

**Coventry Citizens Advice  
Financial Statements  
Year Ended 31 March 2021**

Charity registration number: 1000487  
Company registration number: 02122698

# **Coventry Citizens Advice**

## **Financial Statements**

**Year Ended 31 March 2021**

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## **Coventry Citizens Advice**

### **Charity Reference and Administrative Details**

**For the Year Ended 31 March 2021**

<b>Charity registration number</b>	1000487
<b>Company registration number</b>	02122698
<b>Trustees</b>	
J Murphy	Independent - Chair
S Brake	Independent – Vice chair
N Smith	Independent – Vice chair
L Taylor	Independent – Treasurer
C Stephens	Independent
Cllr F Abbott	Nominated representative – Coventry City Council
B Singh	Independent
M Lloyd	Independent
J Walker-Thompson	Independent
<b>Chief Executive Officer &amp; Secretary</b>	K Algate
<b>Registered office</b>	Kirby House, Little Park Street, Coventry, CV1 2JZ
<b>Auditor</b>	Harrison, Beale and Owen Limited, Highdown House, 11 Highdown Road, Leamington Spa, CV31 1XT
<b>HR Consultant</b>	LRM HR Consultancy Ltd, 74 Stratford Road, Warwick, CV34 6AT
<b>Bankers</b>	National Westminster Bank Plc, Priory House, 38 Colmore Circus, Queensway, Birmingham B4 6DY
<b>Property Consultants (issues pertaining to the leases)</b>	D&P Holt Ltd, Holt Court, 16 Warwick Row, Coventry CV1 1EJ

## Coventry Citizens Advice

### Trustees' Annual Report (Including Directors' Report)

#### For the Year Ended 31 March 2021

The trustees present their report and the audited financial statements of the charity for the year ended 31 March 2021. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102) in preparing the annual report and financial statements of the charity.

The financial statements have been prepared in accordance with the accounting policies set out in notes to the accounts and comply with the charity's governing document, the Charities Act 2011 and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

#### Trustees of the charity

The directors of the charitable company are its trustees for the purposes of charity law. The trustees who have served during the year and since the year end were as follows:

J Murphy	Independent - Chair
S Brake	Independent – Vice chair
N Smith	Independent – Vice chair
L Taylor	Independent – Treasurer
C Stephens	Independent
Cllr F Abbott	Nominated representative – Coventry City Council
B Singh	Independent
M Lloyd	Independent
J Walker-Thompson (Appointed 27 May 2021)	Independent

#### Objectives and activities

It is a requirement of the Trustee board of Coventry Citizens Advice to ensure that the organisation continues to deliver services for public benefit and the trustees have considered the Charity Commission's guidance on public benefit. The organisation's charity 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 Coventry and the surrounding areas.

##### i) The principal activities of Coventry Citizens Advice are:

- To ensure that individuals do not suffer through a lack of knowledge of their rights and responsibilities, or of the service available to them, or through an inability to express their needs effectively, and equally;
- To exercise a responsible influence on the development of Social Policies and services, both locally and nationally.

##### ii) Strategies employed to achieve the charitable objectives during year 2020/21.

Due to the Covid-19 pandemic, in March 2020 Coventry Citizens Advice moved from a primarily face to face model conducted at both the city centre location and at local outreach sites, to one of a remote telephone service within a matter of days. Specialist and generalist advice work was undertaken remotely, setting a new precedent to being able to meet clients' needs away from the city centre. We identified that we were seeing a new demographic of clients who had struggled to access our services before due to being a carer, working full time or having no other means of travelling to the city. We also identified that for others, their needs could not be met without face to face support and our Vulnerable Client Service was introduced in September 2020. This face to face appointment system continues to run on a 'needs' basis within the office, after the client has been triaged by a manager to ensure that we could not support the client by other channels such as email or telephone.

Moving to a telephone first approach was already in train within the Business Plan prior to Covid-19, but the pandemic helped enable this to happen more quickly and assisted by various Covid-19 specific ICT transformational funding. The workforce adapted well, alongside the majority of the clients to this new way of working. However, it directly impacted two service areas, namely: our work providing advice and outreach services in Coventry foodbanks; and University Hospital Coventry and Warwickshire (UHCW), after funding was withdrawn by the funders due to the change in circumstances arising from the effects of Covid-19. Several members of staff were furloughed when suitable alternative funded work could not be found, for which we utilised the Government's Job retention scheme to remove the need for redundancies across the affected teams.

## **Coventry Citizens Advice**

### **Trustees' Annual Report (Including Directors' Report)**

#### **For the Year Ended 31 March 2021**

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

##### **ii) Strategies employed to achieve the charitable objectives during year 2020/21 (continued)**

We accessed all relevant government and other Covid-19 funding support where possible, as well as making savings elsewhere across the charity (such as holding vacancies, reduced expense of heating the building, printing costs etc). This enabled us to mitigate some financial risks arising from the wider uncertainty and instability which Covid-19 brought to bear on the economy and on society as a whole. We optimised the opportunity not to renew our tenancy agreement in Sun Alliance House and withdrew in October 2020, leaving Kirby House as the only office the charity had in use and thereby reducing overhead costs going forward. We plan to continue to rationalise our office overhead costs, when our lease for Kirby House comes up for renewal in December 2022. It is expected that we will relocate to a smaller 'out of town' premises, while maintaining a client facing 'shop front' within the city.

We know from our client satisfaction survey results that our services are relevant and of good quality with 92% of respondents saying they would recommend the service to others.

Our commitment to influencing policy change, locally and nationally, was delivered through continuous engagement with decision-makers and decision 'influencers' through issue report writing, the submission of evidence to Parliamentary enquiries and consultation exercises (local and national) and active attendance at open and closed stakeholder forums.

