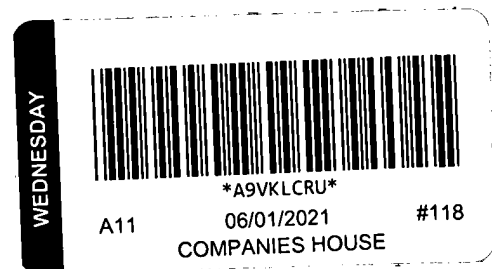


Registered number: 07513268  
Charity number: 1141020

**Citizens Advice Solihull Borough**

Trustees' report and financial statements

for the year ended 31 March 2020



**DAINS**  
ACCOUNTANTS

**Citizens Advice Solihull Borough**  
**(A company limited by guarantee)**

**Contents**

---

	Page
<b>Reference and administrative details of the company, its Trustees and advisers</b>	<b>1</b>
<b>Trustees' report</b>	<b>2 - 9</b>
<b>Independent examiner's report</b>	<b>10</b>
<b>Statement of financial activities</b>	<b>11</b>
<b>Balance sheet</b>	<b>12</b>
<b>Notes to the financial statements</b>	<b>13 - 27</b>

**Citizens Advice Solihull Borough**  
**(A company limited by guarantee)**

**Reference and administrative details of the company, its Trustees and advisers  
for the year ended 31 March 2020**

---

<b>Trustees</b>	C Hodson, Chair A Hunter D Pinwell M Brain R Maksymowicz, Treasurer H Dawkins (appointed 24 October 2019) E Mitchell (resigned 30 May 2019) B Holmes (appointed 30 May 2019) S Broster (appointed 22 October 2020)
<b>Company registered number</b>	07513268
<b>Charity registered number</b>	1141020
<b>Registered office</b>	176 Bosworth Drive Chelmsley Wood Birmingham West Midlands B37 5DZ
<b>Company secretary</b>	K Turner
<b>Chief executive officer</b>	K Turner
<b>Accountants</b>	Dains LLP 15 Colmore Row Birmingham B3 2BH
<b>Bankers</b>	Lloyds Bank Plc Po Box 1000 Poplar road Solihull BX1 1LT
<b>Solicitors</b>	Bates Wells & Braithwaite London LLP 10 Queen Street Place London EC4 1BE

**Citizens Advice Solihull Borough**  
**(A company limited by guarantee)**

**Trustees' report**  
**for the year ended 31 March 2020**

---

The Trustees present their annual report together with the financial statements of the company for the year 1 April 2019 to 31 March 2020. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the company qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

**Structure, governance and management**

**a. Constitution**

Citizens Advice Solihull Borough is a registered charity and a company limited by guarantee. The maximum liability of each member is limited to £1. At 31 March 2020 the company had 15 members. Citizens Advice Solihull Borough is governed by its Memorandum and Articles of Association.

The maximum number of Trustees shall be fifteen and the minimum shall be three, being either;

- elected at the annual general meeting (there being no more than ten such elected Trustees in total) and who shall hold office from the conclusion of that meeting or
- co-opted by the Trustee Board provided that on appointment the total number of co-opted Trustees does not exceed one third of the total number of Trustees.

Citizens Advice Solihull Borough was incorporated as a company limited by guarantee on 1 February 2011 and commenced operations on 1 April 2011

**b. Recruitment and appointment of trustees**

Individuals over the age of 18 years, who are interested in furthering the work of the charity and are not paid or volunteer workers (currently or in the past) of the charity can apply to be a Trustee / Director (Trustee) of the company.

The process starts with receipt of their expression of interest. Our Chair contacts the candidate to give details about the role and explain the next steps. A panel made up of two Trustees and the Company Secretary oversee an interview process. Should the panel feel the candidate should be recommended to the Board, references are sought. When references are received the panel makes a proposal to the Board. The Board votes to accept the new Trustee, it must be unanimous.

Trustees recruited following this process are automatically given company membership. The Board shall elect from its number a Chair and Treasurer and may elect one of its number to Vice Chair.

**c. Organisational structure and decision-making policies**

CASB is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of CASB and for ensuring that the charity satisfies its legal and contractual obligations.

Trustees meet generally monthly and delegate the day-to-day operation of the organisation to the Chief Executive Officer (CEO). The Trustee Board is independent from management. A register of members' interests is maintained at the registered office.

