

Citizens Advice Sandwell & Walsall Ltd

England & Wales · Charity number 701556

Details

Other names	Citizens Advice Sandwell Limited, SANDWELL CITIZENS ADVICE BUREAUX
Status	Registered
Legal form	Charitable company
Company number	02363690
Registered	1989-05-10
Register	View on the Charity Commission register

Contact

Address	Municipal Buildings Halesowen Street Oldbury B69 2AB
Phone	01215536431
Website	www.citizensadvice-sandwell-walsall.org.uk

Activities

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

Activities: We give generalist advice and support to clients at our six sites and various outreach sites. We also provide specialist advice in debt and welfare benefits. We can also refer clients to specialist advisers from other organisations, in employment, immigration, housing etc

Classification

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

Geography

- **Area of benefit:** SANDWELL METROPOLITAN BOROUGH AND ADJACENT AREAS.
- Sandwell
- Walsall

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£2,127,061	£2,123,458	£1,098,561	71
2024-03-31	£1,960,167	£2,017,717	£1,094,958	68
2023-03-31	£2,135,823	£2,079,429	£1,152,508	66
2022-03-31	£2,606,686	£2,490,242	£1,096,112	75
2021-03-31	£2,743,293	£2,314,290	£979,668	80

Trustees

Name	Role	Appointed
Darren Wright		2022-05-27
David Loon		2022-12-06
Ian Skidmore		2026-01-21
Nicholas Harvey Crombie		2025-11-05
Richard Barge		2025-11-05
Sean Jackson		2025-11-05

Citizens Advice Sandwell & Walsall Ltd

England & Wales - Charity number 701556

Accounts

Charity registration number 701556 (England and Wales)

Company registration number 02363690

CITIZENS ADVICE SANDWELL & WALSALL LTD
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2025

CITIZENS ADVICE SANDWELL & WALSALL LTD

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees

J Lilley
C Bower (Interim Chair from 21st August
2024 to 28th April 2025)
D Wright (Interim Chair from 29th April
2025)
A Green (Treasurer)
D Loon
G Christie (Appointed 3 December 2024)
N Crombie (Appointed 5 November 2025)
R Barge (Appointed 5 November 2025)
S Jackson (Appointed 5 November 2025)

Charity number (England and Wales) 701556

Company number 02363690

Principal address Municipal Buildings
Halesowen Street
Oldbury
B69 2AB

Registered office Municipal Buildings
Halesowen Street
Oldbury
B69 2AB

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

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CITIZENS ADVICE SANDWELL & WALSALL LTD

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2025

The trustees present their report and audited accounts for the year ended 31 March 2025.

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

Objectives of the charity

The Charity's objectives, as stated in its governing document, are to promote any charitable purpose for the benefits of the community in the area of Sandwell & Walsall Metropolitan boroughs and adjacent areas by the advancement of education, the protection and preservation of health and the relief of poverty sickness and distress supplying a free, independent, confidential and impartial service of advice, information and counsel.

The Charity is a member of its National Association now known as "Citizens Advice", which provides a framework for standards of governance advice and casework management and monitors the Charity's compliance with these standards.

In pursuing these objectives the Charity has the following aims:

1. Delivery an effective frontline advice service through networked teams of dedicated management, specialist staff, and outreach workers, ensuring comprehensive service delivery to the residents we serve ;
2. Enhancement of our services through the deployment of a diversely rich and highly trained and committed volunteers;
3. The adoption of strong financial management across the Charity, ensuring our resources are used efficiently; and
4. Compliance with our legal and regulatory obligations and at all times ensuring we are acting in the best interests of the Charity

The Trustees deem the performance is fully aligned to the Charitable Objectives as demonstrated in this annual report.

Objectives and activities

Our Vision

Citizens Advice Sandwell and Walsalls Vision - We exist to help people overcome challenges through free, independent advice. By working with our communities, we protect rights, prevent crises, and create fewer problems.

Strategic Priorities

Linked to the organisations Strategic Business and Development Plan our 3 Strategic Priorities are the following and we review these annually.

1. **Providing advice fit for the future** - Understanding how we give advice to our clients, in the way they need and will help them to achieve their goals
2. **Closing the gap in access and experience** - End the divide between different client groups and ensuring that every client has access to the same level of service
3. **Taking early action to prevent crisis** - Prevent crisis from happening and support the client earlier

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2025

Business Development and Partnership Working

Over the years we have been successful in being awarded funding to support the needs of residents in need of advice across Sandwell and Walsall. During 2024/2025 we continued our Core Contract with Sandwell Borough Council as we are in year 2 of a 3 year contract expiring on 31/03/2026. We were also re-commissioned by Walsall Council to provide Welfare Benefits Services to residents there. We are proud to be a trusted partner to both Sandwell and Walsall councils, providing vital advice services to residents.

In addition to these core contracts we had 15 funders providing us funding to provide vital services to residents focusing on Debt, Benefits, Housing, Energy, Housing and Employment services. We secured funding from new organisations that we had not worked with previously such as Postcode Lottery. This enabled us to provide CASPER (Mobile Advice Unit) across Walsall during the year.

We are proud to work with a number of other organisations, partners and voluntary sector organisations including Sandwell Consortium, Brushstokes, Sandwell Council Adult Social Care Teams, Smethwick Food Bank and National Citizens Advice. We have a strong relationship with our MPs and Local Councillors in both Boroughs.

We are grateful for the support of the following partners who continue to fund us, to deliver the services:

- Sandwell Council
- Walsall Council
- British Gas Energy Trust
- Cadent
- Energy Advice programme
- Money and Pension Service
- Wider Determinants of Health
- Thrive
- UK Shared Prosperity Fund
- Cost of Living Team
- Peer Support
- Multiply
- Birmingham Children's Hospital
- Postcode Lottery
- Walsall Housing Group

Our Values for 2024/2025

We make a positive difference to the community - During the year, we supported over 16,000 clients through our services with over 65,000 issues, highlighting the increasing complexity of the challenges our clients face. Our work delivered tangible impact, achieving £8.6 million in financial gains for clients.

We develop the knowledge of our people and are a learning organisation - Our strength lies in the dedication and expertise of our colleagues. We now have 80 active volunteers, our highest ever level of volunteer engagement, each playing a vital role in the delivery of our services. We continue to invest in learning and development to ensure our teams are equipped to meet the evolving needs of the community. This commitment is supported by an organisation wide benchmarking review which was completed this year to ensure fair and competitive pay across all roles.

We celebrate individual and collective achievements that we can build on - Our collective efforts and commitment has been recognised nationally when we won a National Award at the Citizens Advice Conference for our Care Leavers Project (2023/2024), voted for by peers across the Citizens Advice network. This achievement reflects the impact of our innovative, person-centred approach and the strength of our collaboration across the organisation.

We embrace diversity and stand up for equality - Our values are reflected not only in the services we provide but also in how we support our people. We are proud to uphold a pay commitment ensuring all roles are paid above the National Living Wage, reinforcing our belief that fairness begins within. We also secured over £1 million in additional income this year ensuring an enhanced opportunity towards equitable access.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2025

Premises

This year we continued to operate from our registered office at Municipal Buildings in Oldbury together with operations at the following locations ensuring we continue to operate an open door service for clients. The below table sets out our locations, days and opening times for 2024/2025

Location	Address	Advice Session Times
Oldbury	Municipal Buildings Halesowen Street Oldbury West Midlands B69 2AB	Monday - 09:00 - 15:30 Tuesday - 09:00 - 15:30 Wednesday - 09:00 - 15:30 Thursday - 09:00 - 15:00 (Pre booked appointments) Friday - 09:00 - 15:30
Smethwick	Unit 6, Tollgate Shopping Precinct Smethwick B67 7RA	Monday - 09:00 - 15:30 Tuesday - 09:00 - 15:30 Wednesday - 09:00 - 12:30 Thursday - 09:00 - 15:30 Friday - 12:30 - 15:30
Cradley Heath	Cradley Heath Community Centre Reddal Hill Rd Cradley Heath B64 5JG	Tuesday - 09:30 - 15:30 Thursday - 09:30 - 15:30
Tipton	St Paul's Community Centre Brick Kiln Street Tipton DY4 9BP	Monday - 08:30 - 15:30 Wednesday - 08:30 - 15:30
Wednesbury	Wednesbury Library Walsall Street Wednesbury WS10 9EH	Friday 10:00 - 16.30
West Bromwich	SWEDA Church Street West Bromwich B70 8RP Lets Chat Hub West Bromwich Bus Station St Michael Street Sandwell West Bromwich B70 7NN	Thursday 09:30 - 17:00 Thursday 10:00 - 14:00
Walsall - E-ACT Academy	E-act Academy (Caretakers Cottage), Furzebank Way Willenhall WV12 4BD	Monday - 09:30 - 15:30 Thursday - 09:30 - 15:30 (Pre booked appointments)
Walsall - Walsall Hub	1902 Green Ln Walsall WS2 8HE	Monday - 09:30 - 15:30 Friday - 09:30 - 15:30 (Pre booked appointments)

We continue to operate our two mobile advice units, CASSIE in Sandwell and CASPER in Walsall. These mobile advice units allow us to take the services we offer to areas of Sandwell and Walsall that our physical estate does not meet. We continue to see a large foot fall and demand when the advice units are in the community.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2025

Our Performance and Impact for 2024/2025

Key Achievements in 2024–2025

- 16,981 clients supported face-to-face, telephone, webchat, and email services
- Over 65,000 issues addressed, reflecting increased complexity per client.
- Offering our holistic advice this means that on average each client presents with 4 issues which are getting more complex
- £8.6 million in financial gains achieved for clients, an increase of £2.3 million based on 2023/2024
- £2,952,899 debt written off for Sandwell and Walsall Residents
- We have managed 14,480 debt issues which is a record high for us
- Over £1 million in additional income secured to continue and expand service provision across Sandwell and Walsall.
- 80 active volunteers now support our service, our highest ever level of volunteer engagement, an increase of 26% compared to the previous year.
- Organisation wide benchmarking review completed to ensure fair and competitive pay across all roles.
- Our License from the Financial Conduct Authority was renewed for a further 3 years including the Advice Quality Standard License too.
- Pay commitment that all roles will be paid above the National Living Wage, reflecting our values and commitment to supporting not just our clients, but our colleagues too.
- We won a National Award at the National Citizens Advice Conference for the Care Leavers Project we delivered in 2023/2024. This award was voted by other Citizens Advice's across the network so we are really proud of this.

Achievements and performance

Our organisation continues to celebrate many great achievements throughout the year, but during 2024/2025 we could not have delivered the outcomes for residents of Sandwell and Walsall without our Paid Staff and Volunteers.

Client Satisfaction

As part of our Strategic Business Plan, every year we undertake a client satisfaction survey to ensure that we are meeting the needs of our clients, and to see if we can do anything to make things better for them.

We ran 2 surveys during the year, November and March. Our results for 2024/2025 were the following

- 226 Responses collectively
- From April 2024 through to March 2025, 2 customer surveys were carried out across our services (July 24, Nov 24) with 226 responses collectively
- From those surveyed there was a noticed increase in awareness around all of our services on 2023/2024 - Face to Face, Adviceline, webchat, mobile advice unit.

23/24 = 60% of clients not aware of services outside of face to face

24/25 = 36% of clients not aware of services outside of face to face

- Due to promotion of all our services this resulted in a rise of 24% of clients being more aware of options available to them.
- We need more awareness of social media and where we post with only 13% of clients surveyed aware of our presence on social media sites despite 85% of clients reporting they have access to the internet.
- 69% of our clients prefer face to face, some reasons given included, easier to explain issues, not good with digital, helped their mental health
- Waiting times for face to face - 87% of clients surveyed said they didn't mind the wait for face to face or the wait was worth it. Feedback from the other 13% included - waiting was boring, cannot sit for long with disabilities, more appointments should be available.
- Least likely to access our services during this feedback period is under 29's (4%) showing we still need to do more work around engaging and promoting our services to younger people.

Following this feedback, this has been built into our Service Re-design which will address these points across 2025/2026.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2025

Below is some feedback from our clients

"The legal advice section is fantastic. The legal advice I got was impeccable. I have won a legal case (housing issue) thanks to the excellent advice and support I received. The value of the support is inestimable (financially, psychologically and socially.). Highly recommended service" - Sandwell Resident

"Very helpful, much needed help acquired. Keep up the good work" - Sandwell Resident

"Very kind and helpful. Nothing was too much trouble" - Walsall Resident

"The help that I received was fantastic really happy with the service" - Walsall Resident

People

In 2024/2025, we focused on strengthening our organisation by investing in our people. We held a staff away day focusing on building resilience and understanding working styles, and supported colleagues to gain nationally recognised, accredited qualifications through enhanced training opportunities. We also improved our internal communications, creating a more open and inclusive culture. As a result, 14% more colleagues reported feeling treated with fairness and respect, and 9% more felt listened to and valued, reflecting our ongoing commitment to fostering a supportive and empowering workplace where everyone can thrive.

Volunteers

Across 2024/2025 we have had 80 Active Volunteers, and we would not be able to provide the services to residents without them. As part of our grant from Sandwell and Walsall Council, there is a requirement that the service has volunteers built into the delivery which we have continued to do.

The volunteers that work for us are a massive benefit to the local community, stakeholders and the clients that we see on a daily basis. Volunteering for an organisation like ourselves enables them to increase their skills in customer services, digital, peer to peer support and the skills on Benefits and Advice. All our Volunteers who give advice are qualified and go through a robust training programme lasting over 3 months with observations and sign off by trained colleagues.

We have continued to have a dedicated Volunteer Manager who oversees the volunteer journey from enquiry, recruitment, onboarding and wellbeing. This role is critical to ensuring we have such a healthy volume of volunteers. When a volunteer is working with us we have a team of Advice Session Supervisors whose role is to support volunteers with client interactions and advice.

During this year, we invested in a new digital platform to manage our Volunteer journey. This platform has transformed how we manage the process and streamlining none-value add processes.

Finally, our Board of Trustees are also volunteers and give their time to the organisation to ensure the development of the organisation. During this year the organisation has undertaken a CEO Recruitment Exercise so we need to thank the Board of Trustees for their time and experience to support the organisation to grow.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2025

Compliance and Regulation

National Citizen Advice Leadership Self Assessment process

As part of our ongoing commitment to excellence through our Performance Quality Framework, we completed a comprehensive three year Leadership Self Assessment audit in August 2024. This audit is undertaken by National Citizens Advice. As we are part of a Federated Model, is this part of our membership agreement.

The audit evaluated nine critical areas: Governance, Strategic Business Planning, Risk Management, Financial Management, People Management, Operational Performance Management, Partnership Working, Research and Campaigns, and Equality Leadership.

We are proud to report that the organisation achieved the highest possible score across all assessed areas. The assessor provided the following feedback:

"I want to thank you again for what proved to be a stimulating session in Sandwell last month. We appreciated your hospitality and the open and transparent way you spoke about the organisation. You have met some considerable challenges head on. I felt that your preparation for the event and execution of the Portfolio were exceptional, which was reflected in the results."

This outstanding outcome reflects the dedication, professionalism, and strategic focus embedded throughout our organisation.

External Accreditations and Licenses

We continue to uphold the accredited Advice Quality Standard (AQS) across our services. We currently hold the AQS mark in generalist advice and have also secured accreditation in casework for debt, welfare benefits, and housing, three areas of particularly high demand. This was renewed in September 2024 for 3 years.

This accreditation underlines the consistently high standards we maintain in delivering quality, accessible, and effective advice to our communities.

Despite the challenges, our focus remains on innovation, responsiveness, and resilience. We are committed to adapting our services to meet growing needs, and to ensuring that no one in our community faces crisis alone.

As an organisation, we actively seek collaborative opportunities and have established strong partnerships across Sandwell and Walsall to deliver a wide range of support services. Working with Sandwell Consortium, we provide cost-of-living assistance and conduct quality checks due to our high standards. We collaborate with Sandwell Family Hubs, Sandwell Children's Trust, and local healthcare and education providers to support vulnerable groups including pregnant women and care leavers. Our partnerships extend to Birmingham Children's Hospital, where we offer advice to families, and to the Money Advice and Pensions Service for debt support across Sandwell & Walsall. Through the Multiply programme, we provide numeracy skills in partnership with community organisations. We have also worked with West Midlands Travel and Black Country Food Bank to offer travel and food vouchers, and deliver energy advice services in collaboration with British Gas Energy Trust and Cadent.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2025

Advice Quality Standard Accreditation (AQS)

We continue to hold the Advice Quality Standard Accreditation (AQS), and this was renewed as part of our Leadership Self Assessment in August 2024. This was conducted by National Citizens Advice. We hold this for three years until September 2027.

Citizens Advice Membership Agreement

We continue to be part of the National Citizens Advice Organisation, and we pay an annual membership fee for this.