##### **iii) The role and contributions of volunteers.**

Coventry Citizens Advice provides opportunities for growth and giving through our volunteering programme. However, the pandemic had a negative impact on our ability to utilise volunteers during lockdown due to the prohibitive cost of ICT, plus a lack of availability of relevant staff to supervise and support volunteers in delivering generalist advice. This has progressively improved with volunteers being equipped to offer virtual generalist advice and be effectively supervised remotely. It is envisaged that it will be 2022 when we will return to our pre-Covid-19 levels of volunteers where we had 65 volunteers who gave over 7,000 hours of service across a variety of roles including Trainee and Generalist Advisers, administrators, research and campaigns, receptionists and work placements.

##### **iv) Funding is not provided through the use of social or program related investments.**

v) The Business Plan is reviewed and updated annually in line with its legal objects and business strategy. There are key objectives in the business plan that are reviewed at Board meetings. Key funding streams and projects are managed in line with the contract or grant agreement for the services. Performances of these services are reviewed by the Board on a regular basis.

##### **Achievements and performance**

In comparison to the resources we had available and the logistical challenges due to working remotely, we have had another effective year of providing independent and free advice and guidance to 8,748 unique clients with 28,596 enquiries (recorded on our internal CRM system). This represents 3.3 issues per client. This was primarily through telephone support (71%), with email representing 17% of support and 9% by letter, webchat etc. and 3% face to face.

We know that nearly 20,000 visited our local website for information, which is in addition to the millions of people who used the national Citizens Advice website.

From this, we increased our clients' income by £8,198,409 which equates to an average of £937 for every client irrespective of their issue.

We helped write off debts of £2,875,364 for clients who accessed our accredited debt service.

Performance of all services and projects are assessed against key objectives, as agreed with the funders and Trustee Board. Performance is also reviewed at project and/or service board meetings, ensuring targets are achieved and risks are mitigated.

Long-term funding, particularly unrestricted income, remains a challenge for the organisation. The management and complexity of reporting for some of our income streams is challenging; it is essential that we ensure the balance of our funds to ensure that we are able to cover our organisational costs and deliver our commitments. We are developing new partnerships across all sectors as well as with our Citizens Advice colleagues in the West Midlands to build our future capacity and sustainability, with the first shared resource commenced in 2021 for a regional Research and Campaigns Co-ordinator.

## **Coventry Citizens Advice**

### **Trustees' Annual Report (Including Directors' Report)**

#### **For the Year Ended 31 March 2021**

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

The Research and Campaigns Co-ordinator is a member of various local multi-agency forums including but not exclusively, the 'welfare reform working together group', Coventry Homelessness Forum, Coventry Food Network, Universal Credit Front Line Worker Liaison Group, Council Tax Recoveries Stakeholder Group, and the Marmot Partnership Group.

The role also produces quarterly local and regional newsletters to key stakeholders and hosts a regional network to proactively raise the profile of advice services as well as advocate and campaign for a fairer society.

##### **Financial review (including reserves policy)**

The general funding position for the organisation continues to be a challenge with most funding opportunities being restricted and still for fixed term periods, often for a little more than 12 months.

This brings uncertainty to staff and presents risks for us in retaining talent and commitment. This risk is being mitigated through clear and regular communications across the organisation.

The Statement of Financial Activities for the year shows net outgoing resources for the year of £93,990 and total reserves of £490,358, of which £186,723 relates to restricted funds and £303,635 to unrestricted funds, of which £30,000 has been designated for specific purposes by the trustees.

##### **Reserves Policy**

Coventry Citizens Advice's services are funded mainly by public grants. In recent years we, and the charitable sector in general, have seen a large reduction in the amount of public funding available to us.

The Trustees set the reserves policy in line with the guidance issued by the Charities Commission. The policy was reviewed in September 2020 as part of our risks management processes. The trustees believe that the charity should hold reserves as the charity has no endowment and has limited sources of voluntary income; the charity needs to protect itself in the event of unforeseen circumstances to continue its activities; and the need for the charity to remain flexible with an ability to maximise future opportunities as they arise.

Reserves include the general unrestricted funds available to be used in furthering the objectives of the Charity in future periods and, for the purposes of setting our reserves policy and the calculation of the target level of reserves, restricted and designated funds are excluded as these are either unavailable for general purposes or have already been committed.

The Trustees consider that the unrestricted funds should be set at the level required to cover a minimum of three months running costs, based on budget, which currently equates to £270,000. The level of undesignated unrestricted funds as at the year end was £273,635 and therefore the charity has complied with its reserves policy.

The reserves level is calculated and reviewed annually by the Finance, Risk and Audit subcommittee. Any significant changes in activities or contractual obligations that could affect the level of reserves will be monitored as and when necessary.

##### **Future plans and the impact of Covid-19**

The trustees have a strategic aim to strengthen the charity's links with partners and existing funders to secure sustainable and longer term funding. Covid-19 has also impacted on future advice needs and a predicted increase in demand for debt, employment and housing advice, as well as how clients access our generalist advice service.

Equality Impact Assessments have been introduced and undertaken regarding the changes in service delivery and will be regularly monitored and reviewed in light of Government legislation. Our ambition is to be able to help more clients in a timely and high quality and accredited way. We will do this by ensuring that we manage the resources available to us as efficiently as possible, as well as ensuring that our online and digital offer is up-to-date and accessible as possible.

With all of these changes, the need for city centre offices will evolve, with the lease for Kirby House up for renewal at the end of 2022.

