year payments were made to Birmingham City Council of £90,878 (2020/21: £92,863) in respect of premises rentals, council taxes and business rates. Receipts from Birmingham City Council for contracts and grant funding in the year totalled £284,000 (2020/21: £389,000). An amount of £50,000 is owed at the year end (2020/21: £50,000) to BCC with regard to the finished LEAS contract.

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Background

The period covered by this report is the second year of the Covid 19 pandemic, although the government's instruction for people to stay at home, to only leave home for key essential reasons and where able to work from home was relaxed over this year. Citizens Advice Birmingham has continued to provide its services mainly by phone, webchat and a limited number of video calls, via a mix of office based and homeworking for staff and volunteers. Some outreach face to face services started up on a very limited basis towards the end of the year, where we were able to be assured of staff and client safety. We expect outreach face to face services to grow more into the new financial year.

Key risks and uncertainties

Senior managers and trustees undertake an annual review of the business risks for Citizens Advice Birmingham, taking care to record all significant risks in a risk register. This is monitored throughout the year to ensure there has not been any major change to individual risks. Consideration is given to the steps the organisation needs to take to mitigate risk by setting down actions that can be taken to reduce the likelihood and/or the impact of an individual risk taking place. During the year covered by this report the Covid pandemic had already moved from being a risk to being an issue – a matter that was already happening. CAB's risk register and business continuity plans ensured that any significant impacts of the pandemic were mitigated by management actions at an early stage.

The principal risk identified by the annual review of business risks is the uncertainty of future funding. This has been further exacerbated by the Covid-19 crisis, spiralling energy costs and the longer-term impact on the economy of national and global events all of which are likely have a significant impact on the future funding available to Citizens Advice Birmingham. It is not anticipated that the uncertain funding environment will improve in the immediate future. However, Trustees continue to look for new funding streams and opportunities to collaborate with others to develop new projects. Citizens Advice Birmingham carries sufficient reserves to meet the obligations of the organisation in the event that no future funding is secured and takes steps to actively manage creditors to ensure there is a healthy cash flow in the bank.

Other key risks are associated with the loss of experienced staff from, or the inability to successfully recruit to, key roles within the workforce. To mitigate this risk, the organisation undertakes succession planning by ensuring that skills are shared and roles are developed in the team to cover key posts when necessary. Training and further development is offered where this can help to develop necessary skills. Where we have been unable to appoint to advisor roles, we are increasingly 'growing our own' by appointing to trainee positions. We would like to seek funding to develop trainee caseworker roles in the future.

Trustees take seriously the potential risks around information and data, and Information Assurance is another key risk detailed in the organisation's risk register. Staff and volunteers are regularly reminded of their responsibilities around the storage and handling of data as well as undertaking annual GDPR refresher training. Citizens Advice Birmingham has further mitigated these risks by investing in its ICT estate and moving its data onto secure cloud storage and installing additional verification checks for anyone accessing data. CAB will soon be Cyber Essentials compliant.

Trustees

The trustees who have served during the year can be seen on page 3. 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.

Pay and remuneration of senior staff

Levels of salary for senior staff and key management personnel are reviewed annually and the Board operates a HR Committee which meets to discuss staffing concerns during the year before reporting back to the Board. Salary levels are regularly benchmarked against comparable organisations.

Fundraising activities

The Charity had no significant fundraising activities and costs in the year but raised funds from voluntary donations received from regular donors as well as donations received from clients as well as organisations that are supporting our work.

OBJECTIVES AND ACTIVITIES

Citizens Advice Birmingham (CAB) has twin aims:

- Provision of information, advice and advocacy to the people of Birmingham; and
- Influence the development of social policy to tackle injustice, reduce poverty and social exclusion.

This free, confidential and impartial advice service is provided to the standards set by national Citizens Advice so that clients can understand their rights and responsibilities and thus enable them to make informed choices about important aspects of their lives

Policies

The policy that has been adopted to achieve the above objective is to follow the guidelines set down by the national Citizens Advice and includes the operation of offices and outreach services within the geographical area.

The trustees achieve their aims by:-

a) Obtaining a local diversity of volunteers and training them;
b) Sustaining and assisting charitable services by providing teams of managerial, administrative and specialist staff;
c) Raising income by negotiating funding agreements with various bodies, and obtaining donations and income from other sources;
d) Incurring expenditure, acquiring assets, entering into leases and other transactions such that the service can operate to a high standard in an efficient manner; and
e) Controlling financial operations on a year-by-year basis by the appropriate use of a Business Development Plan and an Annual Budget.

The charity also operates Health & Safety and Equal Opportunities policies for the benefit of all coming into contact with the organisation.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

During a normal year, Citizens Advice Birmingham would provide advice to clients across Birmingham from locations including:-

- The local office located in the City Centre;
- Various Health Units within primary and secondary care locations across Birmingham;
- Hospitals across Birmingham;
- Job Centres, libraries, community centres, and
- County Court Welfare Office.

Citizens Advice Birmingham provides information and advice on a wide range of issues to those living or working in the Birmingham area. We provide public benefit through our services which are free, confidential, independent and impartial to anyone using them. Below we set out in more detail how we have provided these services over the last year.

The Board of Trustees has had due regard to the Charity Commission guidance on public benefit and has complied with the duty in section 4 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

During 2021/22, Citizens Advice Birmingham delivered high quality, targeted free advice to 17,788 clients with over 102,000 issues. This is a decrease of 4,816 clients on the number of clients seen in 2020/21 and is due mainly to there being fewer volunteers providing support on our generalist telephone advice line for much of the year. In addition to this the complexity of the situations faced by many clients took much longer for our advisors to assist with.

ACHIEVEMENTS AND PERFORMANCE (continued)

During 2021/22 all advice was delivered on the telephone due to the pandemic; 5,640 clients were assisted by the core generalist service and we helped these clients with 31,294 separate enquiries, an average of 5.5 matters per client assisted – a strong indication that people's problems are becoming more complex than ever. The Help to Claim service assisted 3,019 clients who, in previous years, would have been assisted with means tested benefit enquiries via the core service.

Citizens Advice Birmingham's work resulted in income gains for our clients of £20,396,927 in 2021/22. In the last year the Debt Team have dealt with £7,364,760 worth of debt, 32% of which was priority debt and the remaining 68% non-priority debt. In 2021/22, outcomes for debts written off, which included Debt Relief Orders and write offs, totalled £1,479,882.82. Over the same period, repayments negotiated, which included Debt Management Plans on clients' behalf and token offer payments, totalled £2,878,465.04. During the year our County Court Welfare Office dealt with £669,799 worth of mortgage arrears and £880,696 of rent arrears. 83% of the clients we represented in court were able to avoid repossession.

Citizens Advice Birmingham regularly seeks feedback on our performance from clients. Overall, the vst majority of our clients rated their experience of our service as positive or very positive, 87% of clients felt the service had helped them find a way forward with their problems and 89% were positive or very positive about recommending our service to others. Among those clients who accessed our services via our mental health team, 83% said they felt less worried about their finances following our advice and 98% said our advice had helped to reduce their stress and anxiety. 99% of clients who were supported by our Macmillan team told us that they were satisfied or very satisfied with the service they received, 88% had seen an improvement in their finances and, for 85%, our assistance had helped to reduce their stress or anxiety. Of the clients assisted by our Wellbeing team 90% were satisfied or very satisfied, and 92% would recommend this service, 66% of clients said they felt less stressed and 54% less likely to visit GP as an outcome of the Wellbeing team's support.

The above could not have been achieved without the hard work and dedication of our staff and volunteers. Although during the year the number of volunteers able to provide help to clients has been significantly reduced due to the Covid requirements to stay at home. A small group of volunteers has been helping with telephone appointments with clients, but the vast majority of the work undertaken has been by paid staff.

The Trustee Board thanks all the staff and volunteers for their hard work and dedication for keeping services going from their homes over the last year, without the flexibility and commitment of staff the achievements of the last year would not have been so high.

We continue to work in partnership with other agencies including other local Citizens Advice. By keeping in touch with developments within local Citizens Advice from around the country we have been able to share experiences, lessons learned and new ways of doing things. Citizens Advice Birmingham's debt team continues to work closely with Birmingham City Council's Council Tax Team. Together we have been trying to ensure clients have early access to information and advice regarding their council tax liabilities. The intention is to help clients avoid building up council tax arrears that, in the past, have resulted in court action for recovery. We continue to work with other Birmingham based advice and support organisations to provide the best services we can to the citizens of Birmingham.

In summary, whilst the operating environment continues to be difficult, demand is increasing and need is ever more complex, Citizens Advice Birmingham has tried to ensure our services continue to reach as many people as possible who need our help with the resources available to us.

REVIEW OF FINANCIAL POSITION

During the 2021/22 financial year CAB delivered a financial deficit of £38,940 (2020/21: surplus of £137,566). This deficit arose primarily due to spending over £50k to upgrade the Charity's IT equipment, software, decommission servers and migrate to Cloud working. Income overall slightly decreased by 3.2% to £1,855,253 compared to £1,916,532 in 2020/21, while over the same period expenditure increased by 6.5% to £1,894,193 from £1,778,966 in 2020/21, due mainly to the one-off increased IT spend and some salaries costs.

Expenditure on fixed assets capitalised during the year amounted to £NIL (2020/21: £NIL), in congruence with our capitalisation policy. Fixed assets are used for charitable purposes and enable staff and volunteers to provide an optimum service to the public.

There is an end of year restricted fund balance of £28,510 (2020/21: £18,322). This is mainly accounted for by £19,139 left for the BCC Mental Health project and £5,906 for The Henry Smith project. The funds are expected to be spent by March 2023.

Restrictions and Investment Powers
The Memorandum of Association authorises the charity to receive income by way of grants, donations, gifts and legacies provided that it does not undertake any permanent trading activities in raising funds for its primary objectives. The Memorandum of Association authorises investment of surplus monies not immediately required, subject only to conditions and consents imposed by law.

Reserves Policy
The Trustee Board reviews and updates its reserves policy annually to ensure its compliance with Charity Commission best practice. This requires reserves to be available to cover future contingencies and liabilities. The Reserves Policy requires at least three months' expenditure to be held as unrestricted designated funds, equating to £449,001 at budgeted 2022/23 expenditure levels. The Charity also has a designated fund of £225,000 for tangible fixed assets (investments) and a further £250,000 for other designated funds, the breakdown of which can be seen in Note 20 on page 27. The unrestricted and undesignated general free reserves at 31 March 2022 was £81,485 (2021: £89,335) after designating reserves of £944,001 (2021: £985,279). Restricted reserves at the end of the year amount to £28,510 (2021: £18,322).

Going Concern
The Charity reported a significant cash outflow of £35,743 for the year and the Charity expects to make an outflow in 2022/23. Whilst the year ending 31 March 2022 continued to be affected by Covid-19, including working with very limited opening hours and face-to-face access, the affect on our project work was minimal from a financial point of view overall other than on one Court project. Whilst still not providing full face to face services, we are still providing telephone support to those needing our support/advice and have increased our capacity to deliver services in this way.

After making further appropriate enquiries, together with our reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Political Donations
No donations of monies or donated goods were made to any political parties or political campaigns in the year (2020/21: £NIL).

