

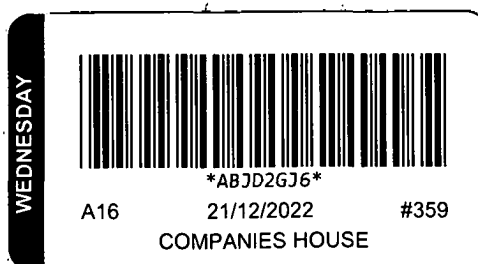
Company number: 5027375

Charity number: 1102003



Citizens Advice Trafford

Financial statements for year ending 31 March 2022



Citizens Advice Trafford

References and administrative information for the year ended 31 March 2022

Trustees	Brenda Warrington, incoming Chairperson	(appointed 5 October 22)
	Peter Allen, Interim Chair	
	Margaret Anne Bradbury	(appointed 4 August 22)
	Martyn Beauchamp	(appointed 25 November 21)
	Sarah Diller	(appointed 25 November 21)
	Richard Coaton	
	Emily Allen	
	Alan Whitfield	
	David Trafford	
	Atif Hafeez	(appointed 25 November 21 resigned 9 September 22)
	Phil Aspden, outgoing Chairperson	(resigned 31 July 22)
	Annette Clowes	(resigned 30 June 22)
	Francine Ryan	(resigned 21 April 22)
	Pauline Rowe	(resigned 25 November 21)
	Joan Ball	(resigned 31 October 21)
	Ellen O'Donnell	(resigned 31 October 21)
	Carl Cover	(resigned 31 October 21)
Principal staff	Jonathan Yates, Chief Executive Officer	
	Steve Hughes, Chief Operating Officer	
Principal address	1 Waterside Plaza, Sale, Cheshire, M33 7BS	(until 5 July 22)
	Huckletree, The Express Building, 9 Great Ancoats Street, Manchester, M4 5AD	(from 5 July 22)
Company number	5027375	
Charity number	1102003	
Bankers	Santander PLC Bridle Road, Bootle, Merseyside, L30 4GB	
	Royal Bank of Scotland PLC Drummond House, 1 Redheughs Avenue, Edinburgh, EH12 9JN	
Independent Examiner	Paul Cowham MA FCA CChA Green Fish Resource Centre 46-50 Oldham Street Manchester M4 1LE	

Citizens Advice Trafford

Trustees' Annual Report for the year ended 31 March 2022

The trustees, who are directors for the purposes of company law, present the annual report, together with the financial statements and auditors' report of the charitable company ending 31 March 2022.

About Citizens Advice Trafford

The charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Greater Manchester and surrounding areas.

Our highly trained people deliver information, advice and guidance services, a mixture of paid staff and volunteers, providing services predominantly in Trafford, but in other areas of Greater Manchester and the North West.

Citizens Advice Trafford is a subsidiary of Citizens Advice SORT Group (company no: 8290395).

Who we helped in 2021 to 2022

In total, we answered 6,566 calls over this period and supported 3,351 people one-to-one, by phone, email, web chat or in person with high-level advice and casework. Our website had over 47,790 visits and 91,676 page views and we answered.

In 2021-2022 the number of people turning to our service for information, advice and guidance increased compared to the year before and was significantly higher than pre-pandemic levels.

People are feeling the long-term impact of the Covid-19 pandemic. The withdrawal of all government support schemes, in a relatively short period of time and in a year of constant uncertainty and changing restrictions, led to higher demand for our services.

We've seen the highest number of web visits ever, more people are using our digital services than ever before, and we started seeing people at face-to-face appointments again. We answered more phone calls than ever, although we have seen demand continue to rise.

Our value to society

Each year, we give thousands of people the knowledge and confidence to find a way forward. We do this by providing advice, education, support, and influencing policies and practices that affect our clients. We survey hundreds of people yearly to give us the evidence we need to measure our impact.

Citizens Advice Trafford

Trustees' Annual Report for the year ended 31 March 2022

Our survey results were as follows;

Ease of access

"How easy or difficult did you find it to access the service?"

80% confirmed it was either neutral, easy or very easy to access our service

Way forward

"To what extent did the service help you to find a way forward?"

86% confirmed we'd either moderately, greatly or completely helped them find a way forward

Problem resolved

"To what extent is your problem now resolved."

75% confirmed we'd either partly, mostly or completely resolved their problem

Recommend

"How likely would you be to recommend the service."