## **Coventry Citizens Advice**

### **Trustees' Annual Report (Including Directors' Report)**

#### **For the Year Ended 31 March 2021**

##### **Going concern**

As reported above, although the Charity has been affected by Covid-19 in that some of its activity was limited, it has seen an acceleration in demand for its services.

The trustees monitor the financial health of the Charity and the short-term forecasts. These are based on conservative estimates of the outcome of committed projects, by both value and timing. Looking forward, there are no material or significant uncertainties about the future of the Charity in the medium term.

In order to stress test this assertion, a series of scenarios have been considered, based on delivery of these programmes over the next eighteen months. The Charity has demonstrated its ability to flexibly respond to the limitations to date and expects to continue with full operations. Nevertheless, the impact of further or different limitations were considered, including: the availability of appropriately skilled staff and associates, from the perspective of both a short-term impact of illness, and in terms of the ability to recruit; and also in terms of a relative lack of client take up of the services offered compared to what we would ordinarily expect. The scenarios also considered the possibility that prospective contractual funding would not materialise. None of the scenarios are reliant upon Government support and the Charity has no long-term contractual commitments.

On the basis of the current financial position, the level of reserves and cash, and these scenarios, the trustees believe there are no material uncertainties that call into doubt the Charity's ability to continue as a going concern and have prepared the Financial Statements on this basis.

##### **Structure, governance and management**

###### **i) Governing document**

Coventry Citizens Advice, formerly known as Coventry Citizens Advice Bureau, is a charitable company limited by guarantee, incorporated on 13th April 1987 and registered as a charity on 2nd October 1990. The Company was established under a memorandum of association which established the objects and powers of the charitable company and is governed under its articles of association. These articles were updated at Coventry Citizens Advice's AGM on 4th January 2014. Trustee Board members undertake that, under the Company Director's Disqualification Act 1986, they are not under Qualification Order, nor are they disqualified by the Charities Act 2011 (Section 178) from acting as a Charity Trustee. There are 9 Directors of the Company, and the value of each Director's liability in the event of the Charity/Company winding up is £1.

###### **ii) Recruitment and Appointment of Trustees**

The directors of the company are also charity trustees for the purposes of charity law, and under Coventry Citizens Advice articles, are known as trustee board members. Under the requirements of the Memorandum and Articles of Association, the members of the Trustee Board are elected to serve for a period of 3 years, after which they must be re-elected at the next Annual General Meeting (see articles of association, paragraphs 41 – 47).

Trustees are openly recruited and selected for their ability to make an effective contribution to the board through their skills, knowledge and experience, as well as having a proven interest in the work of the organisation. Appointments are approved by a meeting of the full board.

The last recruitment process for a new Treasurer was undertaken by a recruitment agency as the trustees felt that an external open recruitment process would add transparency and new skills and expertise to the board which were previously not present. The recruitment process brought a range of candidates who were interviewed by a panel and supported by the recruitment agency. The Treasurer was appointed on their merit and best fit with the charity's values and follows on from the appointment of the Chair which instigated the new process of recruitment.

###### **iii) Trustee Induction and Training**

An initial induction meeting is held between potential trustee members and the Chief Executive, who furnishes the incoming trustee board member with the latest published accounts, the organisational chart, the previous year's annual report, and two sets of the most recent board minutes. The memorandum and articles document and standing orders for meetings are also provided.

Board members are invited to take advantage of training that is on offer by various providers. Sometimes this relates to specific funding streams but, more likely, covers the broad principles that need to be taken on board by all trustees.

## **Coventry Citizens Advice**

### **Trustees' Annual Report (Including Directors' Report)**

#### **For the Year Ended 31 March 2021**

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

###### **iii) Trustee Induction and Training (continued)**

Coventry Citizens Advice is a member of Citizens Advice, the national association. The organisation meets the quality standards set out in Citizens Advice's Membership Scheme, and is audited by Citizens Advice to these standards, by way of the Leadership Self-Assessment.

The trustee board is responsible for making policies to ensure that the organisation complies with the Citizens Advice Membership Scheme, with charity law, company law, employment law, health and, safety law, and with the organisation's memorandum and articles of association.

###### **iv) Organisation**

The trustees are collectively responsible for the governance of the organisation, and for its effective management. Trustees are aware of their legal responsibilities and liabilities and act reasonably and prudently in the interests of the organisation and avoid conflicts with other interests. The latter is checked at every board meeting.

With the Chief Executive, the board maps out its strategies, setting aims and objectives and agrees a business plan within available resources. The board approves an annual budget and has financial controls and reporting procedures that enable it to ensure appropriate use of resources and financial stability. This includes an annual review of remuneration for all staff, in line with the current HR policies and procedures. There are two sub-committees, who meet bi-monthly: Finance, Risk and Audit committee; and a Human Resources, Health and Safety committee. The Finance, Risk and Audit committee is responsible for making recommendations on the level of resource allocation required to meet the policy objectives of the board, and on the utilisation of such resources. It also reviews monthly management accounts against budget. The Human Resources, Health and Safety committee is responsible for all human resources/staffing issues, health and safety issues, equal opportunities in relation to all aspects of employment and service delivery.

Strategy and Policy is discussed at board meetings. The sub-committees meet separately and make recommendations to the board. The full board meet bi-monthly, or monthly if it so dictates.

Trustees are kept informed about the business and activities of the organisation by the Chief Executive and are accountable for governance without being directly involved in its day to day running. The board is the employer of the organisation's paid staff, and directly recruits, supports and monitors the Chief Executive. It delegates the recruitment, support and supervision of other staff and volunteers to the Chief Executive. The Chief Executive delegates a range of responsibilities to members of the senior management team. A scheme of delegation is in place, and day to day responsibility for the provision of the service rests with the Chief Executive, who is responsible for ensuring that the charity delivers the services specified. The Chief Executive has responsibility for the day to day operational management of the organisation, ensuring that the team continue to develop their skills and working practices in line with good practice and funders' requirements.