## **Structure, governance and management (continued)**

### **d. Key risks and Uncertainties**

The Trustees have identified the following risk factors for the charity over the next year:

a) Global Pandemic – With lockdowns through the covid-19 pandemic we risk not being as visible or seemingly accessible for members of the public to access

b) Sustainable Funding - securing funding remains a serious challenge to maintain our service. We understand that the next few years are critical for us in terms of our sustainability and ultimately our long term survival. The funding climate is not getting any easier, nor do we expect it to improve any time soon - coupled with this, demand for our service is increasing meaning that we risk being unable to carry on meeting our clients' needs and experience reputational risk as a result.

c) Our Team - Underinvestment in our team can lead to a loss of knowledge and experience and create instability within our team.

Trustees plans and strategies for managing these risks:

a) Implement our robust business continuity plan and review our communications strategy to ensure people know where to find us.

b) A fundraising strategy has been developed for the next financial year that broadens our approach to income generation. We are working towards building our unrestricted income to allow us to create some headroom should we face further reductions in our funding levels.

c) The Board will review its workforce and development plan; ensuring appropriate recruitment, training and retention policies are in place.

Factors that affected our financial performance or position in 2019/20 included:

- Volatile and uncertain economic conditions, particularly towards the end of the year resulting from the start of the pandemic and national lockdown

- Uncertainty around political policy. The impact of key national developments is still very much an 'unknown quantity' but had, and will continue to have, the potential to impact on our position.

- A possible increased competition in an ever changing voluntary sector marketplace - we know that the voluntary sector is becoming a much more competitive sector, particularly as funding becomes ever harder to access, as a result we are seeing organisations diversifying their service offer and moving further towards our 'core market'

### **e. Related party relationships**

Citizens Advice Solihull Borough is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Citizens Advice Solihull Borough in order to fulfil its charitable objects and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local voluntary sector organisations and public sector departments. Where one of the Trustees holds the position of Trustee of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

**Structure, governance and management (continued)**

**f. Trustee induction and training**

New trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, and decision-making processes, the business plan and recent financial performance of the charity. They also meet key employees and other Trustees. Trustees are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

**g. Trustees**

The Trustees who have served during the year can be seen on page 1.

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

**Objectives and activities**

**h. Objects**

The charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of Solihull ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The charity's objects are defined as above. Our aims are focused on:

- To provide the advice people need for the problems they face, and
- To improve the policies and practices that affect people's lives

Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

Though the area of benefit refers to the whole community of Solihull, the local office focuses its activities on the Borough of Solihull and surrounds.

The charity has developed its own Mission Statement to reflect more accurately its purpose and role:

The Vision Statement for the CASB 2020 -2025 Strategic Plan is:

*Supporting and growing stronger citizens and communities.*

The Mission Statement of Citizens Advice Solihull Borough is to:

*Inform and empower citizens who accesses our services, providing high quality advice and guidance. We will continue to influence policy at a local, regional and national level and pursue social and economic justice. We will work and support our partners in the statutory, private and community sector to deliver sustainable and successful outcomes.*

## **Objectives and activities (continued)**

### **i. Ensuring our work delivers our aims**

We review our aims, objectives and activities each year. The annual review seeks to examine our achievements and outcomes, together with the success of individual key projects and the benefits that have arisen from them. In carrying out the review we are ensuring that that our aims, objectives and activities are in line with our stated purpose.

### **j. Focus of our work**

Our main objectives for the year has developing our service so that it really meets the needs of the clients we are trying to support following the loss of our funding from the Local Authority.

Key activities have included:

- Making sure our service delivery is adequately resourced, cost effective and person centred.
- Continually reviewing, and improving, the quality of the advice we deliver to people.
- Diversifying our approach to funding to minimise the risks associated with holding reduced funding streams
- Continued partnership working with other organisations to help develop initiatives to improve access to quality advice, information and support services.

### **k. How our activities deliver public benefit**

Our main activities and who we try to help are described below. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of Trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

## **Achievements and performance**

### **a. Advice and Information Services**

The main areas of charitable activity are:

- the provision of general advice and information services inc money, employment, legal, benefits, housing advice
- the provision of specialist advice and casework services in the debt and welfare benefits categories of social welfare law, and
- Guidance on the new pension regulations.

