



**TELFORD AND THE WREKIN
CITIZENS ADVICE BUREAUX**

[Trading as Citizens Advice Telford & The Wrekin]

(a company limited by guarantee)

**Charity No. 1077566
Company No. 03844929**

**REPORT AND FINANCIAL STATEMENTS
YEAR ENDED 31 MARCH 2020**

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

LEGAL & ADMINISTRATIVE INFORMATION

For the year ended 31 March 2020

Charity number: 1077566
Company number: 03844929

Authorised & regulated by the Financial Conduct Authority; FRN: 617769

Registered office: 40 Tan Bank
Wellington
Telford
TF1 1HW

Trustees/Directors:		Length of service
	David Shelmerdine	2 years
	Paul Clifford	2 years
	Cllr Andrew Burford	5 years
	June Slaven	6 years
	Sam Chilvers (co-opted June 2019, elected September 2019)	< 1 year
	Terry Yarnell (co-opted June 2019, elected September 2019)	< 1 year
	Cllr Raj Mehta (from October 2019)	< 1 year
	Julie Twynholme (co-opted October 2019)	< 1 year
	Louise Lomax (resigned January 2020)	
	Cllr Rae Evans (resigned September 2019)	
	George Kinnell (resigned September 2019)	

Key Personnel: Caro Hart - Chief Executive Officer
Nigel Jackson - Resources Manager
Valerie Graham - Development Manager

Auditors: Dykes Yaxley Limited
Old Potts Way
Shrewsbury
SY3 7FA

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

Solicitors: MFG Solicitors
Padmore House
Hall Court
Hall Park Way
Telford
TF3 4LX

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

CONTENTS

For the year ended 31 March 2020

1. Objectives and activities	4
1.1 Charitable objects	4
1.2 Strategic priorities	5
1.3 Staff and volunteers	5
1.4 Provision of services	6
2. Achievements and performance	7
2.1 Working with client	7
2.2 Staffing	8
2.3 Quality monitoring	8
3. Financial review	8
3.1 Financial position	8
3.2 Principal funding sources	9
3.3 Reserves policy	9
3.4 Investment policy	10
3.5 Risk management	10
4. Plans for future periods	10
4.1 Strategic priorities	10
4.2 COVID-19 & Going Concern	11
5. Information on fundraising practices	12
5.1 Fundraising code of practice	12
6. Structure, governance and management	12
6.1 Governing document	12
6.2 Organisational structure	12
6.3 Trustee induction and training	12
6.4 Pay and remuneration of senior staff	13
6.5 Related parties	13
7. Statement of Trustees' responsibilities	14
8. Independent auditor's report	15
Statement of financial activities	18
Balance sheet	19
Cash flow statement	20
Notes to the accounts	21
Detailed income and expenditure accounts (management information only)	37

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2020

The Trustees (who are also directors of the charity for the purposes of the Companies Act) are pleased to present their annual report and audited financial statements for the year ending 31 March 2020. The financial statements comply with requirements of the Statement of Recommended Practice 2015, the Companies Act 2006 and Financial Reporting Standards.

1. OBJECTIVES AND ACTIVITIES

1.1 Charitable Objects

The objectives of the company are:

"The promotion of any charitable purpose for the benefit of the community in the area of Telford and Wrekin Council by the advancement of education, the protection of health and the relief of poverty, sickness and distress."

The activities of the Charity are:

"Advice and support on all problems affecting the general public".

Telford and Wrekin Citizens Advice Bureaux aims:

To provide the advice people need for the problems they face.

And equally:

To improve the policies and practices that affect people's lives.

The Trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake. The Trustees consider the objectives and activities of the charity are of a public benefit.

Telford and Wrekin Citizens Advice Bureaux is known as Citizens Advice Telford and the Wrekin (CAT&W), following a re-branding of the whole national service some years ago.

CAT&W aim to provide a regular and accessible holistic advice service for the people of Telford and Wrekin local authority area. The advice service is free, confidential, impartial and independent. The charity provides information and advice on individual's rights and responsibilities, empowering those who can to help themselves to resolve issues and supporting those who need more help.

It also aims to identify local need for specialist advice services and to meet this need by providing these services directly or working with and in support of other agencies. CAT&W also aim to use their knowledge of local issues to work proactively with local and regional agencies to prevent problems arising for their clients in the first place.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2020

1.2 Strategic priorities

For 2019-20 we had eight strategic priorities:

- ✚ **Ensure that people get the help they need;** we will offer a range of channels for people to contact us and by 2022 we will have increased the number of people we serve by 25%
- ✚ **Increase outreach services, especially for disadvantaged communities;** by 2021 we will be serving all of the most disadvantaged communities, especially in South Telford, with drop-in and appointment services. All our projects will offer services in the community.
- ✚ **Improve volunteering offer and numbers;** by 2022 we will have increased the number of people actively volunteering with us by 100% and they will be undertaking a wider range of roles.
- ✚ **Improve our visibility;** by 2022 we want to ensure that more people know what services we offer, that we are seeking volunteers and about our outreaches.
- ✚ **Build stronger partnerships;** by 2022 we will be actively working in funded partnerships with twice the number of local Voluntary, Community and Social Enterprise sector (VCSE) organisations
- ✚ **Ensure that we prioritise equalities and value diversity;** we will ensure accessibility remains a top priority, look at our volunteer offering and ensure our Trustee, staff and volunteer make-up reflects the local community
- ✚ **Improve the quality of our monitoring and evaluation;** from 2019 we will ensure that every contact is counted and that we can see the clients' journeys through the services we offer.
- ✚ **Have sustainable income for the next few years;** by 2021 we will have generated additional income to the value of our corporate grant each year. By 2022 we will have secured income which pays for our core services and key outreaches until at least 2025.

These fed into the planning for activities in-year and progress towards these targets was regularly reported to the Trustee Board.