88% confirmed they would likely or very likely recommend our service

6 in 10 people said they felt less stressed, depressed or anxious as a direct result of our advice

Financial outcomes for the people we help

For many people who turn to us for help, we look at how we can maximise their income by ensuring they receive all the benefits they are entitled to.

- We helped people access an extra £1.1m in one-off and ongoing additional income for local people.
- We wrote off and rescheduled £464k of debt

We also helped distribute £100k in various support funds to vulnerable clients via our Crisis Team initiative. These were made available from various sources including, Household support funds, Databank, Fuel Bank and Winter Resilience grants.

Our strategy

We've recently refreshed the charities strategy. Our vision for 2025 is that we'll help more people than ever before.

This plan looks to refocus our activity on three main strategic themes:

- **Advice** - we'll have met more demand across all our advice channels
- **Sustainability** - we'll have grown and diversified our business, becoming more effective and efficient in a sustainable way.
- **Culture** - we'll be a great place to work where people perform at their best

As part of our strategy, we've adopted a new client commitment:

- **It's easy to get support from us** - Our services will be available when you need them in a way that works for you
- **Our service will be joined up** - You'll be able to 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 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 policy and industry practices where they make life harder for you.

Our values

We're different, ambitious and determined to deliver quality services to our communities. To be able to do this, we have a set of values which drive us forward and that all our colleagues champion:

- **We're inventive** - We question every idea to make it better, and we change when things aren't working. We're not afraid of trying new things and learn by getting things wrong
- **We're generous** - We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone
- **We're responsible** - We do what we say we'll do and we keep our promises. We remember that we work for a charity and use our resources effectively

Equity, diversity and inclusion

Equity, diversity and inclusion (EDI) are at the centre of what we do, and our charity aims are grounded in EDI principles.

We value and embrace the diversity of our clients and colleagues and work to eliminate discrimination. We believe we are all equal through our shared humanity.

We'll strengthen our EDI work by:

- Taking a social justice approach to EDI
- Continuing to be an impartial charity
- Using our data to create stronger, inclusive services
- Mainstreaming our EDI work

Our funding and income generation strategy

We take a collaborative and developmental approach to fundraising, developing strategic relationships with key partners and stakeholders.

All management colleagues across the charity are responsible for identifying and developing funding opportunities within their specific areas of work.

Funding areas include:

- Grants and commissioning
- Individual giving
- Major donor
- Corporate
- Trust and Foundation
- Legacy

All funding application bid/no bid decisions are aligned with our mission, vision and values, the Citizens Advice competition protocol.

Income generation

Alongside restricted income, we must continue to diversify our income. Over 2021-22, we successfully confirmed new and extended existing funding agreements. We:

- Successfully gained £51,000 to support Trafford residents from the council's winter ~~winter~~ resilience fund
- Received £90,000 to increase debt caseworker provision following the Covid-19 pandemic

Plans for the future

In-line with our strategy, our future plans fall into three categories; Advice, Sustainability and Culture. We will continue to develop our people offer, making the organisation a great place to work and volunteer but adopting a new people strategy. We'll work to diversify our income streams with new partnership and agreements and we'll continue to push forward creating a more equitable and accessible service.

Citizens Advice Trafford

Trustees' Annual Report for the year ended 31 March 2022

Financial Review

Financial Position

Despite a challenging funding environment Incoming resources in the year were £509,102 (2021: £473,971). Expenditure has decreased, spending £340,900 in support of our charitable objectives (2021: £414,762).

A surplus of £168,202 (2021: £59,209) resulted in the year which includes the depreciation of fixed assets and also restricted income funds recognised in the year that will be spent next year of £83,658

At 31st March 2022 total fund balances were £361,559

Reserves Policy

The trustees believe that the charity should hold financial reserves in order to ensure that the charity can continue to operate effectively and meet the needs of clients in the event of unforeseen and potentially damaging circumstances arising.

Trustees consider that it is prudent to set aside Reserves equating to 6 months operating costs which is reviewed annually. It may not be possible to reserve this amount fully every year and a lower amount can be set by the trustees until such time as the appropriate level of reserves have been realised.

As at 31 March 2022 our Unrestricted Funds freely available ("free reserves") were £277,901 (2021: £180,877) equating to 9.8 months of total operating expenditure.

Going Concern

The Trustees consider the charity to be a going concern. Funding is expected to continue at current levels and continued efforts for cost reductions further strengthen the case for continued, sustainable services.