To be part of the organisation, we have to undertake a 3 year audit process. In August 2024 we had our 3 year Leadership Self Assessment Audit which was completed across a number of days across the following 9 areas

1. Governance
2. Strategic Business Planning
3. Risk Management
4. Financial Management
5. People Management
6. Operational Performance Management
7. Partnership Working
8. Research and Campaigns
9. Equality Leadership

We achieved green which is the highest score you can achieve across all 9 areas meeting the level expected.

Money Advice and Pension Service (MaPs)

As part of our debt service which is commissioned by the Money Advice and Pension Service, we are subject to a formal audit of the quality of the service we provide by independent assessments.

Financial Conduct Authority

During the year we have submitted our Financial Conduct Authority returns and are complaint in this area relating to the debt advice we provide clients

Cyber Essentials

During this year, we continue to maintain our Cyber Essentials compliance. As part of our wider strategy we have invested significantly in enhanced security measures across all our devices, ensuring that both our systems and data are better protected against emerging threats. This includes the implementation of advanced endpoint security, regular software updates, and comprehensive monitoring to proactively identify and mitigate potential risks. These steps form a core part of our ongoing commitment to safeguarding our operations, clients, and stakeholders.

CEO Recruitment

Matt Lorimer stood down as Chair on declaring an interest in the vacant CEO role in August 2024. In accordance with best practice and following guidance from the Charity Commission, Matt was appointed as CEO following a robust and openly competitive recruitment process supported by independent advisors. Matt started as CEO in February 2025.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2025

Financial review

At the start of the year, the Trustees approved an operational deficit of £136,265, recognising it as an appropriate use of the Charity's reserves.

Total income for the year was £2,127,061 (compared to £1,960,167 in 2023/24), while total expenditure amounted to £2,123,458 (compared to £2,017,717 in 2023/24).

No new fixed assets were purchased in the year; fixed assets are used only for charitable purposes to provide the necessary environment and resources to deliver the services to our clients.

Our balance sheet remains very strong, and the Charity has a net worth of £1,094,958. We have been able to maintain healthy cash balances, with prudent investments of in year surpluses that have generated additional income for the Charity.

The organisation's reserves policy aligns with best practice recommendations from Citizens Advice's national guidelines for Financial Health Monitoring. Unrestricted and designated reserves are maintained at three months' operating costs. These reserves are intended to cover both short-term emergencies and long-term contingencies, such as a significant reduction in funding or a complete loss of income, and mitigate the cost of any consequent statutory and contractual obligations.

Risk management: Strategic and operational risks are managed in accordance with the risk management policy, which includes the risk appetite and assessment criteria. The Risk Management Sub-Committee reviews the risk register and makes recommendations to the Board of Trustees which has overall responsibility for the determination of risks and associated mitigation plans.

Reserves Policy

The organisation's reserves policy aligns with best practice recommendations from Citizens Advice's national guidelines for Financial Health Monitoring. Unrestricted and designated reserves are maintained at three months' operating costs. These reserves are intended to cover both short-term emergencies and long-term contingencies, such as a significant reduction in funding or a complete loss of income, and mitigate the cost of any consequent statutory and contractual obligations.

Risk management: Strategic and operational risks are managed in accordance with the risk management policy, which includes the risk appetite and assessment criteria. The Risk Management Sub-Committee reviews the risk register and makes recommendations to the Board of Trustees which has overall responsibility for the determination of risks and associated mitigation plans.

The trustees acknowledge their responsibilities for Risk Management as set out in SORP (FRS102) They have identified and assessed the major risks to which the charity is exposed, and following on from this have established systems to mitigate those risks.

Plans for the future

The Board of Trustees has determined the following business priorities for the forthcoming year (2025/2026):

1. We're led by People's Needs
2. We're rooted in the Community
3. We're strengthened by volunteers and our People
4. We see the whole person
5. We're trusted experts

As part of our ongoing review of the Business Priorities, we have a risk register which has already identified the following strategic risks for the following year.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2025

- A. Pressure on Local Authority Finances - We receive funding from both Sandwell and Walsall Local Authorities which both LA's will be recommissioning during 2025/2026 for 2026/2027 which could mean a change in provision
- B. Cost Inflationary Pressures - Inflation has continued to grow over the last few years and this year the impact of this will continue. With a number of our grants in 2025/2026 at the end of the contractual period, with some signed 3 years ago, we continue to see this pressure on our finances
- C. Recruitment and Retention - Skilled Advice Workers in the sector continue to be hard to recruit and retain due to skill shortages in a crowded market. Our 2025 Pay Award addressed the immediate concerns but the new People Plan will continue to support this
- D. HR Changes - Ongoing HR Law changes will be a significant risk for us during 2025/2026 due to the cost, time and demand this will put on teams. We have outsourced our HR Advice Provision which will help to deliver this

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2025

Structure, governance and management

Nature of governing document

The charity is constituted as a company limited by guarantee and is governed by its Memorandum and Articles of Association. The Trustees, who are also the directors for the purpose of company law, who served during the year are showing on the legal and administration page. 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.

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

K Dowman	(Resigned 3 December 2024)
M Lorimer (Chair to 20th August 2024)	(Resigned 20 August 2024)
J Lilley	
C Bower (Interim Chair from 21st August 2024 to 28th April 2025)	
D Wright (Interim Chair from 29th April 2025)	
A Green (Treasurer)	
D Loon	
G Christie	(Appointed 3 December 2024)
S Clare	(Appointed 28 January 2025 and resigned 14 May 2025)
N Crombie	(Appointed 5 November 2025)
R Barge	(Appointed 5 November 2025)
S Jackson	(Appointed 5 November 2025)

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

The Board conducts an annual appraisal to evaluate its overall effectiveness, including a review of its collective skills and diversity. As part of this process, any gaps in skills are identified, and steps are taken to recruit new trustees who can address these areas.

In addition, the Board regularly considers its composition with regard to diversity, including age, gender, ethnicity, disability, and representation reflective of the local population. A gap analysis is carried out to compare the Board's profile with that of the community it serves, and recruitment efforts are made to address under-representation where identified.

Trustee vacancies are advertised both locally and on national platforms. Recruitment is conducted through a formal application and interview process. Where necessary, new trustees may be co-opted onto the Board on an interim basis and are then formally elected by members at the next Annual General Meeting (AGM).

Structure

The Trustees, collectively as the Board of Trustees retain overall responsibility for the affairs of the Charity.

The Board of Trustees meet regularly either in person, or as provided by its constitution via remote means.

The Trustees have established the following sub committees; Finance, People, Risk, and Research & Campaign. Each is led by a Trustee and attended by the Chief Executive Officer or other relevant senior manager. None of the sub-committees have delegated decision making powers.

The Trustees have delegated certain day to day responsibilities to the Chief Executive Officer and through them to other senior managers.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2025

Restrictions and Investment powers

The Memorandum and Articles of Association authorises the charity to receive income by way of donations, gifts and grants, provided that it does not undertake any permanent trading activities in raising funds for its primary objectives.

The Memorandum also permits the investment of surplus funds not immediately needed, subject to legal conditions and consents.

Related parties

As with all other Citizens Advice organisations, the charity is connected with its National Association who are themselves a charity registered under Number 279057 operating from 3rd Floor, 1 Easton Street, London, WC1X 0DW. Payments have been made throughout the year to the National Association amounting to £11,159.00 in respect of insurance, subscriptions, training services, AGM and Sundry stationery.

The charity has no subsidiary undertakings.

Statement of trustees' responsibilities

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

Auditor

In accordance with the company's articles, a resolution proposing that CK Audit Limited with registered office located Castle Court 2, Castlegate way, Dudley, West Midlands DY1 4RH be reappointed as auditor of the company will be put at a General Meeting.

Disclosure of information to auditor

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

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

D Wright (Interim Chair from 29th April 2025)

Dated: 5 November 2025

CITIZENS ADVICE SANDWELL & WALSALL LTD

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS ADVICE SANDWELL & WALSALL LTD

Opinion

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

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE SANDWELL & WALSALL LTD

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

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

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE SANDWELL & WALSALL LTD

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: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

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

Mark Nicholls (Senior Statutory Auditor)

For and on behalf of CK Audit, Statutory Auditor
Chartered Accountants
No 4 Castle Court 2
Castlegate Way
Dudley
West Midlands
DY1 4RH
5 November 2025

CITIZENS ADVICE SANDWELL & WALSALL LTD

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2025

		Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
	Notes						
Income and endowments from:							
Donations and legacies	3	473	-	473	1,121	-	1,121
Charitable activities	4	858,970	1,189,890	2,048,860	862,188	1,037,133	1,899,321
Investments	5	29,780	-	29,780	13,276	-	13,276
Other income	6	21,283	26,665	47,948	13,389	33,060	46,449
Total income		910,506	1,216,555	2,127,061	889,974	1,070,193	1,960,167
Expenditure on:							
Charitable activities	7	873,028	1,250,430	2,123,458	1,054,914	962,803	2,017,717
Total expenditure		873,028	1,250,430	2,123,458	1,054,914	962,803	2,017,717
Net income/(expenditure)		37,478	(33,875)	3,603	(164,940)	107,390	(57,550)
Transfers between funds		(5,778)	5,778	-	39,415	(39,415)	-
Net movement in funds		31,700	(28,097)	3,603	(125,525)	67,975	(57,550)
Reconciliation of funds:							
Fund balances at 1 April 2024		964,777	130,181	1,094,958	1,090,302	62,206	1,152,508
Fund balances at 31 March 2025		996,477	102,084	1,098,561	964,777	130,181	1,094,958

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

BALANCE SHEET

AS AT 31 MARCH 2025

	Notes	2025 £	£	2024 £	£
Fixed assets					
Tangible assets	12		11,872		29,194
Current assets					
Debtors	13	61,638		53,523	
Cash at bank and in hand		1,233,061		1,113,672	
		<u>1,294,699</u>		<u>1,167,195</u>	
Creditors: amounts falling due within one year	14	<u>(204,261)</u>		<u>(99,847)</u>	
Net current assets			1,090,438		1,067,348
Total assets less current liabilities			1,102,310		1,096,542
Provisions for liabilities			(3,749)		(1,584)
Net assets			<u>1,098,561</u>		<u>1,094,958</u>
Income funds					
Restricted funds	17		102,084		130,181
<u>Unrestricted funds</u>					
Designated funds	18	630,000		-	
General unrestricted funds		366,477		964,777	
		<u>996,477</u>		<u>964,777</u>	
			<u>1,098,561</u>		<u>1,094,958</u>

The financial statements were approved by the Trustees on 5 November 2025

D Wright (Interim Chair from 29th April 2025)

Company registration number 02363690

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

Charity information

Citizens Advice Sandwell & Walsall Ltd is a private company limited by guarantee incorporated in England and Wales. The registered office is Municipal Buildings, Halesowen Street, Oldbury, B69 2AB.

1.1 Basis of preparation

The financial statements have been prepared in accordance with the charity's Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

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

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

1.2 Going concern

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

1.3 Charitable funds

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

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

1.4 Income

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

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

1.5 Expenditure

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies (Continued)

Expenditure on charitable activities includes the direct costs undertaken to further the purposes of the charity and their associated support costs.

Support costs are those functions that assist the work of the charity but do not directly relate to charitable activities. These costs include back office costs, finance, personnel, payroll and governance costs.

1.6 Tangible fixed assets

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

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

Leasehold land and buildings	over the term of the lease
Fixtures and fittings	25% per annum straight line
Motor vehicles	20% per annum straight line

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

1.7 Impairment of fixed assets

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

1.8 Cash and cash equivalents

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

1.9 Financial instruments

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

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

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

Basic financial assets

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

1 Accounting policies

(Continued)

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

1.10 Employee benefits

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

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

1.11 Retirement benefits

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

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

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

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

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

2 Critical accounting estimates and judgements

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

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

Critical judgements

Allocation of support costs

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

Key sources of estimation uncertainty

Useful economic life of tangible fixed assets

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

Trade debtors

At each reporting date, trade debtors are assessed for recoverability. If there is any evidence of impairment, the carrying amount of the debtor is reduced to its recoverable amount. The impairment loss is recognised immediately in the income statement.

3 Income from donations and legacies

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Donations and gifts	473	1,121

4 Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Charitable income	858,970	1,189,890	2,048,860	862,188	1,037,133	1,899,321

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

5 Income from investments

	Unrestricted funds 2025 £	Unrestricted funds 2024 £
Interest receivable	29,780	13,276
	<u>29,780</u>	<u>13,276</u>

6 Other income

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
Other income	21,283	26,665	47,948	13,389	33,060	46,449
	<u>21,283</u>	<u>26,665</u>	<u>47,948</u>	<u>13,389</u>	<u>33,060</u>	<u>46,449</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

7 Charitable activities

	2025	2024
	£	£
Staff costs	1,528,894	1,447,690
Premises costs	67,766	42,285
Staff & volunteer costs	29,539	24,813
Office costs	88,328	80,850
Other costs	58,385	23,470
	<u>1,772,912</u>	<u>1,619,108</u>
Share of support costs (see note 8)	328,367	383,180
Share of governance costs (see note 8)	22,179	15,429
	<u>2,123,458</u>	<u>2,017,717</u>
Analysis by fund		
Unrestricted funds	873,028	1,054,914
Restricted funds	1,250,430	962,803
	<u>2,123,458</u>	<u>2,017,717</u>
For the year ended 31 March 2024		
Unrestricted funds	1,054,914	
Restricted funds	962,803	
	<u>2,017,717</u>	

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

8 Support costs	Support costs	Governance costs	2025 Support costs		Governance costs	2024
	£	£	£	£	£	£
Staff costs	258,662	-	258,662	252,714	-	252,714
Premises costs	-	-	-	52,180	-	52,180
Staff & volunteer costs	14,322	-	14,322	9,350	-	9,350
Office costs	55,383	-	55,383	68,936	-	68,936
Governance costs	-	21,973	21,973	-	15,136	15,136
Other costs	-	206	206	-	293	293
	<u>328,367</u>	<u>22,179</u>	<u>350,546</u>	<u>383,180</u>	<u>15,429</u>	<u>398,609</u>
Analysed between						
Charitable activities	<u>328,367</u>	<u>22,179</u>	<u>350,546</u>	<u>383,180</u>	<u>15,429</u>	<u>398,609</u>

Governance costs includes payments to the auditors of £9,000 (2024- £8,000) for audit fees.

9 Trustees

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

10 Employees

The average monthly number of employees during the year was:

	2025 Number	2024 Number
Advice workers	48	49
Administrators (incl. Apprenticeships)	12	10
Managers	11	8
Cleaners	-	1
Total	<u>71</u>	<u>68</u>

Employment costs

	2025 £	2024 £
Wages and salaries	1,505,562	1,535,877
Social security costs	136,168	126,190
Other pension costs	45,826	38,337
	<u>1,787,556</u>	<u>1,700,404</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

10 Employees (Continued)

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

	2025 Number	2024 Number
£70,001 - £80,000	1	-

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2025 £	2024 £
Wages and salaries	169,358	162,734
Social security costs	19,397	18,064
Other pension costs	6,774	5,383
	<u>195,529</u>	<u>186,181</u>

11 Taxation

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

12 Tangible fixed assets

	Leasehold land and buildings £	Fixtures and fittings £	Motor vehicles £	Total £
Cost				
At 1 April 2024	3,112	137,044	65,196	205,352
Additions	-	2,083	-	2,083
Disposals	-	(57,100)	-	(57,100)
At 31 March 2025	<u>3,112</u>	<u>82,027</u>	<u>65,196</u>	<u>150,335</u>
Depreciation and impairment				
At 1 April 2024	3,112	123,947	49,099	176,158
Depreciation charged in the year	-	6,366	13,039	19,405
Eliminated in respect of disposals	-	(57,100)	-	(57,100)
At 31 March 2025	<u>3,112</u>	<u>73,213</u>	<u>62,138</u>	<u>138,463</u>
Carrying amount				
At 31 March 2025	<u>-</u>	<u>8,814</u>	<u>3,058</u>	<u>11,872</u>
At 31 March 2024	<u>-</u>	<u>13,097</u>	<u>16,097</u>	<u>29,194</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

13 Debtors		2025	2024
Amounts falling due within one year:		£	£
Trade debtors		26,889	18,758
Other debtors		15,148	16,259
Prepayments and accrued income		19,601	18,506
		<u>61,638</u>	<u>53,523</u>
		<u><u>61,638</u></u>	<u><u>53,523</u></u>
14 Creditors: amounts falling due within one year		2025	2024
	Notes	£	£
Other taxation and social security		31,878	29,081
Deferred income	15	138,004	23,082
Trade creditors		8,695	8,874
Other creditors		9,063	8,764
Accruals		16,621	30,046
		<u>204,261</u>	<u>99,847</u>
		<u><u>204,261</u></u>	<u><u>99,847</u></u>
15 Deferred income		2025	2024
		£	£
Arising from Income received in advance		138,004	23,082
		<u>138,004</u>	<u>23,082</u>
		<u><u>138,004</u></u>	<u><u>23,082</u></u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

16 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered Group Personal Pension Plan. At the year-end there were no unpaid contributions.