1.3 Staff and volunteers

CAT&W are working to achieve their aims through the use of both volunteer and paid staff, and through obtaining funding from a wide range of different sources. During the year a total of 121 volunteers contributed around 18,000 hours with an estimated value of almost £290,000 (using TOMs standard proxy measure). They worked in a range of roles including Trustees, advisers, hub receptionists, telephonists, form-fillers, administrators and much more.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2020

1.3 Staff and volunteers (cont.)

During the year CAT&W had around 30 members of part- and full-time staff working on the generalist services, outreaches and projects and in support of these. As at 31st March 2020 we had just over 22 FTE staff as follows:

- Senior Management Team 3 full time (FTE) posts
- Co-ordinators Team (training, projects, quality of advice and customer services) 3 FTE posts with one 0.8FTE post-holder on maternity leave
- Infrastructure posts (HR, finance, ICT and including Business Administrator) 2.9 FTE posts
- Advice Session Supervisors Team 0.6 FTE posts
- Outreach sessions 2.4 FTE posts
- Projects 9 posts FTE (Helping Hands 2 FTE, Money Advice 3 FTE, Help to Claim 3 FTE, Strengthening Families 0.3 FTE, Armed Forces Covenant 0.4 FTE, Domestic and Emotional Abuse Project 0.3 FTE) including one full-time apprentice
- We also have two part-time cleaners

Note: as at 31 March 2020 some staff and volunteers were re-deployed due to the impact of coronavirus and consequent changes to services.

1.4 Provision of services

In the year we saw almost half of our clients in person. The following services and projects were provided during the year¹:

- Drop-in service every weekday 9am to 5pm (later on a Tuesday) at the Advice Centre in Tan Bank, Wellington
- Self-help and digital access facilities every weekday in the Hub at Tan Bank
- General advice by appointment at First Point five days per week
- Help and advice for people with vulnerabilities in acute financial crisis through the Helping Hands Project which is delivered in partnership with Mind, STAY, Telford Crisis Support and evaluation consultants RHCS
- Debts advice and casework, especially for vulnerable people, through the Money Advice Service project
- Help to Claim, to help for people to make claims for Universal Credit
- Energy advice for individuals and groups including help to find the best tariff and information on how to switch (October to March)
- General advice at weekly outreach sessions in Newport, Madeley, Stirchley, Oakengates and Dawley throughout the year, Hadley and Leegomery from October 2019 and Woodside from January 2020.
- Dedicated advice for families with children who have severe and multiple needs – working with Telford and Wrekin Council's Strengthening families Team
- Specialist advice for people affected by Brexit
- The Armed Forces Covenant Project piloting information and signposting for people who are serving in the armed forces, who have served, and their families.
- The Domestic and Emotional Abuse project (from November 2019) raising awareness within the community of issues around domestic and emotional abuse.
- Pensionwise advice (hosting Citizens Advice Shropshire's project)
- Financial Planning advice
- Personal Budgeting advice for Universal Credit claimants

¹ Open-door, project and outreach services were delivered by telephone and email from week commencing 23 March 2020 due to the government guidelines during the coronavirus world pandemic.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2020

1.4 Provision of services (cont.)

- My Choice first point of contact service and assistive technology drop-in for adults with care needs – this project was delivered in partnership with Age UK, Taking Part, SIAS and Alzheimer's UK until Sept. 2019.
- Trusted Assessor service doing assessments in the home for assistive equipment, for both older and working age people, working in partnership with the Shropshire Fire and Rescue Service, Age UK and Taking Part. This ceased in September 2019.
- Assistive Technology drop-in session (hosting Telford and Wrekin Council's team) and Hearing Aid maintenance
- Healthy Lifestyles drop-in sessions (hosting the Wellbeing Team from Telford and Wrekin Council)
- VISS Sign Language Interpreting Service (Shropshire) was hosted to work with people from the deaf community
- We also had a rota of local solicitors doing free sessions on immigration, employment, family matters and housing.

2. ACHIEVEMENTS AND PERFORMANCE

The Trustees believe that CAT&W is a service at the heart of the community in Telford and Wrekin. In September 2019 the Citizens Advice service was eighty years old and Citizens Advice Telford and the Wrekin was 20 years old (it was formerly three separate Citizens Advice Bureaux). The future of the organisation is in stronger links within local neighbourhoods and with other voluntary sector partners. Much of our work in this year, therefore, was to raise greater awareness of what we do and how we help people so that we can attract more volunteers, help more clients appropriately and develop a sustainable funding base.

2.1 Working with clients

Between April 2019 and March 2020, we dealt with 21,263 issues (almost half as much again as last year) for 11,907 clients. The biggest areas of work as usual were benefits; 5,607 issues dealt with, plus a further 4,918 issues just on Universal Credit and debts (3,825 issues dealt with). We also dealt with 1,393 employment issues and 1,058 housing issues.

We achieved the following:

- 8,720 people were seen in our Hub at Wellington which is a 22% rise on 2018-19.
- 1,922 people were helped over the phone for general information and signposting which is a 50% rise on 2018-19.
- More than 1,200 people were seen at our outreach service (including First Point, Southwater) which is a 12% rise on 2018-19.
- More than 3,000 people were helped by our projects with financial crises, claiming benefits and much more (this is not comparable to last year, as the nature and number of projects is different) and a further 3,000 through the My Choice, first-point of contact Telephone Line up until September when this service ceased.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2020

2.1 Working with clients (cont.)

- We reached more than 1,500 people with our research and campaigning work and 82 at our public anniversary event.

The income gained for local people was £4,711,323 mostly in benefit income. We dealt with £5,964,961 of debt, getting 14% of that written off by creditors.

2.2 Staffing

We are a comparatively small charitable organisation. We run our core-services and associated projects with a group of staff who often work flexibly across areas of work and on different projects as funding allows. We are committed to those staff and their care and welfare. The majority of our work is provided under contract and we have to deliver to a range of targets and key performance indicators (KPIs).

This year we have instigated two new projects and three new outreach locations. We had two major projects finish with a loss of funding for 2.3 FTE of our staff, but we managed to re-deploy 1.2 FTE staff to other projects and functions.

2.3 Quality monitoring

We have done well this year across most areas of our Performance Quality Framework which is monitored by Citizens Advice nationally. These are scored against a Red, Amber, Yellow, Green (RAYG) system, where Green is the top score. As at 31 March 2020 our scores were as follows:

- Our *Client Experience* scores were all Green or Yellow with 79% of clients saying that we solved their problem. Half would recommend us to someone else. We scored Yellow for ease of access and have taken that on board with the development of more community-based delivery and plans for the use of more ways to contact us such as email and online chat.
- We scored Green on our *Financial Health* and are in the top 39% of Citizens Advice offices nationally to do so. This is due to the support of our funders and the longer-term agreements they have offered us, which has enabled us to leverage other income streams and manage our delivery year-on-year.
- Our *Quality of Advice Assessment (QAA)* assessment has been mainly Green all year for client outcome and customer service and Green for consistency which shows the quality of our in-house assessments.
- Our annual *Leadership* audit scored Green for the Leadership rating and Green for our Equalities Leadership rating. This indicates that we have good governance, management and leadership systems in place.
- We scored a Red in March 2020 on our *People Management* with a low rating satisfaction from our staff and volunteers. Work on addressing this is a priority for the coming year.