Our structure, governance and management

Trustee board

Our trustee board sets the strategic vision and gives strategic direction to the charity. The board is committed to high governance standards and complies with the principles and practices set out in the Charity Governance Code.

Our Chief Executive, Chief Operating Officer and broader leadership group are responsible for delivering the strategy and day-to-day operations. There are five formal trustee board meetings each year. The board has one board development session each year and other meetings and events to help trustees shape the organisation's strategic direction and develop as a team.

Citizens Advice Trafford

Trustees' Annual Report for the year ended 31 March 2022

Our trustees

Brenda Warrington, incoming Chairperson	(appointed 5 October 22)
Peter Allen, Interim Chair	
Margaret Anne Bradbury	(appointed 4 August 22)
Martyn Beauchamp	(appointed 25 November 21)
Sarah Diller	(appointed 25 November 21)
Richard Coaton	
Emily Allen	
Alan Whitfield	
David Trafford	
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Francine Ryan	(resigned 21 April 22)
Pauline Rowe	(resigned 25 November 21)
Joan Ball	(resigned 31 October 21)
Ellen O'Donnell	(resigned 31 October 21)
Carl Cover	(resigned 31 October 21)

There were no members of the Trustee Board in paid employment at Citizens Advice Trafford or acting as volunteers in the charity.

There were no ex-officio members who served as trustee directors during the year.

Committees

The following committees support the trustee board in its work.

Finance, risk and assurance committee

The committee;

- Monitors and oversees the current and future financial situation and associated risks
- Has oversight of the internal and external audit arrangements, including resourcing, review of plans and reports
- Provides scrutiny, and assurance on the strategic and significant operational and compliance risks
- Provides assurance on required standards, and statutory and regulatory requirements
- Provides oversight of governance arrangements in line with the Articles of Association

Peter Allen is the Chairperson of this committee and is supported by Mags Bradbury, Alan Whitfield, Sarah Diller and Richard Coaton.

Citizens Advice Trafford

Trustees' Annual Report for the year ended 31 March 2022

People committee

The committee:

- Oversees the development, delivery and monitoring of the organisation's people strategy
- Oversees, informs and scrutinises the development and implementation of an ambitious equity, diversity, inclusion and belonging strategy
- Leads on the recruitment and selection for appointments to the Board and committees
- Sets and review the annual performance and remuneration of the Chief Executive and Chief Operating Officer

Emily Allen is the Chairperson of this committee and is supported by David Trafford, Sarah Diller and Mags Bradbury.

Transformation and development committee

The committee:

- Provides insight to and helps develop strategy proposals for the entire board
- Oversees agreed, large-scale transformation programmes that support the delivery of agreed strategy and visioning objectives
- Act's as a sounding board and provides direction on key business development activity that impacts
- Champions and ensure continued focus on continuous improvement, transformation and innovation across all business areas.

Martyn Beauchamp is the Chairperson of this committee and is supported by Emily Allen, David Trafford and Peter Allen.

Recruitment, induction and training of trustees

We recruit trustee directors and committee members through an open and competitive process using social media, recruitment agencies, and our wider network to find talented individuals to provide strong leadership and experience. In 2021-22, we recruited three new trustee directors. Four trustee directors resigned. Recruitment for the trustee vacancies is ongoing.

Trustees and committee members receive a full induction. Inductions include meeting with the Chairperson and Chairpeople of committees, a meeting with all members of the leadership group and other key management personnel. Inductions are tailored to meet individual needs and interests, including shadowing and visiting different services provided. Trustees and committee members are volunteers but are reimbursed for reasonable expenses.

The board annually reviews trustee board composition based on skills and experience - this forms part of the trustee board's annual appraisal.

Following Charity Commission guidance and the Companies Act, we file an AP01 with Companies House within 14 days of the appointment of a new trustee director. When details on that form change, form CH01 is completed and filled with Companies House. Where a trustee director resigns, we file a TM01 form - all in line with our statutory obligations.

Memberships and quality standards

We're a member of the Citizens Advice network. The Membership Agreement sets out the relationship between a member of the Citizens Advice service and a local Citizens Advice, including our respective roles and responsibilities - some of which are shared, e.g. protecting, promoting and developing the Citizens Advice brand. The Agreement sets out the high-level standards for membership (including service delivery) and some precise requirements, including details of what happens if a local Citizens Advice breaches the Agreement.

