

**Coventry Citizens Advice
Financial Statements
Year Ended 31 March 2023**

Charity registration number: 1000487
Company registration number: 02122698

Coventry Citizens Advice

Financial Statements

Year Ended 31 March 2023

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Coventry Citizens Advice

Charity Reference and Administrative Details

For the Year Ended 31 March 2023

Charity registration number	1000487
Company registration number	02122698
Trustees	
J Murphy	Independent - Chair
S Brake	Independent – Vice chair
C Stephens	Independent – Vice chair
J Walker-Thompson	Independent – Treasurer
Cllr F Abbott	Nominated representative – Coventry City Council
B Singh	Independent
M Lloyd	Independent
L Taylor	Independent
P Frost	Independent
Chief Executive Officer & Secretary	K Algate (resigned 13 January 23) J Perry (appointed 26 March 23)
Registered office	Kirby House, Little Park Street, Coventry, CV1 2JZ
Auditor	Harrison, Beale and Owen Limited, Highdown House, 11 Highdown Road, Leamington Spa, CV31 1XT
HR Consultant	LRM HR Consultancy Ltd, 74 Stratford Road, Warwick, CV34 6AT
Bankers	National Westminster Bank Plc, Priory House, 38 Colmore Circus, Queensway, Birmingham B4 6DY
Property Consultants (issues pertaining to the leases)	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 2023

The trustees present their report and the audited financial statements of the charity for the year ended 31 March 2023. 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 are as follows:

J Murphy	Independent – Chair
S Brake	Independent – Vice chair
C Stephens	Independent – Vice chair
J Walker-Thompson	Independent – Treasurer
Cllr F Abbott	Nominated representative – Coventry City Council
B Singh	Independent
M Lloyd	Independent
L Taylor	Independent
P Frost (appointed 1 June 2023)	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 that subject. 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.

There have been significant changes both external and internal for Coventry Citizens Advice this year. Kate Algate (CEO) left in January 2023 and an interim, Claire Lodder, joined in November 22 and left after completing her handover to Jonathan Perry, who was appointed as the new permanent CEO in March 2023.

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 2022/3.

As we came out of the pandemic Coventry Citizens Advice continued to deliver services through a wide range of channels, with remote and telephone options remaining a popular mainstay. Specialist and generalist advice work was undertaken remotely and with gradually increasing face to face delivery at both community hubs and the city centre location. However, the face to face option has not, and likely will not, return to pre covid levels.

A city-wide review of advice services is planned to be undertaken by the local authority. Coventry Citizens Advice will continue to work closely with other advice agencies and National Citizens Advice to input into this process to ensure the best possible outcome for the people of Coventry.

iii) The role and contributions of volunteers.

During the pandemic retaining volunteers was very difficult and the numbers are significantly reduced. The incoming CEO will need to prioritise recruitment, training and support of new volunteers as they are such an integral part of the service we provide to the people of Coventry and beyond.

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

Coventry Citizens Advice

Trustees' Annual Report (Including Directors' Report)

For the Year Ended 31 March 2023

Objectives and activities (continued)

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

During the year Coventry Citizens Advice have provided a service to 11,027 people, presenting with a total of 29,515 issues. However, these figures in no way reflect demand but rather reflect the capacity of the service funded and the model of working that was necessarily adapted through the Covid lockdown. The first task of the new Chief Executive was to review the operating model and increase the number and proportion of people trying to access the service, particularly by telephone on Adviceline where less than 20% of the total demand has been met this year.

Access modes for service delivery are steadily stabilising as we come out of the pandemic position, face to face has increased to 8%, email 16%, telephone 53% and Adviceline 4%. There were 60,699 unique page views on the website (three times last years figure), which translates to nearly 50,000 users.

Total financial gains for the year are £7,471,651 which is a small increase on the previous year, which equates to £678 of benefit to each client, a small reduction when compared to the previous year.

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 meetings, ensuring targets are achieved and risks are mitigated.

As a consequence of the cost of living crisis demand for our services has risen considerably. Through the pandemic the primary presentation was a requirement for benefits advice but as we came out of lockdown conditions the principal demand on our services was for debt advice, particularly in the quarter January to March 2023.