###### **v) Related Parties**

Coventry Citizens Advice is a member of Citizens Advice, the national association, who provide support at a national level to all individual organisations. However, individual organisations are autonomous in generating their own income and managing projects, and Coventry Citizens Advice is an independent charity in its own right.

Coventry Citizens Advice is an active member of the Advice Services Coventry (ASC) which encompasses partnership working with other organisations including the Law Society, Coventry Independent Advice Services and Age UK.

###### **vi) Risk Management**

Coventry Citizens Advice has completed a corporate risk management exercise which cannot entirely eliminate all risks but should provide reasonable assurance that problems are identified on a timely basis. Major risks to which the charity is exposed have been reviewed and systems put in place to mitigate those risks. The board will continue to review the corporate risk register and ensure that action plans are in place to mitigate its key risks. Included in external risks is that of the loss of funding. The effects of this have been minimised by funds being secured from a variety of sources. The charity continues to seek to further diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company. These procedures are periodically reviewed to ensure that they still meet the needs of the charity. Citizens Advice also carry out an annual liaison visit where risks are identified and assessed.



## Coventry Citizens Advice

### Trustees' Annual Report (Including Directors' Report)

#### For the Year Ended 31 March 2021

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

###### vi) Risk Management (continued)

The organisation has adopted the recommended Citizens Advice policy for information assurance. All staff, volunteers and trustees have to complete annual training on: Information Management, Health and Safety, Safeguarding, Equality and Diversity, GDPR and Financial Conduct Authority procedures. A quarterly risk assessment is also carried out by each team within the organisation.

###### vii) Pay policy for senior staff

The pay of the senior staff is reviewed by the board (at least annually) and normally increased in line with average earnings or review against performance objectives. In view of the nature of the charity, the trustees benchmark against pay levels in other regional charities of a similar size. If recruitment has proven difficult in the recent past a market addition may also be paid.

##### Fundraising

Whilst the charity does incur some expenditure in respect of fundraising activities, these are considered to be on a very small scale and do not form part of the charity's principal activities. The charity neither participates in publicly marketed fundraising events nor in the active soliciting of donations from members of the general public. Accordingly, the charity is not registered with the Fundraising Regulator, although the trustees will keep the situation under review.

##### Trustees' responsibilities

The trustees (who are also directors of Coventry Citizens Advice for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. 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 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 these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS 102);
- 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 operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable 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 charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

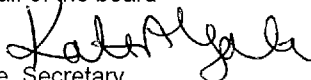
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

In approving the Trustees' Annual Report, we also approve the Directors' report included therein, in our capacity as company directors.

The Trustees' Annual Report has been prepared in accordance with the special provisions of the Companies Act, relating to small entities.

On behalf of the board



K Algate, Secretary  
7 October 2021

## **Coventry Citizens Advice**

### **Independent Auditor's Report to the trustees of Coventry Citizens Advice**

#### **For the Year Ended 31 March 2021**

##### **Opinion**

We have audited the financial statements of Coventry Citizens Advice (the 'charitable company') for the year ended 31 March 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

##### **Basis for opinion**

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

##### **Conclusions relating to going concern**

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

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

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

Notwithstanding the above, the COVID-19 viral pandemic is one of the most significant economic events there has been in the UK for many years, with unprecedented levels of uncertainty in predicting outcomes. It is therefore difficult to evaluate all of the potential implications on the charity's activities, beneficiaries, suppliers and the wider economy. The trustees' views on the impact of COVID-19 are disclosed in note 1 (m) of the notes to the financial statements.

##### **Other information**

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

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

We have nothing to report in this regard.

##### **Matters on which we are required to report by exception**

We have nothing to report in respect of the following matters in relation to which the Charities (Accounts and Reports) Regulations 2008 require us to report to you if, in our opinion:

- the information given in the financial statements is inconsistent in any material respect with the trustees' report; or
- the charitable company has not kept adequate accounting records; or
- the financial statements are not in agreement with the accounting records and returns; or
- we have not received all the information and explanations we require for our audit.

**Independent Auditor's Report to the trustees of Coventry Citizens Advice**

**For the Year Ended 31 March 2021**

**Responsibilities of trustees**

As explained more fully in the trustees' responsibilities statement set out on page 9, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

**Auditor's responsibilities for the audit of the financial statements**

We have been appointed as auditor under section 144 of the Charities Act 2011 and report in accordance with regulations made under section 154 of that Act.

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

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

The audit process includes an assessment of the entity's risk environment, through enquiry of and discussion with management and those charged with governance, including an assessment of any key laws and regulations with which the charitable company must comply in the ordinary course of its operations.

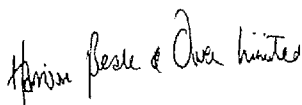
Additionally, the overall risks of irregular transactions occurring are assessed following our observations and confirmation of the design and implementation of management's controls. Whilst we are mindful of these risks, our audit focus is geared towards the risk of material misstatement in the financial statements as a whole.

As such, our procedures cannot guarantee that all transactions have been fully compliant with all relevant laws and regulations, including those regulations relating to fraud, as our procedures are not designed to detect all instances of non-compliance. By definition, the risk of our detection of non-compliance is greater where compliance with a law or regulation is removed from the events and transactions reflected in the financial statements. The risk is also greater regarding irregularities due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: <https://www.frc.org.uk/auditors/audit-assurance/auditor-s-responsibilities-for-the-audit-of-the-fi-description-of-the-auditor-s-responsibilities-for>. This description forms part of our auditor's report.