FUTURE PLANS

Over the period of this report the country was emerging from lockdown under the Covid-19 emergency requirements. But at the time of writing this report Citizens Advice Birmingham is slowly returning to working in the community providing outreach face to face appointment, and most staff and volunteers are attending the office at least once a week, but a large part of our services continues to be provided via telephone and webchat by staff and volunteers working from home.

Trustees take seriously their duty of care to our staff and volunteers and continue to ensure that safe systems of work are in place, including against Covid transmission, as we gradually return to face-to-face service delivery. Home working has enabled CAB to continue to provide services to the people of Birmingham and all the time maintaining our high quality standards as required by the national Citizens Advice. For the time being staff and volunteers are being permitted to provide some of their activity from home where it is feasible to do so. It is not anticipated that there will be a full scale return to the office, and unlikely that face to face advice can be accommodated in the interview spaces available in the office as it is impossible to make them Covid safe.

Several service review workshops held in June and July 2021 enabled staff, trustees, and volunteers to reflect on their experiences of the new ways of working under Covid restrictions. The lessons learned from the feedback will be used to inform how services are designed and delivered in future. Certainly, more clients were receptive to accessing services via phone than might have previously been anticipated. Some had taken up the offer of video calls, but this was less popular than a phone service. It is also acknowledged that some clients have not been able to access services so easily where it was not possible to see an advisor face to face. Citizens Advice Birmingham working with other organisations in the city intends to address these needs, particularly where it has been detrimental to parts of the community, but further funding will need to be sourced to address this unmet need.

FUTURE PLANS (continued)

In the new financial year trustees intend to review expenditure in the context of the challenging funding environment and again consideration will be given to accommodation costs and how best to provide services in the city. Increasingly face to face services are being provided in community outreach venues as a requirement of key funding contracts. This may remove the need for CAB's offices to provide client access and this may influence premises decisions in the future.

Trustees will continue to maintain firm controls on expenditure and will seek in the future to only provide services that, as far as possible, are fully funded or make a significant contribution to overheads. Demand for advice continues to outstrip the funded levels of service and this is expected to increase over the next year as the impact of energy price rises and spiralling household costs impact people across the country. The Senior Management Team will continue to review how to provide more from within our existing resources. We will also continue to seek further resources to expand our phone and digital services, particularly for paid staff to undertake this role following the success of using paid staff to answer the telephone advice line during the pandemic.

Funding continues to be short term and uncertain and is likely to remain so for some years to come, which makes longer term planning difficult. The Trustee Board recognises this, and Citizens Advice Birmingham has begun to diversify its search for other funding opportunities and is already working with other local Citizens Advice and other partners to consider cost-sharing options where feasible. We continue to work with local Citizens Advice in the West Midlands region to seek out opportunities to collaborate on projects where possible.

The priorities laid out below cover a wide range of challenges and opportunities in the next year and beyond:

- Continue to provide the people of Birmingham with high quality and accessible services;
- Take steps to set our finances onto a more sustainable footing by continuing to seek new funding opportunities, having a more diverse funding base and managing our costs;
- Have the appropriate infrastructure, including IT, to provide high quality services to our customers and ensure efficient management of the organisation;
- Further develop our telephone and digital offer to ensure we reach as many clients as possible within our limited resources;
- Raise the profile of Citizens Advice Birmingham with clients, funders and third parties;
- Continue to review and learn from our experiences over the Covid restrictions and the post-Covid period to develop future ways of working that best meet the needs and preferences of clients wherever possible;
- Use our data to analyse and research issues to campaign for the benefit of our clients and the wider community;
- Explore collaborative working with other local Citizens Advice, particularly in the West Midlands region, in other Core Cities and with other third sector agencies;
- Utilise reserves in line with policy.

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company and charity law requires the trustees to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the charitable company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

a. select suitable accounting policies and apply them consistently.
b. observe the methods and principles in the Charities SORP.
c. make judgements and estimates that are reasonable and prudent.
d. state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements.
e. prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

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

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

The directors who were in office on the date of approval of these financial statements have confirmed, as far as they are aware, that there is no relevant audit information of which the auditors are unaware. Each of the directors have confirmed that they have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditor.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities, preparing the accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102) and the Charities Act 2011.

Auditors

The auditors, Cooper Parry Group Limited, have indicated their willingness to continue in office for the ensuing year.

The Trustees' report was approved by the board, authorised for issue on 13 July 2022, and signed on its behalf by,

DocuSigned by:
Paul Southon
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Paul Southon
Chair
19 August 2022

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

Opinion

We have audited the financial statements of Birmingham Citizens Advice Bureau Service Limited (the 'charitable company') for the year ended 31 March 2022 which comprise of the statement of financial activities, balance sheet, cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is 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 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 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 trustees are responsible for the other information. The other information comprises the information included in the report of the trustees, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on matters prescribed by the Companies Act 2006

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

- the information given in the report of the trustees (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the 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 Report of the Trustees and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the charitable company for the purposes 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor'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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

Our assessment focussed on key laws and regulations the Charitable Company has to comply with and areas of the financial statements we assessed as being more susceptible to misstatement. These key laws and regulations included but were not limited to compliance with the Companies Act 2006, Charities Act 2011, Charities (Protection and Social Investment) Act 2016, taxation legislation, data protection, anti-bribery and employment legislation.

Auditor's responsibilities for the audit of the financial statements (cont.)

We are not responsible for preventing irregularities. Our approach to detecting irregularities included, but was not limited to, the following:

- obtaining an understanding of the legal and regulatory framework applicable to the Charitable Company and how the Charitable Company is complying with that framework, including agreement of financial statement disclosures to underlying documentation and other evidence;
- obtaining an understanding of the Charitable Company's control environment and how the Charitable Company has applied relevant control procedures, through discussions with Trustees and other management and by performing walkthrough testing over key areas;
- obtaining an understanding of the Charitable Company's risk assessment process, including the risk of fraud;
- reviewing meeting minutes of those charged with governance throughout the year; and
- performing audit testing to address the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Whilst considering how our audit work addressed the detection of irregularities, we also considered the likelihood of detection based on our approach. Irregularities arising from fraud are inherently more difficult to detect than those arising from error.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Cooper Parry Group Ltd.

Glen Bott FCA
Senior Statutory Auditor
for and on behalf of:

Cooper Parry Group Limited
Chartered Accountants
Statutory Auditor
Office 401, 4th Floor
Two Chamberlain Square
Birmingham
B3 3AX

Date: 31 August 2022

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
STATEMENT OF FINANCIAL ACTIVITIES
(Including income and expenditure account)
For the year ended 31 March 2022

	Note	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Unrestricted Funds £	Restricted Funds £	Total 2021 £
Income from:							
Donations and legacies	2	2,935	-	2,935	8,497	-	8,497
Charitable activities	3	737,412	1,085,198	1,822,610	822,880	1,065,385	1,888,265
Activities for generating funds	4	8,648	7,532	16,180	6,368	-	6,368
Investments	5	13,528	-	13,528	13,402	-	13,402
Total income		762,523	1,092,730	1,855,253	851,147	1,065,385	1,916,532
Expenditure on:							
Charitable activities	6,7	827,551	1,059,756	1,887,307	756,173	1,020,406	1,776,579
Other expenditure	8	1,129	5,757	6,886	2,387	-	2,387
Total expenditure		828,680	1,065,513	1,894,193	758,560	1,020,406	1,778,966
Net income/(expenditure) before transfer		(66,157)	27,217	(38,940)	92,587	44,979	137,566
Transfers between funds	20,21	17,029	(17,029)	-	40,430	(40,430)	-
Net movement in funds		(49,128)	10,188	(38,940)	133,017	4,549	137,566
Reconciliation of funds:							
Total funds brought forward at 01 April 2021		1,074,614	18,322	1,092,936	941,597	13,773	955,370
Total funds carried forward at 31 March 2022		1,025,486	28,510	1,053,996	1,074,614	18,322	1,092,936

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

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

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
BALANCE SHEET
As at 31 March 2022

	Note	2022 £	2022 £	2021 £	2021 £
Fixed assets					
Tangible assets	14	**-**		-	
Investments	14	**225,000**		225,000	
			225,000		225,000
Current assets					
Debtors	15	**208,549**		192,757	
Cash at bank and in hand	26	**963,432**		999,175	
		1,171,981		1,191,932	
Liabilities					
Creditors: amounts falling due within one year	16	**(262,985)**		(243,996)	
Net current assets			**908,996**		947,936
Total assets less current liabilities			**1,133,996**		1,172,936
Provisions for liabilities	19		**(80,000)**		(80,000)
Total net assets			**1,053,996**		1,092,936
Funds of the charity					
Unrestricted funds:	20				
General funds		**81,485**		89,335	
Designated Revaluation reserve		**53,557**		53,557	
Other Designated funds		**890,444**		931,722	
			1,025,486		1,074,614
Restricted funds	21		**28,510**		18,322
Total charity funds	22		**1,053,996**		1,092,936

The financial statements for registered Company number 02202427, have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the provisions of FRS 102 Section 1A – small entities. The accounts were approved by the Board, authorised for issue on 13 July 2022, and signed on its behalf by,

DocuSigned by:
Paul Southon
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Paul Southon
Chair
19 August 2022

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

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
CASH FLOW STATEMENT
For the year ended 31 March 2022

	Note	2022 £	2021 £
Cash flows from operating activities:			
Net cash provided by operating activities	25	**(49,271)**	225,500
Cash flows from investing activities:			
Dividends, interest and rents from investments	5	**13,528**	13,402
Net cash provided by investing activities		**13,528**	13,402
Increase / (decrease) in cash and cash equivalents in the reporting period		**(35,743)**	238,902
Cash and cash equivalents at the beginning of the reporting period		**999,175**	760,273
Cash and cash equivalents at the end of the reporting period	26	**963,432**	999,175

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

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2022

Charitable Company Information
Birmingham Citizens Advice Bureau Service Limited is a private limited charitable company, limited by guarantee, by not having share capital incorporated and domiciled in England & Wales. The registered office is Gazette Building, 168 Corporation Street, Birmingham, B4 6TF and the company registration number is: 02202427.

1 Accounting Policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Birmingham Citizens Advice Bureau Service Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are prepared in Sterling and rounded to the nearest £1.

1.2 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.

1.3 Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from government and other grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

1.4 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

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1 Accounting Policies (continued)

1.5 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates. Expenditure on raising funds; comprise the costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

1.6 Operating leases

The charity classifies the lease of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor and the equipment is replaced every six years whilst the economic life of such equipment is normally ten years. Rental charges are charged on a straight line basis over the term of the lease.

1.7 Taxation

The charitable company, being a registered charity with minimal trading income, has been granted exemption from tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

1.8 Tangible fixed assets and depreciation

All assets individually costing more than £5,000 are capitalised.

Tangible fixed assets other than freehold land are stated at cost less depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, as follows:

Equipment	20% on the straight line method
Furniture	20% on the straight line method

1.9 Investment property

Investment property is initially recorded at cost, which includes purchase price and any directly attributable expenditure. Investment property is revalued to its fair value at each reporting date and any changes in fair value are recognised as income or expenditure.