Long-term funding is a continuing challenge for the charity sector in general and for Coventry Citizens Advice in particular. In order to achieve financial sustainability, we have undertaken a rigorous review of costs, central to this is expenditure on office leases and central staffing. The review recommendations and sustainability plan have been accepted by the Board and are currently being implemented.

Financial review (including reserves policy)

The general financial position for the organisation continues to be a challenge with many of the current contracts being short term. This creates difficulties in staff morale and retention and makes planning challenging. As part of the sustainability plan, efforts will be made to increase funding and to negotiate longer term contracts where possible.

The Statement of Financial Activities for the year shows net expenditure for the year of £41,172 and total reserves of £533,921, of which £229,829 relates to restricted funds and £304,092 to unrestricted funds. £30,000 of unrestricted funds has been designated for specific purposes by the trustees.

Reserves Policy

Coventry Citizens Advice's services are funded mainly by contracts from national and local organisations, charitable trusts and some grant funding from Coventry City Council. Most of this comes as 'restricted' income and has little effect on 'free reserves'.

The Trustees set the reserves policy in line with the guidance issued by the Charities Commission. The policy is reviewed annually as part of our risk management processes. The trustees believe that the charity should hold reserves because it has no endowments, has limited sources of voluntary income, needs to protect itself in the event of unforeseen circumstances to continue its activities; and needs 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. For the purposes of calculating minimum reserves to meet the policy, restricted and designated funds are excluded, as these are either unavailable for general purposes or have already been committed.

The Trustees consider that the minimum reserves should be set at the level required to cover a minimum of three months' running costs, based on budget, which equated to £270,000 for 2022/3. The level of undesignated unrestricted funds as at the year-end was £274,092 and therefore the charity has complied with its reserves policy.

The minimum 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 is monitored.

Coventry Citizens Advice

Trustees' Annual Report (Including Directors' Report)

For the Year Ended 31 March 2023

Future plans

The Integration Service, which has been provided by Coventry Citizens Advice on behalf of Coventry City Council for circa ten years, was transferred in totality to the local authority to be delivered 'in house' from 1 April 2023. This transfer, will have a significant impact on income and has necessitated a plan to reduce overhead costs to ensure sustainability. The plan also includes a proposition to move location to reduce costs and has specific targets for generating new income. The context of this is set by the Board and leadership team in restating our mission and objectives through a review of the strategic plan, developing a process for identifying grant and contract opportunities and fundraising to consolidate our core services.

Going concern

Despite the reduction in funding overall and the concomitant challenges there is a significant increase in demand for our 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.

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.

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.

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 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.

Coventry Citizens Advice

Trustees' Annual Report (Including Directors' Report)

For the Year Ended 31 March 2023

Structure, governance and management (continued)

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, Finance, Risk and Audit Committee; and a Human Resources and 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 and 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 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.

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.

Coventry Citizens Advice

Trustees' Annual Report (Including Directors' Report)

For the Year Ended 31 March 2023

Fundraising

Whilst the charity does incur some expenditure in respect of fundraising activities, these are 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 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



J Murphy, Chair of Trustees
10 November 2023

Coventry Citizens Advice

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

For the Year Ended 31 March 2023

Opinion

We have audited the financial statements of Coventry Citizens Advice (the 'charitable company') for the year ended 31 March 2023 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 2023, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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.

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.

Coventry Citizens Advice

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

For the Year Ended 31 March 2023

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 8, 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.

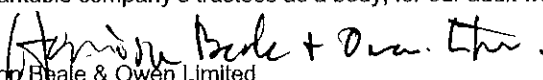
Additionally, the overall risks of irregular transactions occurring are assessed following our observations and confirmation of the design and implementation of management's controls. Whilst we are mindful of these risks, our audit focus is geared towards the risk of material misstatement in the financial 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: 9 November 2023