3. FINANCIAL REVIEW

3.1 The financial position

The Trustees consider that the state of the charity's affairs is satisfactory. It has taken into account the current and future effects of the Covid-19 Pandemic (see 4.2 below) which has created changes since the year-end. However, the Trustees do not expect any significant long-term change in the type or volume of the charity's core business.

Income in the year was £672,728 (£588,972 in 2018/19) of which £464,548 related to restricted projects and activities. Total expenditure was £704,973 (£583,294 in 2018/19). The balance carried forward was therefore a deficit of £32,245.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2020

3.1 The financial position (cont.)

The charity has many projects with restricted funding and the charity will sometimes have to commence projects using unrestricted funds before specific funding is received. This means that some of the restricted funds may be in deficit at the year-end. This represents the timing of the funding only. Any completed projects which are in deficit have an amount transferred from unrestricted reserves to the fund.

At the year-end we held unrestricted and undesignated reserves of £49,478 (2019: £589,837). The reduction is due to the Trustees designating a greater amount of funds as required for the future operation of the charity. See the reserves policy (at 3.3 below).

3.2. Principal Funding Sources

The Trustees of CAT&W would like to thank all of those who have given funding or donated to CAT&W across the last financial year. Our principle funders have been:

- Telford and Wrekin Council
- The Money Advice Service
- The Big Lottery
- The Department of Works and Pensions (DWP)
- The Nationwide Trust
- Town and Parish councils including Newport Town Council, Madeley Town Council, Greater Dawley Parish Council, Stirchley and Brookside Parish Council, Oakengates Town Council and Hadley and Leegomery Parish Council
- The Good Things Foundation
- The Rotary Club of Ironbridge
- Shropshire Independent Advocacy Service (SIAS)
- Asda, the Rotary club of Wellington, Cllr Paul Watling and Cllr Kelly Middleton for the school uniform bank project UP UP
- Wrekin Housing Trust

3.3 Reserves Policy

The Trustees believe that the Charity should hold financial reserves in order to ensure that it can continue to operate and meet the needs of clients in the event of unforeseen and potentially damaging circumstances arising. This policy is monitored quarterly and reviewed annually by the Trustees. The policy was reviewed in July 2020.

The Trustees believe it to be prudent to have in reserves four months' budgeted operating costs which at the year-end totalled £224,720 (based on 2020-21 budgeted operating costs). This amount has been set aside as designated at the year-end in order that the Trustees are able to see a figure of general reserves which reflects the true amount left over to make strategic decisions with about future spending. This amount was not designated in the prior year but would have amounted to £235,220 (based on 2019-20 costs). The amount has been reduced from six months' operating costs to four month's operating costs this year due to the additional number of reserves designated and because the Trustees do not believe they would continue to run projects for which funding finished beyond the three months for which most posts have a maximum notice period for.

£76,914 was set aside as Staffing reserve for redundancies (2019: £76,468) and £290,000 for Freehold property which is not readily available for use in the short term as free funds as it is an operating hub of the Charity (this was not designated in the prior year but would have amounted to £290,000 in the prior year).

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2020

3.3 Reserves Policy (cont.)

The Trustees have also designated funds for planned expenditure over the next two years by the Charity of: £30,807 for ICT spend (2019: £40,000), £3,473 for development costs (2019: £4,500), £50,000 as provision for a significant spend in the building which could threaten delivery (2019: £100,000) and £52,450 for a managed use of balances from expected deficit years to help the organisation to achieve a break-even budget by 2022-23.

These levels are reviewed annually or where there is material change and the Trustees constantly seek to bring the reserves into alignment with its policy. Please see note 18 on page 31 for further information and a breakdown of unrestricted funds.

3.4 Investment Policy

The company has the power, in furtherance of its objects, to invest monies not immediately required for working capital. In doing so the Trustees aim to get the maximum return balanced against the risks. Pre Covid-19 and following a review of the organisation's investments, the Trustees have revised the placement of funds in accounts with varying notice periods, to achieve better returns.

3.5 Risk Management

The Trustees have considered all the major risks to which the charity is exposed and regularly review the risk management strategy and take action to mitigate those risks. A new Risk Management Strategy was adopted in October 2018 and updated in July 2019. A report is received quarterly by the Trustee Board on major and emerging risks.

The most major risks identified are:

- Loss of income through changes in funding and income streams ceasing
- Changes in the political and policy environment at national, regional and local levels
- The potential for a serious problem with the premises at Tan Bank which we own



Policies and procedures are in place to manage organisational processes such as financial management and partnership working to obviate risk in these areas. This year we have undertaken a full review of our management systems against Charity Commission guidance to ensure we are congruent with best practice in the sector.

4. PLANS FOR FUTURE PERIODS








4.1 Strategic priorities

In January 2020, the Trustee Board agreed an updated Strategic Plan for the period to 2019-2022. These ambitions have been identified by collective discussion involving staff, Trustees and volunteers. Both this and the accompanying 2020-21 Operations Plan are available upon request.

Our updated strategic priorities are:

-  **Ensure that people get the help they need;** we will offer a range of channels for people to contact us and by 2022 we will have increased the number of people we serve by 25%.
-  **Increase outreach services, especially for disadvantaged communities;** by 2021 we will be serving all of the most disadvantaged communities, especially in South Telford, with drop-in and appointment services. All our projects will offer services in the community.

4.1 Strategic priorities (cont.)

-  **Improve volunteering offer and numbers;** by 2022 we will have increased the number of people actively volunteering with us by 100% and they will be undertaking a wider range of roles.
-  **Ensure that we prioritise equalities and valuing diversity;** we will ensure accessibility remains a top priority, look at our volunteer offering and ensure our Trustee, staff and volunteer make-up reflects the local community.
-  **Improve our communications across all stakeholders.** From 2020 we will ensure that we are undertaking well-planned and coordinated communications, with clear messages to identified stakeholders. We will demonstrate increased numbers of people contacted year-on-year and be able to track the success of calls-to-action.
-  **Build and maintain VCSE and cross-sector partnerships which are effective, well-managed and which add value to our work.** By 2022 we will have a range of partnerships with clearly defined aims and outcomes.
-  **Improve how we use evidence to inform and influence and demonstrate clearly our value.** We will continue to use data to demonstrate local need and how we address it. By mid-2020 we will be using measures to clearly show the value to local services of the work we do.
-  **Develop a sustainable financial position.** We will ensure that we manage our income, expenditure and reserves such that by 2022 we are in a break- even position. We will undertake a review of the services we offer in support of this, if necessary.
-  **Develop our research and campaigns activities.** From 2020 we will ensure that our campaigning is in support of and supported by our service and project delivery

This will bring a number of developments and changes to the services we deliver and where and how we deliver them. The Trustees recognise that an equal priority in managing any changes is the welfare of the staff and volunteers.