1.10 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1 Accounting Policies (continued)

1.12 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.13 Pensions and retirement benefits

The charity operates a defined contribution scheme. The amount charged to the statement of financial activities in respect of pension costs and other post retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

1.14 Financial instruments

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable, loans from banks and other third parties and loans to related parties.

Debt instruments (other than those wholly repayable or receivable within one year), including loans and other accounts receivable and payable, are initially measured at present value of the future cash flows and subsequently at amortised cost using the effective interest method.

Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an 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.

1.15 Judgements in applying accounting policies and key sources of estimation uncertainty

In preparing the Financial Statements, management is required to make estimates and assumptions which affect reported income, expenses, assets, liabilities and disclosure of contingent assets and liabilities. Use of available information and application of judgement are inherent in the formation of estimates, together with expectations of future events that are believed to be reasonable under the circumstances. Actual results in the future could differ from such estimates.

Investment property **-** The trustees have evaluated the value of the property at the year end. They have based their valuation on a valuation carried out by Charlotte Fullard MRICS on 20 November 2018.

The directors consider that there are no significant areas of key judgement or estimation uncertainty other than those identified in the accounting policies above.

1.16 Going concern

The Charity reported a significant cash outflow of £35,743 for the year and the Charity expects to make an outflow in 2022/23. Whilst the year ending 31 March 2022 continued to be affected by Covid-19, including working with very limited opening hours and face-to-face access, the affect on our project work was minimal from a financial point of view overall other than on one Court project. Whilst still not providing full face to face services, we are still providing telephone support to those needing our support/advice and have increased our capacity to deliver services in this way.

After making further appropriate enquiries, together with our reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

2 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Donations and gifts	**2,935**	**-**	**2,935**	8,497

3 Income from charitable activities

Grants and contract income receivable for charitable activity – advice and information	**Unrestricted Funds £**	**Restricted Funds £**	**Total 2022 £**	Total 2021 £
General Advice:				
Birmingham CC - Advice Service	**210,000**	**-**	**210,000**	315,000
Birmingham & Solihull CCG	**-**	**131,232**	**131,232**	131,230
Universal Support – Help to Claim	**-**	**488,190**	**488,190**	482,170
The Henry Smith Charity	**-**	**35,625**	**35,625**	-
BEIS Funding	**-**	**-**	**-**	16,666
Access to Justice Foundation	**-**	**-**	**-**	32,537
Other grants	**-**	**21,407**	**21,407**	8,660
	210,000	**676,454**	**886,454**	986,263
Debt Advice:				
Money Advice Service: Face-to-Face Debt Advice	**493,232**	**-**	**493,232**	503,630
Community Law Partnership (CLP)	**26,376**	**-**	**26,376**	-
Other grants	**7,804**	**-**	**7,804**	-
	527,412	**-**	**527,412**	503,630
Benefit Advice:				
Birmingham CC - Mental Health	**-**	**74,000**	**74,000**	74,000
Macmillan Cancer Support	**-**	**334,744**	**334,744**	324,372
	-	**408,744**	**408,744**	398,372
Total income from charitable activities	**737,412**	**1,085,198**	**1,822,610**	1,888,265

4 Activities for generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Solar panels & cashback scheme	**1,896**	-	**1,896**	2,887
Windrush compensation scheme	**2,925**	-	**2,925**	899
Other income	**3,827**	**7,532**	**11,359**	2,582
	8,648	**7,532**	**16,180**	6,368

5 Investments

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Interest received	**528**	**-**	**528**	402
Investment property rental income	**13,000**	**-**	**13,000**	13,000
	13,528	**-**	**13,528**	13,402

6 Expenditure on charitable activities by fund

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
General Advice	**272,010**	**645,294**	**917,304**	896,099
Debt Advice	**555,541**	**-**	**555,541**	504,874
Benefits Advice	**-**	**414,462**	**414,462**	375,606
	827,551	**1,059,756**	**1,887,307**	1,776,579

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
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7 Analysis of expenditure on charitable activities

	Basis of Allocation	General Advice £	Debt Advice £	Benefits Advice £	Total 2022 £	Total 2021 £
Direct costs:						
Salaries and wages	Direct	**615,753**	**433,155**	**318,953**	**1,367,861**	1,326,402
Staff and volunteers	Direct	**2,922**	**100**	**717**	**3,739**	3,073
Office costs	Direct	**16,986**	**1,257**	**246**	**18,489**	41,751
Premises costs	Direct	**-**	**-**	**-**	**-**	1,500
Other costs	Direct	**70,652**	**62**	**-**	**70,714**	4,867
		706,313	**434,574**	**319,916**	**1,460,803**	1,377,593
Support costs:						
Salaries wages	Staff/Hrs	**50,580**	**29,786**	**23,798**	**104,164**	148,706
Staff and volunteers	Staff/Hrs	**485**	**270**	**216**	**971**	1,299
Office costs	Staff/Hrs	**95,801**	**54,333**	**41,544**	**191,678**	144,216
Premises costs	Staff/Hrs	**53,208**	**29,575**	**22,796**	**105,579**	97,200
Governance costs	Staff/Hrs	**10,917**	**6,384**	**5,170**	**22,471**	6,540
Other costs	Staff/Hrs	**-**	**619**	**1,022**	**1,641**	1,025
		210,991	**120,967**	**94,546**	**426,504**	398,986
Total expenditure on charitable activities		**917,304**	**555,541**	**414,462**	**1,887,307**	1,776,579

8 Other expenditure

	Unrestricted Funds £	Restricted Funds £	Total 2022 £	Total 2021 £
Investment property expenditure	**1,129**	**-**	**1,129**	2,387
CEO Forum	**-**	**5,757**	**5,757**	-
	1,129	**5,757**	**6,886**	2,387

9 Net incoming resources for the year

	2022 £	2021 £
This is stated after charging		
Operating leases - land and buildings	**85,257**	81,455
Auditor's remuneration:		
- Audit	**8,340**	7,200
Depreciation and Impairment Charges	**-**	-

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10 Trustees

During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Reimbursement of travel and incidental expenses to the trustees came to £Nil during the year to 31 March 2022 (2020/21: £Nil).

Trustees' indemnity insurance paid by the charity during the year totalled £60 (2020/21: £60) and expenses related to costs of Trustees' meetings including the AGM totalled £Nil (2020/21: £Nil).

11 Employees

	2022 FTE Number	2021 FTE Number	**2022 Head Count**	2021 Head Count
Number of employees				
The average number of employees, analysed by function was:				
Advice workers and support staff	**46**	46	**49**	52
Key management personnel	**4**	4	**4**	4
	50	50	**53**	56

Employment costs	**2022 £**	2021 £
Wages and salaries	**1,294,122**	1,304,221
Social security costs	**116,182**	111,636
Pensions costs	**61,721**	59,251
	1,472,025	1,475,108

No employee received remuneration amounting to more than £60,000 in the period (2020/21: NIL)

The key management personnel of the Charity comprise the Chief Executive Officer and three operational managers.
The total employee benefits of the key management personnel of the Charity were £178,703 (2020/21: £179,471).

During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or any person known to be connected with them.

12 Pensions

There is a defined contribution pension scheme for employees. The basis for allocating the employer expense between activities is based on the salary cost of staff working on that activity. From July 2014 and again in July 2017 and July 2021, the CAB automatically enrolled eligible jobholders into a qualifying scheme in accordance with pensions legislation. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund is a Group Personal Pension Scheme with Standard Life. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £61,721 (2020/21: £59,251). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £9,578 was owed to the pension scheme (2020/21: £18,676).

13 Volunteers

The Trustee Board and Senior Management Team recognise the tremendous contribution made by our volunteers without whom the service could not operate. The rigorous training required to achieve the standards set by the service means not all potential volunteers complete the course but, those that do, work at all levels of the organisation from reception and administration to generalist advice and benefits advice work. This year the number of volunteers able to provide help to clients has been significantly reduced due to the Covid requirements to stay at home. A small group of volunteers has been helping with telephone appointments with clients, but the vast majority of the work undertaken has been by paid staff.

14 Fixed Assets

	Investment Properties	Equipment	Furniture	Total
	£	£	£	£
Cost				
At 31 March 2021	225,000	32,550	10,589	268,139
At 31 March 2022	225,000	32,550	10,589	268,139
Depreciation				
At 1 April 2021	-	32,550	10,589	43,139
At 31 March 2022	-	32,550	10,589	43,139
Net book value				
At 31 March 2022	**225,000**	-	-	**225,000**
At 31 March 2021	225,000	-	-	225,000

The property at Tyseley was transferred from freehold property to investment property, after the property stopped being used as an office and became tenanted on 19 December 2018. The carrying value of the freehold property was transferred at this date. The investment property was revalued by the trustees to its fair value based on a valuation carried out on 20 November 2018 by Charlotte Fullard MRICS of Lambert Smith and Hampton which resulted in an increase in value of £53,557. The trustees do not believe the fair value to have changed significantly since that valuation.

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15	Debtors	2022	2021
		£	£
	Grants receivable	**112,413**	138,286
	Prepayments	**34,101**	29,972
	Accrued income	**59,802**	22,577
	Other debtors	**2,233**	1,922
		208,549	192,757

16	Creditors: amounts falling due within one year	2022	2021
		£	£
	Trade creditors	**42,455**	36,765
	Social security costs	**31,569**	27,915
	Pensions	**9,578**	18,676
	Accruals	**50,029**	67,430
	Deferred income	**79,354**	93,185
	Other creditors	**50,000**	25
		262,985	243,996

17 Deferred income

Deferred income comprises of income received for the following projects for which performance is expected in the following year; totalling £79,354 in 2022 (2021: £93,185):

	BCC LEAS	Mental Health	Universal Support	Others
	£	£	£	£
Balance as at 01 April 2021	50,000	18,500	14,935	9,750
Amount released to income earned	-	(18,500)	(14,935)	(9,750)
Amount deferred in year	**-**	**-**	**7,729**	**21,625**
Balance as at 31 March 2022	**50,000**	**-**	**7,729**	**21,625**

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18	Financial instruments	2022 £	2021 £
	Financial assets		
	Financial assets measured at fair value through profit & loss:		
	- Cash at bank and in hand	**963,432**	999,175
	Financial assets that are debt instruments measured at amortised cost:		
	- Grants receivable	**112,413**	138,286
	- Accrued income	**59,802**	22,577
		1,135,647	1,160,038
	Financial liabilities		
	Financial liabilities measured at amortised cost:		
	- Trade creditors	**42,455**	36,765
	- Taxation and social security costs	**31,569**	27,915
	- Pensions	**9,578**	18,676
	- Accruals	**50,029**	67,430
	- Other creditors	**50,000**	25
		183,631	150,811

19	Provisions for liabilities	2022 £	2021 £
	Dilapidations on leased premises	**80,000**	80,000
	The dilapidations cost is payable as follows:		
	Within one year	**80,000**	80,000
	Between one and two years	**-**	-
	Between two and five years	**-**	-
	After five years	**-**	-
		80,000	80,000

Movement in provisions	2022 £	2021 £
Dilapidations provision brought forward	**80,000**	80,000
Increase/(decrease) in the year	**-**	-
Provision carried forward	**80,000**	80,000

An increase in the dilapidations provision was made in 2016/17 after a dilapidations review was undertaken on 08.05.17 by Pollie Jelfs MRICS of Fusion Building Consultancy Limited. The expenditure would occur whenever the current lease at Gazette Buildings ends – and this could be at anytime with 6 months' notice from 30 September 2022 onwards.