**Use of our report**

This report is made solely to the charitable company's trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. Our audit work has been undertaken so that we might state to the charitable company's trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Harrison Beale & Owen Limited  
Highdown House  
11 Highdown Road  
Leamington Spa  
Warwickshire  
CV31 1XT

Date: 7 October 2021

Harrison Beale & Owen Limited is eligible to act as an auditor in terms of Section 1212 of the Companies Act 2006

# Coventry Citizens Advice

## Statement of Financial Activities (Including Income and Expenditure Account)

For the Year Ended 31 March 2021

		2021			2020
	Note	Unrestricted funds £	Restricted funds £	Total £	Total £
<b>Income and endowments from:</b>					
Donations and legacies	2	1,007	-	1,007	1,428
Charitable activities	3	462,619	1,816,116	2,278,735	3,008,444
Other trading activities	4	1,103	-	1,103	4,938
Investments	5	226	-	226	997
<b>Total income and endowments</b>		<b>464,955</b>	<b>1,816,116</b>	<b>2,281,071</b>	<b>3,015,807</b>
<b>Expenditure on:</b>					
Charitable activities	6	483,271	1,891,790	2,375,061	3,023,305
<b>Total expenditure</b>		<b>483,271</b>	<b>1,891,790</b>	<b>2,375,061</b>	<b>3,023,305</b>
<b>Net income/ (expenditure)</b>		<b>(18,316)</b>	<b>(75,674)</b>	<b>(93,990)</b>	<b>(7,498)</b>
<b>Transfers between funds</b>	<b>16</b>	<b>(21,624)</b>	<b>21,624</b>	<b>-</b>	<b>-</b>
<b>Net movement in funds</b>		<b>(39,940)</b>	<b>(54,050)</b>	<b>(93,990)</b>	<b>(7,498)</b>
<b>Reconciliation of funds:</b>					
Total funds brought forward	16	343,575	240,773	584,348	591,846
<b>Total funds carried forward</b>	<b>16</b>	<b>303,635</b>	<b>186,723</b>	<b>490,358</b>	<b>584,348</b>

All income and expenditure derive from continuing activities.

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

**Coventry Citizens Advice (Company limited by guarantee reg. number: 02122698)**

**Balance Sheet**

**As at 31 March 2021**

	Note	2021 £	2020 £
<b>Fixed assets</b>			
Tangible assets	11	-	-
		-	-
<b>Current assets</b>			
Debtors	12	135,737	346,647
Cash at bank and in hand		633,854	363,275
		769,591	709,922
<b>Creditors: amounts falling due within one year</b>	13	(199,233)	(125,574)
		570,358	584,348
<b>Net current assets</b>		570,358	584,348
<b>Total assets less current liabilities</b>		570,358	584,348
<b>Provisions for liabilities</b>	14	(80,000)	-
		490,358	584,348
<b>Net assets</b>		490,358	584,348
<b>Charity Funds</b>			
Restricted funds	16	186,723	240,773
Unrestricted funds	16	303,635	343,575
		490,358	584,348
<b>Total charity funds</b>		490,358	584,348

For the year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies but as this company is a charity, it is subject to audit under the Charities Act 2011.

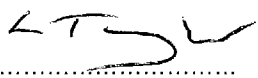
Directors' responsibilities:

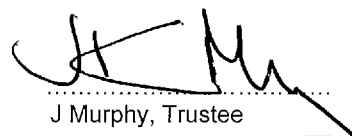
- The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476 of the Companies Act 2006;
- The directors acknowledge their responsibilities for complying with the requirements of the Acts with respect to accounting records and the preparation of accounts.

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved and authorised for issue by the Board on 7 October 2021.

Signed on behalf of the board of trustees.

  
.....  
L Taylor, Trustee

  
.....  
J Murphy, Trustee

The notes on pages 15 to 24 form part of these financial statements.

# Coventry Citizens Advice

## Statement of Cash Flows

For the Year Ended 31 March 2021

	Note	2021 £	2020 £
Cash flow from operating activities	18	270,353	(132,002)
Cash flow from investing activities			
Interest received		226	997
Net cash flow from investing activities		226	997
Net increase / (decrease) in cash and cash equivalents		270,579	(131,005)
Cash and cash equivalents at 1 April		363,275	494,280
Cash and cash equivalents at 31 March		633,854	363,275

### Analysis of changes in net funds

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Net cash			
Cash at bank and in hand	363,275	270,579	633,854
Bank overdrafts	-	-	-
	363,275	270,579	633,854

# Coventry Citizens Advice

## Notes to the Financial Statements

### For the Year Ended 31 March 2021

#### 1 Summary of significant accounting policies

##### (a) General information and basis of preparation

Coventry Citizens Advice is a private company limited by guarantee, incorporated in England and Wales. 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 company number and the address of the registered office is given in the charity information on page 3 of these financial statements. The nature of the charity's operations and principal activities are detailed on page 4.

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 issued in October 2019, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The charity constitutes a public benefit entity as defined by FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note(s).

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

##### (b) Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity 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 charity 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.

##### (c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

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.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities and donated professional services are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity, for example the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

No amount is included in the financial statements for volunteer time in line with the SORP. Further detail is given in the Trustees' Annual Report.

For legacies, entitlement is the earlier of the charity being notified of an impending distribution or the legacy being received. At this point income is recognised. On occasion legacies will be notified to the charity, however it is not possible to measure the amount expected to be distributed. On these occasions, the legacy is treated as a contingent asset and disclosed.