Throughout the year we have continued to offer Advice and Information in the following ways

- Face to face drop in – during the year we have been open 4 days a week. An initial interview takes place ensuring that people are dealt with in the most appropriate way, urgent issues are responded to and people are not turned away.
- Advice Line – participation is continuing as part of a county-wide telephone service. The line is covered on a rota basis between the hours of 10.00am and 2.30pm from Tuesday to Thursday. Outside of these times there is an automated advice service 24 hours a day.

**Achievements and performance (continued)**

- Full advice –General and specialist advice through our team of trained Advisers and supported by a team of dedicated paid staff.
- Information and Self Help.

In addition to general advice, the following specialist services are provided:

- Specialist debt/money advice service. This project is funded by the Money Advice Service.
- Specialist Holistic Wellbeing service funded through health Birmingham and Solihull Clinical Commissioning Unit. Providing patients of GP surgeries in North Solihull with information, advice and guidance at 10 of the GP practices in North Solihull. This project supports people with complex advice needs.
- Social Prescribing Service - we have been delivering a social prescribing project through a team of Link Workers via 17 GP practices in south Solihull. We hold 3 contracts with 3 primary care networks in south Solihull. This project is there to link and support patients to organisations that can help them to be less socially isolated, live independently, reduced visit to the GP and showing increased confidence.
- The provision of specialist guidance across the Borough on Pension Regulations.
- Access to Employment Project. This project is funded by European Funding and as a partner to the project running in Solihull we engage with residents and promote the benefits of the project to them. Once signed up they have access to training, interview practice, job search and IAG services.
- Provision of an advice service for anyone affected by cancer in Solihull funded by Macmillan.

**b. Contribution of Volunteers and Paid Staff**

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and senior management team recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate.

Throughout 2019/20 the service employed 11 paid workers (10.6FTEs), and 90 volunteers together delivering some 5 projects, including the core service.

Volunteers represent the indispensable core of the service for without them, there would not be a Citizens Advice service. The volunteers contribute, on average, 505 hours per week. This may be expressed as an annualised value of £469,528. However, their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained with us helps individuals gain paid employment.



## **Achievements and performance (continued)**

### **c. Who used and benefited from our services?**

During the reporting year 3,186 clients (2018/19: 5,106; 2017/18: 5,364) benefited from the services of Citizens Advice Solihull generating 12,881 contacts. We support people with any issue that they may face however our most common enquiry areas are welfare benefits and tax credits which makes up approximately 41% of the issues we have supported people with.

In total the service negotiated on £2 million worth of debt to make peoples' lives more sustainable. The service generated a total of £960,412 in additional income for local people.

People continue to come to us with multiple problems and on average they are presenting with 2 issues each. On average clients are contacting us 3 times before their issues are fully resolved, often due to the complexity of the issues raised.

### **d. Factors Affecting the Achievement of Objectives**

Maintaining sufficient funding to continue delivering the service remains a continual challenge, We are making sure that we invest in fundraising and continue to diversify our approach to ensure we are delivering the most cost effective service we possibly can. This isn't about simply cutting costs, it is about delivering a service that genuinely meets people's needs to make us as cost effective as possible.

The complexity of the issues that people are facing, and the additional challenges that people are experiencing, places additional demands on the service. The support networks that were previously in place for people are changing and we are asked to offer support that falls outside the remit of direct advice. Where people are vulnerable, it is essential that we offer support in a person centred way and whilst necessary this can be resource intensive.

## **Financial review**

### **a. Going concern**

After making appropriate enquiries, the Trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the accounting policies.

### **b. Reserves policy**

Citizens Advice Solihull Borough is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Trustees consider that it would be prudent to set aside an amount equivalent to three months' operating expenditure. The value of this will be calculated using an average of 3 months running costs based on the current annual budget. This is reviewed on a quarterly basis. The reserves policy figure at the end of 2019/20 equates to £69,754. At the end of 2019/20 the actual level of free reserves (i.e. unrestricted funds less designated and fixed assets) totalled £131,487.

### **c. Material investments policy**

As required in its Memorandum, paragraph 4.17, in furtherance of its objects, and for no other purposes, the Company has the power to invest or deposit funds in any lawful manner (but to invest only after obtaining professional advice and having regard to the suitability of investments and the need for diversification).