20 Unrestricted funds

	Balance at 01 April 2021 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2022 £
General funds	89,335	762,523	(778,680)	8,307	**81,485**
Designated funds: Reserves policy	460,279	-	-	(11,278)	**449,001**
Designated funds: Redundancies fund	150,000	-	-	-	**150,000**
Designated funds: Investment property	225,000	-	-	-	**225,000**
Designated funds: Properties improvements	100,000	-	-	-	**100,000**
Designated funds: IT improvements	50,000	-	(50,000)	20,000	**20,000**
Total Unrestricted funds	1,074,614	762,523	(828,680)	17,029	**1,025,486**

There is a designated fund of £225,000 for the investment property at Tyseley (2020/21: £225,000) as this amount is not readily available to spend on the charitable objects of the Charity. The freehold property was transferred to investment property once it was tenanted on 19 December 2018. A further £449,001 is designated as per the reserves policy of 3 months' budgeted operating costs (2020/21: £460,279), £150,000 for a redundancies fund for all staff (2020/21: £150,000), £100,000 set aside for expected property improvements within the next two years on properties the Charity owns or leases (2020/21: £100,000) and £20,000 set aside for IT costs for equipment renewals (2020/21: £50,000).

Prior year comparative

	Balance at 01 April 2020 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2021 £
General funds	31,159	851,147	(758,560)	(34,411)	89,335
Designated funds: Reserves policy	485,438	-	-	(25,159)	460,279
Designated funds: Redundancies fund	150,000	-	-	-	150,000
Designated funds: Investment property	225,000	-	-	-	225,000
Designated funds: Properties improvements	50,000	-	-	50,000	100,000
Designated funds: IT improvements	-	-	-	50,000	50,000
Total Unrestricted funds	941,597	851,147	(758,560)	40,430	1,074,614

There is a designated fund of £225,000 for the investment property at Tyseley (2019/20: £225,000) as this amount is not readily available to spend on the charitable objects of the Charity. The freehold property was transferred to investment property once it was tenanted on 19 December 2020. A further £460,279 is designated as per the reserves policy of 3 months' budgeted operating costs (2019/20: £485,438), £150,000 for a redundancies fund for all staff (2019/20: £150,000), £100,000 set aside for expected property improvements within the next two years on properties the Charity owns or leases (2019/20: £50,000) and £50,000 set aside for IT costs expected for a server migration to the Cloud in 2021-22 (2019/20: £Nil).

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21 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of grants received for specific purposes:

	Balance at 01 April 2021 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2022 £
Birmingham CC - Mental Health	18,322	74,000	(73,183)	-	**19,139**
Birmingham & Solihull CCG	-	131,232	(107,669)	(23,563)*	-
Macmillan Cancer Support	-	334,744	(341,278)	6,534	-
The Henry Smith Charity	-	35,625	(29,719)	-	**5,906**
Universal Support – Help to Claim	-	488,190	(488,190)	-	-
CEO Forum	-	7,532	(5,757)	-	**1,775**
Other	-	21,407	(19,717)	-	**1,690**
Total	18,322	1,092,730	(1,065,513)	(17,029)	**28,510**

- *Funds transferred into unrestricted funds from restricted funds represent a paying back of funds transferred into these restricted fund projects from prior years where funding was less than expenditure.

Prior year comparative

	Balance at 01 April 2020 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2021 £
Birmingham CC - Mental Health	13,773	74,000	(69,451)	-	18,322
Birmingham & Solihull CCG	-	131,230	(108,565)	(22,665)*	-
Macmillan Cancer Support	-	324,372	(306,155)	(18,217)*	-
Community Justice Fund	-	32,537	(32,537)	-	-
BEIS Funding	-	16,666	(17,118)	452	-
Universal Support – Help to Claim	-	482,170	(482,170)	-	-
Other	-	4,410	(4,410)	-	-
Total	13,773	1,065,385	(1,020,406)	(40,430)	18,322

- *Funds transferred into unrestricted funds from restricted funds represent a paying back of funds transferred into these restricted fund projects from prior years where funding was less than expenditure.

Restricted Project Descriptions

Birmingham City Council (BCC) - Mental Health

This project provides specialist welfare benefits advice to clients. Appointments are usually offered at three outreach community mental health sites across Birmingham and referrals are received from the Community Mental Health Teams based at those outreaches. Due to the Covid pandemic we suspended attendance at the outreaches and moved from face-to-face appointments to telephone and video calls in March 2020. Appointments are still predominantly telephone based, although we started to offer face to face appointments at one outreach venue from December 2021, with a caseworker attending every other week. We are planning on extending outreach sessions through 2022. The funding for this contract has been extended to 30th September 2023.

Restricted funds (continued)

Restricted Project Descriptions

Birmingham & Solihull Clinical Commissioning Group (CCG)

The purpose of this service is to provide a generalist advice to patients of 32 GP surgeries within the Birmingham and Solihull Clinical Commissioning Group (CCG). Referrals to the services are via members of the Primary Health Care Team and client via self-referral. The aim of the service is for patients to be supported and advised on their non-clinical issues that may be impacting their health and wellbeing thus freeing practice staff time to focus on clinical issues. This contract has been extended till end of March 2023.

Macmillan Cancer Support

This project usually offers appointments at 15 outreach sessions each week. These were delivered out of six hospitals, 3 hospices and 2 CA locations across Birmingham and Solihull. Due to the Covid pandemic we were unable to attend our outreach locations or offer face to face appointments for clients from March 2020 and moved to offering telephone appointments and video calls. We reintroduced some face-to-face appointments from October 2021 and have started to offer outreach sessions again. The project provides welfare benefits advice to people affected by cancer. Referrals into the service are via clinical nurse teams, consultants, and other health and social care professionals. Clients can also self-refer through our dedicated Macmillan helpline. The funding from Macmillan Cancer Support has been extended to 31st December 2024.

Universal Support

Citizens Advice nationally has contracted with Citizens Advice Birmingham to assist 7,020 people to make a new claim for Universal Credit, from assessment of eligibility for the benefit up to receipt of their first payment. The service includes staffing the national Help to Claim telephone helpline, via which clients are assessed for eligibility for Universal Credit, and for the level of support they require to make the claim; and providing practical support where required by clients to submit the claim. This service is funded until March 2023.

The Henry Smith Charity

We receive funding from The Henry Smith Charity to support a team of six volunteers to deliver specialist welfare benefits and financial capability advice to Birmingham residents via telephone/video and in-person appointments. The contract began in July 2022 and is funded for three years.

CEO Forum

Citizens Advice Birmingham holds funds for a national network of local Citizens Advice (LCA) who meet weekly online for peer to peer support, but also meet periodically face to face at events. Funds are derived from fees from local Citizens Advice for the face to face events and from sponsorship from companies which work with LCAs. Funds are then used to pay the costs of future meetings.

Community Justice Fund

This funding was to assist with the costs associated with the Covid 19 pandemic, including Covid signage, cleaning materials, six months’ salary costs for 0.5 advice supervisor amongst other costs.

BEIS Funding

This government funding was given to national Citizens Advice, via the Department of Business, Energy and Industrial Strategy (BEIS), to increase the availability of advice services to people impacted by the Covid 19 pandemic and used for various IT related costs to allow advice work to continue during the lockdowns.

Other restricted funds

These funds relate to client grants received by the charity from other charities and trusts and held on trust for clients until they can be passed onto them.

22 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2022 are represented by:			
Investment property	**225,000**	**-**	**225,000**
Net current assets	**880,486**	**28,510**	**908,996**
Provisions	**(80,000)**	**-**	**(80,000)**
	1,025,486	**28,510**	**1,053,996**

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2021 are represented by:			
Investment property	225,000	-	225,000
Net current assets	929,614	18,322	947,936
Provisions	(80,000)	-	(80,000)
	1,074,614	18,322	1,092,936

23 Commitments under operating leases

As lessee:

As at 31 March 2022, the company had commitments under non-cancellable operating leases as follows:

	Land and buildings		Other	
	2022	2021	**2022**	2021
	£	£	**£**	£
Within one year	**87,257**	36,070	**-**	-
Between one and two years	**-**	-	**-**	-

As lessor:

As at 31 March 2022, the company had commitments owed to it under non-cancellable operating leases as follows:

	Land and buildings	
	2022	2021
	£	£
Within one year	**2,875**	2,875
Between one and two years	**-**	-

24 Related parties

Citizens Advice Birmingham (CAB) is a member of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports local offices with an information system, training and other services.

A representative of Citizens Advice attends some meetings in an advisory, control and regulatory capacity. During the 2021/22 financial year payments were made to Citizens Advice to the value of £10,216 (2020/21: £11,241) in respect of subscriptions, accountancy support, training services, stationery and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £992,151 (2020/21: £985,800).

Trustee Abisola Latunji-Cockbill is an employee of Mills & Reeve LLP. A donation of £1,000 was received from Mills & Reeves LLP in the prior 2020/21 financial year and no donations were received from Mills & Reeve LLP in the current 2021/22 year.

Councillor Gareth Moore is appointed by Birmingham City Council. During the 2021/22 financial year payments were made to Birmingham City Council of £90,878 (2020/21: £92,863) in respect of premises rentals, council taxes and business rates. Receipts from Birmingham City Council for contracts and grant funding in the year totalled £284,000 (2020/21: £389,000). An amount of £50,000 is owed at the year end (2020/21: £50,000) to BCC with regard to the finished LEAS contract.

25 Reconciliation of cash flows from operating activities

	2022	2021
	£	£
Net income / (expenditure) for the reporting period	**(38,940)**	137,566
Add: Depreciation charge	**-**	-
Less: Dividends, interest and rents from investments	**(13,528)**	(13,402)
(Increase) / decrease in debtors	**(15,792)**	76,852
Increase / (decrease) in creditors and provisions	**18,989**	24,484
Net cash provided by operating activities	**(49,271)**	225,500

26 Analysis of cash and cash equivalents

	2022	2021
	£	£
Cash at bank and in hand	**963,432**	999,175
Total cash and cash equivalents	**963,432**	999,175

26A Analysis of changes in net debt

	At start of year	**Cashflows in year**	**At end of year**
	£	**£**	**£**
Cash	999,175	(35,743)	**963,432**
	999,175	(35,743)	**963,432**

27 Members liability

The Charity (which has the working name of 'Citizens Advice Birmingham (CAB)') was formed as a company limited by guarantee on 3 December 1987 (Company Number: 02202427). The full name of the charity is Birmingham Citizens Advice Bureau Service Limited and was registered with the Charity Commission on 15 December 1987 (Charity Number: 519639).