## Coventry Citizens Advice

### Notes to the Financial Statements

#### For the Year Ended 31 March 2021

##### 1 Summary of significant accounting policies (continued)

###### (c) Income recognition (continued)

Income from trading activities includes income earned from fundraising events and trading activities to raise funds for the charity. Income is received in exchange for supplying goods and services in order to raise funds and is recognised when entitlement has occurred.

Interest income is recognised using the effective interest rate method and is recognised as the charity's right to receive payment is established. This is normally upon notification of the interest paid or payable by the bank.

###### (d) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required and the amount of the obligation can be measured reliably. It is categorised under the following headings:

- Expenditure on charitable activities includes those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that relate directly to an activity and those of an indirect nature necessary to support them.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

###### (e) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs and administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to expenditure on charitable activities on a basis consistent with use of the resources. The bases on which support costs have been allocated are: the length of the project; & the number of FTE employed on the project. The analysis of these costs is included in note 6.

###### (f) Tangible fixed assets

Tangible fixed assets are capitalised where expenditure exceeds £1,000 and are stated at cost (or deemed cost) or valuation less accumulated depreciation and accumulated impairment losses. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Leasehold premises	Over the period of the lease
Computer equipment	3 years straight line
Fixtures and fittings	3 - 5 years straight line

Where assets are project specific they are depreciated in line with the life of the project.

###### (g) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

###### (h) Financial instruments

Loans and borrowings are initially recognised at the transaction price including transaction costs. Subsequently, they are measured at amortised cost using the effective interest rate method, less impairment. If an arrangement constitutes a finance transaction it is measured at the present value.

###### (i) Provisions

Provisions are recognised when the charity has an obligation at the balance sheet date as a result of a past event, it is probable that an outflow of economic benefits will be required in settlement and the amount can be reliably estimated.



# Coventry Citizens Advice

## Notes to the Financial Statements

### For the Year Ended 31 March 2021

#### 1 Summary of significant accounting policies (continued)

##### (j) Leases

Rentals payable and receivable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

##### (k) Employee benefits

When employees have rendered service to the charity, short-term employee benefits to which the employees are entitled are recognised at the undiscounted amount expected to be paid in exchange for that service.

The charity operates a defined contribution pension plan for the benefit of its employees. Contributions are expensed as they become payable.

Redundancy/termination payments are charged to the SoFA in the period to which they relate, once there is a legal or constructive obligation to make the payment.

##### (l) Tax

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. As such, it does not have liability to corporation tax in the course of its normal charitable activities.

##### (m) Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern and trustees have incorporated the possible impact of the COVID-19 pandemic into their assumptions underlying the preparation of the budget.

##### (n) Critical accounting estimates and judgements

To be able to prepare financial statements in accordance with FRS 102, the charity must make certain estimates and judgements that have an impact on the policies and the amount reported in the annual accounts. The estimates and judgements are based on historical experiences and other factors including expectations of future events that are believed to be reasonable at the time such estimates and judgements are made.

#### 2 Income from donations and legacies

	2021 £	2020 £
Gifts	1,007	1,428
	<hr/> 1,007	<hr/> 1,428

2020 comparatives include gifts of £1,428 in unrestricted funds.

#### 3 Income from charitable activities

	2021 £	2020 £
Advice and information services		
Unrestricted	462,619	502,084
Restricted	1,816,116	2,506,360
	<hr/> 2,278,735	<hr/> 3,008,444

Income from charitable activities includes government grants of £956,468 (2020: £1,560,765).

# Coventry Citizens Advice

## Notes to the Financial Statements

### For the Year Ended 31 March 2021

#### 4 Income from other trading activities

	2021 £	2020 £
Room hire	1,103	4,938
	<u>1,103</u>	<u>4,938</u>

2020 comparatives include room hire income of £4,938 in unrestricted funds.

#### 5 Income from investments

	2021 £	2020 £
Interest - deposits	226	997
	<u>226</u>	<u>997</u>

2020 comparatives include interest of £997 in unrestricted funds.

#### 6 Analysis of expenditure on charitable activities

	Activities undertaken directly £	Support and governance costs £	Total 2021 £	Total 2020 £
<b>Charitable activities – advice and information services</b>				
Staff costs	1,473,799	259,768	1,733,567	1,856,311
Recruitment and other costs	43,711	1,599	45,310	2,359
Training	2,726	2,307	5,033	10,008
Travel	5,388	410	5,798	20,317
Client expenses	4,121	-	4,121	94,722
Volunteer expenses	49	-	49	11,921
Translation costs	14,228	-	14,228	37,990
Publicity	300	-	300	2,174
Subscriptions and licences	3,799	11,751	15,550	17,570
Printing, postage and stationery	10,061	1,568	11,629	24,177
Telephone	28,063	3,597	31,660	23,340
Insurance	1,148	7,890	9,038	7,842
Rent, rates and service charges	14,836	79,501	94,337	104,526
Heat and light	1,008	7,946	8,954	9,401
Premises and equipment repairs and maintenance	96,221	17,504	113,725	36,324
Computer costs	32,234	19,918	52,152	44,438
Settlement costs	142,441	-	142,441	590,118
Partnership payments	44,980	-	44,980	55,475
Professional fees	8,680	22,548	31,228	30,267
Depreciation	-	-	-	1,165
Other costs	1,040	9,921	10,961	42,860
	<u>1,928,833</u>	<u>446,228</u>	<u>2,375,061</u>	<u>3,023,305</u>

2020 comparatives include expenditure on activities undertaken directly of £2,555,445 and support and governance costs of £467,860. Of this expenditure, £485,258 was incurred within unrestricted funds and £2,538,047 within restricted funds.