**d. Review of financial position**

The availability of funding in the charity sector remains difficult in a period of austerity. The charity is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level.

The charity is working hard to deliver a cost-effective service that genuinely meets the needs of local people. It remains a challenging prospect to meet the ever increasing demand with significantly reduced funding resources.

**e. Future plans**

Developing a sustainable service that meets the needs of local people remains a priority of the Trustee board for 2020/21. The charity will build on the work completed in the previous financial year to develop diversified funding streams to increase our sustainability and enable us to build a diverse service that is responsive to people's needs.

The charity will continue to work to ensure that it delivers a cost-effective service, meaning that we are not only offering value for money to our existing funders but that we have a viable offer, whilst never compromising on the high quality service that our clients expect and deserve.

We are looking forward to delivering successful outcomes for people through the following projects;

- Help to Claim (Face to Face)
- Help to Claim (Web and Phones)
- Delivering services from numerous community venues across the Borough
- Energy Advice – Check, Switch and Save
- Social Prescribing across 3 Primary Care Networks in the Borough
- Developing the opportunities for a face to face service delivered from purpose built premises in the south of the Borough
- Recruit to our team of Volunteers

**f. Principal funding**

The total income for the year of £277,148 represents a net decrease of £71,973 compared to 2018/19.

Project specific funding was gratefully received from The Money Advice Service, European Social Fund – Access to Work Programme, Citizens Advice - Energy Advice, Recognising Excellence, Members of the Public, Baron Davenport Trust, McMillan Trust and Birmingham and Solihull CCG.

Trustees' report (continued)  
for the year ended 31 March 2020

---

**Statement of Trustees' responsibilities**

The Trustees (who are also the directors of the company for the purposes 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 . Under company law, the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgements and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) 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 company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company 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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees on 17 December 2020 and signed on their behalf by:



---

C Hodson  
Chair

**Citizens Advice Solihull Borough**  
**(A company limited by guarantee)**

**Independent examiner's report**  
**for the year ended 31 March 2020**

---

**Independent examiner's report to the Trustees of Citizens Advice Solihull Borough ('the company')**

I report to the charity Trustees on my examination of the accounts of the company for the year ended 31 March 2020.

**Responsibilities and basis of report**

As the Trustees of the company (and 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 the company's accounts 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 Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

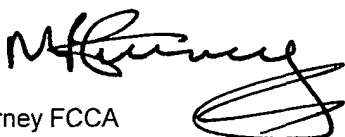
I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

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.

This report is made solely to the company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the company and the company's Trustees as a body, for my work or for this report.

Signed:



Dated: 17 December 2020

Mark Gurney FCCA

Dains LLP  
Birmingham

**Citizens Advice Solihull Borough**  
**(A company limited by guarantee)**

**Statement of financial activities (incorporating income and expenditure account)**  
**for the year ended 31 March 2020**

	Note	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £	Total funds 2019 £
<b>Income from:</b>					
Donations and legacies	4	53,757	-	53,757	22,504
Charitable activities	5	4,630	218,761	223,391	326,617
<b>Total income</b>		<b>58,387</b>	<b>218,761</b>	<b>277,148</b>	<b>349,121</b>
<b>Expenditure on:</b>					
Charitable activities	6	16,453	215,481	231,934	394,683
<b>Total expenditure</b>		<b>16,453</b>	<b>215,481</b>	<b>231,934</b>	<b>394,683</b>
<b>Net movement in funds</b>		<b>41,934</b>	<b>3,280</b>	<b>45,214</b>	<b>(45,562)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward		176,118	-	176,118	221,680
Net movement in funds		41,934	3,280	45,214	(45,562)
<b>Total funds carried forward</b>		<b>218,052</b>	<b>3,280</b>	<b>221,332</b>	<b>176,118</b>

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

The notes on pages 13 to 27 form part of these financial statements.

**Citizens Advice Solihull Borough**  
**(A company limited by guarantee)**  
**Registered number: 07513268**

**Balance sheet**  
**for the year ended 31 March 2020**

	Note	2020 £	2019 £
<b>Fixed assets</b>			
Tangible assets	11	4,298	6,823
<b>Current assets</b>			
Debtors	12	35,456	21,462
Cash at bank and in hand		184,941	160,439
		<u>220,397</u>	<u>181,901</u>
Creditors: amounts falling due within one year	13	(3,363)	(12,606)
<b>Net current assets</b>		<u>217,034</u>	<u>169,295</u>
<b>Total net assets</b>		<u>221,332</u>	<u>176,118</u>
<b>Charity funds</b>			
Restricted funds	14	3,280	-
Unrestricted funds	14	218,052	176,118
<b>Total funds</b>		<u>221,332</u>	<u>176,118</u>

The company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

The financial statements have been prepared in accordance with the provisions applicable to entities subject to the small companies regime.