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.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LTD

England & Wales - Charity number 519639

Accounts

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2021

Company No. 02202427
Charity No. 519639

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CONTENTS

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
TRUSTEES'/DIRECTORS' REPORT
For the year ended 31 March 2021

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and the audited financial statements for the year ended 31 March 2021.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number:	519639	
Company number:	02202427	

Authorised & regulated by the Financial Conduct Authority FRN: 617509

Registered office:	Gazette Buildings 168 Corporation Street Birmingham B4 6TF	
Trustee Directors:	Paul Southon	
	Stuart Crowe	
	Abisola Latunji-Cockbill	
	Jill Lambert	
	Councillor Gareth Moore	
	Elizabeth Alvey	
	Chaitali Desai	
	Liam Brooker	
	Sundeep Gill	
	Lydia Stockdale	
	Lucy Vernall	
	Richard Burden	(appointed on 11/01/21)
	Phil Marris	(appointed on 11/01/21)
	Sunny Vashisht	(resigned on 30/09/20)
Senior Management Team:	Janice Nichols	(Chief Executive)
	Kelly Danks	
	Samantha Catchpole	
	Jane Priest	
Auditors:	Cooper Parry Group Limited Park View, One Central Boulevard Blythe Valley Park Solihull B90 8BG	
Bankers:	Unity Trust Bank Plc 9 Brindley Place Birmingham B1 2HB	
Solicitors:	DLA Piper UK LLP Victoria Square House Birmingham B2 4DL	

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity (which has the working name of 'Citizens Advice Birmingham (CAB)') was formed as a company limited by guarantee on 3 December 1987 (Company Number: 02202427). The full name of the charity is Birmingham Citizens Advice Bureau Service Limited and was registered with the Charity Commission on 15 December 1987 (Charity Number: 519639). It is governed by its Memorandum and Articles of Association, as last updated on 17 October 2018.

Recruitment and appointment of trustees

The Charity is governed through a Trustee Board. Trustees who have held office during the year are listed on page 3. The Articles of Association provide for a minimum of three and a maximum of fifteen Trustees.

Trustees are elected to the Board for a maximum period of three AGMs and are appointed by a resolution of its members at an AGM. The Board has powers to co-opt members, provided that on appointment the total number of co-opted trustees does not exceed one third of the total number of trustees. All co-opted trustees must retire by the third AGM after their appointment and may offer themselves for election.

The Trustee Board has two working committees, the Finance and General Purposes Committee with responsibility for financial management and premises and the Human Resources Committee with responsibility for personnel matters, including the setting and monitoring of pay & remuneration of personnel and key management against industry benchmarks, as well as Health and Safety. Other task and finish groups are set up to deal with matters such as strategic ICT, or the search for new office accommodation. The Board implements its decisions through an executive management committee that consists of a Chief Executive, who attends Board Meetings, and three operational managers, each with an individual area of responsibility, along with the new business development manager and the finance and facilities manager.

The organisation is co-ordinated from its office on Corporation Street, Birmingham.

Trustee induction and training

New trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan, annual budget and recent financial performance of the charity, and the risk register. They also meet key employees and other trustees. Trustees all undertake GDPR and FCA mandated training, they are also provided with annual training and charity updates where these will facilitate the understanding of their role. They are also invited to the full training programme for staff and volunteers and have access to online training via our National Citizens Advice online portal.

Related parties

Citizens Advice Birmingham (CAB) is a member of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports local offices with an information system, training and other services.

A representative of Citizens Advice attends some meetings in an advisory, control and regulatory capacity. During the 2020/21 financial year payments were made to Citizens Advice to the value of £11,241 (2019/20: £13,849) in respect of subscriptions, accountancy support, training services, stationery and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £985,800 (2019/20: £915,417).

Trustee Abisola Latunji-Cockbill is an employee of Mills & Reeve LLP. A donation of £1,000 was received from Mills & Reeves LLP in the 2020/21 financial year and no donations were received from Mills & Reeve LLP in 2019/20.

Councillor Gareth Moore is appointed by Birmingham City Council. During the 2020/21 financial year payments were made to Birmingham City Council of £92,863 (2019/20: £111,043) in respect of premises rentals, council taxes and business rates. Receipts from Birmingham City Council for contracts and grant funding in the year totalled £389,000 (2019/20: £349,061). An amount of £50,000 is owed at the year end (2019/20: £50,000) to BCC with regard to the LEAS contract.

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Background

The period covered by this report has been one totally dominated by the Covid pandemic; Covid-19 is a disease that has proved to be highly contagious and potentially deadly to many, particularly those who were vulnerable. From March 2020 the whole of the country was under government instructions to stay at home, to only leave home for key essential reasons and where able to work from home people should do so. This lockdown meant that businesses and services were closed to face to face customers and many including Citizens Advice Birmingham (CAB) had moved to be a 100% digital service, contacted by phone, webchat and a limited number of video calls. The government's lockdown rules have relaxed and tightened again throughout the year, but CAB has not returned to seeing clients face to face at all due to the inability to be able to do so safely for staff or clients.

Key risks and uncertainties

Senior managers and trustees undertake an annual review of the business risks for Citizens Advice Birmingham, taking care to record all significant risks in a risk register. This is monitored throughout the year to ensure there has not been any major change to individual risks. Consideration is given to the steps the organisation needs to take to mitigate risk by setting down actions that can be taken to reduce the likelihood and/or the impact of an individual risk taking place. During the year covered by this report the Covid pandemic had already moved from being a risk to being an issue – a matter that was already happening. CAB's risk register and business continuity plans ensured that any significant impacts of the pandemic were mitigated by management actions at an early stage.

The principal risk identified by the annual review of business risks is the uncertainty of future funding, this is likely to be further exacerbated by the Covid-19 crisis. The mass cancellation of fundraising events, public funds being diverted into emergency activity to deal with the pandemic and the longer-term impact on the economy will all likely have a significant impact on the future funding available to Citizens Advice Birmingham. However, Trustees continue to look for new funding streams and opportunities to collaborate with others to develop new projects. Citizens Advice Birmingham carries sufficient reserves to meet the obligations of the organisation in the event that no future funding is secured and takes steps to actively manage creditors to ensure there is a healthy cash flow in the bank.

Other key risks are associated with the loss of experienced staff from, or the inability to successfully recruit to, key roles within the workforce. To mitigate this risk, the organisation undertakes succession planning by ensuring that skills are shared and roles are developed in the team to cover key posts when necessary. Training and further development is offered where this can help to develop necessary skills. Where we have been unable to appoint to advisor roles, we are increasingly 'growing our own' by appointing to trainee positions. We would like to seek funding to develop trainee caseworker roles in the future.

Trustees take seriously the potential risks around information and data, and Information Assurance is another key risk detailed in the organisation's risk register. Staff and volunteers are regularly reminded of their responsibilities around the storage and handling of data as well as undertaking annual GDPR refresher training.

Trustees

The trustees who have served during the year can be seen on page 3. None of the trustees has any beneficial interest in the company. All of the trustees are members of the company and guarantee to contribute £1 in the event of a winding up.

Pay and remuneration of senior staff

Levels of salary for senior staff and key management personnel are reviewed annually and the Board operates a HR Committee which meets to discuss staffing concerns during the year before reporting back to the Board. Salary levels are regularly benchmarked against comparable organisations.

Fundraising activities

The Charity had no significant fundraising activities and costs in the year but raised funds from voluntary donations received from regular donors as well as donations received from clients as well as organisations that are supporting our work.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
TRUSTEES'/DIRECTORS' REPORT
For the year ended 31 March 2021

OBJECTIVES AND ACTIVITIES

Citizens Advice Birmingham (CAB) has twin aims:

- Provision of information, advice and advocacy to the people of Birmingham; and
- Influence the development of social policy to tackle injustice, reduce poverty and social exclusion.

This free, confidential and impartial advice service is provided to the standards set by national Citizens Advice so that clients can understand their rights and responsibilities and thus enable them to make informed choices about important aspects of their lives

Policies

The policy that has been adopted to achieve the above objective is to follow the guidelines set down by the national Citizens Advice and includes the operation of offices and outreach services within the geographical area.

The trustees achieve their aims by:-

a) Obtaining a local diversity of volunteers and training them;
b) Sustaining and assisting charitable services by providing teams of managerial, administrative and specialist staff;
c) Raising income by negotiating funding agreements with various bodies, and obtaining donations and income from other sources;
d) Incurring expenditure, acquiring assets, entering into leases and other transactions such that the service can operate to a high standard in an efficient manner; and
e) Controlling financial operations on a year-by-year basis by the appropriate use of a Business Development Plan and an Annual Budget.

The charity also operates Health & Safety and Equal Opportunities policies for the benefit of all coming into contact with the organisation.

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

During a normal year, Citizens Advice Birmingham would provide advice to clients across Birmingham from locations including:-

- The local office located in the City Centre;
- Various Health Units within primary and secondary care locations across Birmingham;
- Hospitals across Birmingham;
- Job Centres, libraries, community centres, and
- County Court Welfare Office.

Citizens Advice Birmingham provides information and advice on a wide range of issues to those living or working in the Birmingham area. We provide public benefit through our services which are free, confidential, independent, and impartial to anyone using them. Below we set out in more detail how we have provided these services over the last year.

The Board of Trustees has had due regard to the Charity Commission guidance on public benefit and has complied with the duty in section 4 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

During 2020/21, Citizens Advice Birmingham delivered high quality, targeted free advice to 22,604 clients. This is a decrease of 6,320 clients on the number of clients seen in 2019/20 and is due mainly to a decrease in the number of clients seeking help from our Debt and county court duty scheme service. The government introduced Covid measures constraining recovery action for debts and suspending home repossessions and evictions, which resulted in people not seeking advice for their debts.

ACHIEVEMENTS AND PERFORMANCE (continued)

During 2020/21 all advice was delivered on the telephone due to the pandemic; 8,908 clients were assisted by the core generalist service and we helped these clients with 41,888 separate enquiries, an average of 4.7 matters per client assisted – a strong indication that people's problems are becoming more complex than ever. The Help to Claim service assisted 6,356 clients who, in previous years, would have been assisted with means tested benefit enquiries via the core service.

Citizens Advice Birmingham's work resulted in income gains for our clients of £25,740,391 in 2020/21. In the last year the Debt Team have dealt with £6,005,026 worth of debt, 30% of which was priority debt and the remaining 70% non-priority debt. In 2020/21, outcomes for debts written off, which included Debt Relief Orders and write offs, totalled £1,368,365. Over the same period, repayments negotiated, which included Debt Management Plans on clients' behalf and token offer payments, totalled £185,306.

Citizens Advice Birmingham regularly seeks feedback on our performance from clients. Overall, 96% of our clients rated their experience of our service as positive or very positive, 74 % of clients felt the service had helped them find a way forward with their problems and 90% were positive or very positive about recommending our service to others. Among those clients who accessed our services via our mental health team, 63% said they felt less worried about their finances following our advice and 96% said our advice had helped to reduce their stress and anxiety. 98% of clients who were supported by our Macmillan team told us that they were satisfied or very satisfied with the service they received, 89% had seen an improvement in their finances and, for 90%, our assistance had helped to reduce their stress or anxiety. Of the clients assisted by our Wellbeing team 94% were satisfied or very satisfied, and 97% would recommend this service, and 75% of clients said they felt less stressed and 75% less likely to visit GP as an outcome of the Wellbeing team's support.