The Performance and Quality Framework is part of the Membership Agreement and sets out the standards all local Citizens Advice services must meet. The Performance Quality Framework consists of 4 parts:

- Quality of advice assessment conducted quarterly
- Client experience survey, conducted quarterly
- Leadership self-assessment, conducted annually
- People management survey, conducted annually

The Citizens Advice audit team check compliance with the Performance Quality Framework.

The Specialist Quality Mark (SQM) and the Advice Quality Standards (AQS) were renewed in October 2022 and September 2020, respectively for 3 years.

Leadership Group, remuneration and development

Our Leadership Group is responsible for delivering the trustee board's visions and for the day-to-day operation of the charity. The staff who served during the reporting period are as follows:

- Chief Executive Officer, Jonathan Yates
- Chief Operating Officer, Steve Hughes
- Head of Organisational Development, Maria Cuschera (until 09 August 22)
- Head of Business Delivery, Stuart Pearson (from 14 October 21)
- Head of Business Services, Julian Spencer (from 01 August 21)

The People Committee is responsible for, under delegation from the trustee board, the appointment, remuneration and performance management of the Chief Executive Officer and Chief Operating Officer. The board reviewed the salaries of these key personnel roles in 2021, with external benchmarking taking place, as per the Harris Hill salary report.

Risks and internal controls

Our trustees are responsible for effectively managing risk and ensuring internal controls are in place and operating as designed.

The Finance, risk and assurance committee has delegated responsibility for risk and internal controls. The committee interrogates quarterly risk reviews, a broader environmental review, and a quarterly summary is presented to the trustee board. Throughout the year, risk owners regularly reviewed operational and strategic risks to assess the likelihood, impact and appetite for each risk, the plans for managing them and the adequacy of those plans.

Our core risks are categorised as financial, governance, operational, external, compliance & regulation. The trustee board has an appointed risk lead who supports the Head of Business Services. This role is responsible for managing our risk strategy and environment.

Statement of trustees' responsibilities

The trustees (who are also the directors of Citizens Advice Trafford for the purposes of company law) are responsible for preparing the Report of the Trustees 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 charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charity 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;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

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

Citizens Advice Trafford

Trustees' Annual Report for the year ended 31 March 2022

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website.

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies' regime of the Companies Act 2006

Approved by order of the Board of Trustees on 12 / 16 / 2022 and signed on its behalf by:



Peter Allen

Interim Chair of Trustees

Independent Examiner's Report to the Trustees of Citizens Advice Trafford

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2022.

Responsibilities and basis of report

As the charity's trustees of the Company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the Company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5) (b) of the 2011 Act.

Independent examiner's statement

Since the Company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the Company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Paul Cowham

Paul Cowham FCA DChA
Green Fish Resource Centre
46 – 50 Oldham Street
Manchester
M4 1LE

12 / 19 / 2022

Date.....

Citizens Advice Trafford
Statement of Financial Activities
(including Income and Expenditure account)
for the year ended 31 March 2022

	Note	Unrestricted funds £	Restricted funds £	Total funds 2022 £	Total funds 2021 as restated £
Income					
Donations and legacies	-	-	-	-	150
Charitable activities	3	339,101	169,879	508,980	473,779
Fees and other income	-	-	-	-	-
Investments	4	122	-	122	42
Total income		339,223	169,879	509,102	473,971
Expenditure					
Raising funds	-	-	-	-	-
Charitable activities	5	247,909	92,991	340,900	414,762
Total expenditure		247,909	92,991	340,900	414,762
Net income/(expenditure) for the year	6	91,314	76,888	168,202	59,209
Transfer between funds		-	-	-	-
Net movement in funds for the year		91,314	76,888	168,202	59,209
Reconciliation of funds					
Total funds brought forward		186,587	6,770	193,357	134,148
Total funds carried forward		277,901	83,658	361,559	193,357

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

Citizens Advice Trafford
Company number 05027375
Balance sheet as at 31 March 2022

	Note	2022	2021
		£	£
Fixed assets			
Tangible assets	11	-	5,710
Total fixed assets		-	5,710
Current assets			
Debtors	12	83,626	84,070
Cash at bank and in hand		303,638	247,975
Total current assets		387,264	332,045
Liabilities			
Creditors: amounts falling due in less than one year	13	(25,705)	(144,398)
Net current assets		361,559	187,647
Total assets less current liabilities		361,559	193,357
Net assets		361,559	193,357
Funds of the charity			
Restricted income funds	14	83,658	6,770
Unrestricted income funds	15	277,901	186,587
Total charity funds		361,559	193,357

For the year in question, the company was entitled to exemption from an audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476,
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts

These accounts are prepared in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small companies and constitute the annual accounts required by the Companies Act 2006 and are for circulation to members of the company.