The financial statements were approved and authorised for issue by the Trustees on 17 December 2020 and signed on their behalf by:



**C Hodson**  
Chair

The notes on pages 13 to 27 form part of these financial statements.

**Notes to the financial statements**  
**for the year ended 31 March 2020**

---

**1. General information**

Citizens Advice Solihull Borough is a private company incorporated in England and Wales under the Companies Act.

Citizens Advice Solihull Borough is a registered charity and a company limited by guarantee and is registered in England and Wales. The address of the company's registered office is shown on page 1.

The principal activities of the company and the nature of the company's operations are set out in the Trustees' report.

A register of company members is held at the registered office. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the company.

**2. Accounting policies**

**2.1 Basis of preparation of financial statements**

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - 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), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

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

**2.2 Going concern**

The financial statements have been prepared on the going concern basis. Financial budgets are set to ensure that the organisation can continue to operate as a going concern for at least a year. Detailed financial budgets are presented and approved by the Trustee Board on a 12 month basis. Any changes in funding within the year are reflected as soon as practicable and action taken by management to ensure that the Charity spends within its available resources.

There are no material uncertainties which cast doubt on the Charity's going concern

## **2. Accounting policies (continued)**

### **2.3 Income**

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Gifts in kind donated for distribution are included at valuation and recognised as income when they are distributed to the projects. Gifts donated for resale are included as income when they are sold.

Donated services or facilities are recognised when the company has control over the item, any conditions associated with the donated item have been met, the receipt of economic benefit from the use of the company of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP 2015, the general volunteer time of the Friends is not recognised and refer to the Trustees' report for more information about their contribution.

On receipt, donated professional services and facilities are recognised on the basis of the value of the gift to the company which is the amount it 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.

### **2.4 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. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

### **2.5 Tangible fixed assets and depreciation**

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

At each reporting date the company assesses whether there is any indication of impairment. If such indication exists, the recoverable amount of the asset is determined to be the higher of its fair value less costs to sell and its value in use. An impairment loss is recognised where the carrying amount exceeds the recoverable amount.



Notes to the financial statements  
for the year ended 31 March 2020

---

**2. Accounting policies (continued)**

**2.5 Tangible fixed assets and depreciation (continued)**

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Fixtures and fittings	- 10% on cost
Computer equipment	- 20% on cost

**2.6 Operating leases**

Rentals paid under operating leases are charged to the Statement of financial activities on a straight line basis over the lease term.

**2.7 Debtors**

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

**2.8 Cash at bank and in hand**

Cash at bank and 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.

**2.9 Liabilities and provisions**

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

**2.10 Financial instruments**

The company 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.

**2. Accounting policies (continued)**

**2.11 Taxation**

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

**2.12 Pensions**

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

**2.13 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 comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

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.

**3. Critical accounting estimates and areas of judgement**

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The company makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are discussed below.

**Critical areas of judgement:**

Tangible fixed assets are depreciated over their useful lives taking into account residual values where appropriate. The actual lives of the assets and residual values are assessed annually and may vary depending on a number of factors. In re-assessing the asset lives, factors such as technological innovation, product life cycles and maintenance programmes are taken into account. Residual values consider such things as future market conditions, the remaining life of the asset and projected disposal values.

