

Charity registration number 516877

Company registration number 01946618 (England and Wales)

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

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

Trustees

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

Secretary

L Thomas

Charity number

516877

Company number

01946618

Auditor

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

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

	Page
Trustees' report	1 - 11
Statement of trustees' responsibilities	12
Independent auditor's report	13 - 15
Statement of financial activities	16
Balance sheet	17
Notes to the financial statements	18 - 30

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

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

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

Objectives and activities

Our vision

You won't struggle to get help from us

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

Our service will feel joined up

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

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

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

You'll get the level of support you need

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

You know that we'll speak up for you

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

Our Statement of Purpose

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

Our Mission

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

We're here for everyone.

Our Strategic Priorities

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

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

Research and Campaigns

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

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

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

A year beyond merger

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

A year beyond the Global Covid-19 Pandemic

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

Cost of Living Crisis

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

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

Change management - our Transformation Journey

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

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

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

Business development and partnership working

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

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

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

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

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

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

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

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

Our Impact - Access to advice and guidance

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

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

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

Achievements and performance

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

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

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

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

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

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

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

Compliance and Regulation

Citizens Advice Membership Agreement

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

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

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

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

Advice Quality Standard (AQS) accreditation

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

Money Advice and Pension Service (MaPS)

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

Financial Conduct Authority

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

Financial Institute of Money Advisors

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

Workforce wellbeing – a strategic commitment

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

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

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

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

Client Satisfaction

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

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

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

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

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

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

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

Business Planning — Strategic Priorities for 2021-22

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

Some key features of our business plan for 2022 are:

1. Advice

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

Our advice ambitions for 2022-24

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

2. Advocacy

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

Our advocacy ambitions for 2022-24

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

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

FOR THE YEAR ENDED 31 MARCH 2022

3. Technology

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

Our technology ambitions for 2022

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

4. Sustainability

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

Our sustainability ambitions for 2022

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

5. Culture

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

Our culture ambitions for 2022

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

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

Financial review

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

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

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

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

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

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

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

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

Structure, governance and management

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

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

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

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

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

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

Resignation within the year: None.

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

Qualifying third party indemnity provisions

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

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

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

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

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

Auditor

CK Limited were appointed as auditor to the company and a resolution proposing that they be reappointed will be put at our Annual General Meeting on 23rd November 2022.

Disclosure of information to auditor

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

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



J Crockett (Chair)
Trustee

23 November 2022

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

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

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

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

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

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

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CK Limited were appointed as auditor to the company and a resolution proposing that they be reappointed will be put at our Annual General Meeting on 23rd November 2022.

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

Opinion

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

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

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

TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX

Matters on which we are required to report by exception

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

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

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

Responsibilities of Trustees

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

Auditor's responsibilities for the audit of the financial statements

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

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

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

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

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

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

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

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

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

TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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

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

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

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

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

Use of our report

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



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

23 November 2022

**Chartered Accountants
Statutory Auditor**

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

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

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

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

All income and expenditure derive from continuing activities.

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

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

AS AT 31 MARCH 2022

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

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



J Crockett (Chair)
Trustee



S Handscomb
Trustee

Company Registration No. 01946618

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

1 Accounting policies

Charity information

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

1.1 Accounting convention

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

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

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

The financial statements have been prepared under the historical cost convention, modified to include the revaluation of freehold properties. The principal accounting policies adopted are set out below.

1.2 Going concern

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

1.3 Income

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

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

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

1.4 Expenditure

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

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

FOR THE YEAR ENDED 31 MARCH 2022

1 Accounting policies **(Continued)**

1.5 Tangible fixed assets

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

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

Freehold land and buildings	2% straight line
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The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

1.6 Impairment of fixed assets

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

1.7 Cash and cash equivalents

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

1.8 Financial instruments

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

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

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

Basic financial assets

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

Basic financial liabilities

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

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

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

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

1 Accounting policies (Continued)

1.9 Provisions

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

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

1.10 Employee benefits

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

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

1.11 Retirement benefits

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

1.12 Fund accounting

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

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

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

2 Critical accounting estimates and judgements

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

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

Critical judgements

Allocation of support costs

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

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

2 Critical accounting estimates and judgements

(Continued)

Key sources of estimation uncertainty

Useful economic life of tangible fixed assets

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

3 Donations and legacies

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

4 Income from charitable activities

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

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

5 Investments

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

6 Other income

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

7 Expenditure on charitable activities

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

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

8 Support costs

	Support costs	Governance costs	2022	Support costs	Governance costs	2021
	£	£	£	£	£	£
Staff costs	169,527	-	169,527	166,470	-	166,470
Depreciation	9,100	-	9,100	12,700	-	12,700
Premises costs	47,262	-	47,262	45,318	-	45,318
Staff and Volunteer Costs	2,394	-	2,394	706	-	706
Other costs	-	-	-	14,110	-	14,110
Office Costs	81,635	-	81,635	96,835	-	96,835
Legal and professional	-	34,982	34,982	-	18,117	18,117
Other Governance Costs	-	3,123	3,123	-	-	-
	<u>309,918</u>	<u>38,105</u>	<u>348,023</u>	<u>336,139</u>	<u>18,117</u>	<u>354,256</u>
Analysed between						
Charitable activities	<u>309,918</u>	<u>38,105</u>	<u>348,023</u>	<u>336,139</u>	<u>18,117</u>	<u>354,256</u>

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

Governance costs includes payments to the auditors of £8,384 (2021: £7,087) for audit fees.