# Coventry Citizens Advice

## Notes to the Financial Statements

### For the Year Ended 31 March 2021

#### 7 Governance costs

	2021 £	2020 £
Auditor's remuneration	5,120	4,730
Professional fees	31,228	26,087
Staff costs	53,546	52,723
Other	3,500	3,335
	<u>93,394</u>	<u>86,875</u>

#### 8 Net income for the year

Net income is stated after charging / (crediting):

	2021 £	2020 £
Auditor's remuneration	5,120	4,730
Depreciation	-	1,165
Operating lease rentals	80,997	85,935
	<u></u>	<u></u>

#### 9 Trustees' and key management personnel remuneration and expenses

The trustees neither received nor waived any remuneration during the year (2020: £nil).

No trustees (2020: One trustee) had expenses for travel reimbursed during the year (2020: £31).

The charity considers its key management personnel to comprise the trustees and the Chief Executive Officer. The total employment benefits including pension contributions of key management personnel was £68,276 (2020: £65,956).

#### 10 Staff costs and employee benefits

The average monthly number of employees during the year, expressed as full time equivalents, was as follows:

	2021 Number	2020 Number
Charitable activities	54	59
Management and administration	6	6
	<u>60</u>	<u>65</u>

The total staff costs and employees' benefits was as follows:

	2021 £	2020 £
Wages and salaries	1,536,312	1,651,640
Social security	131,684	131,880
Defined contribution pension costs	65,572	72,791
Bureau agency costs	5,361	5,661
	<u>1,738,929</u>	<u>1,861,972</u>

One (2020: One) employee received total employee benefits (excluding employer pension costs) of more than £60,000.

# Coventry Citizens Advice

## Notes to the Financial Statements

### For the Year Ended 31 March 2021

#### 11 Tangible fixed assets

	Leasehold premises £	Computer equipment £	Fixtures and fittings £	Total £
<b>Cost or valuation:</b>				
At 1 April 2020 and 31 March 2021	166,946	120,375	66,673	353,994
<b>Depreciation:</b>				
At 1 April 2020	166,946	120,375	66,673	353,994
Charge for the year	-	-	-	-
At 31 March 2021	166,946	120,375	66,673	353,994
<b>Net book value:</b>				
At 31 March 2021	-	-	-	-
At 31 March 2020	-	-	-	-

#### 12 Debtors

	2021 £	2020 £
Trade debtors	108,745	312,652
Prepayments and accrued income	26,992	33,995
	<u>135,737</u>	<u>346,647</u>

#### 13 Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	23,977	36,394
Other tax and social security	30,408	29,333
Other creditors	18,110	20,875
Deferred income	65,000	28,553
Accruals	61,738	10,419
	<u>199,233</u>	<u>125,574</u>

Deferred income comprises amounts received in advance where the performance conditions of the grant have not been met.

	2021 £	2020 £
Balance at 1 April	28,553	5,000
Amounts released to incoming resources	(28,553)	(5,000)
Amounts deferred in year	65,000	28,553
	<u>65,000</u>	<u>28,553</u>

#### 14 Provisions for liabilities

	Dilapidations 2021 £
Balance at 1 April 2020	-
Charge to Statement of Financial Activities	80,000
Balance at 31 March 2021	<u>80,000</u>

The dilapidations provision relates to obligations of the charity under the terms of its lease and is expected to give rise to a settlement of £80,000 by the end of 2022. The provision is all attributable to unrestricted funds.

# Coventry Citizens Advice

## Notes to the Financial Statements

### For the Year Ended 31 March 2021

#### 15 Leases

Total future minimum lease payments under non-cancellable operating leases are as follows:

	2021 £	2020 £
Not later than one year	76,164	86,249
Later than one and not later than five years	55,800	131,964
	<u>131,964</u>	<u>218,213</u>

#### 16 Funds

	Balance at 01/04/2020 £	Income £	Expenditure £	Transfers £	Balance at 31/03/2021 £
<b>Unrestricted funds</b>					
General funds	293,884	459,826	(479,149)	(926)	273,635
Designated funds:					
Lease reserve	24,000	-	-	(24,000)	-
Maintenance reserve	13,093	-	-	(13,093)	-
IT reserve	8,793	-	-	(8,793)	-
Hardship fund	3,805	1,007	-	(4,812)	-
Relocation reserve	-	-	-	20,000	20,000
Restructuring reserve	-	-	-	10,000	10,000
Coronavirus JRS Grants	-	4,122	(4,122)	-	-
<b>Total unrestricted funds</b>	<u>343,575</u>	<u>464,955</u>	<u>(483,271)</u>	<u>(21,624)</u>	<u>303,635</u>
<b>Restricted funds</b>					
CitA – Money Advice Service	-	298,111	(291,365)	(6,746)	-
Healthwatch Services	-	24,596	(24,596)	-	-
STEP	86,594	-	(43,567)	-	43,027
CAF Resilience	-	50,649	(55,879)	5,230	-
Orbit – JAM	-	20,125	(19,778)	-	347
CitA - BEIS	-	16,285	(16,285)	-	-
NHS Coventry – HIV/TB	6,571	23,430	(29,374)	-	627
Macmillan	-	270,038	(277,761)	7,723	-
Resilience	9,841	-	(9,997)	156	-
CitA – Help to Claim	3,437	114,438	(111,407)	-	6,468
Quality of Life Hardship Fund	5,871	-	(3,330)	-	2,541
Sue Darling Hardship Fund	-	-	-	4,812	4,812
BSS	-	24,727	(24,208)	(155)	364
Cardinal Ltd – Major Trauma	12,058	16,355	(23,430)	-	4,983
Help in Crisis	20,156	94,927	(88,093)	-	26,990
St Martin in the Fields – Frontline	4,065	20,252	(21,153)	-	3,164
CitA – Pension Wise	14,003	131,319	(124,353)	-	20,969
Big Lottery – BBO Breakthrough	-	60,522	(71,127)	10,605	-
Integration 1	3,141	622,136	(625,542)	265	-
Integration 2	75,036	10,678	(13,017)	(266)	72,431
Coronavirus JRS grants	-	17,528	(17,528)	-	-
<b>Total restricted funds</b>	<u>240,773</u>	<u>1,816,116</u>	<u>(1,891,790)</u>	<u>21,624</u>	<u>186,723</u>
<b>Total funds</b>	<u>584,348</u>	<u>2,281,071</u>	<u>(2,375,061)</u>	<u>-</u>	<u>490,358</u>