Notes to the financial statements  
for the year ended 31 March 2020

4. Income from donations and legacies

	Unrestricted funds 2020 £	Total funds 2020 £
Donations	14,049	14,049
Legacies	39,708	39,708
<b>Total 2020</b>	<b>53,757</b>	<b>53,757</b>

	Unrestricted funds 2019 £	Total funds 2019 £
Donations	22,504	22,504

5. Income from charitable activities

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Advice and Information Service	4,630	-	4,630
Projects	-	218,761	218,761
<b>Total 2020</b>	<b>4,630</b>	<b>218,761</b>	<b>223,391</b>

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Advice and Information Service	216	210,999	211,215
Projects	-	115,402	115,402
<b>Total 2019</b>	<b>216</b>	<b>326,401</b>	<b>326,617</b>

Notes to the financial statements  
for the year ended 31 March 2020

6. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Advice and Information Service	16,453	3,769	20,222
Projects	-	211,712	211,712
<b>Total 2020</b>	<b>16,453</b>	<b>215,481</b>	<b>231,934</b>

	Unrestricted funds 2019 £	Restricted funds 2019 £	Total funds 2019 £
Advice and Information Service	10,498	248,448	258,946
Projects	-	135,737	135,737
<b>Total 2019</b>	<b>10,498</b>	<b>384,185</b>	<b>394,683</b>

Summary by expenditure type

	Staff costs 2020 £	Depreciation 2020 £	Other costs 2020 £	Total funds 2020 £
Advice and Information Service	6,209	2,525	11,488	20,222
Projects	177,264	-	34,448	211,712
<b>Total 2020</b>	<b>183,473</b>	<b>2,525</b>	<b>45,936</b>	<b>231,934</b>

	Staff costs 2019 £	Depreciation 2019 £	Other costs 2019 £	Total funds 2019 £
Advice and Information Service	195,397	2,526	61,023	258,946
Projects	128,217	-	7,520	135,737
<b>Total 2019</b>	<b>323,614</b>	<b>2,526</b>	<b>68,543</b>	<b>394,683</b>

7. Analysis of expenditure by activities

	Activities undertaken directly 2020 £	Total funds 2020 £
Advice and Information Service	20,222	20,222
Projects	211,712	211,712
	<u>231,934</u>	<u>231,934</u>

	Activities undertaken directly 2019 £	Total funds 2019 £
Advice and Information Service	258,946	258,946
Projects	135,737	135,737
	<u>394,683</u>	<u>394,683</u>

Analysis of direct costs

	Advice and Information Service 2020 £	Projects 2020 £	Total funds 2020 £
Staff costs	6,209	177,264	183,473
Depreciation	2,525	-	2,525
Staff and training expenses	1,700	7,185	8,885
Office and premises costs	5,013	27,263	32,276
Governance costs	4,775	-	4,775
	<u>20,222</u>	<u>211,712</u>	<u>231,934</u>

Notes to the financial statements  
for the year ended 31 March 2020

7. Analysis of expenditure by activities (continued)

Analysis of direct costs (continued)

	Advice and Information Service 2019 £	Projects 2019 £	Total funds 2019 £
Staff costs	195,397	128,217	323,614
Depreciation	2,526	-	2,526
Staff and training expenses	8,736	381	9,117
Office and premises costs	47,029	7,139	54,168
Governance costs	5,258	-	5,258
	<u>258,946</u>	<u>135,737</u>	<u>394,683</u>

8. Independent examiner's remuneration

The independent examiner's remuneration amounts to an independent examiner fee of £2,400 (2019 - £2,400).

9. Staff costs

	2020 £	2019 £
Wages and salaries	169,919	299,393
Social security costs	10,579	19,553
Contribution to defined contribution pension schemes	2,975	4,668
	<u>183,473</u>	<u>323,614</u>

The average number of persons employed by the company during the year was as follows:

	2020 No.	2019 No.
Charity purposes	<u>10</u>	<u>19</u>

The average headcount expressed as full-time equivalents was:

	2020 No.	2019 No.
Charity purposes	<u>8</u>	<u>16</u>

Notes to the financial statements  
for the year ended 31 March 2020

9. Staff costs (continued)

No employee received remuneration amounting to more than £60,000 in either year.

The key management personnel of the charity, comprise of, the Trustees, Chief Executive Officer, and the Deputy Chief Executive Officer. The total employee benefits of the key management personnel of the charity was £50,049 (2019: £77,946)

10. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits (2019 - £NIL).

During the year ended 31 March 2020, no Trustee expenses have been incurred (2019 - £NIL).