9 Trustees

None of the Trustees (or any persons connected with them) received any remuneration during the year, and a total of £nil travelling expenses were reimbursed (2021: £nil).

10 Employees

The average monthly number of employees during the year was:

	2022	2021
	Number	Number
Advice workers & support staff	69	53
Key management personnel	4	3
Total	<u>73</u>	<u>56</u>

Employment costs

	2022	2021
	£	£
Wages and salaries	1,588,809	1,139,870
Social security costs	126,944	89,090
Other pension costs	48,426	41,494
	<u>1,764,179</u>	<u>1,270,454</u>

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

10 Employees

(Continued)

During the year key management personnel received remuneration and benefits of £200,667 (2021: £143,249)

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

	2022	2021
	Number	Number
£60,001 to £70,000	1	-

11 Tangible fixed assets

**Freehold land and buildings
£**

Cost or valuation

At 1 April 2021	455,000
Revaluation	(25,000)
	<hr/>
At 31 March 2022	430,000
	<hr/>
Depreciation charged in the year	9,100
Revaluation	(9,100)
Carrying amount	
At 31 March 2022	430,000
	<hr/>
At 31 March 2021	455,000
	<hr/>

The two premises were valued at £430,000 on the basis of pre contracted sale agreement on 01 September 2022 by Penningtons Manches Cooper LLP on behalf of buyer SEP Properties Limited which resulted in a reduction of the carrying value of the assets of £25,000.

At 31 March 2022, had the revalued assets been carried at historic cost less accumulated depreciation and accumulated impairment losses, their carrying amount would have been approximately £645,200 (2021 - £667,500).

12 Debtors

	2022	2021
	£	£
Amounts falling due within one year:		
Trade debtors	53,393	85,103
Other debtors	64,753	30,624
Prepayments and accrued income	74,850	77,512
	<hr/>	<hr/>
	192,996	193,239
	<hr/>	<hr/>

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

13 Creditors: amounts falling due within one year

	Notes	2022 £	2021 £
Other taxation and social security		25,845	27,632
Deferred income	15	62,576	148,097
Trade creditors		1,174,580	552,094
Other creditors		1,223	7,591
Accruals and deferred income		111,635	39,542
		<u>1,375,859</u>	<u>774,956</u>

Provisions for liabilities

	2022 £	2021 £
Dilapidations	<u>30,000</u>	<u>30,000</u>

Movements on provisions:

	Dilapidations £
At 1 April 2021 and 31 March 2022	<u>30,000</u>

15 Deferred income

	2022 £	2021 £
Arising from Income received in advance	<u>62,576</u>	<u>148,097</u>

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

FOR THE YEAR ENDED 31 MARCH 2022

16 Restricted funds

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

	Movement in funds				Movement in funds				Balance at 31 March 2022
	Balance at 1 April 2020	Incoming resources	Resources expended	Transfers	Balance at 1 April 2021	Incoming resources	Resources expended	Transfers	
	£	£	£	£	£	£	£	£	
Wolverhampton City Council (WCC)	-	264,310	(185,484)	(78,826)	-	265,800	(180,784)	(85,016)	-
HIU Project	-	7,000	(3,300)	(3,700)	-	21,076	(20,766)	(310)	-
Help to Claim Project	-	99,267	(99,267)	-	-	151,028	(150,762)	(266)	-
Gambleaware Project	-	24,094	(77)	(24,017)	-	-	-	-	-
Headway Project	-	2,692	(2,097)	(595)	-	-	-	-	-
BC Macmillan Project	-	54,111	(56,952)	2,841	-	223,578	(267,414)	43,836	-
Palliative Child Project	-	3,155	(3,155)	-	-	12,240	(12,705)	465	-
LTHC Project	-	9,948	(9,948)	-	-	40,370	(41,726)	1,356	-
MaPS	-	385,303	(373,418)	(11,885)	-	437,826	(427,938)	(9,888)	-
HLS Project	-	31,912	(31,822)	(90)	-	26,405	(33,638)	7,233	-
CRC	-	16,000	(10,527)	(5,473)	-	-	-	-	-
Uplift Project	-	71,150	(51,445)	-	19,705	87,528	(57,562)	-	49,671
BBO CAW	-	154,972	(193,666)	38,694	-	51,627	(89,796)	38,169	-
Pension Wise	-	137,182	(137,182)	-	-	154,224	(159,227)	5,003	-
WVSC Project	-	24,497	(24,482)	(15)	-	24,873	(25,082)	209	-
DMBC Innovation Fund	-	35,405	-	-	35,405	-	-	-	35,405
WCC Public Health	6,713	-	-	-	6,713	-	-	-	6,713
Hardship Fund	2,910	-	(30)	-	2,880	-	-	-	2,880
Wolverhampton Money Max	-	-	-	-	-	53,850	(42,404)	-	11,446
St Pauls Centre	-	473	-	-	473	-	-	-	473
Energy Advice Programme	-	8,595	(4,471)	(4,124)	-	15,700	(6,178)	(9,522)	-
DBC Winter Grant	-	-	-	-	-	100	(100)	-	-
	9,623	1,330,066	(1,187,323)	(87,190)	65,176	1,566,225	(1,516,082)	(8,731)	106,588