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 2023

		2023			2022
	Note	Unrestricted funds £	Restricted funds £	Total £	Total £
Income and endowments from:					
Donations and legacies	2	741	-	741	1,305
Charitable activities	3	404,599	2,004,610	2,409,209	2,510,712
Other trading activities	4	2,800	-	2,800	3,200
Investments	5	2,290	-	2,290	63
Total income and endowments		410,430	2,004,610	2,415,040	2,515,280
Expenditure on:					
Charitable activities	6	383,859	2,072,353	2,456,212	2,430,545
Total expenditure		383,859	2,072,353	2,456,212	2,430,545
Net Income/ (expenditure)		26,571	(67,743)	(41,172)	84,735
Transfers between funds	16	(33,183)	33,183	-	-
Net movement in funds		(6,612)	(34,560)	(41,172)	84,735
Reconciliation of funds:					
Total funds brought forward	16	310,704	264,389	575,093	490,358
Total funds carried forward	16	304,092	229,829	533,921	575,093

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 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible assets	11	-	-
Current assets			
Debtors	12	372,708	275,226
Cash at bank and in hand		350,463	549,922
		<u>723,171</u>	<u>825,148</u>
Creditors: amounts falling due within one year	13	(89,250)	(150,055)
Net current assets		<u>633,921</u>	<u>675,093</u>
Total assets less current liabilities		<u>633,921</u>	<u>675,093</u>
Provisions for liabilities	14	(100,000)	(100,000)
Net assets		<u>533,921</u>	<u>575,093</u>
Charity Funds			
Restricted funds	16	229,829	264,389
Unrestricted funds	16	304,092	310,704
Total charity funds		<u>533,921</u>	<u>575,093</u>

For the year ending 31 March 2023 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.

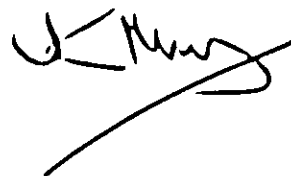
These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved and authorised for issue by the Board on 10 November 2023.

Signed on behalf of the board of trustees.



.....
J Walker-Thompson, Trustee



.....
J Murphy, Trustee

The notes on pages 14 to 23 form part of these financial statements.

Coventry Citizens Advice

Statement of Cash Flows

For the Year Ended 31 March 2023

	Note	2023 £	2022 £
Cash flow from operating activities	18	(201,749)	(83,995)
Cash flow from investing activities			
Interest received		2,290	63
Net cash flow from investing activities		<u>2,290</u>	<u>63</u>
Net increase / (decrease) in cash and cash equivalents		(199,459)	(83,932)
Cash and cash equivalents at 1 April		549,922	633,854
Cash and cash equivalents at 31 March		<u>350,463</u>	<u>549,922</u>

Analysis of changes in net funds

	At 1 April 2022 £	Cash flows £	At 31 March 2023 £
Net cash			
Cash at bank and in hand	549,922	(199,459)	350,463
Bank overdrafts	-	-	-
	<u>549,922</u>	<u>(199,459)</u>	<u>350,463</u>

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2023

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 fulfillment 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 2023

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 2023

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 any relevant risks 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

	2023 £	2022 £
Gifts	741	1,305
	<u>741</u>	<u>1,305</u>

2022 comparatives include gifts of £1,305 in unrestricted funds.

3 Income from charitable activities

	2023 £	2022 £
Advice and information services		
Unrestricted	404,599	477,653
Restricted	2,004,610	2,033,059
	<u>2,409,209</u>	<u>2,510,712</u>

Income from charitable activities includes government grants of £663,313 (2022: £791,698).

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2023

4 Income from other trading activities

	2023 £	2022 £
Room hire	2,800	3,200
	<u>2,800</u>	<u>3,200</u>

2022 comparatives include room hire income of £3,200 in unrestricted funds.

5 Income from Investments

	2023 £	2022 £
Interest - deposits	2,290	63
	<u>2,290</u>	<u>63</u>

2022 comparatives include Interest of £63 in unrestricted funds.