4.2 COVID-19 & Going Concern

Whilst the year ending 31 March 2020 was largely unaffected by Covid-19, the recent worldwide outbreak and the virus control measures has resulted in the charity closing its offices. However, we are still providing telephone and email support to those needing our support/advice and have trebled our capacity to deliver services in this way.

Once the current lockdown² is lifted all activities and income generation will be reviewed on a case by case basis and hopefully rescheduled. The Trustees anticipate an increased demand on grant funding as a consequence of Covid-19, not least because of new opportunities which will be presented going forward.

The charity's funding has continued and, together with our reserves and expenditure control, the Trustees do not consider there to be a going concern issue during the crisis, and for the next 12 months.

² Still In place in April 2020 when this review was prepared.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2020

5. INFORMATION ON FUNDRAISING PRACTICES

5.1 Fundraising code of practice

CAT&W is a registered Telford and Wrekin-based charity and, as such, accepts and invites donations from members of the public, local businesses and other supporters. The Charity has an income generation plan which is agreed by Trustees and a systematic approach to diversifying its income streams in order to minimise risk to the organisation.

Where it undertakes fundraising with the public, it adheres to the Code of Fundraising Practice (2016) in how it goes about raising money.

In 2019-20 CAT&W did not work with any professional fundraisers or commercial organisations. If it were to do so, it would contract with individuals or organisations so that they are also bound by the provisions of the Code of Fundraising Practice.

6. STRUCTURE, GOVERNANCE AND MANAGEMENT

6.1 Governing Document

The Charity (which has the working name of 'Citizens Advice Telford & The Wrekin') was formed as a company limited by guarantee on 20 September 1999 (Company Number: 03844929). The full name of the charity is 'Telford and The Wrekin Citizens Advice Bureaux' and was registered with the Charity Commission on 27 September 1999 (Charity Number: 1077566). It is governed by its Memorandum and Articles of Association, as last updated on 10 February 2003.

6.2 Organisational Structure

CAT&W is governed by its Trustee Board which is responsible for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet quarterly as a minimum and delegate the day-to-day operation of the charity to the CEO and Senior Management Team. The Trustee Board is independent of the management team. A register of Trustee Board members' interests is kept at the registered office and is available to the public. Trustees are elected from the local community at the Annual General Meeting. Induction and training are provided through training courses, mentoring and e-learning.

CAT&W is a member of Citizens Advice (the operating name of the National Association of Citizens Advice Bureaux) and complies with its national standards of advice and casework.

6.3 Trustee induction and training

In 2018-19 the way in which new Trustees undergo induction was refreshed and updated and includes information on the Charity Governance Code, Charity Commission leaflet "The Essential Trustee" and information on the responsibilities of charity governance.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2020

6.4 Pay and remuneration of senior staff

Role descriptions for senior staff were reviewed in January 2020 and some responsibilities were re-allocated. Nigel Jackson Resources Manager became Operations Manager with responsibility for delivery of all the front-line services. Valerie Graham, Development Manager moved away from partnership working and research and campaigns work, to prioritise income generation and communications. Caro Hart the Chief Executive Officer has assumed responsibility for infrastructure functions but has moved away from day-to-day management of financial functions following the creation of a part time Finance Manager role and a review supported by national Citizens Advice of our internal financial controls and processes and their resultant recommendations

Despite these changes, it has not been possible, given the budget constraints, to review pay levels for the senior staff.

6.5 Related parties

The Trustees confirm that CAT&W works in partnership with several other charities and organisations to fulfil some of its charitable aims. Projects including My Choice, Helping Hands and the Nationwide Trust Trusted Assessors project are (or were) delivered in partnership with organisations including Age UK, Taking Part, Mind, Stay and Telford Crisis Support. In all cases, we are the lead organisation on the contract and have clear agreement on how funds will be disbursed to partners. We have data-sharing agreements where required.

We have no other subsidiary undertakings delivered by related parties.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2020

7. STATEMENT OF TRUSTEES' RESPONSIBILITIES

The Trustees (who are also directors of Citizens Advice Telford and the Wrekin for the purposes of company law) are responsible for preparing the Trustees Report and the accounts in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law applicable to charities in England and Wales requires the Trustees to prepare accounts 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 charity for that year.

In preparing these accounts, 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 accounting standards have been followed, subject to any material departures disclosed and explained in the accounts; and
- prepare the accounts on the going concern basis unless it is inappropriate to presume that the charity will continue in operation.

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

Disclosure of information to auditors - Each of the persons who are Trustees at the time when this Trustees' report is approved has confirmed that:

- So far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware
- The Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

The Trustees report was approved by the Board of Trustees, on 29th July 2020:

David Shelmerdine

Trustee (Chair)

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX CHARITABLE COMPANY

8. INDEPENDENT AUDITOR'S REPORT

Opinion on Financial Statements

We have audited the financial statements of Telford and the Wrekin Citizens Advice Bureaux for the year ended 31 March 2020 which comprise of the Statement of Financial Activities, the Balance Sheet, the Cash Flow Statement and the Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- Give a true and fair view of the state of the charitable company's affairs as at 31 March 2020 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;
- 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 Telford and the Wrekin Citizens Advice Bureaux 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

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where;

- the Trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about Telford and the Wrekin Citizens Advice Bureaux's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue; or
- the Trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX CHARITABLE COMPANY

Other information

The Trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

- the information given in the Trustees' report (incorporating the strategic report and directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the Trustees' report (incorporating the strategic report and the director's report) have been prepared in accordance with applicable legal requirements

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report (including the Strategic Report).

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 require 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;
- the financial statements are not in agreement with the accounting records and returns;
- certain disclosure of Trustees' remuneration specified by law are not made; or
- we have not obtained all the information and explanations necessary for the purpose of our audit.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX CHARITABLE COMPANY

Responsibilities of the Trustees

As explained more fully in the statement of Trustees' responsibilities, the Trustees, who are also the directors of Telford and the Wrekin Citizens Advice Bureaux 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 Telford and the Wrekin Citizens Advice Bureaux'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.