The above could not have been achieved without the hard work and dedication of our staff and volunteers. Although this year the number of volunteers able to provide help to clients has been significantly reduced due to the Covid requirements to stay at home. A small group of volunteers has been helping with telephone appointments with clients, but the vast majority of the work undertaken has been by paid staff. The requirement to stay at home meant that staff normally providing face to face services in the community, and colleagues who staff the county court duty scheme have not been able to undertake their normal duties. Instead they have provided much needed advice to clients via our telephone advice line.

The Trustee Board thanks all the staff and volunteers for their hard work and dedication for keeping services going from their homes over the last year, without the flexibility and commitment of staff the achievements of the last year would not have been so high. Our thanks too, to the organisations who provided us with additional funds to purchase IT kit to facilitate staff being able to work from home and PPE to keep them safe in the office.

We continue to work in partnership with other agencies including other local Citizens Advice. By keeping in touch with developments within local Citizens Advice from around the country we have been able to share experiences, lessons learned and new ways of doing things. Citizens Advice Birmingham's debt team continues to work closely with Birmingham City Council's Council Tax Team. Together we have been trying to ensure clients have early access to information and advice regarding their council tax liabilities. The intention is to help clients avoid building up council tax arrears that, in the past, have resulted in court action for recovery. We continue to work with other Birmingham based advice and support organisations to provide the best services we can to the citizens of Birmingham.

In summary, whilst the operating environment continues to be difficult, demand is increasing and need is ever more complex, Citizens Advice Birmingham has tried to ensure our services continue to reach as many people as possible who need our help.

REVIEW OF FINANCIAL POSITION

During the 2020/21 financial year CAB delivered a financial surplus of £137,566 (2019/20: surplus of £31,662). This surplus arose primarily thanks to extra funding by Birmingham City Council to help those affected during the Covid pandemic. Income overall slightly decreased by 2.75% to £1,916,532 compared to £1,970,708 in 2019/20, while over the same period expenditure decreased by 8.3% to £1,778,966 from £1,939,046 in 2019/20, due mainly to a significant reduction in office and premises costs when the office was closed during the pandemic.

Expenditure on fixed assets capitalised during the year amounted to £NIL (2019/20: £NIL), in congruence with our capitalisation policy. Fixed assets are used for charitable purposes and enable staff and volunteers to provide an optimum service to the public.

There is an end of year restricted fund balance of £18,322 (2019/20: £13,773). This is accounted for by £18,322 left for the BCC Mental Health project, which is expected to be fully spent by March 2022.

Restrictions and Investment Powers

The Memorandum of Association authorises the charity to receive income by way of grants, donations, gifts and legacies provided that it does not undertake any permanent trading activities in raising funds for its primary objectives. The Memorandum of Association authorises investment of surplus monies not immediately required, subject only to conditions and consents imposed by law.

Reserves Policy

The Trustee Board reviews and updates its reserves policy annually to ensure its compliance with Charity Commission best practice. This requires reserves to be available to cover future contingencies and liabilities. The Reserves Policy requires at least three months' expenditure to be held as unrestricted designated funds, equating to £460,279 at budgeted 2021/22 expenditure levels. The Charity also has a designated fund of £225,000 for tangible fixed assets (investments) and a further £300,000 for other designated funds, the breakdown of which can be seen in Note 20 on page 27. The unrestricted and undesignated general free reserves at 31 March 2021 was £89,335 (2020: £31,159) after designating reserves of £985,279 (2020: £910,438). Restricted reserves at the end of the year amount to £18,322 (2020: £13,773).

Going Concern

The Charity reported a significant cash inflow of £238,902 for the year and the Charity expects to make a small outflow in 2021/22. Whilst the year ending 31 March 2021 was significantly affected by Covid-19, including leading to the charity temporarily closing its offices for a couple of months but then reopening with very limited opening hours and face-to-face access, the affect on our project work was minimal from a financial point of view overall. Whilst still not providing face to face services, we are still providing telephone support to those needing our support/advice and have increased our capacity to deliver services in this way. Once the current restrictions are lifted all activities and face-to-face requirements for working will be reviewed on a per need basis and we expect all current funding to continue for the financial year to 31st March 2022.

After making further appropriate enquiries, together with our reserves and expenditure control, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Political Donations

No donations of monies or donated goods were made to any political parties or political campaigns in the year (2019/20: £NIL).

FUTURE PLANS

At the time of writing this report, the country is emerging from lockdown under the Covid-19 emergency requirements, but uncertainty remains regarding when services can return to business as usual, and Citizens Advice Birmingham continues to provide all services via telephone and webchat with its workforce working from home.

Trustees take seriously their duty of care to our staff and volunteers and will need to be sure that safe systems of work are in place before returning to face to face service delivery. The apparent success of homeworking, alongside the ongoing uncertainty regarding the longer-term presence of Covid-19, means that consideration will need to be given as to how Citizens Advice Birmingham provides its services into the future. A number of service review workshops are planned for early in the new financial year to look at what we have learned from the Covid experience and how we might adapt or develop our services for the future.

Trustees had already taken the decision to cease the search for new offices, as suitable premises at an affordable rent have proved impossible to find. However, this may be revisited in the light of new ways of working post-Covid, which may enable CAB to consider smaller premises in future. Work has commenced to migrate all data to the cloud making it easier for staff to work flexibly wherever they are based.

Trustees will continue to maintain firm controls on expenditure and will seek in the future to only provide services that, as far as possible, are fully funded or make a significant contribution to overheads. Demand for advice continues to outstrip the funded levels of service and this is expected to increase over the next year as the impact of Covid-19 on the national economy plays out. The Senior Management Team will continue to review how to provide more from within our existing resources. We will also continue to seek further resources to expand our phone and digital services, particularly for paid staff to undertake this role following the success of using paid staff to answer the telephone advice line during the pandemic.

Funding continues to be short term and uncertain and is likely to remain so for some years to come, which makes longer term planning difficult. The Trustee Board recognises this, and Citizens Advice Birmingham has begun to diversify its search for other funding opportunities and is already working with other local Citizens Advice and other partners to consider cost-sharing options where feasible. We continue to work with local Citizens Advice in the West Midlands region and to seek out opportunities to collaborate on projects where possible.

The priorities laid out below cover a wide range of challenges and opportunities in the next year and beyond:

- Continue to provide the people of Birmingham with high quality and accessible services;
- Take steps to set our finances onto a more sustainable footing by continuing to seek new funding opportunities, having a more diverse funding base and managing our costs;
- Have the appropriate infrastructure, including IT, to provide high quality services to our customers and ensure efficient management of the organisation;
- Further develop our telephone and digital offer to ensure we reach as many clients as possible within our limited resources;
- Raise the profile of Citizens Advice Birmingham with clients, funders and third parties;
- Review and learn from our experiences over the Covid restrictions and to develop future ways of working that best meet the needs and preferences of clients wherever possible;
- Use our data to analyse and research issues to campaign for the benefit of our clients and the wider community;
- Explore collaborative working with other local Citizens Advice, particularly in the West Midlands region, in other Core Cities and with other third sector agencies; and
- Utilise reserves in line with policy.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
TRUSTEES'/DIRECTORS' REPORT
For the year ended 31 March 2021

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company and charity law requires the trustees to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

a. select suitable accounting policies and then apply them consistently;

b. make judgements and estimates that are reasonable and prudent; and

c. prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

The directors who were in office on the date of approval of these financial statements have confirmed, as far as they are aware, that there is no relevant audit information of which the auditors are unaware. Each of the directors have confirmed that they have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditor.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities, preparing the accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102) and the Charities Act 2011.

Auditors

The auditors, Cooper Parry Group Limited, have indicated their willingness to continue in office for the ensuing year.

The Trustees' report was approved by the board, authorised for issue on 01 September 2021, and signed on its behalf by,

DocuSigned by:
Paul Southon
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Paul Southon
Chair

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

Opinion

We have audited the financial statements of Birmingham Citizens Advice Bureau Service Limited (the 'charitable company') for the year ended 31 March 2021 which comprise of the statement of financial activities, balance sheet, cash flow statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is 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, 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

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

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least 12 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 trustees are responsible for the other information. The other information comprises the information included in the report of the trustees, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on matters prescribed by the Companies Act 2006

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

- the information given in the report of the trustees (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the 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 Report of the Trustees and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10, the trustees (who are also the directors of the charitable company for the purposes 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 charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor'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 specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

Our assessment focussed on key laws and regulations the Charitable Company has to comply with and areas of the financial statements we assessed as being more susceptible to misstatement. These key laws and regulations included but were not limited to compliance with the Companies Act 2006, Charities Act 2011, Charities (Protection and Social Investment) Act 2016, taxation legislation, data protection, anti-bribery and employment legislation.

Auditor's responsibilities for the audit of the financial statements (cont.)

We are not responsible for preventing irregularities. Our approach to detecting irregularities included, but was not limited to, the following:

- obtaining an understanding of the legal and regulatory framework applicable to the Charitable Company and how the Charitable Company is complying with that framework, including agreement of financial statement disclosures to underlying documentation and other evidence;
- obtaining an understanding of the Charitable Company's control environment and how the Charitable Company has applied relevant control procedures, through discussions with Trustees and other management and by performing walkthrough testing over key areas;
- obtaining an understanding of the Charitable Company's risk assessment process, including the risk of fraud;
- reviewing meeting minutes of those charged with governance throughout the year; and
- performing audit testing to address the risk of management override of controls, including testing journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Whilst considering how our audit work addressed the detection of irregularities, we also considered the likelihood of detection based on our approach. Irregularities arising from fraud are inherently more difficult to detect than those arising from error.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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

Cooper Parry Group Ltd.

Glen Bott FCA
Senior Statutory Auditor
for and on behalf of:

Cooper Parry Group Limited
Chartered Accountants
Statutory Auditor
One Central Boulevard
Blythe Valley Park
Solihull
West Midlands
B90 8BG

Date: 28 October 2021

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
STATEMENT OF FINANCIAL ACTIVITIES
(Including income and expenditure account)
For the year ended 31 March 2021

	Note	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Unrestricted Funds £	Restricted Funds £	Total 2020 £
Income from:							
Donations and legacies	2	8,497	-	8,497	4,435	-	4,435
Charitable activities	3	822,880	1,065,385	1,888,265	897,358	1,046,622	1,943,980
Activities for generating funds	4	6,368	-	6,368	5,800	-	5,800
Investments	5	13,402	-	13,402	16,493	-	16,493
Total income		851,147	1,065,385	1,916,532	924,086	1,046,622	1,970,708
Expenditure on:							
Charitable activities	6,7	756,173	1,020,406	1,776,579	814,904	1,121,984	1,936,888
Other expenditure	8	2,387	-	2,387	2,158	-	2,158
Total expenditure		758,560	1,020,406	1,778,966	817,062	1,121,984	1,939,046
Net income/(expenditure) before transfer		92,587	44,979	137,566	107,024	(75,362)	31,662
Transfers between funds	20,21	40,430	(40,430)	-	(57,760)	57,760	-
Net movement in funds		133,017	4,549	137,566	49,264	(17,602)	31,662
Reconciliation of funds:							
Total funds brought forward at 01 April 2020		941,597	13,773	955,370	892,333	31,375	923,708
Total funds carried forward at 31 March 2021		1,074,614	18,322	1,092,936	941,597	13,773	955,370

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

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

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
BALANCE SHEET
As at 31 March 2021

	Note	2021 £	2021 £	2020 £	2020 £
Fixed assets					
Tangible assets	14	-		-	
Investments	14	**225,000**		225,000	
			225,000		225,000
Current assets					
Debtors	15	**192,757**		269,609	
Cash at bank and in hand	26	**999,175**		760,273	
		1,191,932		1,029,882	
Liabilities					
Creditors: amounts falling due within one year	16	**(243,996)**		(219,512)	
Net current assets			**947,936**		810,370
Total assets less current liabilities			**1,172,936**		1,035,370
Provisions for liabilities	19		**(80,000)**		(80,000)
Total net assets			**1,092,936**		955,370
Funds of the charity					
Unrestricted funds:	20				
General funds		**89,335**		31,159	
Designated Revaluation reserve		**53,557**		53,557	
Designated funds		**931,722**		856,881	
			1,074,614		941,597
Restricted funds	21		**18,322**		13,773
Total charity funds	22		**1,092,936**		955,370

The financial statements for registered Company number 02202427, have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the provisions of FRS 102 Section 1A – small entities. The accounts were approved by the Board, authorised for issue on 01 September 2021, and signed on its behalf by,

DocuSigned by:

Paul Southon

2A237A353E5F487...

