

Charity registration number 516877

Company registration number 01946618 (England and Wales)

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

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

Trustees

J Crockett (Chair)
G Patel
B Cysewski
S Dugan
S Handscomb
J Hussey
M Jones
S Maynard

Secretary

L Thomas

Charity number

516877

Company number

01946618

Registered office

Dudley House
9-11 Stone Street
Dudley
DY11HA

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

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

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

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

Objectives and activities

Our vision

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

- Advice
- Advocacy
- Inclusive access and
- Organisational health

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

Our "fundamentals"

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

Our Missions

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

Our Statement of Purpose

Citizens Advice helps people find a way forward.

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

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

We're here for everyone.

Our Strategic Priorities

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

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

FOR THE YEAR ENDED 31 MARCH 2023

Research and Campaigns

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

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

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

A year experiencing a Cost of Living Crisis

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

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

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

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

Change management - Our Transformation Journey continues

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

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

FOR THE YEAR ENDED 31 MARCH 2023

Business development and partnership working

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

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

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

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

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

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

Our Impact - Access to advice and guidance

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

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

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

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

Achievements and performance

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

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

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

Client Satisfaction

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

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

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

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

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

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

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

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

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

Workforce wellbeing – a strategic commitment

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

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

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

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

Our Volunteers

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

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

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

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

Compliance and Regulation

Citizens Advice Membership Agreement

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

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

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

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

Advice Quality Standard (AQS) accreditation

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

Money Advice and Pension Service (MaPS)

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

Financial Conduct Authority

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

Financial Institute of Money Advisors

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

Business Planning — Strategic Priorities for 2023-26

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

Example key features of our business plan are:

1. Our Advice ambitions

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

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

2. Our Advocacy ambitions

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

3. Our Inclusive access ambitions

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

4. Our Organisational health ambitions

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

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

Financial review

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

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

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

The Trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks articulated in the organisation's risk management and compliance register.

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

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

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

Structure, governance and management

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

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

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

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

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

Resignation within the year: Louise Jones

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

Qualifying third party indemnity provisions

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

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

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

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

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

Statement of trustees' responsibilities

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

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

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

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

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

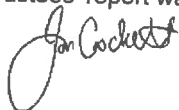
Disclosure of information to auditor

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

Auditor

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

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



J Crockett (Chair)
Trustee

13 December 2023

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

TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX

Opinion

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

In our opinion, the financial statements:

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

Basis for opinion

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

Conclusions relating to going concern

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

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

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

Other information

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

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

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

TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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**

13 December 2023

**Chartered Accountants
Statutory Auditor**

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

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

FOR THE YEAR ENDED 31 MARCH 2023

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

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

All income and expenditure derive from continuing activities.

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

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

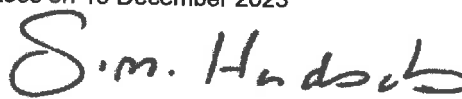
AS AT 31 MARCH 2023

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

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



J Crockett (Chair)
Trustee



S Handscomb
Trustee

Company Registration No. 01946618

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

1 Accounting policies

Charity information

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

1.1 Accounting convention

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

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

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

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

1.2 Going concern

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

1.3 Income

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

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

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

1.4 Expenditure

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

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

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies (Continued)

1.5 Tangible fixed assets

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

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

Freehold land and buildings 2% straight line

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

1.6 Impairment of fixed assets

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

1.7 Cash and cash equivalents

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

1.8 Financial instruments

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

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

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

Basic financial assets

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

Basic financial liabilities

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

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

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

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

FOR THE YEAR ENDED 31 MARCH 2023

1 Accounting policies

(Continued)

1.9 Provisions

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

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

1.10 Employee benefits

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

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

1.11 Retirement benefits

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

1.12 Fund accounting

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

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

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

2 Critical accounting estimates and judgements

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

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

Critical judgements

Allocation of support costs

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

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

FOR THE YEAR ENDED 31 MARCH 2023

2 Critical accounting estimates and judgements

(Continued)