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2023. This valuation showed assets of £514.9m, liabilities of £531.0m and a deficit of £16.1m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2025 to 31 March 2028: £2,100,000 per annum (payable monthly).

Unless a concession has been agreed with the Trustee the term to 31 March 2028 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2020. This valuation showed assets of £800.3m, liabilities of £831.9m and a deficit of £31.6m. To eliminate this funding shortfall, the Trustee asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2022 to 31 January 2025: £3,312,000 per annum (payable monthly).

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Defined benefit schemes

Key assumptions

	2025	2024
	%	%
Discount rate	4.84	5.31

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

16 Retirement benefit schemes	(Continued)	
Amounts recognised in the profit and loss account:		
	2025	2024
	£	£
Net interest on defined benefit liability/(asset)	42	130
Other costs and income	3,738	1
	<u> </u>	<u> </u>
Total costs	3,780	131
	<u> </u>	<u> </u>
The amounts included in the balance sheet arising from the charity's obligations in respect of defined benefit plans are as follows:		
	2025	2024
	£	£
Present value of defined benefit obligations	3,749	1,584
	<u> </u>	<u> </u>
Deficit in scheme	3,749	1,584
	<u> </u>	<u> </u>
Movements in the present value of defined benefit obligations:		
		2025
		£
Liabilities at 1 April 2024		1,584
Benefits paid		(1,615)
Interest cost		42
Other		3,738
		<u> </u>
At 31 March 2025		3,749
		<u> </u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

17 Restricted funds

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

	At 1 April 2024	Incoming resources	Resources expended	Transfers	At 31 March 2025
	£	£	£	£	£
BGET	49,747	189,443	(202,911)	-	36,279
MAPS	-	474,810	(475,782)	972	-
CITA	7,016	34,069	(34,899)	-	6,186
Municipal Buildings	11,571	18,937	(21,613)	-	8,895
WMBC - Core Grant	-	126,797	(124,818)	4,806	6,785
Thrive	19,910	26,400	(26,999)	-	19,311
WATCH Project - community coronavirus relief fund	2,476	-	-	-	2,476
NEA Smart	2,262	-	-	-	2,262
Power	5,361	-	-	-	5,361
Client Grants	-	5,075	(5,075)	-	-
UKSPF	-	136,390	(142,646)	-	(6,256)
Multiply	21,462	55,326	(55,185)	-	21,603
Cadent	10,376	46,173	(47,875)	-	8,674
Health	-	30,974	(36,904)	-	(5,930)
Hospital	-	12,161	(13,833)	-	(1,672)
Peers	-	60,000	(61,890)	-	(1,890)
	<u>130,181</u>	<u>1,216,555</u>	<u>(1,250,430)</u>	<u>5,778</u>	<u>102,084</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

17 Restricted funds	(Continued)				
Previous year:	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
CATCH	-	68,560	(70,640)	2,080	-
MAPS	-	460,859	(423,588)	(37,271)	-
CITA	-	78,709	(71,693)	-	7,016
Municipal Buildings	2,558	24,217	(15,204)	-	11,571
WMBC - Core Grant	-	125,440	(122,406)	(3,034)	-
BBO - Family Matters	4,569	-	-	(4,569)	-
WATCH Project - community coronavirus relief fund	2,476	-	-	-	2,476
British Gas Energy Trust	32,588	137,446	(120,287)	-	49,747
NEA Smart	-	23,326	(21,064)	-	2,262
Power	-	9,762	(4,401)	-	5,361
Client Grants	-	3,100	(3,100)	-	-
Barclays	-	(2,250)	(1,018)	3,268	-
Multiply	19,546	52,797	(50,881)	-	21,462
Thrive	469	26,400	(6,959)	-	19,910
CATS	-	9,000	(9,111)	111	-
Cadent	-	52,827	(42,451)	-	10,376
	<u>62,206</u>	<u>1,070,193</u>	<u>(962,803)</u>	<u>(39,415)</u>	<u>130,181</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

17 Restricted funds

(Continued)

The key restricted funds that are received by the charity are summarised as follows:

MaPS - A debt service to support clients to manage and resolve their financial difficulties by providing guidance on debt repayment options, budgeting, and financial planning.

CitA - A service designed to enhance delivery capacity, supporting clients by providing cost of living assistance and energy advice to those at risk of fuel poverty and struggling with bill payments.

Cadent - To help households improve their financial wellbeing and become more energy efficient.

British Gas Energy Trust (BGET) - This service offers advice to support clients to maximise their income by providing energy saving tips and budgeting advice.

UKSPF - Reducing economic inactivity through investment in personalised life and employment support tailored to local needs. Complimenting provisions and local services, offering one to one key worker support to improve participants' employment outcomes.

Peers - Through the programme, parents and carers will be supported and empowered to care for and nurture their babies and children, ensuring they receive the best start in life. Helping to improve health and educational outcomes for babies and children, enabling them to thrive throughout childhood and beyond.

Hospital - Supporting the major trauma support partnership and Birmingham Women's & Children's NHS Foundation Trust patients their families, and carers.

Health - Supporting projects and activities that address the 80% of factors influencing health outcomes that lie outside clinical care. This includes initiatives focused on education and employability, welfare rights, housing and socio-economic support promoting physical health and mental wellbeing, and interventions that foster social connection and community.

Multiply - More adults achieving maths qualifications courses (up to, and including, Level 2) with an increase in participation in numeracy courses and increased adult numeracy across the population.

18 Designated funds

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

	At 1 April 2024	Incoming resources	Resources expended	Transfers	At 31 March 2025
	£	£	£	£	£
Quality Core Team	-	-	-	90,000	90,000
Reserves Policy	-	-	-	540,000	540,000
General funds	964,777	910,506	(873,028)	(635,778)	366,477
	<u>964,777</u>	<u>910,506</u>	<u>(873,028)</u>	<u>(5,778)</u>	<u>996,477</u>
	<u><u>964,777</u></u>	<u><u>910,506</u></u>	<u><u>(873,028)</u></u>	<u><u>(5,778)</u></u>	<u><u>996,477</u></u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

18 Designated funds

(Continued)

The Board of Trustees approved an allocation of £90,000 to fund a Quality Team for quality monitoring and improvement in 2025-26.

The designation of funds is at the discretion of the Trustees and subject to their approval.

19 Analysis of net assets between funds

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £
At 31 March 2025:			
Tangible assets	11,872	-	11,872
Current assets/(liabilities)	988,354	102,084	1,090,438
Provisions and pensions	(3,749)	-	(3,749)
	<u>996,477</u>	<u>102,084</u>	<u>1,098,561</u>
	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:			
Tangible assets	29,194	-	29,194
Current assets/(liabilities)	937,167	130,181	1,067,348
Provisions and pensions	(1,584)	-	(1,584)
	<u>964,777</u>	<u>130,181</u>	<u>1,094,958</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2025

20 Operating lease commitments

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

	2025	2024
	£	£
Within one year	3,300	13,200
Between two and five years	-	3,300
	<u>3,300</u>	<u>16,500</u>

21 Related party transactions

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

This document was delivered using electronic communications and authenticated in accordance with the registrar's rules relating to electronic form, authentication and manner of delivery under section 1072 of the Companies Act 2006.

Citizens Advice Sandwell & Walsall Ltd

England & Wales - Charity number 701556

Accounts

Charity registration number 701556

Company registration number 02363690 (England and Wales)

CITIZENS ADVICE SANDWELL & WALSALL LTD
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024

CITIZENS ADVICE SANDWELL & WALSALL LTD

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	K Dowman (Chair of Trustees until Dec 2023) J Lilley C Bower (Vice Chair From Dec 2023; Interim Chair from Aug 2024) D Wright A Green D Loon
Charity number	701556
Company number	02363690
Principal address	Municipal Buildings Halesowen Street Oldbury B69 2AB
Registered office	Municipal Buildings Halesowen Street Oldbury B69 2AB
Auditor	CK Audit No 4 Castle Court 2 Castlegate Way Dudley West Midlands DY1 4RH

CITIZENS ADVICE SANDWELL & WALSALL LTD

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CITIZENS ADVICE SANDWELL & WALSALL LTD

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2024

The trustees present their report and audited accounts for the year ended 31 March 2024.

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

Objectives and activities

The Charity's objectives, as stated in its governing document, are to promote any charitable purpose for the benefits of the community in the area of Sandwell & Walsall Metropolitan boroughs and adjacent areas by the advancement of education, the protection and preservation of health and the relief of poverty sickness and distress supplying a free, independent, confidential and impartial service of advice, information and counsel.

The Charity is a member of its National Association now known as "Citizens Advice", which provides a framework for standards of governance advice and casework management and monitors the Charity's compliance with these standards.

In pursuing these objectives the Charity has the following aims:

1. Delivery an effective frontline advice service through networked teams of dedicated management, specialist staff, and outreach workers, ensuring comprehensive service delivery to the residents we serve ;
2. Enhancement of our services through the deployment of a diversely rich and highly trained and committed volunteers;
3. The adoption of strong financial management across the Charity, ensuring our resources are used efficiently; and
4. Compliance with our legal and regulatory obligations and at all times ensuring we are acting in the best interests of the Charity.

Achievements and performance

The Board of Trustees agreed the following objectives for the year:

1. Supporting citizens through the Cost of Living crisis.

We have provided comprehensive support to citizens affected by the ongoing Cost of Living crisis. This included offering financial advice, access to benefits, debt management, and practical assistance to help households manage rising expenses, such as energy bills, food costs, and essential services.

We secured funding to continue the Thrive and British Gas Energy Trust initiatives delivering energy projects to combat the rising issue of fuel poverty.

2. Maintain existing and develop new income streams.

We successfully obtained an additional two-year agreement with Sandwell Metropolitan Borough Council. Our contract with Walsall Metropolitan Borough Council was reduced and shortened to a duration of 12 months, concluding in March 2025. The nature of the services in Walsall underwent substantial changes, with the exclusion of financial support for a general advice service and delivering a service for welfare benefits casework.

Additionally, we secured £380,000 in new business from Multiply, SMART Energy, CADENT, CitA Energy, and British Gas Energy Trust - Energy Outreach Project, and £5,700 from Morrisons Grant, enabling us to provide warm home packs to households struggling with rising fuel costs

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2024

The additional income secured allowed us to maintain critical services across the organisation and prevent compulsory job losses. As a result, the organisation has been able to retain knowledgeable and experienced staff, contributing to record-low levels of sickness and above-average staff retention whilst increasing the number of volunteers across the service. This stability has been crucial in delivering consistent, high-quality support to the community.

3. Invest in new initiatives to support young people.

The Trustees approved the use of reserves to initiate a pilot program aimed at assisting young people transitioning from care. This pilot initiative will be delivered through the Sandwell Children's Trust Leaving Care Service in Sandwell. An evaluation of the pilot's effectiveness will be conducted throughout the upcoming financial year, with the intention of securing additional funding to sustain its continuation.

In addition, our Training Contracts project is making excellent progress, more than 80% of advice staff from our training program. In the second half of the year, we have a 'CATCH' project funded by Sandwell council to provide training for general advisers with 83% securing paid work or volunteering opportunities with the organisation. Our efforts have raised awareness and increased referrals to both our debt and energy products, providing vital assistance to some of our most vulnerable Citizens.

Financial review

The Trustees approved an operational deficit of £ 219,941 at the beginning of the year, which represented the use of reserves as investment in the Care Leavers Project (as mentioned above). Our income for the year was £1,960,167 (£2,135,825 in 2022/23) against which we expended £2,017,717 (£2,079,429 in 2022/23) resulting in a deficit of £57,550 (surplus of £56,396 in 2022/23).

A combination of the newly secured income streams together with robust financial management resulted in a smaller deficit than planned.

No new fixed assets were purchased in the year; fixed assets are used only for charitable purposes to provide the necessary environment and resources to deliver the services to our clients.

Our balance sheet remains very strong, and the Charity has a net worth of £1,094,958. We have been able to maintain healthy cash balances, with prudent investments of in year surpluses that have generated additional income for the Charity.

Reserves Policy

The organisation's reserves policy aligns with best practice recommendations from Citizens Advice's national guidelines for Financial Health Monitoring. Unrestricted and designated reserves are maintained at three months' operating costs. These reserves are intended to cover both short-term emergencies and long-term contingencies, such as a significant reduction in funding or a complete loss of income, and mitigate the cost of any consequent statutory and contractual obligations.

Risk management: Strategic and operational risks are managed in accordance with the risk management policy, which includes the risk appetite and assessment criteria. The Risk Management Sub-Committee reviews the risk register and makes recommendations to the Board of Trustees which has overall responsibility for the determination of risks and associated mitigation plans.

The trustees acknowledge their responsibilities for Risk Management as set out in SORP (FRS102) They have identified and assessed the major risks to which the charity is exposed, and following on from this have established systems to mitigate those risks.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2024

The Board of Trustees has determined the following business priorities for the forthcoming year:

1. Improve our long term sustainability and resilience

We will look to expand our reach and impact within the communities we serve, including exploring new funding opportunities and developing strategic partnerships. By identifying gaps in existing services, we would aim to introduce innovative programs that address the significant challenges faced by residents across Sandwell and Walsall.

We will enhance our resilience to enable us to respond more effectively to challenges and changing circumstances. This includes enhancing both our governance and management systems and processes, and the agility and flexibility of our service delivery models.

2. Improve the support and development of our Staff

We recognise that investing in our people is essential for the growth and improvement of our services. We will improve our ongoing training and professional development opportunities. This commitment to staff development will not only enhance service delivery but also foster a positive work environment, leading to higher job satisfaction and retention rates.

3. Research, Campaigns and Community Development

We will engage in comprehensive research to better understand the needs and challenges of our community. This data will inform our advocacy efforts, enabling us to campaign for policy changes and better understand the needs of our communities.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2024

Structure, governance and management

Nature of governing document

The charity is constituted as a company limited by guarantee and is governed by its Memorandum and Articles of Association. The Trustees, who are also the directors for the purpose of company law, who served during the year are showing on the legal and administration page. 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.

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

K Dowman (Chair of Trustees until Dec 2023)

M Lorimer (Vice Chair until Dec 2023; Chair from Dec 2023) (Resigned 20 August 2024)

J Lilley

C Bower (Vice Chair From Dec 2023; Interim Chair from Aug 2024)

D Wright

A Green

D Loon

The Board reviews its skills and diversity regularly. An annual appraisal of the board takes place and the Board identifies skills gaps and attempts to recruit to fill these. The Board also looks at the make-up of the Board in terms of diversity of age, gender, race and disability and also in terms of the demography of the local population, having done this an analysis of the gap is undertaken and recruitment takes place in an attempt to fill gaps.

Trustee positions are advertised locally and on the national website and are recruited through application and interview. New Trustees can be co-opted onto the Board until the AGM where they are voted on to join the Board fully.

Structure

The Trustees, collectively as the Board of Trustees retain overall responsibility for the affairs of the Charity.

The Board of Trustees meet regularly either in person, or as provided by its constitution via remote means.

The Trustees have established the following sub committees; Finance, People, Risk, and Research & Campaign. Each is led by a Trustee and attended by the Chief Executive Officer or other relevant senior manager. None of the sub-committees have delegated decision making powers.

The Trustees have delegated certain day to day responsibilities to the Chief Executive Officer and through them to other senior managers.

Restrictions and Investment powers

The Memorandum and Articles of Association authorises the charity to receive income by way of donations, gifts and grants, provided that it does not undertake any permanent trading activities in raising funds for its primary objectives.

The Memorandum also permits the investment of surplus funds not immediately needed, subject to legal conditions and consents.

Related parties

As with all other Citizens Advice organisations, the charity is connected with its National Association who are themselves a charity registered under Number 279057 operating from 3rd Floor, 1 Easton Street, London, WC1X 0DW. Payments have been made throughout the year to the National Association amounting to £11,159.00 in respect of insurance, subscriptions, training services, AGM and Sundry stationery.

The charity has no subsidiary undertakings.

Auditor

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2024

In accordance with the company's articles, a resolution proposing that CK Audit Limited with registered office located Castle Court 2, Castlegate way, Dudley, West Midlands DY1 4RH be reappointed as auditor of the company will be put at a General Meeting.