6 Analysis of expenditure on charitable activities

	Activities undertaken directly £	Support and governance costs £	Total 2023 £	Total 2022 £
Charitable activities – advice and information services				
Staff costs	1,415,561	277,884	1,693,445	1,607,720
Recruitment and other costs	8,136	19,427	27,563	25,584
Training	3,578	358	3,936	6,887
Travel	5,834	859	6,693	5,995
Client expenses	33,791	-	33,791	72,798
Volunteer expenses	562	54	616	399
Translation costs	19,493	-	19,493	28,430
Publicity	150	-	150	138
Subscriptions and licences	7,796	14,254	22,050	18,966
Printing, postage and stationery	11,261	2,587	13,848	15,274
Telephone	22,301	1,649	23,950	24,564
Insurance	-	9,573	9,573	9,194
Rent, rates and service charges	-	78,329	78,329	79,802
Heat and light	-	17,096	17,096	9,535
Premises and equipment repairs and maintenance	-	34,076	34,076	41,706
Computer costs	6,141	19,632	25,773	27,035
Settlement costs	421,610	-	421,610	429,618
Professional fees	840	12,310	13,150	13,843
Other costs	2,405	8,665	11,070	13,057
	<u>1,959,459</u>	<u>496,753</u>	<u>2,456,212</u>	<u>2,430,545</u>

2022 comparatives include expenditure on activities undertaken directly of £2,010,488 and support and governance costs of £420,057. Of this expenditure, £457,833 was incurred within unrestricted funds and £1,972,712 within restricted funds.

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2023

7 Governance costs

	2023 £	2022 £
Auditor's remuneration	6,311	6,951
Professional fees	12,310	13,843
Staff costs	63,783	51,474
Other	1,516	4,318
	<u>83,920</u>	<u>76,586</u>

8 Net Income for the year

Net income is stated after charging / (crediting):

	2023 £	2022 £
Auditor's remuneration	6,311	6,951
Operating lease rentals	74,074	73,780
	<u></u>	<u></u>

9 Trustees' and key management personnel remuneration and expenses

The trustees neither received nor waived any remuneration during the year (2022: £nil).

No trustees (2022: No trustees) had expenses for travel reimbursed during the year.

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 £86,101 (2022: £68,959).

10 Staff costs and employee benefits

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

	2023 Number	2022 Number
Charitable activities	48	51
Management and administration	6	5
	<u>54</u>	<u>56</u>

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

	2023 £	2022 £
Wages and salaries	1,494,547	1,419,860
Social security	131,767	121,108
Defined contribution pension costs	67,131	66,752
Bureau agency costs	5,098	4,878
	<u>1,698,543</u>	<u>1,612,598</u>

One (2022: 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 2023

11 Tangible fixed assets

	Leasehold premises £	Computer equipment £	Fixtures and fittings £	Total £
Cost or valuation:				
At 1 April 2022 and 31 March 2023	166,946	120,375	66,673	353,994
Depreciation:				
At 1 April 2022	166,946	120,375	66,673	353,994
Charge for the year	-	-	-	-
At 31 March 2023	166,946	120,375	66,673	353,994
Net book value:				
At 31 March 2023	-	-	-	-
At 31 March 2022	-	-	-	-

12 Debtors

	2023 £	2022 £
Trade debtors	347,016	245,704
Prepayments and accrued income	25,692	29,522
	<u>372,708</u>	<u>275,226</u>

13 Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	23,735	44,173
Other tax and social security	30,468	31,252
Other creditors	21,842	21,638
Deferred income	-	25,000
Accruals	13,205	27,992
	<u>89,250</u>	<u>150,055</u>

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

	2023 £	2022 £
Balance at 1 April	25,000	65,000
Amounts released to Incoming resources	(25,000)	(40,000)
Amounts deferred in year	-	-
	<u>-</u>	<u>25,000</u>

14 Provisions for liabilities

	Dilapidations 2023 £
Balance at 1 April 2022	100,000
Charge to Statement of Financial Activities	-
Balance at 31 March 2023	<u>100,000</u>

The dilapidations provision relates to obligations of the charity under the terms of its lease with a settlement expected in 2023 or thereafter, with the exact timing uncertain. All charges have been made against unrestricted funds.

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2023

15 Leases

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

	2023	2022
	£	£
Not later than one year	1,580	57,380
Later than one and not later than five years	1,185	2,765
	<u>2,765</u>	<u>60,145</u>