Our 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.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <http://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 Charity'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 Charity'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 Charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Mr Ian Walsh
Senior Statutory Auditor
For and on behalf of Dyke Yaxley Limited
Chartered Accountants and Statutory auditors

1 Brassey Road
Old Potts Way
Shrewsbury
SY3 7FA

Date:

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

STATEMENT OF FINANCIAL ACTIVITIES

(Including income and expenditure account)

For the year ended 31 March 2020

	Note	Unrestricted Funds 2020 £	Restricted Funds 2020 £	Total Funds 2020 £	Unrestricted Funds 2019 £	Restricted Funds 2019 £	Total Funds 2019 £
Income from:							
Donations and legacies	2	1,304	1,000	2,304	2,269	2,650	4,919
Charitable activities	3	195,333	463,548	658,881	196,800	377,582	574,382
Activities for generating funds	4	2,694	-	2,694	1,575	4,800	6,375
Investments	5	8,849	-	8,849	3,296	-	3,296
Total income		208,180	464,548	672,728	203,940	385,032	588,972
Expenditure on:							
Charitable activities	6,7	241,143	463,830	704,973	165,607	417,687	583,294
Total expenditure		241,143	463,830	704,973	165,607	417,687	583,294
Net income/(expenditure) before transfer		(32,963)	718	(32,245)	38,333	(32,655)	5,678
Transfers between funds		-	-	-	(1,705)	1,705	-
Net movement in funds		(32,963)	718	(32,245)	36,628	(30,950)	5,678
Reconciliation of funds:							
Total funds brought forward at 01 April 2019		810,805	2,000	812,805	774,177	32,950	807,127
Total funds carried forward at 31 March 2020		777,842	2,718	780,560	810,805	2,000	812,805

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

The notes on pages 21 to 36 form part of these financial statements.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

BALANCE SHEET

As at 31 March 2020

		2020		2019	
	Note	£	£	£	£
Fixed assets					
Tangible assets	13		290,000		290,000
Current assets					
Debtors	14	37,310		9,405	
Cash at bank and in hand		536,405		561,061	
			573,715	570,466	
Current liabilities					
Creditors: amounts falling due within one year	15	(83,155)		(47,661)	
Net current assets			490,560		522,805
Total net assets			780,560		812,805
Funds of the charity					
Unrestricted funds	18		49,478		589,837
Designated funds	18		728,364		220,968
Restricted funds	19		2,718		2,000
Total charity funds	21		780,560		812,805

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime under Companies Act 2006 and in accordance with Accounting and Reporting by Charities SORP (FRS 102).

The accounts were approved by the Board on 29th July 2020, and signed on its behalf by,

David Shelmerdine
Trustee (Chair)

The notes on pages 21 to 36 form part of these financial statements.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

CASH FLOW STATEMENT

For the year ended 31 March 2020

	Note	2020 £	2019 £
Cash flows from operating activities:			
Net cash provided by operating activities	24	(33,505)	(30,185)
Cash flows from investing activities:			
Interest income	5	8,849	3,296
		_____	_____
Net cash provided by investing activities		8,849	3,296
		_____	_____
Increase / (decrease) in cash and cash equivalents in the reporting period		(24,656)	(26,889)
		_____	_____
Cash and cash equivalents at the beginning of the reporting period		561,061	587,950
		_____	_____
Cash and cash equivalents at the end of the reporting period	25	536,405	561,061
		=====	=====

The notes on pages 21 to 36 form part of these financial statements.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

Charitable Company Information

Telford and the Wrekin Citizens Advice Bureaux is a private limited charitable company, limited by guarantee, by not having share capital incorporated and domiciled in England & Wales. The registered office is 40 Tan Bank, Wellington, Telford, TF1 1HW and the company registration number is: 03844929.

1 Accounting Policies

1.1 Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The Charity meets the definition of a public benefit entity under FRS 102. Assets and liabilities are recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

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

The Charity has availed itself of Paragraph 3 (2) of Schedule 4 of the Companies Act and adapted the Companies Act formats to reflect the special nature of the charity's activities.

1.2 Fund accounting

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

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

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

1.3 Income

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

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

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

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

1 Accounting Policies (continued)

1.4 Interest receivable

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

1.5 Resources expended

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

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

Support costs include all those overhead costs of the office, accommodation, utility services, and other services and costs, which are in support of the activity. They also include costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the levels of income per project.

1.6 Operating leases

The charity classifies the lease of property and printing and telecommunications equipment as operating leases. Rental charges are charged on a straight line basis over the term of the lease.

1.7 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. No provision for taxation has therefore been made in these accounts.

1.8 Tangible fixed assets, depreciation and impairment

Individual fixed assets (excluding IT equipment) costing £1,000 or more, and IT equipment of £1,500 or more are capitalised at cost and depreciated over their useful economic lives on the following basis:

Freehold property	- No depreciation
Computers, Furniture & Equipment	- 33% on cost (straight line method)

The Trustees consider that freehold properties are maintained in such a state of repair that their residual value is at least equal to their net book value. As a result, the corresponding depreciation would not be material and therefore, is not charged in the statement of activities. The Trustees perform annual impairment reviews in accordance with the requirements of FRS 15 and FRS 11 to ensure that the carrying value is not higher than the recoverable amount.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

1 Accounting Policies (continued)

1.8 Tangible fixed assets, depreciation and impairment (cont.)

At each reporting 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).

1.9 Debtors

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

1.10 Cash at bank and in hand

Cash at bank and in hand includes cash in hand, deposits held at call with banks and other short term liquid investments with original maturity of three months or less from the date of acquisition or opening of the deposit or similar account. Any bank overdrafts are shown within borrowings in current liabilities.

1.11 Creditors and provisions

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

1.12 Pensions and retirement benefits

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

1.13 Financial instruments

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

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

Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

1 Accounting Policies (continued)

1.14 Agency arrangements

Income received as part of a joint contract with other charitable organisations is held by this charity as agents for the partner charities and is not accounted for as income or expenditure of the charity.

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

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

Freehold properties - The Trustees estimate that the building value has not materially changed from the estimation performed in the prior year.

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

1.16 Going concern

Whilst the year ending 31 March 2020 was largely unaffected by Covid-19, the recent worldwide outbreak and the virus control measures has resulted in the charity closing its offices. However, we are still providing telephone and email support to those needing our support/advice and have trebled our capacity to deliver services in this way.

Once the current lockdown is lifted all activities and income generation will be reviewed on a case by case basis and hopefully rescheduled. The Trustees anticipate an increased demand on grant funding as a consequence of Covid-19, not least because of new opportunities which will be presented going forward.

The charity's funding has continued and, together with our reserves and expenditure control, the Trustees do not consider there to be a going concern issue during the crisis, and for the next 12 months. Therefore, at the time of approving the financial statements, the Trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus, the Trustees continue to adopt the going concern basis of accounting in the preparing the financial statements.