Disclosure of information to auditor

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

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

C Bower (Vice Chair From Dec 2023; Interim Chair from Aug 2024)

Dated: 8 October 2024

CITIZENS ADVICE SANDWELL & WALSALL LTD

STATEMENT OF TRUSTEES' RESPONSIBILITIES

FOR THE YEAR ENDED 31 MARCH 2024

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

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

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

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS ADVICE SANDWELL & WALSALL LTD

Opinion

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

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE SANDWELL & WALSALL LTD

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

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

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE SANDWELL & WALSALL LTD

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: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the company's members, as a body, in accordance with section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

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

9 October 2024

Chartered Accountants
Statutory Auditor

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2024

		Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
	Notes						
Income and endowments from:							
Donations and legacies	3	1,121	-	1,121	1,956	-	1,956
Charitable activities	4	862,188	1,037,133	1,899,321	816,110	1,288,053	2,104,163
Investments	5	13,276	-	13,276	1,483	-	1,483
Other income	6	13,389	33,060	46,449	1,165	27,058	28,223
Total income		889,974	1,070,193	1,960,167	820,714	1,315,111	2,135,825
Expenditure on:							
Charitable activities	7	1,054,914	962,803	2,017,717	779,545	1,299,884	2,079,429
Total expenditure		1,054,914	962,803	2,017,717	779,545	1,299,884	2,079,429
Net income/(expenditure)		(164,940)	107,390	(57,550)	41,169	15,227	56,396
Transfers between funds		39,415	(39,415)	-	(4,426)	4,426	-
Net movement in funds		(125,525)	67,975	(57,550)	36,743	19,653	56,396
Reconciliation of funds:							
Fund balances at 1 April 2023		1,090,302	62,206	1,152,508	1,053,559	42,553	1,096,112
Fund balances at 31 March 2024		964,777	130,181	1,094,958	1,090,302	62,206	1,152,508

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

BALANCE SHEET

AS AT 31 MARCH 2024

	Notes	2024		2023	
		£	£	£	£
Fixed assets					
Tangible assets	12		29,194		51,971
Current assets					
Debtors	13	53,523		138,158	
Cash at bank and in hand		1,113,672		1,080,944	
		<u>1,167,195</u>		<u>1,219,102</u>	
Creditors: amounts falling due within one year	14	<u>(99,847)</u>		<u>(115,174)</u>	
Net current assets			1,067,348		1,103,928
Total assets less current liabilities			1,096,542		1,155,899
Provisions for liabilities			(1,584)		(3,391)
Net assets			<u>1,094,958</u>		<u>1,152,508</u>
Income funds					
Restricted funds	17		130,181		62,206
Unrestricted funds			964,777		1,090,302
			<u>1,094,958</u>		<u>1,152,508</u>

The financial statements were approved by the Trustees on 8 October 2024

C Bower (Vice Chair From Dec 2023; Interim Chair from Aug 2024)

Company registration number 02363690

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

Charity information

Citizens Advice Sandwell & Walsall Ltd is a private company limited by guarantee incorporated in England and Wales. The registered office is Municipal Buildings, Halesowen Street, Oldbury, B69 2AB.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

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

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

1.2 Going concern

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

1.3 Charitable funds

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

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

1.4 Income

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

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

1.5 Expenditure

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies (Continued)

Expenditure on charitable activities includes the direct costs undertaken to further the purposes of the charity and their associated support costs.

Support costs are those functions that assist the work of the charity but do not directly relate to charitable activities. These costs include back office costs, finance, personnel, payroll and governance costs.

1.6 Tangible fixed assets

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

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

Leasehold land and buildings	over the term of the lease
Fixtures and fittings	25% per annum straight line
Motor vehicles	20% per annum straight line

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

1.7 Impairment of fixed assets

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

1.8 Cash and cash equivalents

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

1.9 Financial instruments

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

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

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

Basic financial assets

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

1 Accounting policies

(Continued)

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

1.10 Employee benefits

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

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

1.11 Retirement benefits

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

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

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

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

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

2 Critical accounting estimates and judgements

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

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

Critical judgements

Allocation of support costs

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

Key sources of estimation uncertainty

Useful economic life of tangible fixed assets

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

Trade debtors

At each reporting date, trade debtors are assessed for recoverability. If there is any evidence of impairment, the carrying amount of the debtor is reduced to its recoverable amount. The impairment loss is recognised immediately in the income statement.

3 Income from donations and legacies

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Donations and gifts	1,121	1,956

4 Income from charitable activities

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Sale of goods	862,188	1,037,133	1,899,321	816,110	1,288,053	2,104,163

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

5 Income from investments

	Unrestricted funds 2024 £	Unrestricted funds 2023 £
Interest receivable	13,276	1,483

6 Other income

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Other income	13,389	33,060	46,449	1,165	27,058	28,223

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

7 Charitable activities

	2024	2023
	£	£
Staff costs	1,447,690	1,512,865
Premises costs	42,285	52,885
Staff & volunteer costs	24,813	23,164
Office costs	80,850	48,973
Professional fees and consultancy	-	1,739
Other costs	23,470	22,288
	<u>1,619,108</u>	<u>1,661,914</u>
Share of support costs (see note 8)	383,180	404,643
Share of governance costs (see note 8)	15,429	12,872
	<u>2,017,717</u>	<u>2,079,429</u>
Analysis by fund		
Unrestricted funds	1,054,914	779,545
Restricted funds	962,803	1,299,884
	<u>2,017,717</u>	<u>2,079,429</u>
For the year ended 31 March 2023		
Unrestricted funds	779,545	
Restricted funds	1,299,884	
	<u>2,079,429</u>	

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

8 Support costs	Support costs	Governance costs	2024 Support costs		Governance costs	2023
	£	£	£	£	£	£
Staff costs	252,714	-	252,714	200,991	-	200,991
Premises costs	52,180	-	52,180	59,581	-	59,581
Staff & volunteer costs	9,350	-	9,350	24,581	-	24,581
Office costs	68,936	-	68,936	119,490	-	119,490
Governance costs	-	15,136	15,136	-	13,265	13,265
Other costs	-	293	293	-	(393)	(393)
	<u>383,180</u>	<u>15,429</u>	<u>398,609</u>	<u>404,643</u>	<u>12,872</u>	<u>417,515</u>
Analysed between						
Charitable activities	<u>383,180</u>	<u>15,429</u>	<u>398,609</u>	<u>404,643</u>	<u>12,872</u>	<u>417,515</u>

Governance costs includes payments to the auditors of £9,000 (2023- £8,000) for audit fees.

9 Trustees

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

10 Employees

The average monthly number of employees during the year was:

	2024 Number	2023 Number
Advice workers	49	43
Administrators (incl. Apprenticeships)	10	12
Managers	8	10
Cleaners	1	1
Total	<u>68</u>	<u>66</u>

Employment costs

	2024 £	2023 £
Wages and salaries	1,535,877	1,533,980
Social security costs	126,190	134,193
Other pension costs	38,337	45,683
	<u>1,700,404</u>	<u>1,713,856</u>

Redundancy and termination payments totalling £7,747 were made in the reporting period.

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

10 Employees (Continued)

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

	2024 Number	2023 Number
£60,000 - £70,000	-	1

Remuneration of key management personnel

The remuneration of key management personnel was as follows:

	2024 £	2023 £
Aggregate compensation	186,181	192,515

11 Taxation

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

12 Tangible fixed assets

	Leasehold land and buildings	Fixtures and fittings	Motor vehicles	Total
	£	£	£	£
Cost				
At 1 April 2023	3,112	137,044	65,196	205,352
At 31 March 2024	3,112	137,044	65,196	205,352
Depreciation and impairment				
At 1 April 2023	3,112	114,210	36,060	153,382
Depreciation charged in the year	-	9,737	13,039	22,776
At 31 March 2024	3,112	123,947	49,099	176,158
Carrying amount				
At 31 March 2024	-	13,097	16,097	29,194
At 31 March 2023	-	22,834	29,137	51,971

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

13 Debtors		2024	2023
Amounts falling due within one year:		£	£
Trade debtors		18,758	77,332
Other debtors		16,259	50,345
Prepayments and accrued income		18,506	10,481
		<u>53,523</u>	<u>138,158</u>
		<u><u>53,523</u></u>	<u><u>138,158</u></u>
14 Creditors: amounts falling due within one year		2024	2023
	Notes	£	£
Other taxation and social security		29,081	26,801
Deferred income	15	23,082	25,627
Trade creditors		8,874	19,149
Other creditors		8,764	29,734
Accruals		30,046	13,863
		<u>99,847</u>	<u>115,174</u>
		<u><u>99,847</u></u>	<u><u>115,174</u></u>
15 Deferred income		2024	2023
		£	£
Arising from Income received in advance		23,082	25,627
		<u>23,082</u>	<u>25,627</u>
		<u><u>23,082</u></u>	<u><u>25,627</u></u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

16 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered Group Personal Pension Plan. At the year-end there were no unpaid contributions.

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 31 January 2025: £11,243,000 per annum (payable monthly and increasing by 3% each on 1st April).

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies. Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2016 to 30 September 2025: £12,945,440 per annum (payable monthly and increasing by 3% each on 1st April)

From 1 April 2016 to 30 September 2028: £54,560 per annum (payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Defined benefit schemes

Key assumptions

	2024	2023
	%	%
Discount rate	5.31	5.52

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

16 Retirement benefit schemes (Continued)

Amounts recognised in the profit and loss account:

	2024	2023
	£	£
Net interest on defined benefit liability/(asset)	130	101
Other costs and income	1	(91)
Total costs	<u>131</u>	<u>10</u>

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

	2024	2023
	£	£
Present value of defined benefit obligations	<u>1,584</u>	<u>3,391</u>
Deficit in scheme	<u>1,584</u>	<u>3,391</u>

Movements in the present value of defined benefit obligations:

	2024
	£
Liabilities at 1 April 2023	3,391
Benefits paid	(1,938)
Interest cost	130
Other	1
At 31 March 2024	<u>1,584</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

17 Restricted funds

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

	At 1 April 2023	Incoming resources	Resources expended	Transfers	At 31 March 2024
	£	£	£	£	£
CATCH	-	68,560	(70,640)	2,080	-
MAPS	-	460,859	(423,588)	(37,271)	-
CITA	-	78,709	(71,693)	-	7,016
Municipal Buildings	2,558	24,217	(15,204)	-	11,571
WMBC - Core Grant	-	125,440	(122,406)	(3,034)	-
BBO - Family Matters	4,569	-	-	(4,569)	-
WATCH Project - community coronavirus relief fund	2,476	-	-	-	2,476
British Gas Energy Trust	32,588	137,446	(120,287)	-	49,747
NEA Smart	-	23,326	(21,064)	-	2,262
Power	-	9,762	(4,401)	-	5,361
Client Grants	-	3,100	(3,100)	-	-
Barclays	-	(2,250)	(1,018)	3,268	-
Multiply	19,546	52,797	(50,881)	-	21,462
Thrive	469	26,400	(6,959)	-	19,910
CATS	-	9,000	(9,111)	111	-
Cadent	-	52,827	(42,451)	-	10,376
	<u>62,206</u>	<u>1,070,193</u>	<u>(962,803)</u>	<u>(39,415)</u>	<u>130,181</u>
Previous year:	At 1 April 2022	Incoming resources	Resources expended	Transfers	At 31 March 2023
	£	£	£	£	£
BBO Click Start	7,401	255,357	(323,093)	60,335	-
MAPS	-	445,651	(408,015)	(37,636)	-
Municipal Buildings	4,114	20,061	(21,617)	-	2,558
WMBC - Core Grant	-	208,000	(188,678)	(19,322)	-
BBO - Family Matters	10,099	88,241	(93,771)	-	4,569
WATCH Project - community coronavirus relief fund	2,476	-	-	-	2,476
British Gas Energy Trust	18,463	137,925	(123,800)	-	32,588
CASSIE/CASPER - community coronavirus relief fund	-	92,228	(92,330)	102	-
Client Grants	-	6,563	(6,630)	67	-
Barclays	-	4,500	(4,688)	188	-
Community Renewal Fund	-	16,332	(17,024)	692	-
Multiply	-	31,329	(11,783)	-	19,546
Thrive	-	8,924	(8,455)	-	469
	<u>42,553</u>	<u>1,315,111</u>	<u>1,299,884</u>	<u>4,426</u>	<u>62,206</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

17 Restricted funds

(Continued)

The key restricted funds that are received by the charity are summarised as follows:

MaPS - A debt service to support clients to manage and resolve their financial difficulties by providing guidance on debt repayment options, budgeting, and financial planning.

CitA - A service designed to enhance delivery capacity, supporting clients by providing cost of living assistance and energy advice to those at risk of fuel poverty and struggling with bill payments.

NEA Smart - To help clients in the target group understand the advantages of smart meters and to encourage them to consider obtaining or accepting one.

Cadent - To help households improve their financial wellbeing and become more energy efficient.

British Gas Energy Trust (BGET) - This service offers advice to support clients to maximise their income by providing energy saving tips and budgeting advice.

CATCH - Funded by the organisation to open up opportunities for individuals to receive training, develop skills, and gain experience in various roles across the organisation.

18 Analysis of net assets between funds

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £
At 31 March 2024:			
Tangible assets	29,194	-	29,194
Current assets/(liabilities)	937,167	130,181	1,067,348
Provisions and pensions	(1,584)	-	(1,584)
	<u>964,777</u>	<u>130,181</u>	<u>1,094,958</u>
	<u><u>964,777</u></u>	<u><u>130,181</u></u>	<u><u>1,094,958</u></u>
	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
At 31 March 2023:			
Tangible assets	51,971	-	51,971
Current assets/(liabilities)	1,041,722	62,206	1,103,928
Provisions and pensions	(3,391)	-	(3,391)
	<u>1,090,302</u>	<u>62,206</u>	<u>1,152,508</u>
	<u><u>1,090,302</u></u>	<u><u>62,206</u></u>	<u><u>1,152,508</u></u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2024

19 Operating lease commitments

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

	2024	2023
	£	£
Within one year	13,200	13,200
Between two and five years	3,300	16,500
	<u>16,500</u>	<u>29,700</u>

20 Related party transactions

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

Transactions with related parties

During the year, the charity made payments to the following related parties. £0 (2023 £1,277) was paid for casual labour to the mother of a member of the management team. £0 (2023 £785) in casual labour fees was paid to the daughter of a member of the management team.

There are no balances outstanding at the year end.

All transactions were considered to be at market rates.

This document was delivered using electronic communications and authenticated in accordance with the registrar's rules relating to electronic form, authentication and manner of delivery under section 1072 of the Companies Act 2006.

Citizens Advice Sandwell & Walsall Ltd

England & Wales - Charity number 701556

Accounts

Charity registration number 701556

Company registration number 02363690 (England and Wales)

CITIZENS ADVICE SANDWELL & WALSALL LTD
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2023

CITIZENS ADVICE SANDWELL & WALSALL LTD

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	K Dowman (Trustee and Chair of Trustee Board) M Lorimer J Lilley C Bower D Wright A Green D Loon	(Appointed 27 May 2022) (Appointed 27 May 2022) (Appointed 6 December 2022) (Appointed 6 December 2022)
Charity number	701556	
Company number	02363690	
Principal address	Municipal Buildings Halesowen Street Oldbury B69 2AB	
Registered office	Municipal Buildings Halesowen Street Oldbury B69 2AB	
Auditor	CK Audit No 4 Castle Court 2 Castlegate Way Dudley West Midlands DY1 4RH	

CITIZENS ADVICE SANDWELL & WALSALL LTD

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CITIZENS ADVICE SANDWELL & WALSALL LTD

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDED 31 MARCH 2023

The trustees present their report and audited accounts for the year ended 31 March 2023.

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

Objectives and activities

Aims of the charity

The charity's objects are to promote any charitable purpose for the benefits of the community in the area of Sandwell & Walsall Metropolitan boroughs and adjacent areas by the advancement of education, the protection and preservation of health and the relief of poverty sickness and distress (As defined in clause 3.1 of the Memorandum and Articles of Association) The charity is also a member of its National Association now known as Citizens Advice, which provides a framework for standards of governance advice and casework management as well as monitoring progress against these standards.

Strategies for achieving objectives

1. To follow the principles and guidelines set out by Citizens Advice
2. To produce an effective frontline advice service by harnessing a local diversity of volunteers and training them to a high standard
3. To sustain and assist the volunteer services by providing networked teams of managerial specialist and outreach staff
4. To control financial operations on a year to year basis by the appropriate use of a Business Plan and budget.

The charity also operates a Health and Safety Policy and an Equalities Policy which are reviewed annually.

Achievements and performance

During this year we set ourselves the following objectives:

1. Supporting Citizens through the Cost of Living crisis
2. Securing a further three year grant agreement with the Local Authorities
3. Utilising an amount of reserves to pilot work with young people leaving care and to support people working in advice services

We secured funding to deliver the Cost Of Living Team (COLT) project in Sandwell and continue to provide assistance to Citizens by consistently delivering our British Gas Energy Trust (BGET) Project. Additionally, we have successfully obtained several smaller funding sources to sustain this ongoing effort.