The notes on pages 16 to 27 form part of these accounts.

Approved by the trustees on 12/16/2022 and signed on their behalf by:

Phil Aspen
Name

Name

Peter Allen

Signature

Signature

Peter G Allen

Citizens Advice Trafford
Statement of Cash Flows
for the year ending 31 March 2022

	Note	2022 £	2021 £
Cash provided by/(used in) operating activities		55,541	151,276
<i>Cash flows from investing activities:</i>			
Bank interest		122	42
Proceeds from sale of tangible fixed assets		-	-
Purchase of tangible fixed assets		-	(7,138)
Proceeds from sale of investments		-	-
Purchase of investments		-	-
Cash provided by/(used in) investing activities		122	(7,096)
<i>Cash flows from financing activities:</i>			
Repayment of borrowing		-	-
Cash inflows from new borrowing		-	-
Cash provided by/(used in) financing activities		-	-
Increase/(decrease) in cash and cash equivalents in the year		55,663	144,180
Cash and cash equivalents at the beginning of the year		247,975	103,795
Cash and cash equivalents at the end of the year		303,638	247,975

Notes to the accounts for the year ended 31 March 2022 (continued)

1 Accounting policies

The principal accounting policies adopted, judgments and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a Basis of preparation

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

Citizens Advice Trafford meets the definition of a public benefit entity under FRS102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

b Reconciliation with previous Generally Accepted Accounting Practice

In preparing the accounts, the trustees have considered whether in applying the accounting policies required by FRS 102 and the Charities SORP FRS 102 the restatement of comparative items was required. No such restatement was required.

c Prior year adjustment

In the previous year, the small employers National Insurance Relief was incorrectly recognised in the accounts. This has now been removed in the comparative figures which has decreased the brought forward net assets by £4,000 and also increased the wages cost by £4,000.

d Preparation of the accounts on a going concern basis

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern.

There are no key judgments which the trustees have made which have a significant effect on the accounts.

The trustees do not consider that there are any sources of estimation uncertainty at the reporting date that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next reporting period.

Notes to the accounts for the year ended 31 March 2022 (continued)

e Income

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the item(s) of income have been met, it is probable that the income will be received and the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Income received in advance of a provision of a specified service is deferred until the criteria for income recognition are met.

f Donated services and facilities

Donated professional services and donated facilities are recognised as income when the charity has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised.

On receipt, donated professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

g Interest receivable

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

Notes to the accounts for the year ended 31 March 2022 (continued)

h Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity.

Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose.

Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

i Expenditure and irrecoverable VAT

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

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

i Operating leases

Operating leases are leases in which the title to the assets, and the risks and rewards of ownership, remain with the lessor. Rental charges are charged on a straight line basis over the term of the lease.

j Tangible fixed assets

Individual fixed assets costing £2,000 or more are capitalised at cost and are depreciated over their estimated useful economic lives on a straight line basis as follows:

Fixtures and fittings	33% straight line
Computer Equipment:	33% straight line

k Debtors

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

l Cash at bank and in hand

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

m Creditors and provisions

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

Notes to the accounts for the year ended 31 March 2022 (continued)

N Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

O Pensions

Employees of the charity are entitled to join the charity's defined contribution workplace pension scheme. The charity's liability to the scheme is restricted to the contributions disclosed in note 9, subject to the minimum legal requirement.

2 Legal status of the charity

The charity is a company limited by guarantee registered in England and Wales and has no share capital. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is disclosed on page 1.