11. Tangible fixed assets

	Fixtures and fittings £	Computer equipment £	Total £
<b>Cost or valuation</b>			
At 1 April 2019	25,643	14,582	40,225
At 31 March 2020	25,643	14,582	40,225
<b>Depreciation</b>			
At 1 April 2019	18,820	14,582	33,402
Charge for the year	2,525	-	2,525
At 31 March 2020	21,345	14,582	35,927
<b>Net book value</b>			
At 31 March 2020	4,298	-	4,298
At 31 March 2019	6,823	-	6,823

**Citizens Advice Solihull Borough**  
**(A company limited by guarantee)**

**Notes to the financial statements**  
**for the year ended 31 March 2020**

---

**12. Debtors**

	2020 £	2019 £
<b>Due within one year</b>		
Trade debtors	21,058	15,991
Prepayments and accrued income	14,398	5,471
	<u>35,456</u>	<u>21,462</u>

**13. Creditors: Amounts falling due within one year**

	2020 £	2019 £
Other taxation and social security	-	5,790
Accruals and deferred income	3,363	6,816
	<u>3,363</u>	<u>12,606</u>



Notes to the financial statements  
for the year ended 31 March 2020

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2019 £	Income £	Expenditure £	Balance at 31 March 2020 £
<b>Unrestricted funds</b>				
<b>Designated funds</b>				
Equipment	2,500	-	-	2,500
IT Strategy	2,500	-	-	2,500
Redundancy Provision	14,267	-	-	14,267
Premises - lease obligations	7,000	-	-	7,000
Maintenance per year - Chelmsley Wood	6,000	-	-	6,000
Advice and Information Service	50,000	-	-	50,000
	<u>82,267</u>	<u>-</u>	<u>-</u>	<u>82,267</u>
<b>General funds</b>				
General Funds	93,851	58,387	(16,453)	135,785
	<u>93,851</u>	<u>58,387</u>	<u>(16,453)</u>	<u>135,785</u>
<b>Total Unrestricted funds</b>	<u>176,118</u>	<u>58,387</u>	<u>(16,453)</u>	<u>218,052</u>
<b>Restricted funds</b>				
Money Advice Service - Debt Advice	-	52,033	(50,622)	1,411
Solihull CCG	-	30,891	(30,891)	-
Citizens Advice Energy Best Deal	-	4,281	(4,281)	-
Peer to Peer	-	4,425	(4,425)	-
Priority 1.4	-	40,310	(40,310)	-
Help to Claim	-	46,183	(44,314)	1,869
GPS PCN	-	9,887	(9,887)	-
RHP PCN	-	9,964	(9,964)	-
SHP PCN	-	9,987	(9,987)	-
Energy Advice Project	-	10,800	(10,800)	-
	<u>-</u>	<u>218,761</u>	<u>(215,481)</u>	<u>3,280</u>
<b>Total of funds</b>	<u>176,118</u>	<u>277,148</u>	<u>(231,934)</u>	<u>221,332</u>

Notes to the financial statements  
for the year ended 31 March 2020

14. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2018 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2019 £
<b>Unrestricted funds</b>					
<b>Designated funds</b>					
Equipment	2,500	-	-	-	2,500
IT Strategy	2,500	-	-	-	2,500
Redundancy Provision	14,267	-	-	-	14,267
Premises - lease obligations	7,000	-	-	-	7,000
Maintenance per year - Chelmsley Wood	5,000	-	(6,160)	7,160	6,000
Advice and Information Service	6,666	-	-	43,334	50,000
	<u>37,933</u>	<u>-</u>	<u>(6,160)</u>	<u>50,494</u>	<u>82,267</u>
<b>General funds</b>					
General Funds	183,747	22,720	(4,338)	(108,278)	93,851
<b>Total Unrestricted funds</b>	<u>221,680</u>	<u>22,720</u>	<u>(10,498)</u>	<u>(57,784)</u>	<u>176,118</u>
<b>Restricted funds</b>					
Money Advice Service - Debt Advice	-	52,010	(52,010)	-	-
Solihull CCG	-	30,391	(30,391)	-	-
Citizens Advice Energy Best Deal	-	9,000	(9,000)	-	-
Solihull Metropolitan Borough Council	-	210,999	(248,448)	37,449	-
Peer to Peer	-	3,754	(3,754)	-	-
Priority 1.4	-	14,461	(34,796)	20,335	-
Help to Claim	-	5,786	(5,786)	-	-
	<u>-</u>	<u>326,401</u>	<u>(384,185)</u>	<u>57,784</u>	<u>-</u>
<b>Total of funds</b>	<u>221,680</u>	<u>349,121</u>	<u>(394,683)</u>	<u>-</u>	<u>176,118</u>

**Money Advice Service - Debt Advice**

Through the Money Advice Service CASB are funded to give a full spectrum of money advice to residents of Solihull. We give basic budgeting advice, financial capability, negotiate with third parties, bankruptcy applications and representation at Court.