We successfully obtained an additional three-year agreement with Sandwell Metropolitan Borough Council. Our contract with Walsall Metropolitan Borough Council was reduced and shortened to a duration of 12 months, concluding in March 2024. The nature of the services in Walsall underwent substantial changes, with the exclusion of financial support for a general advice service and delivering a service for welfare benefits casework. We secured funding to continue the Thrive and British Gas Energy Trust initiatives delivering energy projects to combat the rising issue of fuel poverty.

Reserves were allocated to initiate a pilot program aimed at assisting young people transitioning from care. This pilot initiative will be delivered through the Sandwell Children's Trust Leaving Care Service in Sandwell. An evaluation of the pilot's effectiveness will be conducted throughout the upcoming financial year, with the intention of securing additional funding to sustain its continuation.

Our training contracts project is making excellent progress, aiming to transition all participants into paid roles within the organisation.

Our efforts have raised awareness and increased referrals to both our debt and energy products, providing vital assistance to some of our most vulnerable Citizens.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2023

Our mobile advice unit (CASSIE) and its staff were prominently featured in the Guardian's Cost of Living article, which encouraged public donations to National Citizens Advice.

We were able to secure £10,000 from the National Grid, enabling us to provide warm home packs to households struggling with rising fuel costs.

Additionally, we secured £212,000 in new business from Multiply, SMART Energy, CADENT, CitA Energy, and British Gas Energy Trust - Energy Outreach Project.

Financial review

Total income for the year was £2,135,825 compared with £2,606,686 in the previous year. Total expenditure amounted to £2,079,429 compared with £2,490,242 in the previous year. The charity achieved a surplus of £56,396 compared with the previous year surplus of £116,444.

Fixed assets are used only for charitable purposes to provide the necessary environment and resources to deliver the services to our clients. The charity has no subsidiary undertakings.

Reserves Policy

The reserves policy of the organisation is in line with good practice recommendations from Citizens Advice National guidelines for Financial Health Monitoring. Unrestricted and designated reserves should be maintained at approximately 3 months operating cost. The purpose of this reserve is for both short term emergencies and long term contingencies arising from such matters such as a major reduction in funding or even total cessation of income. In the latter event, liabilities could arise such as rental and other obligations on leases, statutory and contractual employment obligations and other incidental costs of winding up the charity reduction in funding or even total cessation of income. In the latter event, liabilities could arise from rent, leases, financial obligations such as contractual obligations to staff and other costs arising from winding up the charity.

The trustees acknowledge their responsibilities for Risk Management as set out in SORP (FRS102). They have identified and assessed the major risks to which the charity is exposed, and following on from this have established systems to mitigate those risks.

Plans for the future

The Trustee Board determines the business priorities for the Charity. For the forthcoming year the priorities are:

1. Supporting citizens who have a deficit budget and increasing debt prevention support.
2. Securing further funding to ensure we can continue to support the residents of Sandwell & Walsall.
3. Supporting citizens with the rising Costs of Living.

We plan to take proactive steps to address the growing debt crisis and support citizens who are facing financial difficulties and managing deficit budgets. We aim to focus on budgeting, income maximisation, and raise awareness of high interest borrowing.

We are committed to retaining ongoing grant funding from Local Authorities and prioritising the diversification of funding sources for sustainability and to help mitigate the financial risk to the organisation.

The organisation will maintain its focus on addressing the Cost of Living Crisis in the upcoming year, with plans to continually seek funding to sustain these efforts throughout 2023-2024.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2023

Structure, governance and management

Nature of governing document

The charity is constituted as a company limited by guarantee and is governed by its Memorandum and Articles of Association. The Trustees, who are also the directors for the purpose of company law, who served during the year are showing on the legal and administration page. 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.

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

K Dowman (Trustee and Chair of Trustee Board)

N Parkes (Resigned 25 September 2022)

M Lorimer

J Lilley

J Kaur (Resigned 12 May 2022)

C Bower (Appointed 27 May 2022)

N Bila-Lebuono (Appointed 27 May 2022 and resigned 9 September 2022)

D Wright (Appointed 27 May 2022)

A Green (Appointed 6 December 2022)

D Loon (Appointed 6 December 2022)

The Board reviews its skills and diversity regularly. An annual appraisal of the board takes place and the Board identifies skills gaps and attempts to recruit to fill these. The Board also looks at the make-up of the Board in terms of diversity of age, gender, race and disability and also in terms of the demography of the local population, having done this an analysis of the gap is undertaken and recruitment takes place in an attempt to fill gaps. Trustee positions are advertised locally and on the national website and are recruited through application and interview. New Trustees can be co-opted onto the Board until the AGM where they are voted on to join the Board fully.

Organisational Structure

The charity is organised so that the trustees meet regularly to manage its affairs. Full board meetings are now being held bi-monthly with additional meetings if required.

The company is run by the Trustee Board with day to day responsibility for the day to day running of the organisation delegated to other senior management.

Restrictions and Investment powers

The Memorandum and Articles of Association authorises the charity to receive income by way of donations, gifts and grants, provided that it does not undertake any permanent trading activities in raising funds for its primary objectives.

The Memorandum also authorises investment of surplus monies not immediately required subject to conditions and consents imposed or required by law.

Related parties

As with all other Citizens Advice organisations, the charity is connected with its National Association who are themselves a charity registered under Number 279057 operating from 3rd Floor North, 200 Aldersgate, London EC1A 4HD Payments have been made throughout the year to the National Association amounting to £11,235.55 in respect of insurance, subscriptions, training services, AGM and Sundry stationery.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

FOR THE YEAR ENDED 31 MARCH 2023

Statement of trustees' responsibilities

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

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

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

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

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

Auditor

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

Disclosure of information to auditor

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

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

K Dowman (Trustee and Chair of Trustee Board)

Dated: 26 September 2023

CITIZENS ADVICE SANDWELL & WALSALL LTD

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS ADVICE SANDWELL & WALSALL LTD

Opinion

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

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE SANDWELL & WALSALL LTD

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

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

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE SANDWELL & WALSALL LTD

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: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the company's members, as a body, in accordance with section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

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

8 November 2023

Chartered Accountants
Statutory Auditor

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2023

		Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £
Income and endowments from:							
Donations and legacies	3	1,956	-	1,956	39	-	39
Charitable activities	4	816,110	1,288,053	2,104,163	756,455	1,821,697	2,578,152
Investments	5	1,483	-	1,483	152	-	152
Other income	6	1,165	27,058	28,223	10,505	17,838	28,343
Total income		820,714	1,315,111	2,135,825	767,151	1,839,535	2,606,686
Expenditure on:							
Charitable activities	7	779,545	1,299,884	2,079,429	839,662	1,650,580	2,490,242
Net incoming resources before transfers		41,169	15,227	56,396	(72,511)	188,955	116,444
Gross transfers between funds		(4,426)	4,426	-	176,186	(176,186)	-
Net income for the year/ Net movement in funds		36,743	19,653	56,396	103,675	12,769	116,444
Fund balances at 1 April 2022		1,053,559	42,553	1,096,112	949,884	29,784	979,668
Fund balances at 31 March 2023		1,090,302	62,206	1,152,508	1,053,559	42,553	1,096,112

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

All income and expenditure derive from continuing activities.

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

BALANCE SHEET

AS AT 31 MARCH 2023

	Notes	2023		2022	
		£	£	£	£
Fixed assets					
Tangible assets	12		51,971		49,142
Current assets					
Debtors	13	138,158		149,825	
Cash at bank and in hand		1,080,944		1,070,142	
		<u>1,219,102</u>		<u>1,219,967</u>	
Creditors: amounts falling due within one year	14	<u>(115,174)</u>		<u>(167,678)</u>	
Net current assets			1,103,928		1,052,289
Total assets less current liabilities			1,155,899		1,101,431
Provisions for liabilities			(3,391)		(5,319)
Net assets			<u>1,152,508</u>		<u>1,096,112</u>
Income funds					
Restricted funds	18		62,206		42,553
Unrestricted funds			1,090,302		1,053,559
			<u>1,152,508</u>		<u>1,096,112</u>

The financial statements were approved by the Trustees on 26 September 2023

K Dowman (Trustee and Chair of Trustee Board)

Company registration number 02363690

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

Charity information

Citizens Advice Sandwell & Walsall Ltd is a private company limited by guarantee incorporated in England and Wales. The registered office is Municipal Buildings, Halesowen Street, Oldbury, B69 2AB.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

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

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

1.2 Going concern

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

1.3 Charitable funds

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

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

1.4 Income

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

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

1.5 Expenditure

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies (Continued)

Expenditure on charitable activities includes the direct costs undertaken to further the purposes of the charity and their associated support costs.

Support costs are those functions that assist the work of the charity but do not directly relate to charitable activities. These costs include back office costs, finance, personnel, payroll and governance costs.

1.6 Tangible fixed assets

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

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

Leasehold land and buildings	over the term of the lease
Fixtures and fittings	25% per annum straight line
Motor vehicles	20% per annum straight line

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

1.7 Impairment of fixed assets

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

1.8 Cash and cash equivalents

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

1.9 Financial instruments

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

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

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

Basic financial assets

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

1.10 Employee benefits

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

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

1.11 Retirement benefits

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

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

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

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

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

2 Critical accounting estimates and judgements

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

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

Critical judgements

Allocation of support costs

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

Key sources of estimation uncertainty

Useful economic life of tangible fixed assets

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

Trade debtors

At each reporting date, trade debtors are assessed for recoverability. If there is any evidence of impairment, the carrying amount of the debtor is reduced to its recoverable amount. The impairment loss is recognised immediately in the income statement.

3 Donations and legacies

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Donations and gifts	1,956	39
	<u> </u>	<u> </u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

4 Charitable activities

	2023 £	2022 £
Provision of advocacy, advice and information	2,104,163	2,578,152
	<u>2,104,163</u>	<u>2,578,152</u>
Analysis by fund		
Unrestricted funds	816,110	756,455
Restricted funds	1,288,053	1,821,697
	<u>2,104,163</u>	<u>2,578,152</u>

5 Investments

	Unrestricted funds 2023 £	Unrestricted funds 2022 £
Interest receivable	1,483	152
	<u>1,483</u>	<u>152</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

6 Other Income	2023		2022	
	Unrestricted funds	Restricted funds	Unrestricted funds	Restricted funds
Other income	£ 1,165	£ 27,058	£ 10,505	£ 17,838
	<u>1,165</u>	<u>27,058</u>	<u>10,505</u>	<u>17,838</u>
		<u>28,223</u>		<u>28,343</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

7 Charitable activities

	2023	2022
	£	£
Staff costs	1,512,865	1,799,131
Premises costs	52,885	13,986
Staff & volunteer costs	23,164	13,502
Office costs	48,973	61,061
Professional fees and consultancy	1,739	40,351
Other costs	22,288	15,205
	<u>1,661,914</u>	<u>1,943,236</u>
Share of support costs (see note 8)	404,643	516,805
Share of governance costs (see note 8)	12,872	30,201
	<u>2,079,429</u>	<u>2,490,242</u>
Analysis by fund		
Unrestricted funds	779,545	839,662
Restricted funds	1,299,884	1,650,580
	<u>2,079,429</u>	<u>2,490,242</u>
For the year ended 31 March 2022		
Unrestricted funds	839,662	
Restricted funds	1,650,580	
	<u>2,490,242</u>	

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

8 Support costs	Support costs	Governance costs	2023 Support costs		Governance costs	2022
	£	£	£	£	£	£
Staff costs	200,991	-	200,991	356,202	-	356,202
Premises costs	59,581	-	59,581	70,464	-	70,464
Staff & volunteer costs	24,581	-	24,581	2,479	-	2,479
Office costs	119,490	-	119,490	87,660	-	87,660
Governance costs	-	13,265	13,265	-	28,308	28,308
Other costs	-	(393)	(393)	-	1,893	1,893
	<u>404,643</u>	<u>12,872</u>	<u>417,515</u>	<u>516,805</u>	<u>30,201</u>	<u>547,006</u>
Analysed between						
Charitable activities	<u>404,643</u>	<u>12,872</u>	<u>417,515</u>	<u>516,805</u>	<u>30,201</u>	<u>547,006</u>

Governance costs includes payments to the auditors of £8,750 (2022- £8,000) for audit fees.

9 Trustees

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

10 Employees

The average monthly number of employees during the year was:

	2023 Number	2022 Number
Advice workers	43	65
Administrators (incl. Apprenticeships)	12	12
Managers	10	5
Cleaners	1	1
Total	<u>66</u>	<u>83</u>

Employment costs	2023 £	2022 £
Wages and salaries	1,533,980	1,919,664
Social security costs	134,193	156,720
Other pension costs	45,683	78,949
	<u>1,713,856</u>	<u>2,155,333</u>

The number of employees whose annual remuneration was £60,000 or more were:

	2023 Number	2022 Number
£60,000 - £70,000	<u>1</u>	<u>1</u>

11 Taxation

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

12 Tangible fixed assets

	Leasehold land and buildings	Fixtures and fittings	Motor vehicles	Total
	£	£	£	£
Cost				
At 1 April 2022	3,112	120,478	57,551	181,141
Additions	-	16,566	7,645	24,211
At 31 March 2023	3,112	137,044	65,196	205,352
Depreciation and impairment				
At 1 April 2022	3,112	105,867	23,020	131,999
Depreciation charged in the year	-	8,343	13,039	21,382
At 31 March 2023	3,112	114,210	36,059	153,381
Carrying amount				
At 31 March 2023	-	22,834	29,137	51,971
At 31 March 2022	-	14,611	34,531	49,142

13 Debtors

	2023	2022
	£	£
Amounts falling due within one year:		
Trade debtors	77,332	7,557
Other debtors	50,345	131,811
Prepayments and accrued income	10,481	10,457
	138,158	149,825

14 Creditors: amounts falling due within one year

	Notes	2023	2022
		£	£
Other taxation and social security		26,801	-
Deferred income	16	25,627	81,897
Trade creditors		19,149	7,020
Other creditors		29,734	59,525
Accruals and deferred income		13,863	19,236
		115,174	167,678

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

Provisions for liabilities	Notes	2023 £	2022 £
Retirement benefit obligations	17	3,391	5,319
		<u>3,391</u>	<u>5,319</u>

16 Deferred Income	2023 £	2022 £
Arising from Income received in advance	25,627	81,897
	<u>25,627</u>	<u>81,897</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

17 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered Group Personal Pension Plan. At the year-end there were no unpaid contributions.

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 31 January 2025: £11,243,000 per annum (payable monthly and increasing by 3% each on 1st April).