## Coventry Citizens Advice

### Notes to the Financial Statements

#### For the Year Ended 31 March 2021

##### 16 Funds (continued)

###### Fund descriptions

Lease Reserve	Funds set aside to mitigate the risk of rent in years 6 to 10 of the lease that may not be covered by contract income.
Maintenance Reserve	Funds set aside for reinstating building on expiry of lease.
IT Reserve	Funds set aside to maintain the current computer system.
Hardship Fund	Funds raised by donation to help clients in great need.
Relocation reserve	Funds set aside to manage relocation of offices.
Restructuring reserve	Funds set aside to manage staffing restructure due to changing contracts.
Coronavirus JRS grants	Funds receivable and expensed in respect of staff placed "on furlough" during the lockdowns in the year, for which the charity was compensated by claims made under the government's Job retention scheme
CitA – MAS	Funding from the Money Advice Service for the provision of debt advice.
Healthwatch Services	Grant enables the charity to run a telephone information enquiry line for people seeking advice with issues relating to health or social care.
STEP	Grant towards working with clients and frontline workers to reduce fuel poverty and increase the energy efficiency of people's homes.
CAF Resilience	Grant to fund the charity's core activities and where emergency responses required in the wake of the impact of Covid-19.
Orbit – JAM	Grant for a learning programme called Just About Managing (JAM) that helps people to look at their finances from different perspectives, encourages people to talk about money, reduce some of the stress and help them to feel more confident about their personal finances and equips them with the practical tools to be able to budget more effectively.
CitA - BEIS	Grant to fund remote working IT and other equipment
NHS - CCG/HIV TB	Grant towards provision of outreach services.
Macmillan	Grant towards advice service for cancer patients and their families.
Resilience	Funding to cover costs of providing support to those in food crisis who are transferring to Universal Credit in Coventry.
CitA – Help to Claim	Grant to support those in the early stages of making a Universal credit claim from application through to the first payment.

## Coventry Citizens Advice

### Notes to the Financial Statements

#### For the Year Ended 31 March 2021

#### 16 Funds (continued)

##### Fund descriptions

Quality of Life Hardship fund	Grant to help and support those who are struggling with living costs.
Sue Darling Hardship Fund	Funding to alleviate those in aggravated need.
Trussell Trust – BSS	Funding to cover costs of the Benefits Support Service to those in food crisis and who are transferring to Universal credit in Coventry.
Cardinal Ltd – Major Trauma	Funds towards the delivery of Signposting Partnership Service that aims to facilitate access to advice on matters such as welfare benefits, housing, legal services and rehabilitation to Major Trauma Centre (MTC) patients and/or their families and carers whilst in hospital.
Help in Crisis	Grant enables the charity to provide practical and emotional support to clients who are homeless or vulnerably housed. The project is between Coventry Citizens Advice and Valley House.
St Martin in the Fields – Frontline Network	Funds to build up a network of housing and homelessness workers across the city.
CitA - Pension Wise	Grant towards the Pension Wise Service, to ensure that consumers who are approaching retirement with defined contribution pension pots will be offered guidance on how to make informed and confident decisions on how to use their contribution savings in retirement. It is designed for those over the age of 55.
Big Lottery – BBO Breakthrough	Grant towards work with clients offering individual support with finding employment and accessing training, offer support with debts and access to the benefits to help maximise clients' income, wellbeing, confidence and self-esteem.
Integration Syria and Afghan	Grants towards the delivery of resettlement services to individuals and families from Syria and Afghanistan, including compliance with Home Office requirements.

#### 17 Analysis of net assets between funds

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Cash and current assets	436,536	30,000	303,055	769,591
Current liabilities and provisions	(162,901)	-	(116,332)	(279,233)
Total	273,635	30,000	186,723	490,358

## Coventry Citizens Advice

### Notes to the Financial Statements

#### For the Year Ended 31 March 2021

##### 18 Reconciliation of net income to net cash flow from operating activities

	2021 £	2020 £
Net movement for the year	(93,990)	(7,498)
Interest receivable	(226)	(997)
Depreciation and impairment of tangible fixed assets	-	1,165
(Increase)/ decrease in debtors	210,910	(144,338)
Increase in creditors	153,659	19,666
Net cash flow from operating activities	270,353	(132,002)

##### 19 Pensions and other post-retirement benefits

The charitable company makes contributions to defined contribution personal pension plans for the employees whereby payments are made to an insurance company independent from the finances of the charitable company. Contributions are charged to the statement of financial activities as and when incurred. The charge for the year was £65,572 (2020: £72,791). At 31 March 2021 £9,946 (2020: £10,537) was due to the scheme.

##### 20 Related party transactions

There are no related party transactions during the period (2020: £nil).