**Solihull CCG**

We hold advice surgeries at 10 GP practices in North Solihull. We deliver one hour appointments to patients. The appointments are for specialist advice and can be on any topic we cover, e.g. benefits, debt, employment, housing, relationships.

**Citizens Advice Energy Best Deal**

A project to explain to people the benefits of becoming more energy efficient along with providing advice on swapping energy providers face to face appointments.

**Solihull Metropolitan Borough Council**

To provide access to universal advice services (negotiated information and advice including casework) and access to universal specialist advice.

**Peer to Peer**

Funding to pay salary costs whilst our caseworker is completing peer reviews for the Money Advice Service.

**Priority Project**

Citizens Advice Solihull Borough is the delivery partner for Solihull Metropolitan Borough Council (SMBC). The project seeks to assist unemployed people back into work with SMBC receiving approved funding from the European Social Fund. SMBC will provide grants to CASB to assist in covering a proportion of the staff costs incurred over the project term, which is 3 years.

**Help to Claim (HTC)**

The service seeks to help people with Universal Credit issues including those making an initial claim. It is delivered face-to-face, over the phone and online through webchat and online advice content to enable clients to access support in the way that's right for them.

**Primary Care Network (PCN)**

Funding received to employ Link Worker who will co-develop non-clinical social prescriptions with patients to improve patient health and wellbeing. This may include advice, accessing voluntary sector or statutory organisations for specialist services, joining community groups or undertaking independent activities.

**Energy Advice Project**

The programme seeks to provide one-to-one advice to clients in fuel poverty or in a fuel poverty risk group. Clients may either drop in to their local Citizens Advice or be referred to their local Citizens Advice for energy advice support by local voluntary or public organisations. The advice sessions are delivered via telephone or other digital channels as well as face-to-face appointments at local offices.

Notes to the financial statements  
for the year ended 31 March 2020

15. Summary of funds

Summary of funds - current year

	Balance at 1 April 2019 £	Income £	Expenditure £	Balance at 31 March 2020 £
Designated funds	82,267	-	-	82,267
General funds	93,851	58,387	(16,453)	135,785
Restricted funds	-	218,761	(215,481)	3,280
	<u>176,118</u>	<u>277,148</u>	<u>(231,934)</u>	<u>221,332</u>

Summary of funds - prior year

	Balance at 1 April 2018 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2019 £
Designated funds	37,933	-	(6,160)	50,494	82,267
General funds	183,747	22,720	(4,338)	(108,278)	93,851
Restricted funds	-	326,401	(384,185)	57,784	-
	<u>221,680</u>	<u>349,121</u>	<u>(394,683)</u>	<u>-</u>	<u>176,118</u>

16. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Unrestricted funds 2020 £	Restricted funds 2020 £	Total funds 2020 £
Tangible fixed assets	4,298	-	4,298
Current assets	217,117	3,280	220,397
Creditors due within one year	(3,363)	-	(3,363)
<b>Total</b>	<u>218,052</u>	<u>3,280</u>	<u>221,332</u>

Notes to the financial statements  
for the year ended 31 March 2020

16. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior period

	Unrestricted funds 2019 £	Unrestricted funds 2019 £	Total funds 2019 £
Tangible fixed assets	-	6,823	6,823
Current assets	-	181,901	181,901
Creditors due within one year	-	(12,606)	(12,606)
<b>Total</b>	<b>-</b>	<b>176,118</b>	<b>176,118</b>

17. Pension commitments

The company operates a stakeholder pension scheme. The pension cost and charge represents contributions payable by the company to the fund and amounted to £2,975 (2019 - £4,668). At 31 March 2020 contributions amounting to £Nil (2019 - £Nil) were payable.

18. Operating lease commitments

At 31 March 2020 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2020 £	2019 £
Not later than 1 year	1,222	2,825
Later than 1 year and not later than 5 years	762	4,269
	<b>1,984</b>	<b>7,094</b>

19. Related party transactions

Details of remuneration paid to key management personnel of the charity is shown in note 9.

There were no other related party transactions.