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies. Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2016 to 30 September 2025: £12,945,440 per annum (payable monthly and increasing by 3% each on 1st April)

From 1 April 2016 to 30 September 2028: £54,560 per annum (payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Defined benefit schemes

Key assumptions

	2023	2022
	%	%
Discount rate	5.52	2.35

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

17 Retirement benefit schemes (Continued)

Amounts recognised in the profit and loss account:

	2023	2022
	£	£
Net interest on defined benefit liability/(asset)	101	171
Other costs and income	(91)	(17,038)
	<u>10</u>	<u>(16,867)</u>
Total costs/(income)	<u>10</u>	<u>(16,867)</u>

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

	2023	2022
	£	£
Present value of defined benefit obligations	3,391	5,319
	<u>3,391</u>	<u>5,319</u>
Deficit in scheme	<u>3,391</u>	<u>5,319</u>

Movements in the present value of defined benefit obligations:

	2023
	£
Liabilities at 1 April 2022	5,319
Benefits paid	(1,938)
Interest cost	101
Other	(91)
	<u>3,391</u>
At 31 March 2023	<u>3,391</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

18 Restricted funds

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

	Movement In funds				Movement In funds				
	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	Balance at 1 April 2022	Incoming resources	Resources expended	Transfers	Balance at 31 March 2023
	£	£	£	£	£	£	£	£	£
BBO Click Start	19,366	288,366	(300,331)	-	7,401	255,357	(323,093)	60,335	-
MAPS	-	443,338	(361,000)	(82,338)	-	445,651	(408,015)	(37,636)	-
Help To Claim	-	586,228	(494,787)	(91,441)	-	-	-	-	-
Municipal Buildings	6,053	15,995	(17,934)	-	4,114	20,061	(21,617)	-	2,558
WMBC - Core Grant	-	245,000	(242,389)	(2,611)	-	208,000	(188,678)	(19,322)	-
BBO - Family Matters	-	97,854	(87,755)	-	10,099	88,241	(93,771)	-	4,569
WATCH Project - community coronavirus relief fund	2,476	-	-	-	2,476	-	-	-	2,476
British Gas Energy Trust	1,889	147,754	(131,180)	-	18,463	137,925	(123,800)	-	32,588
CASSIE/CASPER - community coronavirus relief fund	-	-	-	-	-	92,228	(92,330)	102	-
Household Support Fund	-	15,000	(15,204)	204	-	-	-	-	-
Client Grants	-	-	-	-	-	6,563	(6,630)	67	-
Barclays	-	-	-	-	-	4,500	(4,688)	188	-
Community Renewal Fund	-	-	-	-	-	16,332	(17,024)	692	-
Multiply	-	-	-	-	-	31,329	(11,783)	-	19,546
Thrive	-	-	-	-	-	8,921	(8,155)	-	169
	<u>29,784</u>	<u>1,839,535</u>	<u>(1,650,580)</u>	<u>(176,186)</u>	<u>42,553</u>	<u>1,315,111</u>	<u>(1,299,884)</u>	<u>4,426</u>	<u>62,206</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

19 Analysis of net assets between funds

	Unrestricted funds		Total funds	Unrestricted funds		Total funds
	2023	Restricted funds 2023		2022	Restricted funds 2022	
	£	£	£	£	£	£
Fund balances at 31 March 2023 are represented by:						
Tangible assets	51,971	-	51,971	49,142	-	49,142
Current assets/(liabilities)	1,041,722	62,206	1,103,928	1,009,736	42,553	1,052,289
Provisions and pensions	(3,391)	-	(3,391)	(5,319)	-	(5,319)
	<u>1,090,302</u>	<u>62,206</u>	<u>1,152,508</u>	<u>1,053,559</u>	<u>42,553</u>	<u>1,096,112</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2023

20 Operating lease commitments

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

	2023	2022
	£	£
Within one year	13,200	24,086
Between two and five years	16,500	29,700
	<u>29,700</u>	<u>53,786</u>

21 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2023	2022
	£	£
Aggregate compensation	192,515	245,073
	<u>192,515</u>	<u>245,073</u>

Transactions with related parties

During the year, the charity made payments to the following related parties. £1,277 (2022 £299) was paid for casual labour to the mother of a member of the management team. £785 (2022 £450) in casual labour fees was paid to the daughter of a member of the management team. £0 (2022 £600) was paid for MAPS consultancy and £1,605 for advertising services to the son of the former Chief Executive Officer. There are no balances outstanding at the year end.

All transactions were considered to be at market rates.

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Citizens Advice Sandwell & Walsall Ltd

England & Wales - Charity number 701556

Accounts

Charity registration number 701556

Company registration number 02363690 (England and Wales)

CITIZENS ADVICE SANDWELL & WALSALL LTD
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2022

CITIZENS ADVICE SANDWELL & WALSALL LTD

LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	K Dowman M Lorimer J Lilley C Bower D Wright	(Appointed 27 May 2022) (Appointed 27 May 2022)
Secretary	V Fitzgerald	
Charity number	701556	
Company number	02363690	
Principal address	Municipal Buildings Halesowen Street Oldbury B69 2AB	
Registered office	Municipal Buildings Halesowen Street Oldbury B69 2AB	
Auditor	CK Audit No 4 Castle Court 2 Castlegate Way Dudley West Midlands DY1 4RH	

CITIZENS ADVICE SANDWELL & WALSALL LTD

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CITIZENS ADVICE SANDWELL & WALSALL LTD

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

The trustees present their report and audited accounts for the year ended 31 March 2022.

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

Objectives and activities

Aims of the charity

The charity's objects are to promote any charitable purpose for the benefits of the community in the area of Sandwell & Walsall Metropolitan boroughs and adjacent areas by the advancement of education, the protection and preservation of health and the relief of poverty sickness and distress (As defined in clause 3.1 of the Memorandum and Articles of Association) The charity is also a member of its National Association now known as Citizens Advice, which provides a framework for standards of governance advice and casework management as well as monitoring progress against these standards.

Strategies for achieving objectives

1. To follow the principles and guidelines set out by Citizens Advice
2. To produce an effective frontline advice service by harnessing a local diversity of volunteers and training them to a high standard
3. To sustain and assist the volunteer services by providing networked teams of managerial specialist and outreach staff
4. To control financial operations on a year to year basis by the appropriate use of a Business Plan and budget.

The charity also operates a Health and Safety Policy and an Equalities Policy which are reviewed annually.

Achievements and performance

During this year we set ourselves the following objectives:

1. Plan for redesigned services as we return from the pandemic
2. Manage our sustainability as contract periods near their end.
3. Increase access to advice and support through digital channels

In September 2021, we consulted with staff, managers, volunteers on re-designing the service as we returned from the pandemic. A final structure was agreed in December 2021 and implemented in April 2022.

We re-designed the main core service to match new ways of working following the pandemic. As clients became used to using the telephone and digital service, we increased the number of advisers on these channels. We also took the decision to close the registered office in West Bromwich. We purchased another mobile unit, both units are out each day to extend our reach to people who are still vulnerable and unable to attend our office sites.

We also had the risk of losing two major services, Help to Claim and Money and Pensions Service (MaPS). Unfortunately, we did lose the Help to Claim service, as it became fully digital and the service was transferred to Citizens Advice Dudley and Wolverhampton. However, MaPS was retained and is secure until 2025.

We were successful in securing a further two-year contract with British Gas Energy Trust to advise on energy saving and budgeting.

We were also able to secure a one-year contract from The Big Lottery to fund the second advice vehicle (CASPER)

We have set up two digital hubs, delivered by paid and volunteer generalist advisers. 37% of our clients are now served via digital channels.

The Trustee Board are grateful to the paid and voluntary staff for their continued support of the organisation and the ability to meet challenges and targets.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

Financial review

Total income for the year was £2,606,686 compared with £2,743,293 in the previous year. Total expenditure amounted to £2,458,361 compared with £2,314,290 in the previous year. The charity achieved a surplus of £123,325 compared with the previous year surplus of £429,003.

Fixed assets are used only for charitable purposes to provide the necessary environment and resources to deliver the services to our clients. The charity has no subsidiary undertakings.

Reserves Policy

The reserves policy of the organisation is in line with good practice recommendations from Citizens Advice National guidelines for Financial Health Monitoring. Unrestricted and designated reserves should be maintained at approximately 3 months operating cost. The purpose of this reserve is for both short term emergencies and long term contingencies arising from such matters such as a major reduction in funding or even total cessation of income. In the latter event, liabilities could arise such as rental and other obligations on leases, statutory and contractual employment obligations and other incidental costs of winding up the charity reduction in funding or even total cessation of income. In the latter event, liabilities could arise from rent, leases, financial obligations such as contractual obligations to staff and other costs arising from winding up the charity.

The trustees acknowledge their responsibilities for Risk Management as set out in SORP (FRSSE) They have identified and assessed the major risks to which the charity is exposed, and following on from this have established systems to mitigate those risks.

The trustees acknowledge their responsibilities for Risk Management as set out in SORP (FRS102) They have identified and assessed the major risks to which the charity is exposed, and following on from this have established systems to mitigate those risks.

Plans for the future

The focus for the next twelve months has a focus on:

- Supporting citizens through the cost of living crisis.
- Securing a further three-year grant agreement with the Local Authorities
- Utilising an amount of reserves to pilot work with young people leaving care and to support people working in advice services.

The business plan sets out the strategic priorities for the next 3 years. There are four main strategic priorities:

Resilience: manage operational and financial risk across the service key areas being. Strong and effective leadership and governance. Gathering and analysis of data to provide key evidence. Robust financial planning.

Staff and Service Development. Key development being to diversify income streams and pilot new ways of working in new areas of work, such as health services. Also to expand volunteer roles and to implement a service improvement plan with a focus on increased access using technology.

Partnership and Sustainable Working for Growth. The key areas being to develop our role in the Advice Providers Network. Develop more robust referral mechanisms. Use our intelligence and data to influence and inform policy decisions locally.

Research, Campaigns and Community Engagement. The key areas being to engage with people in Sandwell and Walsall who have not yet engaged with us, to develop new markets around young people and people over 65. We also want to understand what our clients struggle with and where services could be improved or provided to meet their needs, for this priority we will speak up for clients where they don't yet have a voice.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

Structure, governance and management

Nature of governing document

The charity is constituted as a company limited by guarantee and is governed by its Memorandum and Articles of Association. The Trustees, who are also the directors for the purpose of company law, who served during the year are showing on the legal and administration page. 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.

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

K Dowman	
N Parkes	(Resigned 25 September 2022)
M Lorimer	
J Lilley	
A Altaf	(Resigned 14 July 2021)
R Sharif	(Resigned 7 September 2021)
J Kaur	(Resigned 12 May 2022)
A Caville	(Resigned 16 March 2022)
C Bower	(Appointed 27 May 2022)
N Bila-Lebuono	(Appointed 27 May 2022 and resigned 9 September 2022)
D Wright	(Appointed 27 May 2022)

The Board reviews its skills and diversity regularly. An annual appraisal of the board takes place and the Board identifies skills gaps and attempts to recruit to fill these. The Board also looks at the make-up of the Board in terms of diversity of age, gender, race and disability and also in terms of the demography of the local population, having done this an analysis of the gap is undertaken and recruitment takes place in an attempt to fill gaps. Trustee positions are advertised locally and on the national website and are recruited through application and interview. New Trustees can be co-opted onto the Board until the AGM where they are voted on to join the Board fully.

Organisational Structure

The charity is organised so that the trustees meet regularly to manage its affairs. Full board meetings are now being held bi-monthly with additional meetings if required.

The company is run by the Trustee Board with day to day responsibility for the day to day running of the organisation delegated to the Chief Executive Vicki Fitzgerald.

Restrictions and Investment powers

The Memorandum and Articles of Association authorises the charity to receive income by way of donations, gifts and grants, provided that it does not undertake any permanent trading activities in raising funds for its primary objectives.

The Memorandum also authorises investment of surplus monies not immediately required subject to conditions and consents imposed or required by law.

Related parties

As with all other Citizens Advice organisations, the charity is connected with its National Association who are themselves a charity registered under Number 279057 operating from 3rd Floor North, 200 Aldersgate, London EC1A 4HD Payments have been made throughout the year to the National Association amounting to £11,235.55 in respect of insurance, subscriptions, training services, AGM and Sundry stationery.

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

Statement of trustees' responsibilities

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

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

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

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

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

Auditor

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

Disclosure of information to auditor

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

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

K Dowman

Trustee

Dated: 1 November 2022

CITIZENS ADVICE SANDWELL & WALSALL LTD

INDEPENDENT AUDITOR'S REPORT

TO THE MEMBERS OF CITIZENS ADVICE SANDWELL & WALSALL LTD

Opinion

We have audited the financial statements of Citizens Advice Sandwell & Walsall Ltd (the 'charity') for the year ended 31 March 2022 which comprise the statement of financial activities, the balance sheet and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2022 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE SANDWELL & WALSALL LTD

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

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

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE MEMBERS OF CITIZENS ADVICE SANDWELL & WALSALL LTD

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: <https://www.frc.org.uk/auditorsresponsibilities>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the company's members, as a body, in accordance with section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the 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 company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

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

1 November 2022

Chartered Accountants
Statutory Auditor

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

STATEMENT OF FINANCIAL ACTIVITIES INCLUDING INCOME AND EXPENDITURE ACCOUNT

FOR THE YEAR ENDED 31 MARCH 2022

		Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
	Notes						
Income and endowments from:							
Donations and legacies	3	39	-	39	257,319	87,198	344,517
Charitable activities	4	756,455	1,821,697	2,578,152	875,880	1,487,143	2,363,023
Investments	5	152	-	152	497	-	497
Other income	6	10,505	17,838	28,343	11,646	23,610	35,256
Total income		<u>767,151</u>	<u>1,839,535</u>	<u>2,606,686</u>	<u>1,145,342</u>	<u>1,597,951</u>	<u>2,743,293</u>
Expenditure on:							
Charitable activities	7	<u>839,662</u>	<u>1,650,580</u>	<u>2,490,242</u>	<u>738,944</u>	<u>1,575,346</u>	<u>2,314,290</u>
Net (outgoing)/incoming resources before transfers		(72,511)	188,955	116,444	406,398	22,605	429,003
Gross transfers between funds		<u>176,186</u>	<u>(176,186)</u>	<u>-</u>	<u>20,681</u>	<u>(20,681)</u>	<u>-</u>
Net income for the year/ Net movement in funds		103,675	12,769	116,444	427,079	1,924	429,003
Fund balances at 1 April 2021		<u>949,884</u>	<u>29,784</u>	<u>979,668</u>	<u>522,805</u>	<u>27,860</u>	<u>550,665</u>
Fund balances at 31 March 2022		<u><u>1,053,559</u></u>	<u><u>42,553</u></u>	<u><u>1,096,112</u></u>	<u><u>949,884</u></u>	<u><u>29,784</u></u>	<u><u>979,668</u></u>

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

All income and expenditure derive from continuing activities.

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

BALANCE SHEET

AS AT 31 MARCH 2022

	Notes	2022		2021	
		£	£	£	£
Fixed assets					
Tangible assets	11		49,142		57,318
Current assets					
Debtors	12	149,825		38,115	
Cash at bank and in hand		1,070,142		1,078,430	
		<u>1,219,967</u>		<u>1,116,545</u>	
Creditors: amounts falling due within one year	13	<u>(167,678)</u>		<u>(164,493)</u>	
Net current assets			1,052,289		952,052
Total assets less current liabilities			1,101,431		1,009,370
Provisions for liabilities			<u>(5,319)</u>		<u>(29,702)</u>
Net assets			<u>1,096,112</u>		<u>979,668</u>
Income funds					
Restricted funds	17		42,553		29,784
Unrestricted funds			1,053,559		949,884
			<u>1,096,112</u>		<u>979,668</u>

The financial statements were approved by the Trustees on 1 November 2022

K Dowman
Trustee

Company registration number 02363690

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

Charity information

Citizens Advice Sandwell & Walsall Ltd is a private company limited by guarantee incorporated in England and Wales. The registered office is Municipal Buildings, Halesowen Street, Oldbury, B69 2AB.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

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

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

1.2 Going concern

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

1.3 Charitable funds

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

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

1.4 Income

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

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

1.5 Expenditure

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

Expenditure on charitable activities includes the direct costs undertaken to further the purposes of the charity and their associated support costs.

Support costs are those functions that assist the work of the charity but do not directly relate to charitable activities. These costs include back office costs, finance, personnel, payroll and governance costs.

1.6 Tangible fixed assets

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

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

Leasehold land and buildings	over the term of the lease
Fixtures and fittings	25% per annum straight line
Motor vehicles	20% per annum straight line

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

1.7 Impairment of fixed assets

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

1.8 Cash and cash equivalents

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

1.9 Financial instruments

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

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

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

Basic financial assets

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies

(Continued)

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

1.10 Employee benefits

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

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

1.11 Retirement benefits

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

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

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

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

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

2 Critical accounting estimates and judgements

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

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

Critical judgements

Allocation of support costs

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

Key sources of estimation uncertainty

Useful economic life of tangible fixed assets

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

Trade debtors

At each reporting date, trade debtors are assessed for recoverability. If there is any evidence of impairment, the carrying amount of the debtor is reduced to its recoverable amount. The impairment loss is recognised immediately in the income statement.