Income from donations and legacies and core grants

	Unrestricted £	Restricted £	Total 2022 £	Unrestricted £	Restricted £	Total 2021 £
Donations	-	-	-	150	-	150
Total	-	-	-	150	-	150

Citizens Advice Trafford

Notes to the accounts for the year ended 31 March 2022 (continued)

3 Income from charitable activities

	Unrestricted £	Restricted £	Total 2022 £	Unrestricted £	Restricted £	Total 2021 £
Grants						
Money advice service	-	82,936	82,936	-	83,234	83,234
Trafford MBC General advice	225,758	-	225,758	161,576	-	161,576
Trafford MBC - Winter resilience	-	51,943	51,943	-	-	-
Trafford MBC - Fuel Debt Initiative	-	28,000	28,000	-	-	-
Trafford MBC - Covid fund	-	7,000	7,000	-	-	-
Trafford MBC - Wellbeing fund	2,000	-	2,000	-	-	-
Irwell Valley Housing Association	-	-	-	-	6,770	6,770
National Lottery - COVID	-	-	-	95,773	-	95,773
Trafford Housing Trust	-	-	-	7,635	-	7,635
National Citizens Advice Bureau	8,393	-	8,393	14,766	-	14,766
	236,151	169,879	406,030	279,750	90,004	369,754
Earned income						
Fees	(1,221)	-	(1,221)	35,048	-	35,048
Group Management recharges	104,171	-	104,171	68,977	-	68,977
	102,950	-	102,950	104,025	-	104,025
Total	339,101	169,879	508,980	383,775	90,004	473,779

4 Investment income

	Unrestricted £	Restricted £	2022 £	2021 £
Income from bank deposits	122	-	122	42
	122	-	122	42

All of the charity's investment income arises from money held in interest bearing deposit accounts.
All investment income is unrestricted.

Citizens Advice Trafford

Notes to the accounts for the year ended 31 March 2022 (continued)

5 Analysis of expenditure on charitable activities

	Total 2022 £	Total 2021 as restated £
Direct costs		
Salaries	237,424	234,009
Management charge	61,613	68,977
Other staff costs	4,780	2,480
Office costs	20,411	26,345
Premises	639	(228)
Partner payments	-	79,595
Other costs	7,247	-
Governance costs		
Legal and professional	4,781	2,547
Accountancy	(350)	998
Other governance costs	4,355	39
	<u>340,900</u>	<u>414,762</u>
	2022 £	2021 £
Restricted expenditure	92,991	92,713
Unrestricted expenditure	247,909	322,049
	<u>340,900</u>	<u>414,762</u>

6 Net income/(expenditure) for the year

This is stated after charging/(crediting):	2022 £	2021 £
Depreciation	5,710	2,050
Independent examiner's remuneration		
- accountancy	800	800
- independent examination	800	800

Notes to the accounts for the year ended 31 March 2022 (continued)

7 Staff costs

Staff costs during the year were as follows:

	2022 £	Total 2021 as restated £
Wages and salaries	213,377	204,462
Social security costs	17,276	17,014
Employers pension contributions	6,772	6,684
Temporary staff and recruitment	-	5,849
	<hr/>	<hr/>
	237,425	234,009
	<hr/>	<hr/>

No employee has employee benefits in excess of £60,000 (2021: Nil).

The average number of staff employed during the period 10.2 (2021: 11).

The average full time equivalent number of staff employed during the period was 8.6

The key management personnel of the charity comprise the trustees, the Chief Executive, the Operations Lead and the Programmes Manager. The total employee benefits of the key management personnel of the charity were £39,737.

8 Trustee remuneration and expenses, and related party transactions

Neither the trustees nor any persons connected with them received any remuneration, reimbursed travel expense of £nil were paid during the year (2021: Nil).

Aggregate donations from related parties were £nil (2021: £nil).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties. The charity is a member of a group of similar charities in the same region the Citizens Advice SORT Group which share the same board. There are a significant number of transactions between all members of the group none of which are outside the normal course of business.

No trustee or other person related to the charity had any personal interest in any contract or transaction entered into by the charity, including guarantees, during the year (2021: nil).

Notes to the accounts for the year ended 31 March 2022 (continued)

9 Government grants

The government grants recognised in the accounts were as follows:

	2022 £	2021 £
Grants from Trafford MBC	168,701	161,576
	<u>168,701</u>	<u>161,576</u>

There were no unfulfilled conditions and contingencies attaching to the grants.

10 Corporation tax

The charity is exempt from tax on income and gains falling within Chapter 3 of Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects. No tax charges have arisen in the charity.