2 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Voluntary donations & gifts	1,304	1,000	2,304	4,919
	<hr/>	<hr/>	<hr/>	<hr/>
	1,304	1,000	2,304	4,919
	<hr/>	<hr/>	<hr/>	<hr/>

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

3 Income from charitable activities

Grants and contract income receivable for charitable activity	Unrestricted Funds	Restricted Funds	Total 2020	Total 2019
	£	£	£	£
Core Advice:				
Telford & Wrekin Council: Corporate	195,000	-	195,000	196,800
Telford & Wrekin Council: First Point	-	37,000	37,000	35,200
Energy projects	-	18,758	18,758	29,875
Loan Sharks (Scouts)	-	550	550	1,650
Other grants	-	1,000	1,000	1,250
	<u>195,000</u>	<u>57,308</u>	<u>252,308</u>	<u>264,775</u>
Debt & Benefits:				
Money Advice & Pensions Service: Debt Advice	-	104,064	104,064	104,020
Help to Claim (Universal Support)	-	108,341	108,341	37,918
Big Lottery Fund: Helping Hands	-	50,351	50,351	43,790
Telford & Wrekin Council: Children Centre Services	-	10,000	10,000	22,000
HMRC - Good Things Foundation	-	5,000	5,000	7,500
Other grants	333	-	333	2,860
	<u>333</u>	<u>277,756</u>	<u>278,089</u>	<u>218,088</u>
Social Care & Support:				
Telford & Wrekin Council: My Choice	-	30,893	30,893	44,794
Telford & Wrekin Council: Armed Forces Covenant	-	20,000	20,000	-
Brexit Advice grant	-	20,000	20,000	-
FDI	-	7,875	7,875	-
Nationwide	-	6,624	6,624	6,624
Telford & Wrekin Council: Paid Reps (Advocacy)	-	5,671	5,671	6,768
SIAS grant	-	5,000	5,000	-
Domestic and Emotional Abuse project	-	3,734	3,734	-
Telford & Wrekin Council: My Way to Wellbeing	-	-	-	10,000
	<u>-</u>	<u>99,797</u>	<u>99,797</u>	<u>68,186</u>
Outreach & Engagement:				
Newport	-	5,500	5,500	5,500
Oakengates	-	5,000	5,000	-
Dawley	-	5,000	5,000	5,000
Madeley	-	5,250	5,250	5,250
Stirchley	-	4,000	4,000	3,000
Had/Lee	-	2,625	2,625	-
Woodside	-	1,312	1,312	-
Brookside	-	-	-	4,583
	<u>-</u>	<u>28,687</u>	<u>28,687</u>	<u>23,333</u>
Total income from charitable activities	<u>195,333</u>	<u>463,548</u>	<u>658,881</u>	<u>574,382</u>

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

4 Activities for generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Training & other	2,694	-	2,694	6,375
	2,694	-	2,694	6,375

5 Investments

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Interest received	8,849	-	8,849	3,296
	8,849	-	8,849	3,296

6 Expenditure on charitable activities by fund

	Unrestricted Funds £	Restricted Funds £	Total 2020 £	Total 2019 £
Core Advice	241,143	57,808	298,951	257,114
Debt & Benefits	-	277,756	277,756	209,380
Social Care & Support	-	99,579	99,579	93,335
Outreach & Engagement	-	28,687	28,687	23,465
	241,143	463,830	704,973	583,294

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

7 Analysis of expenditure on charitable activities

	Core Advice £	Debt & Benefits £	Social Care & Support £	Outreach & Engagement £	Total 2020 £	Total 2019 £
Direct costs:						
Salaries and wages	132,257	196,133	57,157	24,921	410,468	475,252
Staff and volunteers	10,011	3,807	717	694	15,282	-
Office & IT costs	23,100	999	341	5	24,445	-
Governance costs	-	-	-	-	-	860
Other costs	3,408	1,554	30	-	5,625	650
	<u>168,776</u>	<u>202,493</u>	<u>58,245</u>	<u>25,620</u>	<u>455,820</u>	<u>476,762</u>
Support costs:						
Staff costs	104,139	55,222	32,942	2,357	194,660	19,438
Office & IT costs	10,516	7,490	2,686	259	20,951	47,164
Premises costs	8,228	8,289	3,075	38	19,630	18,319
Governance costs	7,292	4,262	2,631	413	14,598	21,611
	<u>130,175</u>	<u>75,263</u>	<u>41,334</u>	<u>3,067</u>	<u>249,839</u>	<u>106,532</u>
Total expenditure	<u><u>298,951</u></u>	<u><u>277,756</u></u>	<u><u>99,579</u></u>	<u><u>28,687</u></u>	<u><u>704,973</u></u>	<u><u>583,294</u></u>

8 Net incoming resources for the year

	2020 £	2019 £
This is stated after charging		
Operating leases - other	2,263	2,263
Auditor's remuneration:		
- Audit	6,000	7,725
- Other financial services	-	1,368
	<u>2,263</u>	<u>11,356</u>

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

9 Trustees

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

Reimbursement of training, travel and incidental expenses to the Trustees came to £285 during the year to 31 March 2020, paid to two Trustees (2018/19: £363 to two Trustees).

10 Employees

	2020	2019	2020	2019
	FTE	FTE	Head	Head
	Number	Number	Count	Count
Number of employees				
The average number of employees, analysed by function was:				
Advice workers and support staff	20	16	27	23
Key management personnel	3	4	3	4
	<hr/>	<hr/>	<hr/>	<hr/>
	23	20	30	27
			2020	2019
			£	£
Employment costs				
Wages and salaries			551,148	438,293
Social security costs			38,718	28,906
Pension costs			15,262	8,055
			<hr/>	<hr/>
			605,128	475,254
			<hr/> <hr/>	<hr/> <hr/>

No employee received remuneration amounting to more than £60,000 in the period (2018/19: NIL)

The key management personnel of the Charity comprises of the Chief Executive Officer, Resources Manager and the Development Manager. The total employee benefits of the key management personnel of the Charity were £117,172 (2018/19: £118,361 - covering four key management personnel (approx. 3.5 FTE) in the prior year.