3 Donations and legacies

	Unrestricted funds	Unrestricted funds	Restricted funds	Total
	2022	2021	2021	2021
	£	£	£	£
Donations and gifts	39	229,801	87,198	316,999
Job retention grant received	-	27,518	-	27,518
	<u>39</u>	<u>257,319</u>	<u>87,198</u>	<u>344,517</u>
Donations and gifts				
Transfer of net assets from Walsall CAB	-	229,776	87,179	316,955
Other	39	25	19	44
	<u>39</u>	<u>229,801</u>	<u>87,198</u>	<u>316,999</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

4 Charitable activities

	2022	2021
	£	£
Provision of advocacy, advice and information	2,578,152	2,363,023
	<u> </u>	<u> </u>
Analysis by fund		
Unrestricted funds	756,455	875,880
Restricted funds	1,821,697	1,487,143
	<u> </u>	<u> </u>
	<u>2,578,152</u>	<u>2,363,023</u>

5 Investments

	Unrestricted funds	Unrestricted funds
	2022	2021
	£	£
Interest receivable	152	497
	<u> </u>	<u> </u>

6 Other income

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2022	2022	2022	2021	2021	2021
	£	£	£	£	£	£
Other income	10,505	17,838	28,343	11,646	23,610	35,256
	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>	<u> </u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

7 Charitable activities

	2022 £	2021 £
Staff costs	1,799,131	1,607,836
Depreciation and impairment	-	21,201
Rent, rates and power	13,986	37,641
Other staff costs	13,502	18,383
Printing, postage and stationery	4,223	8,735
Telecommunications	26,647	38,168
Legal and professional costs	40,351	42,312
Office equipment costs	4,799	25,060
Advertising	4,312	6,375
Cleaning, sundries and refreshments	21,081	10,121
Client grants paid	15,204	-
	<u>1,943,236</u>	<u>1,815,832</u>
Share of support costs (see note 8)	510,567	463,386
Share of governance costs (see note 8)	36,439	35,072
	<u>2,490,242</u>	<u>2,314,290</u>
Analysis by fund		
Unrestricted funds	839,662	738,944
Restricted funds	1,650,580	1,575,346
	<u>2,490,242</u>	<u>2,314,290</u>
For the year ended 31 March 2021		
Unrestricted funds	738,944	
Restricted funds	1,575,346	
	<u>2,314,290</u>	

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

8 Support costs

	Support costs	Governance costs	2022 Support costs	Governance costs	2021
	£	£	£	£	£
Staff costs	356,202	-	356,202	242,936	249,836
Depreciation	16,899	-	16,899	7,545	7,545
Rent, rates and power	27,687	-	27,687	15,459	15,459
Insurance	8,732	-	8,732	5,786	5,786
Repairs and maintenance	34,045	-	34,045	124,297	124,297
Printing, postage & stationary	11,456	-	11,457	3,137	3,137
Telecommunications	33,311	-	33,311	24,818	24,818
Other staff costs	2,479	-	2,479	1,262	1,262
Training	-	-	-	4,808	4,808
Sundries	17,139	-	17,139	19,116	19,116
Office equipment costs	8,854	-	8,854	14,222	14,222
Audit fees	-	8,000	8,000	-	7,960
Legal and professional	-	20,308	20,308	-	20,004
Other Governance costs	-	1,893	1,893	-	208
	<u>516,804</u>	<u>30,201</u>	<u>547,006</u>	<u>463,386</u>	<u>498,458</u>
Analysed between					
Charitable activities	510,567	36,439	547,006	463,386	498,458

Governance costs includes payments to the auditors of £8,000 (2021- £6,480) for audit fees.

9 Trustees

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

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

10 Employees

The average monthly number of employees during the year was:

	2022	2021
	Number	Number
Advice workers	65	63
Administrators (incl. Apprenticeships)	12	12
Managers	5	4
Cleaners	1	1
	<hr/>	<hr/>
Total	83	80
	<hr/> <hr/>	<hr/> <hr/>

Employment costs	2022	2021
	£	£
Wages and salaries	1,919,664	1,689,894
Social security costs	156,720	136,762
Other pension costs	78,949	31,016
	<hr/>	<hr/>
	2,155,333	1,857,672
	<hr/> <hr/>	<hr/> <hr/>

The number of employees whose annual remuneration was £60,000 or more were:

	2022	2021
	Number	Number
£60,000 - £70,000	1	1
	<hr/> <hr/>	<hr/> <hr/>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

11 Tangible fixed assets

	Leasehold land and buildings	Fixtures and fittings	Motor vehicles	Total
	£	£	£	£
Cost				
At 1 April 2021	3,112	189,925	57,551	250,588
Additions	-	8,724	-	8,724
Disposals	-	(78,171)	-	(78,171)
At 31 March 2022	3,112	120,478	57,551	181,141
Depreciation and impairment				
At 1 April 2021	3,112	178,648	11,510	193,270
Depreciation charged in the year	-	5,391	11,510	16,901
Eliminated in respect of disposals	-	(78,172)	-	(78,172)
At 31 March 2022	3,112	105,867	23,020	131,999
Carrying amount				
At 31 March 2022	-	14,611	34,531	49,142
At 31 March 2021	-	11,277	46,041	57,318

12 Debtors

	2022 £	2021 £
Amounts falling due within one year:		
Trade debtors	7,557	8,395
Other debtors	131,811	4,704
Prepayments and accrued income	10,457	25,016
	149,825	38,115

13 Creditors: amounts falling due within one year

	Notes	2022 £	2021 £
Other taxation and social security		-	120
Deferred income	15	81,897	20,896
Trade creditors		7,020	28,487
Other creditors		59,525	87,961
Accruals and deferred income		19,236	27,029
		167,678	164,493

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

Provisions for liabilities	Notes	2022	2021
		£	£
Retirement benefit obligations	16	5,319	29,702
		<u>5,319</u>	<u>29,702</u>
		<u><u>5,319</u></u>	<u><u>29,702</u></u>
15 Deferred income			
		2022	2021
		£	£
Arising from Income received in advance		81,897	20,896
		<u>81,897</u>	<u>20,896</u>
		<u><u>81,897</u></u>	<u><u>20,896</u></u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

16 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered Group Personal Pension Plan. At the year-end there were no unpaid contributions.

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 31 January 2025: £11,243,000 per annum (payable monthly and increasing by 3% each on 1st April).

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies. Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2016 to 30 September 2025: £12,945,440 per annum (payable monthly and increasing by 3% each on 1st April)

From 1 April 2016 to 30 September 2028: £54,560 per annum (payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Defined benefit schemes

Key assumptions

	2022	2021
	%	%
Discount rate	2.35	0.66

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

16 Retirement benefit schemes

(Continued)

Amounts recognised in the profit and loss account:

	2022 £	2021 £
Net interest on defined benefit liability/(asset)	171	790
Other costs and income	(17,038)	1,016
Total costs/(income)	<u>(16,867)</u>	<u>1,806</u>

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

	2022 £	2021 £
Present value of defined benefit obligations	5,319	29,702
Deficit in scheme	<u>5,319</u>	<u>29,702</u>

Movements in the present value of defined benefit obligations:

	2022 £
Liabilities at 1 April 2021	29,702
Benefits paid	(7,516)
Interest cost	171
Other	(17,038)
At 31 March 2022	<u>5,319</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

17 Restricted funds

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

	Movement in funds				Movement in funds				Balance at 31 March 2022
	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	
	£	£	£	£	£	£	£	£	£
BBO Click Start	14,588	283,266	(278,488)	-	19,366	288,366	(300,331)	-	7,401
MAPS	-	350,367	(350,367)	-	-	443,338	(361,000)	(82,338)	-
Help To Claim	3,052	593,109	(578,477)	(17,684)	-	586,228	(494,787)	(91,441)	-
Municipal Buildings	10,220	21,406	(25,573)	-	6,053	15,995	(17,934)	-	4,114
WMBC - Core Grant	-	98,000	(98,000)	-	-	245,000	(242,389)	(2,611)	-
BBO - Family Matters	-	43,633	(40,636)	(2,997)	-	97,854	(87,755)	-	10,099
WATCH Project - community coronavirus relief fund	-	63,622	(61,146)	-	2,476	-	-	-	2,476
British Gas Energy Trust	-	59,460	(57,571)	-	1,889	147,754	(131,180)	-	18,463
CASSIE/CASPER - community coronavirus relief fund	-	85,088	(85,088)	-	-	-	-	-	-
Household Support Fund	-	-	-	-	-	15,000	(15,204)	204	-
	<u>27,860</u>	<u>1,597,951</u>	<u>(1,575,346)</u>	<u>(20,681)</u>	<u>29,784</u>	<u>1,839,535</u>	<u>(1,650,580)</u>	<u>(176,186)</u>	<u>42,553</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2022

18 Analysis of net assets between funds

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total 2022 £	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £
Fund balances at 31 March 2022 are represented by:						
Tangible assets	49,142	-	49,142	54,280	3,038	57,318
Current assets/(liabilities)	1,009,736	42,553	1,052,289	925,306	26,746	952,052
Provisions and pensions	(5,319)	-	(5,319)	(29,702)	-	(29,702)
	<u>1,053,559</u>	<u>42,553</u>	<u>1,096,112</u>	<u>949,884</u>	<u>29,784</u>	<u>979,668</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD

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

19 Operating lease commitments

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

	2022 £	2021 £
Within one year	24,086	37,867
Between two and five years	29,700	63,686
In over five years	-	3,300
	<u>53,786</u>	<u>104,853</u>

20 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2022 £	2021 £
Aggregate compensation	<u>245,073</u>	<u>212,232</u>

Transactions with related parties

During the year, the charity made payments to the following related parties. £299 (2021 £0) was paid for casual labour to the mother of a member of the management team. £450 (2021 £0) in consultancy fees was paid to the daughter of a member of the management team. £600 (2021 £0) was paid for MAPS consultancy to the son of the Chief Executive Officer. There are no balances outstanding at the year end.

All transactions were considered to be at market rates.

Citizens Advice Sandwell & Walsall Ltd

England & Wales - Charity number 701556

Accounts

Charity Registration No. 701556

Company Registration No. 02363690 (England and Wales)

**CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
ANNUAL REPORT AND FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

**CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
LEGAL AND ADMINISTRATIVE INFORMATION**

Trustees	Ms K E Dowman Mr N Parkes Mr M J Lorimer Mrs J Lilley Mrs J Kaur Mr A M R Caville	(Appointed 12 October 2020) (Appointed 12 October 2020) (Appointed 12 October 2020)
Secretary	Ms V Fitzgerald	
Charity number	701556	
Company number	02363690	
Principal address	22 Lombard Street West Bromwich West Midlands B70 8RT	
Registered office	22 Lombard Street West Bromwich West Midlands B70 8RT	
Auditor	CK Audit No 4 Castle Court 2 Castlegate Way Dudley West Midlands DY1 4RH	
Solicitors	Bates, Wells & Braithwaite Cheapside House London EC2V 6BB	

CITIZENS ADVICE SANDWELL & WALSALL LTD FORMERLY CITIZENS ADVICE SANDWELL LTD CONTENTS

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CITIZENS ADVICE SANDWELL & WALSALL LTD FORMERLY CITIZENS ADVICE SANDWELL LTD TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and audited accounts for the year ended 31 March 2021.

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

Objectives and activities

Aims of the charity

The charity's objects are to promote any charitable purpose for the benefits of the community in the area of Sandwell Metropolitan Borough and adjacent areas by the advancement of education, the protection and preservation of health and the relief of poverty sickness and distress (As defined in clause 3.1 of the Memorandum and Articles of Association) The charity is also a member of its National Association now known as Citizens Advice, which provides a framework for standards of governance advice and casework management as well as monitoring progress against these standards.

Strategies for achieving objectives

The policies that have been adopted to achieve this objective are as follows:

1. To follow the principles and guidelines set out by Citizens Advice
2. To produce an effective frontline advice service by harnessing a local diversity of volunteers and training them to a high standard
3. To sustain and assist the volunteer services by providing networked teams of managerial specialist and outreach staff
4. To control financial operations on a year to year basis by the appropriate use of a Business Plan and budget.

The charity also operates a Health and Safety Policy and an Equalities Policy which are reviewed annually.

Achievements and performance

In October 2020 we successfully merged with Citizens Advice Walsall (CAW), providing services across two metropolitan borough areas. Staff from CAW came across to the organisation under a TUPE arrangement and both organisations have integrated well to provide a well-supported service, now operating as Citizens Advice Sandwell & Walsall Ltd.

We have continued to provide free, independent and confidential advice to the citizens of Sandwell & Walsall and have continued to be involved in research and campaigns as requirements of the National Association of Citizens Advice.

We responded to the government requirements to lockdown, mobilised the staff to work from home to give advice via phone, webchat and email. In the first 12 months we made and took 21,000 calls and answered nearly 3500 webchats.

During the first year of lockdown we advised over 16,000 clients with 70,000 issues and have helped clients gain over 12.5million pounds in income.

We applied to the Coronavirus Community Response Fund administered by the Big Lottery and were successful in gaining funding to set up and staff our new mobile advice unit (CASSIE) and run a project which employed people who had lost their jobs because of Covid.

CITIZENS ADVICE SANDWELL & WALSALL LTD

FORMERLY CITIZENS ADVICE SANDWELL LTD

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

FOR THE YEAR ENDED 31 MARCH 2021

We have five locality teams which serve all seven towns . These are multi-disciplinary teams that make a consistent offer of advice and support throughout the boroughs.

Currently we have nearly 50 volunteers who give their time each week to advise citizens of Sandwell & Walsall.

The Trustee Board are grateful to the paid and voluntary staff for their continued support of the organisation and the ability to meet challenges and targets.

Financial review

Total income for the year was £2,743,293 compared with £1,893,645 in the previous year. Total expenditure amounted to £2,314,290 compared with £1,677,705 in the previous year. The charity achieved a surplus of £429,003 compared with the previous year surplus of £215,940.

Fixed assets are used only for charitable purposes to provide the necessary environment and resources to deliver the services to our clients. The charity has no subsidiary undertakings.

Reserves Policy

The reserves policy of the organisation is in line with good practice recommendations from Citizens Advice National guidelines for Financial Health Monitoring. Unrestricted and designated reserves should be maintained at approximately 3 months operating cost The purpose of this reserve is for both short term emergencies and long term contingencies arising from such matters such as a major reduction in funding or even total cessation of income. In the latter event. Liabilities could arise such as rental and other obligations on leases, statutory and contractual employment obligations and other incidental costs of winding up the charity reduction in funding or even total cessation of income. In the latter event, liabilities could arise from rent, leases, financial obligations such as contractual obligations to staff and other costs arising from winding up the charity.

The trustees acknowledge their responsibilities for Risk Management as set out in SORP (FRS102) They have identified and assessed the major risks to which the charity is exposed, and following on from this have established systems to mitigate those risks.

Plans for the future

The business plan sets out the strategic priorities for the next 3 years. There are four main strategic priorities:

Resilience: manage operational and financial risk across the service key areas being. Strong and effective leadership and governance. Gathering and analysis of data to provide key evidence. Robust financial planning

Staff and Service Development. Key development being to diversify income streams and pilot new ways of working in new areas of work, such as health services. Also to expand volunteer roles and to implement a service improvement plan with a focus on increased access using technology.

Partnership and Sustainable Working for Growth. The key areas being to develop our role in the Advice Providers Network. Develop more robust referral mechanisms. Use our intelligence and data to influence and inform policy decisions locally.

Research, Campaigns and Community Engagement. The key areas being to engage with people in Sandwell and Walsall who have not yet engaged with us, to develop new markets around young people and people over 65. We also want to understand what our clients struggle with and where services could be improved or provided to meet their needs, for this priority we will speak up for clients where they don't yet have a voice.

In the immediate 12 months we specifically aim to:

1. Plan for redesigned services as we return from the pandemic
2. Manage our sustainability as contract periods near their end.
3. Increase access to advice and support through digital channels

CITIZENS ADVICE SANDWELL & WALSALL LTD FORMERLY CITIZENS ADVICE SANDWELL LTD TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED) FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management

Nature of governing document

The charity is constituted as a company limited by guarantee and is governed by its Memorandum and Articles of Association. The Trustees, who are also the directors for the purpose of company law, who served during the year are showing on the legal and administration page. 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.

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

Mr F Hussain	(Resigned 14 December 2020)
Ms K E Dowman	
Mr N Parkes	
Mr M J Lorimer	
Mrs A Altaf	(Resigned 14 July 2021)
Mrs J Lilley	(Appointed 12 October 2020)
Mrs J Kaur	(Appointed 12 October 2020)
Mr A M R Caville	(Appointed 12 October 2020)
Mr R Sharif	(Appointed 12 October 2020 and resigned 7 September 2021)

The Board reviews its skills and diversity regularly. An annual appraisal of the board takes place and the Board identifies skills gaps and attempts to recruit to fill these. The Board also looks at the make-up of the Board in terms of diversity of age, gender, race and disability and also in terms of the demography of the local population, having done this an analysis of the gap is undertaken and recruitment takes place in an attempt to fill gaps. Trustee positions are advertised locally and on the national website and are recruited through application and interview. New Trustees can be co-opted onto the Board until the AGM where they are voted on to join the Board fully.

Organisational Structure

The charity is organised so that the trustees meet regularly to manage its affairs. Full board meetings are now being held bi-monthly with additional meetings if required.

The company is run by the Trustee Board with day to day responsibility for the day to day running of the organisation delegated to the Chief Executive Vicki Fitzgerald.

Each trustee goes through an induction process in the role and the organisation.

Restrictions and Investment powers

The Memorandum and Articles of Association authorises the charity to receive income by way of donations, gifts and grants, provided that it does not undertake any permanent trading activities in raising funds for its primary objectives.

The Memorandum also authorises investment of surplus monies not immediately required subject to conditions and consents imposed or required by law.

Related parties

As with all other Citizens Advice organisations, the charity is connected with its National Association who are themselves a charity registered under Number 279057 operating from 3rd Floor North, 200 Aldersgate, London EC1A 4HD Payments have been made throughout the year to the National Association amounting to £11,235.55 in respect of insurance, subscriptions, training services, AGM and Sundry stationery.

**CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

Statement of trustees' responsibilities

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

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

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

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

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

Auditor

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

Disclosure of information to auditor

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

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

DocuSigned by:



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Ms K E Dowman

Trustee

Dated: 30 November 2021

DocuSigned by:



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Mr N Parkes

Trustee

Dated:30 November 2021

CITIZENS ADVICE SANDWELL & WALSALL LTD FORMERLY CITIZENS ADVICE SANDWELL LTD INDEPENDENT AUDITOR'S REPORT

TO THE TRUSTEES OF CITIZENS ADVICE SANDWELL & WALSALL LTD

Opinion

We have audited the financial statements of Citizens Advice Sandwell & Walsall Ltd (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet and the notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of its incoming resources and application of resources, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD FORMERLY CITIZENS ADVICE SANDWELL LTD INDEPENDENT AUDITOR'S REPORT (CONTINUED)

TO THE TRUSTEES OF CITIZENS ADVICE SANDWELL & WALSALL LTD

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

**CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF CITIZENS ADVICE SANDWELL & WALSALL LTD**

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

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

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

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;
- Challenging assumptions and judgements made by management in accounting for long term construction contracts including recognition of income and estimation of costs to complete;
- Identifying and testing journal entries;
- Agreeing funding to underlying service agreements and ensuring income is recognised in the correct period;
- Agreeing classification of funding between restricted and unrestricted funds and ensuring amounts are spent for the purposes intended;
- Reviewing the allocation of direct and support costs and ensuring comparable to previous periods;
- Reviewing unusual or unexpected transactions; and
- Agreeing the financial statement disclosures to underlying supporting documentation.

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


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

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

**CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
INDEPENDENT AUDITOR'S REPORT (CONTINUED)
TO THE TRUSTEES OF CITIZENS ADVICE SANDWELL & WALSALL LTD**

Use of our report

This report is made solely to the company's members, as a body, in accordance with section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the 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 company and the company's members, as a body, for our audit work, for this report, or for the opinions we have formed.



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

30 November 2021

**Chartered Accountants
Statutory Auditor**

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

CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021

		Unrestricted funds 2021 £	Restricted funds 2021 £	Total Unrestricted funds 2021 £	Restricted funds 2020 £	Total 2020 £
	Notes					
<u>Income and endowments from:</u>						
Donations and legacies	3	257,319	87,198	344,517	19,057	19,591
Charitable activities	4	875,880	1,487,143	2,363,023	831,560	1,814,734
Investments	5	497	-	497	1,615	1,615
Other income	6	11,646	23,610	35,256	32,291	57,705
Total income		1,145,342	1,597,951	2,743,293	877,646	1,893,645
<u>Expenditure on:</u>						
Charitable activities	7	738,944	1,575,346	2,314,290	954,798	1,677,705
Net incoming resources before transfers		406,398	22,605	429,003	154,739	215,940
Gross transfers between funds		20,681	(20,681)	-	(33,340)	-
Net income for the year/ Net movement in funds		427,079	1,924	429,003	188,079	215,940
Fund balances at 1 April 2020		522,805	27,860	550,665	-	334,726
Fund balances at 31 March 2021		949,884	29,784	979,668	27,861	550,666

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

All income and expenditure derive from continuing activities.

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

CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
BALANCE SHEET

AS AT 31 MARCH 2021

	Notes	2021		2020	
		£	£	£	£
Fixed assets					
Tangible assets	11		57,318		17,724
Current assets					
Debtors	12	38,115		58,385	
Cash at bank and in hand		1,078,430		649,375	
		1,116,545		707,760	
Creditors: amounts falling due within one year	13	(164,493)		(174,818)	
Net current assets			952,052		532,942
Total assets less current liabilities			1,009,370		550,666
Provisions for liabilities			(29,702)		-
Net assets			979,668		550,666
Income funds					
Restricted funds	17		29,784		27,861
<u>Unrestricted funds</u>					
Designated funds	18	-		100,000	
General unrestricted funds		949,884		422,805	
			949,884		522,805
			979,668		550,666

The financial statements were approved by the Trustees on 30 November 2021

DocuSigned by:



5D7338408CDD4E8

Ms K E Dowman
Trustee

DocuSigned by:



F2B5E448449A436

Mr N Parkes
Trustee

Company Registration No. 02363690

CITIZENS ADVICE SANDWELL & WALSALL LTD

FORMERLY CITIZENS ADVICE SANDWELL LTD

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

Charity information

Citizens Advice Sandwell & Walsall Ltd is a private company limited by guarantee incorporated in England and Wales. The registered office is 22 Lombard Street, West Bromwich, West Midlands, B70 8RT.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's Articles of Association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

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

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

1.2 Going concern

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

1.3 Charitable funds

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

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

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

1.4 Income

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

1.5 Expenditure

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

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

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probably that a settlement will be required and the amount of the obligation can be measured reliably.

Expenditure on charitable activities includes the direct costs undertaken to further the purposes of the charity and their associated support costs.

Support costs are those functions that assist the work of the charity but do not directly relate to charitable activities. These costs include back office costs, finance, personnel, payroll and governance costs.

1.6 Tangible fixed assets

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

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

Leasehold land and buildings	over the term of the lease
Fixtures and fittings	25% per annum straight line
Motor vehicles	20% per annum straight line

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

1.7 Impairment of fixed assets

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

1.8 Cash and cash equivalents

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

CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

1.9 Financial instruments

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

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

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

Basic financial assets

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

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

1.10 Employee benefits

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

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

1.11 Retirement benefits

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

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

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

CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

1 Accounting policies

(Continued)

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

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

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

2 Critical accounting estimates and judgements

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

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

Critical judgements

Allocation of support costs

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

Key sources of estimation uncertainty

Useful economic life of tangible fixed assets

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

Trade debtors

At each reporting date, trade debtors are assessed for recoverability. If there is any evidence of impairment, the carrying amount of the debtor is reduced to its recoverable amount. The impairment loss is recognised immediately in the income statement.

CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Donations and gifts	229,801	87,198	316,999	57	-	57
Job retention grant received	27,518	-	27,518	-	-	-
Donated goods and services	-	-	-	19,000	-	19,000
Other	-	-	-	-	534	534
	<u>257,319</u>	<u>87,198</u>	<u>344,517</u>	<u>19,057</u>	<u>534</u>	<u>19,591</u>
Donations and gifts						
Transfer of net assets from Walsall CAB	229,776	87,179	316,955	-	-	-
Other	25	19	44	57	-	57
	<u>229,801</u>	<u>87,198</u>	<u>316,999</u>	<u>57</u>	<u>-</u>	<u>57</u>

Included within donated goods and services is £316,955 of assets that were donated to the charity from Walsall Citizens Advice Bureau. On 1st October 2020, the assets and liabilities of Walsall Citizens Advice Bureau were transferred over to Citizens Advice Sandwell & Walsall Ltd.

The assets transferred were as follows:

Tangible fixed assets	4,786
Current assets	462,198
Current liabilities	(114,836)
Pension provision	(35,193)
Total assets transferred	£316,955

CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

4 Charitable activities

	2021	2020
	£	£
Provision of advocacy, advice and information	2,363,023	1,814,734
	<u>2,363,023</u>	<u>1,814,734</u>
Analysis by fund		
Unrestricted funds	875,880	831,560
Restricted funds	1,487,143	983,174
	<u>2,363,023</u>	<u>1,814,734</u>

5 Investments

	Unrestricted funds	Unrestricted funds
	2021	2020
	£	£
Interest receivable	497	1,615
	<u>497</u>	<u>1,615</u>

6 Other income

	Unrestricted funds	Restricted funds	Total	Unrestricted funds	Restricted funds	Total
	2021	2021	2021	2020	2020	2020
	£	£	£	£	£	£
Other income	11,646	23,610	35,256	25,414	32,291	57,705
	<u>11,646</u>	<u>23,610</u>	<u>35,256</u>	<u>25,414</u>	<u>32,291</u>	<u>57,705</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

7 Charitable activities

	2021	2020
	£	£
Staff costs	1,607,836	1,222,897
Depreciation and impairment	21,201	12,562
Rent, rates and power	37,641	31,157
Other staff costs	18,383	36,239
Printing, postage and stationery	8,735	20,220
Telecommunications	38,168	20,133
Legal and professional costs	42,312	34,051
Office equipment costs	25,060	17,405
Advertising	6,375	401
Cleaning, sundries and refreshments	10,121	7,990
	<u>1,815,832</u>	<u>1,403,055</u>
Share of support costs (see note 8)	463,386	245,932
Share of governance costs (see note 8)	35,072	28,718
	<u>2,314,290</u>	<u>1,677,705</u>
Analysis by fund		
Unrestricted funds	738,944	722,907
Restricted funds	1,575,346	954,798
	<u>2,314,290</u>	<u>1,677,705</u>
For the year ended 31 March 2020		
Unrestricted funds	722,907	
Restricted funds	954,798	
	<u>1,677,705</u>	

CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

8 Support costs

	Support costs	Governance costs	2021	Support costs	Governance costs	2020
	£	£	£	£	£	£
Staff costs	242,936	6,900	249,836	149,731	5,825	155,556
Depreciation	7,545	-	7,545	3,788	-	3,788
Rent, rates and power	15,459	-	15,459	30,455	-	30,455
Insurance	5,786	-	5,786	6,154	-	6,154
Repairs and maintenance	124,297	-	124,297	13,674	-	13,674
Printing, postage & stationary	3,136	-	3,137	-	-	-
Telecommunications	24,818	-	24,818	22,788	-	22,788
Other staff costs	1,262	-	1,262	2,515	-	2,515
Training	4,808	-	4,808	-	-	-
Sundries	19,116	-	19,116	8,493	-	8,493
Office equipment costs	14,222	-	14,222	8,334	-	8,334
Audit fees	-	7,960	7,960	-	7,715	7,715
Legal and professional	-	20,004	20,004	-	11,502	11,502
Other Governance costs	-	208	208	-	3,676	3,676
	<u>463,385</u>	<u>35,072</u>	<u>498,458</u>	<u>245,932</u>	<u>28,718</u>	<u>274,650</u>
Analysed between						
Charitable activities	463,386	35,072	498,458	245,932	28,718	274,650

Prior year adjustment to support costs

Support costs were incorrectly allocated to direct costs in the previous period. The comparative figures have been corrected in this years accounts and as a result, there are an additional £27,745 of costs shown in support costs this year.

Governance costs includes payments to the auditors of £6,480 (2020- £5,760) for audit fees.

9 Trustees

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

CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

10 Employees

The average monthly number of employees during the year was:

	2021	2020
	Number	Number
Advice workers	63	50
Administrators (incl. Apprenticeships)	12	11
Managers	4	3
Cleaners	1	1
	<hr/>	<hr/>
Total	80	65
	<hr/> <hr/>	<hr/> <hr/>

Employment costs	2021	2020
	£	£
Wages and salaries	1,689,894	1,267,304
Social security costs	136,762	92,214
Other pension costs	31,016	18,935
	<hr/>	<hr/>
	1,857,672	1,378,453
	<hr/> <hr/>	<hr/> <hr/>

The number of employees whose annual remuneration was £60,000 or more were:

	2021	2020
	Number	Number
£60,000 - £70,000	1	-
	<hr/> <hr/>	<hr/> <hr/>

CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

11 Tangible fixed assets

	Leasehold land and buildings	Fixtures and fittings	Motor vehicles	Total
	£	£	£	£
Cost				
At 1 April 2020	23,389	176,265	-	199,654
Additions	-	13,660	57,551	71,211
Disposals	(20,277)	-	-	(20,277)
At 31 March 2021	<u>3,112</u>	<u>189,925</u>	<u>57,551</u>	<u>250,588</u>
Depreciation and impairment				
At 1 April 2020	23,389	158,540	-	181,929
Depreciation charged in the year	-	20,108	11,510	31,618
Eliminated in respect of disposals	(20,277)	-	-	(20,277)
At 31 March 2021	<u>3,112</u>	<u>178,648</u>	<u>11,510</u>	<u>193,270</u>
Carrying amount				
At 31 March 2021	<u>-</u>	<u>11,277</u>	<u>46,041</u>	<u>57,318</u>
At 31 March 2020	<u>-</u>	<u>17,724</u>	<u>-</u>	<u>17,724</u>

12 Debtors

	2021	2020
	£	£
Amounts falling due within one year:		
Trade debtors	8,395	47,309
Other debtors	4,704	1,284
Prepayments and accrued income	25,016	9,792
	<u>38,115</u>	<u>58,385</u>

13 Creditors: amounts falling due within one year

	Notes	2021	2020
		£	£
Other taxation and social security		120	-
Deferred income	15	20,896	145,339
Trade creditors		28,487	5,475
Other creditors		87,961	6,129
Accruals and deferred income		27,029	17,875
		<u>164,493</u>	<u>174,818</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Provisions for liabilities	Notes	2021 £	2020 £
Retirement benefit obligations	16	29,702	-
		<u>29,702</u>	<u>-</u>
15 Deferred income			
		2021 £	2020 £
Arising from Income received in advance		20,896	145,339
		<u>20,896</u>	<u>145,339</u>

CITIZENS ADVICE SANDWELL & WALSALL LTD
FORMERLY CITIZENS ADVICE SANDWELL LTD
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

16 Retirement benefit schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered Group Personal Pension Plan. At the year-end there were no unpaid contributions.

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 31 January 2025: £11,243,000 per annum (payable monthly and increasing by 3% each on 1st April).

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies. Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2016 to 30 September 2025: £12,945,440 per annum (payable monthly and increasing by 3% each on 1st April)

From 1 April 2016 to 30 September 2028: £54,560 per annum (payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

	2021	2020
	%	%
Discount rate	0.66	

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16 Retirement benefit schemes

(Continued)

Amounts recognised in the profit and loss account:

	2021	2020
	£	£
Net interest on defined benefit liability/(asset)	790	-
Other costs and income	1,016	-
	<u>1,806</u>	<u>-</u>
Total costs	<u><u>1,806</u></u>	<u><u>-</u></u>

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

	2021	2020
	£	£
Present value of defined benefit obligations	29,702	-
	<u>29,702</u>	<u>-</u>
Deficit in scheme	<u><u>29,702</u></u>	<u><u>-</u></u>

Movements in the present value of defined benefit obligations:

	2021
	£
Liabilities at 1 April 2020	-
Liabilities assumed in a business combination	35,193
Benefits paid	(7,297)
Interest cost	790
Other	1,016
	<u>29,702</u>
At 31 March 2021	<u><u>29,702</u></u>

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17 Restricted funds

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

	Movement in funds			Movement in funds			Movement in funds		
	Incoming resources	Resources expended	Transfers	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 31 March 2021	
	£	£	£	£	£	£	£	£	
BBO Click Start	280,295	(265,707)	-	14,588	283,266	(278,488)	-	19,366	
MAPS	260,131	(226,791)	(33,340)	-	350,367	(350,367)	-	-	
Help To Claim	443,282	(440,230)	-	3,052	593,109	(578,477)	(17,684)	-	
Municipal Buildings	32,291	(22,071)	-	10,220	21,406	(25,573)	-	6,053	
WMBC - Core Grant	-	-	-	-	98,000	(98,000)	-	-	
BBO - Family Matters	-	-	-	-	43,633	(40,636)	(2,997)	-	
WATCH Project - community coronavirus relief fund	-	-	-	-	63,622	(61,146)	-	2,476	
British Gas Energy Trust	-	-	-	-	59,460	(57,571)	-	1,889	
CASSIE - community coronavirus relief fund	-	-	-	-	85,088	(85,088)	-	-	
	<u>1,015,999</u>	<u>(954,799)</u>	<u>(33,340)</u>	<u>27,860</u>	<u>1,597,951</u>	<u>(1,575,346)</u>	<u>(20,681)</u>	<u>29,784</u>	

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18 Designated funds

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

	Transfers £	Balance at 1 April 2020 £	Resources expended £	Balance at 31 March 2021 £
Refurbishment fund	100,000	100,000	(100,000)	-
	<u>100,000</u>	<u>100,000</u>	<u>(100,000)</u>	<u>-</u>

19 Analysis of net assets between funds

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Fund balances at 31 March 2021 are represented by:						
Tangible assets	54,280	3,038	57,318	13,962	3,762	17,724
Current assets/ (liabilities)	925,306	26,746	952,052	508,844	24,098	532,942
Provisions and pensions	(29,702)	-	(29,702)	-	-	-
	<u>949,884</u>	<u>29,784</u>	<u>979,668</u>	<u>522,806</u>	<u>27,860</u>	<u>550,666</u>

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20 Operating lease commitments

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

	2021	2020
	£	£
Within one year	37,867	33,167
Between two and five years	63,686	85,853
In over five years	3,300	16,500
	<u>104,853</u>	<u>135,520</u>

21 Related party transactions

There were no disclosable related party transactions during the year (2020 - none).

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2021	2020
	£	£
Aggregate compensation	<u>212,232</u>	<u>140,310</u>