Paul Southon
Chair

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

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
CASH FLOW STATEMENT
For the year ended 31 March 2021

	Note	2021 £	2020 £
Cash flows from operating activities:			
Net cash provided by operating activities	25	**225,500**	(71,636)
Cash flows from investing activities:			
Dividends, interest and rents from investments	5	**13,402**	16,493
Net cash provided by investing activities		**13,402**	16,493
Increase / (decrease) in cash and cash equivalents in the reporting period		**238,902**	(55,143)
Cash and cash equivalents at the beginning of the reporting period		**760,273**	815,416
Cash and cash equivalents at the end of the reporting period	26	**999,175**	760,273

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

Charitable Company Information
Birmingham Citizens Advice Bureau Service Limited is a private limited charitable company, limited by guarantee, by not having share capital incorporated and domiciled in England & Wales. The registered office is Gazette Building, 168 Corporation Street, Birmingham, B4 6TF and the company registration number is: 02202427.

1 Accounting Policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Birmingham Citizens Advice Bureau Service Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are prepared in Sterling and rounded to the nearest £1.

1.2 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.

1.3 Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from government and other grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

1.4 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the Bank.

1 Accounting Policies (continued)

1.5 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates. Expenditure on raising funds; comprise the costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

1.6 Operating leases

The charity classifies the lease of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor and the equipment is replaced every six years whilst the economic life of such equipment is normally ten years. Rental charges are charged on a straight line basis over the term of the lease.

1.7 Taxation

The charitable company, being a registered charity with minimal trading income, has been granted exemption from tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

1.8 Tangible fixed assets and depreciation

All assets individually costing more than £5,000 are capitalised.

Tangible fixed assets other than freehold land are stated at cost less depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, as follows:

Freehold property	2% on the straight-line method-commencing year after acquisition
Leasehold improvements	over the length of the lease
Equipment	20% on the straight line method
Furniture	20% on the straight line method

1.9 Investment property

Investment property is initially recorded at cost, which includes purchase price and any directly attributable expenditure. Investment property is revalued to its fair value at each reporting date and any changes in fair value are recognised as income or expenditure.

1.10 Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

1.11 Cash at bank and in hand

Cash at bank and in hand includes cash and short term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

1 Accounting Policies (continued)

1.12 Creditors and provisions

Creditors and provisions are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors and provisions are normally recognised at their settlement amount after allowing for any trade discounts due.

1.13 Pensions and retirement benefits

The charity operates a defined contribution scheme. The amount charged to the statement of financial activities in respect of pension costs and other post retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

1.14 Financial instruments

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable, loans from banks and other third parties and loans to related parties.

Debt instruments (other than those wholly repayable or receivable within one year), including loans and other accounts receivable and payable, are initially measured at present value of the future cash flows and subsequently at amortised cost using the effective interest method.

Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an 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.

1.15 Judgements in applying accounting policies and key sources of estimation uncertainty

In preparing the Financial Statements, management is required to make estimates and assumptions which affect reported income, expenses, assets, liabilities and disclosure of contingent assets and liabilities. Use of available information and application of judgement are inherent in the formation of estimates, together with expectations of future events that are believed to be reasonable under the circumstances. Actual results in the future could differ from such estimates.

Investment property - The trustees have revalued the property to fair value at the year end. They have based their valuation on a valuation carried out by Charlotte Fullard MRICS on 20 November 2018.

The directors consider that there are no significant areas of key judgement or estimation uncertainty other than those identified in the accounting policies above.

1.16 Going concern

The full impact of the Covid-19 pandemic on the long-term landscape we will work in is not yet clear, however, in the short term we have not faced any significant financial impact and whilst our ability to work face-to-face is currently reduced considerably we have been able to increase telephone and other methods of advice delivery to help in working towards targets. 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 the preparing the financial statements.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

2 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Donations and gifts	8,497	-	8,497	4,435

3 Income from charitable activities

Grants and contract income receivable for charitable activity – advice and information	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
General Advice:				
Birmingham CC - Advice Service	315,000	-	315,000	305,653
Birmingham & Solihull CCG	-	131,230	131,230	125,451
Universal Support – Help to Claim	-	482,170	482,170	421,279
The Henry Smith Charity	-	-	-	18,750
BSL – The Eveson Trust	-	-	-	6,000
BEIS Funding	-	16,666	16,666	-
Access to Justice Foundation	-	32,537	32,537	-
Other grants	4,250	4,410	8,660	5,997
	319,250	667,013	986,263	883,130
Debt Advice:				
Money Advice Service: Face-to-Face Debt Advice	503,630	-	503,630	494,138
Community Law Partnership (CLP)	-	-	-	92,231
Severn Trent Trust Fund (STTF)	-	-	-	63,320
Other grants	-	-	-	-
	503,630	-	503,630	649,689
Benefit Advice:				
Birmingham CC - Mental Health	-	74,000	74,000	43,408
Macmillan Cancer Support	-	324,372	324,372	367,753
	-	398,372	398,372	411,161
Total income from charitable activities	822,880	1,065,385	1,888,265	1,943,980

4 Activities for generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Room hire	-	-	-	4,797
Solar panels & cashback scheme	2,887	-	2,887	1,003
Windrush compensation scheme	899	-	899	-
Other income	2,582	-	2,582	-
	6,368	-	6,368	5,800

5 Investments

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Interest received	402	-	402	3,391
Investment property rental income	13,000	-	13,000	13,102
	13,402	-	13,402	16,493

6 Expenditure on charitable activities by fund

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
General Advice	251,299	644,800	896,099	894,041
Debt Advice	504,874	-	504,874	605,832
Benefits Advice	-	375,606	375,606	437,015
	756,173	1,020,406	1,776,579	1,936,888

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2021

7 Analysis of expenditure on charitable activities

	Basis of Allocation	General Advice £	Debt Advice £	Benefits Advice £	Total 2021 £	Total 2020 £
Direct costs:						
Salaries and wages	Direct	640,540	393,375	292,487	1,326,402	1,300,489
Staff and volunteers	Direct	2,553	-	520	3,073	15,538
Office costs	Direct	35,145	5,516	1,090	41,751	33,873
Premises costs	Direct	1,500	-	-	1,500	17,850
Other costs	Direct	4,867	-	-	4,867	57,184
		684,605	398,891	294,097	1,377,593	1,424,934
Support costs:						
Salaries wages	Staff/Hrs	79,061	39,317	30,328	148,706	122,178
Staff and volunteers	Staff/Hrs	709	358	232	1,299	6,768
Office costs	Staff/Hrs	76,790	38,021	29,405	144,216	232,706
Premises costs	Staff/Hrs	51,670	25,581	19,949	97,200	133,882
Governance costs	Staff/Hrs	3,264	1,778	1,498	6,540	15,935
Other costs	Staff/Hrs	-	928	97	1,025	485
		211,494	105,983	81,509	398,986	511,954
Total expenditure on charitable activities		896,099	504,874	375,606	1,776,579	1,936,888

8 Other expenditure

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
Investment property expenditure	2,387	-	2,387	2,158
	2,387	-	2,387	2,158

9 Net incoming resources for the year

This is stated after charging

	2021 £	2020 £
Operating leases - land and buildings	81,455	104,609
Operating leases - other	-	13,823
Auditor's remuneration:		
- Audit	7,200	7,200
Depreciation and Impairment Charges	-	7,983

10 Trustees

During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Reimbursement of travel and incidental expenses to the trustees came to £Nil during the year to 31 March 2021 (2019/20: £3 paid to one trustee).

Trustees' indemnity insurance paid by the charity during the year totalled £60 (2019/20: £60) and expenses related to costs of Trustees' meetings including the AGM totalled £Nil (2019/20: £1,297).

11 Employees

Number of employees The average number of employees, analysed by function was:	**2021 FTE Number**	2020 FTE Number	**2021 Head Count**	2020 Head Count
Advice workers and support staff	**46**	46	**52**	51
Key management personnel	**4**	4	**4**	4
	50	50	**56**	55

Employment costs	**2021 £**	2020 £
Wages and salaries	**1,304,221**	1,263,849
Social security costs	**111,636**	105,310
Pensions costs	**59,251**	53,508
	1,475,108	1,422,667

No employee received remuneration amounting to more than £60,000 in the period (2019/20: NIL)

The key management personnel of the Charity comprise the Chief Executive Officer and three operational managers.
The total employee benefits of the key management personnel of the Charity were £179,471 (2019/20: £173,352).

No employees were made redundant in the year (2019/20: None). The total cost of the redundancy payments amounted to £Nil (2019/20: £Nil). The policy of the charity is to recognise redundancy payments in full when they become due and charged to Support costs unless there is provision for it in the funds of the project within which the relevant employee worked.

During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or any person known to be connected with them.

12 Pensions

There is a defined contribution pension scheme for employees. The basis for allocating the employer expense between activities is based on the salary cost of staff working on that activity. From July 2014 and again in July 2017 and July 2020, the CAB automatically enrolled eligible jobholders into a qualifying scheme in accordance with pensions legislation. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund is a Group Personal Pension Scheme with Standard Life. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £59,251 (2019/20: £53,508). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £18,676 was owed to the pension scheme (2019/20: £17,990).

13 Volunteers

The Trustee Board and Senior Management Team recognise the tremendous contribution made by our volunteers without whom the service could not operate. The rigorous training required to achieve the standards set by the service means not all potential volunteers complete the course but, those that do, work at all levels of the organisation from reception and administration to generalist advice and benefits advice work. This year the number of volunteers able to provide help to clients has been significantly reduced due to the Covid requirements to stay at home. A small group of volunteers has been helping with telephone appointments with clients, but the vast majority of the work undertaken has been by paid staff.