Key sources of estimation uncertainty

Useful economic life of tangible fixed assets

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

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

FOR THE YEAR ENDED 31 MARCH 2023

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

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

4 Income from charitable activities

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

5 Investments

	Unrestricted funds	Unrestricted funds
	2023	2022
	£	£
Interest receivable	8,008	782

6 Other income

	Unrestricted funds	Unrestricted funds	Restricted funds	Total
	2023	2022	2022	2022
	£	£	£	£
Other income	21,003	4,089	560	4,649

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

7 Expenditure on charitable activities

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

8 Support costs

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

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

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

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

FOR THE YEAR ENDED 31 MARCH 2023

9 Trustees

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

10 Employees

The average monthly number of employees during the year was:

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

Employment costs

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

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

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

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

11 Taxation

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

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

FOR THE YEAR ENDED 31 MARCH 2023

12 Tangible fixed assets

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

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

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

13 Debtors

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

14 Creditors: amounts falling due within one year

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

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

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

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

FOR THE YEAR ENDED 31 MARCH 2023

17	Restricted funds	Balance at 1 April 2021 £	Incoming resources £	Resources expended £	Transfers £	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2023 £
	The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:									
	Wolverhampton City Council (WCC)									
	HIU Project	-	265,800	(180,784)	(85,016)	-	262,950	(228,711)	(34,239)	-
	Help to Claim Project	-	21,076	(20,766)	(310)	-	18,630	(19,144)	514	-
	BC Macmillan	-	151,028	(150,762)	(266)	-	288,196	(288,196)	-	-
	Palliative Child Project	-	223,578	(267,414)	43,836	-	195,029	(219,014)	23,985	-
	LTHC Project	-	12,240	(12,705)	465	-	12,240	(11,573)	(667)	-
	MaPS	-	40,370	(41,726)	1,356	-	41,056	(41,641)	585	-
	HLS Project	-	437,826	(427,938)	(9,888)	-	194,043	(186,411)	(7,632)	-
	Uplift	19,705	26,405	(33,638)	7,233	-	25,086	(32,309)	7,223	-
	BBO CAW	-	87,528	(57,562)	-	49,671	91,615	(81,426)	-	59,860
	Pension Wise	-	51,627	(89,796)	38,169	-	-	-	-	-
	WVSC Project	-	154,224	(159,227)	5,003	-	173,729	(168,569)	(5,160)	-
	DMBC Innovation Fund	-	24,873	(25,082)	209	-	26,233	(26,199)	(34)	-
	WCC Public Health	35,405	-	-	-	35,405	-	-	-	35,405
	Hardship Fund	6,713	-	-	-	6,713	-	-	-	6,713
	Wolverhampton Money Max	2,880	-	-	-	2,880	-	-	-	2,880
	St Pauls Centre	473	53,850	(42,404)	-	11,446	53,850	(30,305)	-	34,991
	Energy Advice Programme	-	15,700	(6,178)	(9,522)	473	-	-	-	473
	DMBC Winter Grant	-	100	(100)	-	-	-	-	-	-
	DMBC Money Mentor	-	-	-	-	-	-	-	-	-
	Dudley Cost of Living Hubs	-	-	-	-	-	37,476	(28,766)	-	8,710
	DEP Projects	-	-	-	-	-	175,000	(68,889)	-	106,111
	Donation Mille Watch - CoL Hub	-	-	-	-	-	778,484	(473,900)	-	304,584
	Social Isolation Fund	-	-	-	-	-	5,000	(5,000)	-	-
	EAP Project	-	-	-	-	-	30,000	-	-	30,000
		-	-	-	-	-	35,601	(21,706)	(13,895)	-
		65,176	1,566,225	(1,516,082)	(8,731)	106,588	2,444,218	(1,931,759)	(29,320)	589,727

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2023

17 Restricted funds

(Continued)

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

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

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

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

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

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

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

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

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

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

FOR THE YEAR ENDED 31 MARCH 2023

18 Designated funds

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

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

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

FOR THE YEAR ENDED 31 MARCH 2023

18 Designated funds

(Continued)

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

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

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

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

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

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

19 Analysis of net assets between funds

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

**WOLVERHAMPTON CITIZENS ADVICE BUREAUX
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2023**

20 Operating lease commitments

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

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

21 Related party transactions

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