11 Fixed assets: tangible assets

Cost	Computer Equipment £	Fixtures & fittings £	Total £
At 1 April 2021	7,138	5,789	12,927
Additions	-	-	-
	<u>7,138</u>	<u>5,789</u>	<u>12,927</u>
At 31 March 2022	7,138	5,789	12,927
	<u>7,138</u>	<u>5,789</u>	<u>12,927</u>
Depreciation			
At 1 April 2021	1,428	5,789	7,217
Charge for the year	5,710	-	5,710
	<u>7,138</u>	<u>5,789</u>	<u>12,927</u>
At 31 March 2022	7,138	5,789	12,927
	<u>7,138</u>	<u>5,789</u>	<u>12,927</u>
Net book value			
At 31 March 2022	-	-	-
	<u>-</u>	<u>-</u>	<u>-</u>
At 31 March 2021	5,710	-	5,710
	<u>5,710</u>	<u>-</u>	<u>5,710</u>

Citizens Advice Trafford

Notes to the accounts for the year ended 31 March 2022 (continued)

12 Debtors

	2022 £	2021 £
Amounts falling due within one year:		
Trade debtors and grants receivable	43,800	33,696
Prepayments	1,200	374
Amounts owed by group undertakings	38,626	-
	<u>83,626</u>	<u>34,070</u>
Amounts falling due after more than one year:		
Amounts owed by group undertakings	-	50,000
	<u>-</u>	<u>50,000</u>
Aggregate amounts	<u>83,626</u>	<u>84,070</u>

13 Creditors: amounts falling due within one year

	2022 £	Total 2021 as restated £
Trade creditors	1,249	12,850
Taxation and social security costs	18,441	17,444
Accruals	2,650	3,150
Pension	3,365	1,159
Amounts owed to group undertakings	-	9,795
Other creditors	-	100,000
	<u>25,705</u>	<u>144,398</u>

Citizens Advice Trafford

Notes to the accounts for the year ended 31 March 2022 (continued)

14 Analysis of movements in restricted funds

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2022 £
Money Advice Service	-	82,936	(82,936)	-	-
Trafford MBC - Winter resilience	-	51,943	-	-	51,943
Trafford MBC - Fuel Debt Initiative	-	28,000	-	-	28,000
Trafford MBC - Covid fund	-	7,000	(3,285)	-	3,715
Irwell Valley Housing Association	6,770	-	(6,770)	-	-
	6,770	169,879	(92,991)	-	83,658

Previous reporting period	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers £	Balance at 31 March 2021 £
Money Advice Service	-	83,234	(92,713)	9,479	-
Irwell Valley Housing Association	-	6,770	-	-	6,770
Total	-	90,004	(92,713)	9,479	6,770

The balances on restricted funds are all unexpended grants for the charity's projects. Transfers from restricted funds occur when capital items are purchased and this satisfies the restriction on the funding.

Citizens Advice Trafford

Notes to the accounts for the year ended 31 March 2022 (continued)

15 Analysis of movement in unrestricted funds

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers £	As at 31 March 2022 £
General fund	186,587	339,223	(247,909)	-	277,901
	186,587	339,223	(247,909)	-	277,901
Previous reporting period	<i>Balance at 1 April 2020 £</i>	<i>Income £</i>	<i>Expenditure £</i>	<i>Transfers £</i>	<i>As at 31 March 2021 £</i>
General fund	134,148	383,967	(322,049)	(9,479)	186,587
	134,148	383,967	(322,049)	(9,479)	186,587

16 Analysis of net assets between funds

	General fund £	Designated funds £	Restricted funds £	Total £
Tangible fixed assets	-	-	-	-
Net current assets/(liabilities)	277,901	-	83,658	361,559
Total	277,901	-	83,658	361,559

17 Lease commitments

The charity had the following commitments under non-cancellable operating leases:

	Land and buildings		Equipment	
	2022 £	2021 £	2022 £	2021 £
Leases expiring in:				
One year	-	-	-	-
Two to five years	-	-	-	-

Citizens Advice Trafford

Notes to the accounts for the year ended 31 March 2022 (continued)

18 Reconciliation of net movement in funds to net cash flow from operating activities

	2022 £	2021 £
Net income/(expenditure) for the year	168,202	59,209
Adjustments for:		
Depreciation charge	5,710	2,050
Loss/(profit) on sale of fixed assets	-	-
(Gains)/losses on pensions	-	-
Dividends, interest and rents from investments	(122)	(42)
Decrease/(increase) in stock	-	-
Decrease/(increase) in debtors	444	(26,079)
Increase/(decrease) in creditors	(118,693)	116,138
Net cash provided by/(used in)	55,541	151,276