14 Fixed Assets

	Investment Properties £	Leasehold Improvements £	Equipment £	Furniture £	Total £
Cost					
At 31 March 2020	225,000	207,323	32,550	10,589	475,462
Disposals	-	(207,323)	-	-	(207,323)
At 31 March 2021	225,000	-	32,550	10,589	268,139
Depreciation					
At 1 April 2020	-	207,323	32,550	10,589	250,462
Released on disposal	-	(207,323)	-	-	(207,323)
At 31 March 2021	-	-	32,550	10,589	43,139
Net book value					
At 31 March 2021	**225,000**	-	-	-	**225,000**
At 31 March 2020	225,000	-	-	-	225,000

During the prior year the property at Tyseley was transferred from freehold property to investment property, after the property stopped being used as an office and became tenanted on 19 December 2018. The carrying value of the freehold property was transferred at this date. The investment property was revalued by the trustees to its fair value based on a valuation carried out on 20 November 2018 by Charlotte Fullard MRICS of Lambert Smith and Hampton which resulted in an increase in value of £53,557. The trustees do not believe the fair value to have changed significantly since that valuation.

15 Debtors

	2021	2020
	£	£
Grants receivable	**138,286**	91,538
Prepayments	**29,972**	23,560
Accrued income	**22,577**	154,511
Other debtors	**1,922**	-
	192,757	269,609

16 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	**36,765**	36,323
Social security costs	**27,915**	26,987
Pensions	**18,676**	17,990
Accruals	**67,430**	50,836
Deferred income	**93,185**	87,351
Other creditors	**25**	25
	243,996	219,512

17 Deferred income

Deferred income comprises of income received for the following projects for which performance is expected in the following year; totalling £93,185 in 2021 (2020: £87,351):

	BCC LEAS	Mental Health	Universal Support	Others
	£	£	£	£
Balance as at 01 April 2020	50,000	18,500	9,101	9,750
Amount released to income earned	-	-	(9,101)	(9,750)
Amount deferred in year	-	-	**14,935**	**9,750**
Balance as at 31 March 2021	**50,000**	**18,500**	**14,935**	**9,750**

18 Financial instruments

	2021 £	2020 £
Financial assets		
Financial assets measured at fair value through profit & loss:		
- Cash at bank and in hand	**999,175**	760,273
Financial assets that are debt instruments measured at amortised cost:		
- Grants receivable	**138,286**	91,538
- Accrued income	**22,577**	154,511
	1,160,038	1,006,322
Financial liabilities		
Financial liabilities measured at amortised cost:		
- Trade creditors	**36,765**	36,323
- Taxation and social security costs	**27,915**	26,987
- Pensions	**18,676**	17,990
- Accruals	**67,430**	50,836
- Other creditors	**25**	25
	150,811	132,161

19 Provisions for liabilities

	2021 £	2020 £
Dilapidations on leased premises	**80,000**	80,000
The dilapidations cost is repayable as follows:		
Within one year	**80,000**	**80,000**
Between one and two years	-	-
Between two and five years	-	-
After five years	-	-
	80,000	80,000

Movement in provisions	2021 £	2020 £
Dilapidations provision brought forward	**80,000**	80,000
Increase/(decrease) in the year	-	-
Provision carried forward	**80,000**	80,000

An increase in the dilapidations provision was made in 2016/17 after a dilapidations review was undertaken on 08.05.17 by Pollie Jelfs MRICS of Fusion Building Consultancy Limited. The expenditure is expected to occur during the 2021/22 financial year as the current lease at Gazette Buildings has ended – unless a new lease is agreed and signed.

20 Unrestricted funds

	Balance at 01 April 2020 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2021 £
General funds	31,159	851,147	758,560	(34,411)	**89,335**
Designated funds: Reserves policy	485,438	-	-	(25,159)	**460,279**
Designated funds: Redundancies fund	150,000	-	-	-	**150,000**
Designated funds: Investment property	225,000	-	-	-	**225,000**
Designated funds: Properties improvements	50,000	-	-	50,000	**100,000**
Designated funds: IT improvements	-	-	-	50,000	**50,000**
Total Unrestricted funds	941,597	851,147	758,560	40,430	**1,074,614**

There is a designated fund of £225,000 for the investment property at Tyseley (2019/20: £225,000) as this amount is not readily available to spend on the charitable objects of the Charity. The freehold property was transferred to investment property once it was tenanted on 19 December 2020. A further £460,279 is designated as per the reserves policy of 3 months' budgeted operating costs (2019/20: £485,438), £150,000 for a redundancies fund for all staff (2019/20: £150,000), £100,000 set aside for expected property improvements within the next two years on properties the Charity owns or leases (2019/20: £50,000) and £50,000 set aside for IT costs expected for a server migration to the Cloud in 2021-22 (2019/20: £Nil).

21 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of grants received for specific purposes:

	Balance at 01 April 2020 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2021 £
Birmingham CC - Mental Health	13,773	74,000	69,451	-	**18,322**
Birmingham & Solihull CCG	-	131,230	108,565	(22,665)*	-
Macmillan Cancer Support	-	324,372	306,155	(18,217)*	-
Community Justice Fund	-	32,537	32,537	-	-
BEIS Funding	-	16,666	17,118	452	-
Universal Support – Help to Claim	-	482,170	482,170	-	-
Other	-	4,410	4,410	-	-
Total	13,773	1,065,385	1,020,406	(40,430)	**18,322**

- *Funds transferred into unrestricted funds from restricted funds represent a paying back of funds transferred into these restricted fund projects from prior years where funding was less than expenditure.

Restricted Project Descriptions

Birmingham City Council (BCC) - Mental Health

This project provides specialist welfare benefits advice to clients. Appointments are usually offered at three outreach community mental health sites across Birmingham and referrals are received from the Community Mental Health Teams based at those outreaches. Due to the Covid pandemic we suspended attendance at the outreaches and moved from face to face appointments to telephone and video calls in March 2020. We have maintained close links with the Community Mental Health Teams to encourage referrals. The funding for this contract ends on the 30th September 2021. We are waiting for written confirmation of a two-year extension.

Restricted Project Descriptions (cont.)

Birmingham & Solihull Clinical Commissioning Group (CCG)

The purpose of this service is to provide a generalist advice to patients of 32 GP surgeries within the Birmingham and Solihull Clinical Commissioning Group (CCG). Referrals to the services are via members of the Primary Health Care Team and client via self-referral. The aim of the service is for patients to be supported and advised on their non-clinical issues that may be impacting their health and wellbeing thus freeing practice staff time to focus on clinical issues. This contract has been extended till end of March 2022.

Macmillan Cancer Support

This project usually offers appointments at 15 outreach sessions each week. These were delivered out of six hospitals, 3 hospices and 2 CA locations across Birmingham and Solihull. Due to the Covid pandemic we were unable to attend our outreach locations or offer face to face appointments for clients in March 2020 and moved to offering telephone appointments and more recently video calls. The project provides welfare benefits advice to people affected by cancer. Referrals into the service are via clinical nurse teams, consultants, and other health and social care professionals. Clients can also self-refer through our dedicated Macmillan helpline. The funding from Macmillan Cancer Support ends on the 31st December 2021. We are waiting for written confirmation that a further three-year extension has been awarded.

Universal Support

Citizens Advice nationally has contracted with Citizens Advice Birmingham to assist 7,020 people to make a new claim for Universal Credit, from assessment of eligibility for the benefit up to receipt of their first payment. The service includes staffing the national Help to Claim telephone helpline, via which clients are assessed for eligibility for Universal Credit, and for the level of support they require to make the claim; and providing practical support where required by clients to submit the claim. This service is funded until March 2021.

Community Justice Fund

This funding was to assist with the costs associated with the Covid 19 pandemic, including Covid signage, cleaning materials, six months' salary costs for 0.5 advice supervisor and a contribution towards an anticipated deficit due to three posts not being funded during the Covid shutdown. Additional CJF funding was provided to enable a service manager to take part in a management training programme.

BEIS Funding

This government funding was given to national Citizens Advice, via the Department of Business, Energy and Industrial Strategy (BEIS), to increase the availability of advice services to people impacted by the Covid 19 pandemic. Citizens Advice Birmingham secured some of these funds to provide laptops and soft phones to staff and volunteers to increase capacity on the telephone advice line.

22 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2021 are represented by:			
Investment property	**225,000**	**-**	**225,000**
Net current assets	**929,614**	**18,322**	**947,936**
Provisions	**(80,000)**	**-**	**(80,000)**
	1,074,614	**18,322**	**1,092,936**

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2020 are represented by:			
Investment property	225,000	-	225,000
Net current assets	796,597	13,773	810,370
Provisions	(80,000)	-	(80,000)
	941,597	13,773	955,370

23 Commitments under operating leases

As lessee:

As at 31 March 2021, the company had commitments under non-cancellable operating leases as follows:

	Land and buildings		Other	
	2021	2020	**2021**	2020
	£	£	**£**	£
Within one year	**36,070**	15,759	**-**	-
Between one and two years	**-**	-	**-**	-

As lessor:

As at 31 March 2021, the company had commitments owed to it under non-cancellable operating leases as follows:

	Land and buildings	
	2021	2020
	£	£
Within one year	**2,875**	8,667
Between one and two years	**-**	-

24 Related parties

Citizens Advice Birmingham (CAB) is a member of The National Association of Citizens Advice Bureaux (Citizens Advice), the national charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports local offices with an information system, training and other services.

A representative of Citizens Advice attends some meetings in an advisory, control and regulatory capacity. During the 2020/21 financial year payments were made to Citizens Advice to the value of £11,241 (2019/20: £13,849) in respect of subscriptions, accountancy support, training services, stationery and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £985,800 (2019/20: £915,417).

Trustee Abisola Latunji-Cockbill is an employee of Mills & Reeve LLP. A donation of £1,000 was received from Mills & Reeves LLP in the 2020/21 financial year and no donations were received from Mills & Reeve LLP in 2019/20.

Councillor Gareth Moore is appointed by Birmingham City Council. During the 2020/21 financial year payments were made to Birmingham City Council of £92,863 (2019/20: £111,043) in respect of premises rentals, council taxes and business rates. Receipts from Birmingham City Council for contracts and grant funding in the year totalled £389,000 (2019/20: £349,061). An amount of £50,000 is owed at the year end (2019/20: £50,000) to BCC with regard to the LEAS contract.

25 Reconciliation of cash flows from operating activities

	2021 £	2020 £
Net income / (expenditure) for the reporting period	**137,566**	31,662
Add: Depreciation charge	**-**	7,983
Less: Dividends, interest and rents from investments	**(13,402)**	(16,493)
(Increase) / decrease in debtors	**76,852**	(40,577)
Increase / (decrease) in creditors and provisions	**24,484**	(54,211)
Net cash provided by operating activities	**225,500**	(71,636)

26 Analysis of cash and cash equivalents

	2021 £	2020 £
Cash at bank and in hand	**999,175**	760,273
Total cash and cash equivalents	**999,175**	760,273

26A Analysis of changes in net debt

	At start of year £	Cashflows in year £	At end of year £
Cash	760,273	238,902	**999,175**
	760,273	238,902	**999,175**

27 Members liability

The Charity (which has the working name of 'Citizens Advice Birmingham (CAB)') was formed as a company limited by guarantee on 3 December 1987 (Company Number: 02202427). The full name of the charity is Birmingham Citizens Advice Bureau Service Limited and was registered with the Charity Commission on 15 December 1987 (Charity Number: 519639).

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