One employee was made redundant in the year at no cost (2018/19: None). The policy of the charity is to recognise redundancy payments in full when they become due and charged to Support costs unless there is provision for it in the funds of the project within which the relevant employee worked.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

11 Pensions

There is a defined contribution pension scheme for employees. The basis for allocating the employer expense between activities is based on the salary cost of staff working on that activity. The Charity automatically enrolls eligible jobholders into a qualifying scheme in accordance with pensions legislation. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund is a Group Personal Pension Scheme with Scottish Widows. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £15,262 (2019: £8,055). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £4,871 was owed to the pension scheme (2019: £1,292).

12 Volunteers

The charity is grateful for the huge contribution of its volunteers who are involved in service provision and support roles. During the year a total of 121 volunteers contributed around 18,000 hours with an estimated value of almost £290,000 (using TOMs standard proxy measure). They worked in a range of roles including Trustees, advisers, hub receptionists, telephonists, form-fillers, administrators and much more (£200,000 estimated value in 2018/19).

13 Fixed Assets

	Freehold property	Computers, furniture & equipment	Total
	£	£	£
Cost			
At 01 April 2019	290,000	27,320	317,320
At 31 March 2020	<u>290,000</u>	<u>27,320</u>	<u>317,320</u>
Depreciation			
At 01 April 2019	-	27,320	27,320
At 31 March 2020	<u>-</u>	<u>27,320</u>	<u>27,320</u>
Net book value At 31 March 2020	<u>290,000</u>	<u>-</u>	<u>290,000</u>
At 31 March 2019	<u>290,000</u>	<u>-</u>	<u>290,000</u>

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

14 Debtors		2020	2019
		£	£
Trade debtors		21,373	-
Accrued income		13,884	9,405
Prepayments		1,493	-
Other debtors		560	-
		<hr/>	<hr/>
		37,310	9,405
		<hr/> <hr/>	<hr/> <hr/>

15 Creditors: amounts falling due within one year		2020	2019
		£	£
	Note		
Trade creditors		558	-
PAYE/NI		9,632	9,212
Pensions		4,871	1,292
Accruals		27,396	18,382
Deferred income	16	40,698	18,775
		<hr/>	<hr/>
		83,155	47,661
		<hr/> <hr/>	<hr/> <hr/>

16 Deferred income

Deferred income comprises of income received for the following projects for which performance is expected in the following year; totalling £40,698 in 2019/20 (2018/19: 18,775):

	Helping Hands	Domestic Abuse	Others
	£	£	£
Balance as at 01 April 2019	-	-	18,775
Amount released to income earned	-	-	(18,775)
Amount deferred in year	24,516	16,182	-
	<hr/>	<hr/>	<hr/>
Balance as at 31 March 2020	24,516	16,182	-
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

17 Financial instruments	2020	2019			
	£	£			
Financial assets					
Financial assets measured at fair value through profit & loss:					
- Cash at bank and in hand	536,405	561,061			
Financial assets that are debt instruments measured at amortised cost:					
- Trade debtors	21,373	-			
- Accrued income	13,884	9,405			
- Prepayments	1,493	-			
- Other debtors	560	-			
	573,715	570,466			
Financial liabilities					
Financial liabilities measured at amortised cost:					
- Trade creditors	558	-			
- PAYE/NI	9,632	9,212			
- Pensions	4,871	1,292			
- Accruals	27,396	18,382			
- Deferred income	40,698	18,775			
	83,155	47,661			
18 Unrestricted funds					
	Balance at				Balance at
	01 April	Incoming	Resources	Transfers	31 March
	2019	resources	expended	Between	2020
	£	£	£	Funds	£
				£	
General funds: free reserves	589,837	208,180	(229,423)	(519,116)	49,478
Designated funds: Reserves policy	-	-	-	224,720	224,720
Designated funds: Freehold property	-	-	-	290,000	290,000
Designated funds: IT Replacement	40,000	-	(9,193)	-	30,807
Designated funds: Premises repairs	100,000	-	-	(50,000)	50,000
Designated funds: Staffing reserve	76,468	-	-	446	76,914
Designated funds: Development costs	4,500	-	(2,527)	1,500	3,473
Designated funds: Planned deficits	-	-	-	52,450	52,450
Total Unrestricted funds	810,805	208,180	(241,143)	-	777,842

A designated fund is held of £290,000 for freehold property (2019: £Nil) as this amount is not readily available to spend on the charitable objects of the Charity.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

19 Restricted funds

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

	Balance at 01 April 2019 £	Incoming resources £	Resources expended £	Transfers Between Funds £	Balance at 31 March 2020 £
Core Advice:					
Telford & Wrekin Council: First Point	-	37,000	(37,000)	-	-
Energy projects	-	18,758	(18,758)	-	-
Loan Sharks (Scouts)	-	550	(550)	-	-
Rotary Club Ironbridge Anniversary	2,000	-	(500)	-	1,500
	-	1,000	(1,000)	-	-
	2,000	57,308	(57,808)	-	1,500
Debt & Benefits:					
MAPS: Debt Advice	-	104,064	(104,064)	-	-
Help to Claim (Universal Support)	-	108,341	(108,341)	-	-
Big Lottery Fund: Helping Hands	-	50,351	(50,351)	-	-
T&W Council: Children Centre Services	-	10,000	(10,000)	-	-
HMRC - Good Things Foundation	-	5,000	(5,000)	-	-
	-	277,756	(277,756)	-	-
Social Care & Support:					
T&W Council: My Choice	-	30,893	(30,893)	-	-
T&W Council: Armed Forces Covenant	-	20,250	(20,250)	-	-
Brexit Advice grant	-	20,000	(20,000)	-	-
FDI	-	7,875	(7,875)	-	-
Nationwide	-	6,624	(6,624)	-	-
T&W Council: Paid Reps (Advocacy)	-	5,671	(5,671)	-	-
SIAS grant	-	5,000	(5,000)	-	-
Up Up Project	-	750	(266)	-	484
Domestic and Emotional Abuse project	-	3,734	(3,000)	-	734
	-	100,797	(99,579)	-	1,218
Outreach & Engagement:					
Newport	-	5,500	(5,500)	-	-
Oakengates	-	5,000	(5,000)	-	-
Dawley	-	5,000	(5,000)	-	-
Madeley	-	5,250	(5,250)	-	-
Stirchley	-	4,000	(4,000)	-	-
Had/Lee	-	2,625	(2,625)	-	-
Woodside	-	1,312	(1,312)	-	-
	-	28,687	(28,687)	-	-
Total	2,000	464,548	463,830	-	2,718

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

20 Purpose of funds (material funds only)

Unrestricted Funds

General reserves - The general reserves represent accumulated income received which are free to be used within the objectives of the charity. These funds are available for the future needs and working capital of CAT&W, at the absolute discretion of the Trustees.