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

FOR THE YEAR ENDED 31 MARCH 2022

16 Restricted funds

(Continued)

During the year £8,731 (2020/2021 £87,190) was transferred from restricted funds to unrestricted funds to cover deficits on certain projects. The restricted funds of Uplift, Wolverhampton Money Max, DMBC Innovation fund, WCC Public Health, Hardship fund and St Pauls Centre are either ongoing projects or projects currently suspended and will be spent in line with their original purpose over an agreed timeline with funders.

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

Wolverhampton City Council

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

MaPS

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

Pensionwise

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

Help to Claim

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

Macmillan

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

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

17 Designated funds

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

	Balance at 1 April 2020	Transfers	Balance at 1 April 2021	Transfers	Balance at 31 March 2022
	£	£	£	£	£
Freehold property	317,980	-	317,980	-	317,980
Reserves policy	357,810	243,074	600,884	199,664	800,548
Digital Development	-	30,000	30,000	-	30,000
Transformation	-	15,000	15,000	21,000	36,000
Digital inclusion officer	-	30,000	30,000	(30,000)	-
Volunteer co-ordinator	-	30,000	30,000	-	30,000
Workforce development	-	40,000	40,000	-	40,000
Health & well being	-	15,000	15,000	3,000	18,000
MaPS Recomissioning	-	160,000	160,000	(160,000)	-
DMBC One Voluntary Sector Contract	-	115,000	115,000	1,000	116,000
Black Country Macmillan	-	113,000	113,000	(74,087)	38,913
Sale of Snowhill & Bilston	-	-	-	37,000	37,000
Recruitment Drive	-	-	-	94,379	94,379
Cost of living hubs	-	-	-	10,000	10,000
WCC Tender	-	-	-	181,211	181,211
	<u>675,790</u>	<u>791,074</u>	<u>1,466,864</u>	<u>283,167</u>	<u>1,750,031</u>

A designated fund is held of £317,980 (2020/21 £317,980) and a revaluation reserve relating to the freehold property of £137,220 (2020/21 £149,720) as these amounts are not readily available to spend on the charitable objects of the company. Funds are normally designated as per the company's reserves policy to set aside 3 months operating expenses. Due to the current financial climate the Board has decided to increase the rate to 3.5 months operating expenses which equates to £800,548 (2020/21 £600,884).

Designations continue to be maintained for areas of proposed spending which currently do not have funding but are seen as essential for developing the organisation; Digital development, transformation agenda, volunteer co-ordinator posts, workforce development and health & wellbeing which totals £154,000. Additional designations this year have been made as new expenditure is identified as follows: New project to implement cost of living hubs where venue costs unfunded £10,000, recruitment of untrained staff and three-month training program as a 'grow your own' in response to employment market pressures £94,500 and anticipated sale costs of the charities two properties £37,000.

Designation of funds continues for two projects which in the future will not be full cost recovery, subject to supplementary funding not being able to be sourced; Black Country Macmillan and DMBC One Voluntary contract amounting to £155,000. Also a designation has been included for the Wolverhampton City Council contract staff salaries for a year which is under a retender process in 2022/2023 financial year for £181,000. Should the contract not be renewed the charity would wish to retain staff and find alternative funding to continue to deliver services.

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

FOR THE YEAR ENDED 31 MARCH 2022

18 Analysis of net assets between funds

	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	430,000	-	430,000	455,000	-	455,000
Current assets/(liabilities)	1,564,526	106,588	1,671,114	1,360,270	65,176	1,425,446
Provisions	(30,000)	-	(30,000)	(30,000)	-	(30,000)
	<u>1,964,526</u>	<u>106,588</u>	<u>2,071,114</u>	<u>1,785,270</u>	<u>65,176</u>	<u>1,850,446</u>

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

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	9,411	12,161
Between two and five years	774	10,185
	<u>10,185</u>	<u>22,346</u>

20 Related party transactions

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