16 Funds

	Balance at 01/04/2022 £	Income £	Expenditure £	Transfers £	Balance at 31/03/2023 £
Unrestricted funds					
General funds	280,704	410,430	(383,859)	(33,183)	274,092
Designated funds:					
Relocation reserve	20,000	-	-	-	20,000
Restructuring reserve	10,000	-	-	-	10,000
Total unrestricted funds	<u>310,704</u>	<u>410,430</u>	<u>(383,859)</u>	<u>(33,183)</u>	<u>304,092</u>
Restricted funds					
CitA – Money Advice Service	-	252,679	(278,772)	26,093	-
Nationwide – Reach	8,976	25,000	(24,573)	-	9,403
Eveson -Reach	-	20,000	(11,152)	-	8,848
Saintbury -Reach	-	2,000	(2,000)	-	-
STEP	49,582	(48,093)	(1,489)	-	-
HALS	-	50,000	(43,368)	-	6,632
NHS Coventry – HIV/TB	790	30,000	(25,650)	-	5,140
Macmillan	-	302,777	(303,361)	584	-
CBS ASS	-	50,000	(11,363)	-	38,637
CitA – Pension Wise	3,341	156,207	(151,197)	-	8,351
CBS Hardship Fund	-	40,950	(9,882)	-	31,068
Sue Darling Hardship Fund	4,058	-	(1,326)	-	2,732
BSS	364	-	-	-	364
Cardinal Ltd – Major Trauma	6,013	39,863	(41,799)	-	4,077
Help in Crisis	36,924	-	(24,429)	-	12,495
St Martin in the Fields – Frontline	3,619	33,796	(23,883)	-	13,532
CBS Debts	81,235	-	(77,108)	-	4,127
Big Lottery – BBO Breakthrough	-	49,729	(56,235)	6,506	-
Integration 1	-	764,358	(764,791)	433	-
Integration 2	69,487	220,344	(219,975)	(433)	69,423
CitA COL	-	15,000	-	-	15,000
Total restricted funds	<u>264,389</u>	<u>2,004,610</u>	<u>(2,072,353)</u>	<u>33,183</u>	<u>229,829</u>
Total funds	<u>575,093</u>	<u>2,415,040</u>	<u>(2,456,212)</u>	<u>-</u>	<u>533,921</u>

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2023

16 Funds (continued)

Fund descriptions

Relocation reserve	Funds set aside to manage relocation of offices.
Restructuring reserve	Funds set aside to manage staffing restructure due to changing contracts.
CitA – MAS	Funding from the Money Advice Service for the provision of debt advice.
Nationwide - Reach	Funding from Nationwide Building Society to offer advice on debt, budgeting, housing and benefits issues.
Eveson/ Saintbury Reach	Grants towards work with clients who have housing issues.
STEP	Grant towards working with clients and frontline workers to reduce fuel poverty and Increase the energy efficiency of people's homes.
HALS	Grant towards access to early social welfare and/or family legal advice/ support, to enable users to resolve these problems as early as possible or otherwise support litigants in person through their legal journey.
NHS - CCG/HIV TB	Grant towards provision of outreach services.
Macmillan	Grant towards advice service for cancer patients and their families.
CBS ASS	Funding from Coventry Building Society to cover the costs of additional Advice Session Supervisor and to manage volunteers.
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.
CBS Hardship	Funding from Coventry Building Society to help vulnerable clients with Bankruptcy, DRO and Emergency support.
Sue Darling Hardship Fund	Funding to alleviate those in aggravated need.
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.

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2023

16 Funds (continued)

Fund descriptions

CBS debts	Funding from Coventry Building Society to cover the costs of additional debt advisors.
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.
CitA COL	Funding from National Citizens Advice to assist with the effects of changes in the cost of living.

17 Analysis of net assets between funds

	Unrestricted funds £	Designated funds £	Restricted funds £	Total £
Cash and current assets	412,492	30,000	280,679	723,171
Current liabilities and provisions	(138,400)	-	(50,850)	(189,250)
Total	274,092	30,000	229,829	533,921

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

	2023 £	2022 £
Net movement for the year	(41,172)	84,735
Interest receivable	(2,290)	(63)
(Increase)/ decrease in debtors	(97,482)	(139,489)
(Decrease)/ increase in creditors and provisions	(60,805)	(29,178)
Net cash flow from operating activities	(201,749)	(83,995)

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 £67,131 (2022: £66,752). At 31 March 2023 £9,299 (2022: £10,773) was due to the scheme.

Coventry Citizens Advice

Notes to the Financial Statements

For the Year Ended 31 March 2023

20 Related party transactions

There are no related party transactions during the period (2022: £nil).