Designated Reserves

Reserves policy	- As agreed and set out in the Reserves policy in the Trustees' report, point 3.3 if the funding sources ceased for the charity or for certain projects which is an on-going risk;
Freehold property	- This amount is not readily available to spend on the charity's activities as it is an operating office in use by the charity;
IT replacement	- A fund set up to provide for the replacement of the IT system and equipment expected to be expended within the next two years;
Premises repairs	- A fund to set aside an amount for potential property repairs expected to be expended within the next two years;
Staffing reserve	- A fund to cover the costs of staff redundancy if the funding sources ceased for the charity or for certain projects which is an on-going risk;
Development costs	- A fund to cover the costs of consultancy for management development work expected to be expended within the next 12 months;
Planned deficits	- A fund to cover the planned budgeted deficits the charity expects for the next two years;

Restricted Funds over £30k in annual income

First Point	- This is an outreach service to provide the generalist service of citizens advice, paid for by Telford and Wrekin Council.
Help to Claim	- This is a project funded by DWP through the national Citizens Advice, to provide support to people claiming Universal Credit.
Helping Hands	- This is funded by Big Lottery to provide support for vulnerable people in crisis because of their young age, housing circumstances, physical or mental health, who are experiencing a financial crisis.
MAPS: Debt Advice	- This is funding from the Money Advice and Pensions Service through national Citizens Advice, to offer debts advice and casework.
My Choice	- This is a contract funded by Telford & the Wrekin Council which we deliver in a consortium with other partners. It provides a telephone contact centre for all T&W residents wanting information on, or a referral to, adult social care and filters the majority of calls to our partners for action.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

21 Analysis of net assets between funds

(a) Current year	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2020 are represented by:			
Tangible fixed assets	290,000	-	290,000
Net current assets	487,842	2,718	490,560
	<hr/>	<hr/>	<hr/>
	777,842	2,718	780,560
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

(b) Prior year	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2019 are represented by:			
Tangible fixed assets	290,000	-	290,000
Net current assets	520,805	2,000	522,805
	<hr/>	<hr/>	<hr/>
	810,805	2,000	812,805
	<hr/> <hr/>	<hr/> <hr/>	<hr/> <hr/>

22 Commitments under operating leases

As at 31 March 2020, the company had commitments under non-cancellable operating leases as follows:

	2020 £	2019 £
Operating leases which expire:		
Within one year	1,108	2,263
Between one and two years	-	1,108
Over two years	-	-
	<hr/> <hr/>	<hr/> <hr/>

23 Related parties

There have been no related party transactions in the year, other than the reimbursement of the Trustees expenses that is disclosed in note 9. (2019: There have been no related party transactions in the year, other than the reimbursement of the Trustees expenses that is disclosed in note 9).

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

24 Reconciliation of cash flows from operating activities	2020	2019
	£	£
Net income / (expenditure) for the reporting period	(32,245)	5,678
Less: Investment income	(8,849)	(3,296)
(Increase) / decrease in debtors	(27,905)	(3,757)
Increase / (decrease) in creditors	35,494	(28,810)
	<hr/>	<hr/>
Net cash provided by operating activities	(33,505)	(30,185)
	<hr/>	<hr/>

25 Analysis of cash and cash equivalents	2020	2019
	£	£
Cash at bank and in hand	536,405	561,061
	<hr/>	<hr/>
Total cash and cash equivalents	536,405	561,061
	<hr/>	<hr/>

26 Government grants

Income from government grants comprises grants made by local authorities to fund the charity's objectives. See note 3 for more information and to the amount and source of these grants.

27 Working in partnership with other charitable organisations

During the year the charity has acted in concert with a number of other local charities to make joint tenders to supply support to people living in the Telford and Wrekin area.

The charity has acted as lead partner on a total of four contacts during this year. The nature of its role is as agent for the other charities. Income is received as agent for the other charities and paid on to them. A total of £133,043 (2018/19: £232,612) was received and paid on. At the year-end £12,007 was held on behalf of other charities (2019: £Nil).

28 Members liability

The Charity (which has the working name of 'Citizens Advice Telford & The Wrekin') was formed as a company limited by guarantee on 20 September 1999 (Company Number: 03844929). The full name of the charity is Telford and the Wrekin Citizens Advice Bureaux and was registered with the Charity Commission on 27 September 1999 (Charity Number: 1077566).

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 winding up.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2020

29 Auditor's liability limitation agreement

In accordance with Companies Act 2006 (s538), we are required to disclose any audit liability limitation agreements in effect.

A resolution was passed on 29 July 2020 which limits the liability of the auditor to £5m for any loss or damage suffered by Telford and the Wrekin Citizens Advice Bureaux arising out of or in connection with the provision of services provided by the auditor including negligence but not wilful default.

TELFORD AND THE WREKIN CITIZENS ADVICE BUREAUX

DETAILED INCOME & EXPENDITURE ACCOUNTS (MANAGEMENT INFORMATION ONLY)

For the year ended 31 March 2020

	2020 £	2019 £
INCOME		
Grants for charitable activities	658,881	574,382
Donations	2,304	4,919
Bank interest	8,849	3,296
Other income	2,694	6,375
	<hr/>	<hr/>
TOTAL INCOME	672,728	588,972
	<hr/>	<hr/>
EXPENDITURE		
Staff & volunteer costs		
Salaries, NI & pension	605,128	475,254
Recruitment & training	3,254	5,626
Travel & Subsistence	5,533	5,659
Volunteer expenses	6,588	8,154
Other	-	2,480
	<hr/>	<hr/>
	620,503	497,173
Office & IT costs		
CitA insurance	2,280	2,280
Computer & telephone costs	28,011	27,084
Office equipment	2,263	4,660
Postage, stationery & shredding	8,797	9,063
Reference materials & memberships	1,105	1,077
Security	171	520
Other	2,624	-
	<hr/>	<hr/>
	45,251	44,684
Premises costs		
Fire maintenance, Cleaning & repairs	3,601	4,788
Heat, light & water	12,722	10,562
Insurance – general	3,307	3,257
Room rental	-	71
	<hr/>	<hr/>
	19,630	18,318
Governance & Other costs		
Audit & other accounting	7,770	7,725
Legal & professional	6,542	9,883
Trustees' expenses	285	363
Bank charges	744	1,037
Other	4,249	4,111
	<hr/>	<hr/>
	19,589	23,119
	<hr/>	<hr/>
TOTAL EXPENDITURE	704,973	583,294
	<hr/>	<hr/>
NET INCOME/(EXPENDITURE)	(32,245)	5,678
	<hr/>	<hr/>