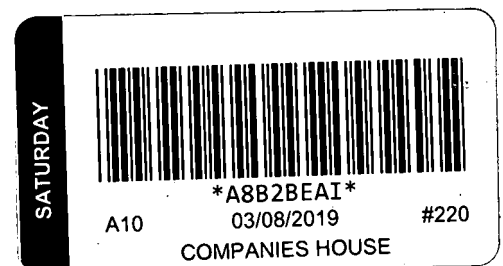


**WOLVERHAMPTON CITIZENS
ADVICE BUREAUX**
(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2019



**Company No. 01946618
Charity No. 516877**

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

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WOLVERHAMPTON CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT

For the year ended 31 March 2019

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and the audited financial statements for the year ended 31 March 2019.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice (SORP), applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015).

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number: 516877
Company number: 01946618

Authorised & regulated by the Financial Conduct Authority FRN: 617803

Registered office: 26 Snow Hill
Wolverhampton
WV2 4AD

Trustee Directors:	Jonathan Crockett	(Chair)
	Nicolas Cheesewright	(Vice Chair)
	Louise Jones	
	Gem Lopez	
	Geeta Patel	
	Primula Paul	
	Francis Reeves	
	Bernard Cysewski	
	Dr Stephen Iafrati	
	Stuart Maynard	(appointed on 14/05/19)
	Robert Marris	(resigned on 04/10/18)
	James Smith	(resigned on 13/11/18)
	Brian Chindendere	(resigned on 13/11/18)

Secretary: Helen Child

Senior Management Team:	Helen Child	(Chief Executive)
	Craig Alford	(Organisational Manager)

Auditors: CK Audit
No. 4 Castle Court 2
Castlegate Way
Dudley
West Midlands
DY1 4RH

Bankers: Barclays Bank Plc
Queen Square
Wolverhampton
WV1 1DS

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT

For the year ended 31 March 2019

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity (which has the working name of 'Citizens Advice Wolverhampton') was formed as a company limited by guarantee on 11 September 1985 (Company Number: 01946618). The full name of the charity is WOLVERHAMPTON CITIZENS ADVICE BUREAUX and was registered with the Charity Commission on 16 October 1985 (Charity Number: 516877). It is governed by its Memorandum and Articles of Association, as last updated on 19 March 2004.

Recruitment and appointment of trustees

The Charity is governed through a Trustee Board. Trustees who have held office during the year are listed on page 3. Trustees are elected or co-opted under the terms of the Articles of Association which provide for a maximum of fifteen trustees.

Trustees are 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 charity.

The following non-voting representatives also attend meetings of the Trustee Board:

- One appointed by City of Wolverhampton Council
- Two Staff representatives elected by the employees of the charity
- Three Volunteer representatives elected by volunteers of the charity

Trustee induction and training

New trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. New Trustees are encouraged to observe the delivery of advice services to gain an understanding of our services and meet frontline staff and volunteers. They also meet key employees and other trustees. Trustees are provided with annual training and charity updates where these will facilitate the understanding of their role, and are also provided online training via our National Citizens Advice online portal.

Organisation

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

With the Chief Officer, 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.

Trustees are kept informed about the business and activities of the charity by the Chief Officer and are accountable for governance without being directly involved in its day to day running. The Board is the employer of the charity's paid staff, and directly recruits, supports and monitors the Chief Officer. It delegates the recruitment, support and supervision of other staff and volunteers to the Chief Officer. The Chief Officer delegates a range of responsibilities to members of the senior management team.

Following a governance review in 2017, two task and finish panels have been established in order to conduct particular activities as needed, all of which report minutes back to the Trustee Board itself. These are a Personnel Panel and a Quality and Scrutiny Panel. All panels have terms of reference and elected chairs (when convened).

Related parties

Wolverhampton Citizens Advice Bureaux is a member of Citizens Advice, the national charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports members with an information system, training and other services.

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT

For the year ended 31 March 2019

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Risks management

Senior managers and trustees undertake an annual review of business risks for the charity, and recording significant risks and mitigations in a risk register. This is monitored quarterly throughout the year to ensure there has not been any major change to the risk profile. Consideration is given to the steps the charity needs to take to mitigate the risk by setting down actions that can be taken to reduce the likelihood and/or the impact of a risk taking place.

Business continuity plans are in place to manage the risk of infrastructure and systems failures.

Trustees

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 1993 (section 72) from acting as a Charity Trustee.

There are 27 Members of the Company, including all Trustees, and the value of Members' liability in the event of the charity/Company winding up is £1.00.

OBJECTIVES AND ACTIVITIES

It is a requirement of the Trustee Board of Wolverhampton Citizens Advice Bureaux to ensure that the organisation continues to deliver services for public benefit. The charity's principal object is:

To promote any charitable purpose for the benefit of the community in the City of Wolverhampton and elsewhere by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress, and, additionally, to preserve, develop and improve features of public amenity.

The Citizens Advice service:	Purpose	Citizens Advice Wolverhampton:
Has dual aims to: <ul style="list-style-type: none"> - Provide the advice people need for the problems they face - To improve the policies and practices that affect people's lives 	What we do	Has a mission to: <ul style="list-style-type: none"> - Provide the help and advice people need for the problems they face - Improve the policies and practices that affect people's lives
Has principles that our services are: <ul style="list-style-type: none"> - Free, confidential, impartial and independent 	How we do it	Has principles that our services are: <ul style="list-style-type: none"> - Free (at the point of use), confidential, impartial and independent
Has a vision that: <ul style="list-style-type: none"> - Everyone will be able to access free advice and to find a way forward 	What we are aiming for	Has a strapline that we seek to: <ul style="list-style-type: none"> - Empower people to exercise their rights and realise their responsibilities
Has strategic objectives contained within the One Service Strategy	Our priorities for the next 3 years to accomplish our mission	Has strategic objectives contained within our Strategic Business Plan, which align to the One Service Strategy
Has Equality and Diversity Objectives contained within the Stand Up for Equality Strategy		Has Equality and Diversity Objectives within the Strategic Business Plan, which align to the Stand Up for Equality Strategy

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT

For the year ended 31 March 2019

OBJECTIVES AND ACTIVITIES (continued)

Strategies to meet objectives

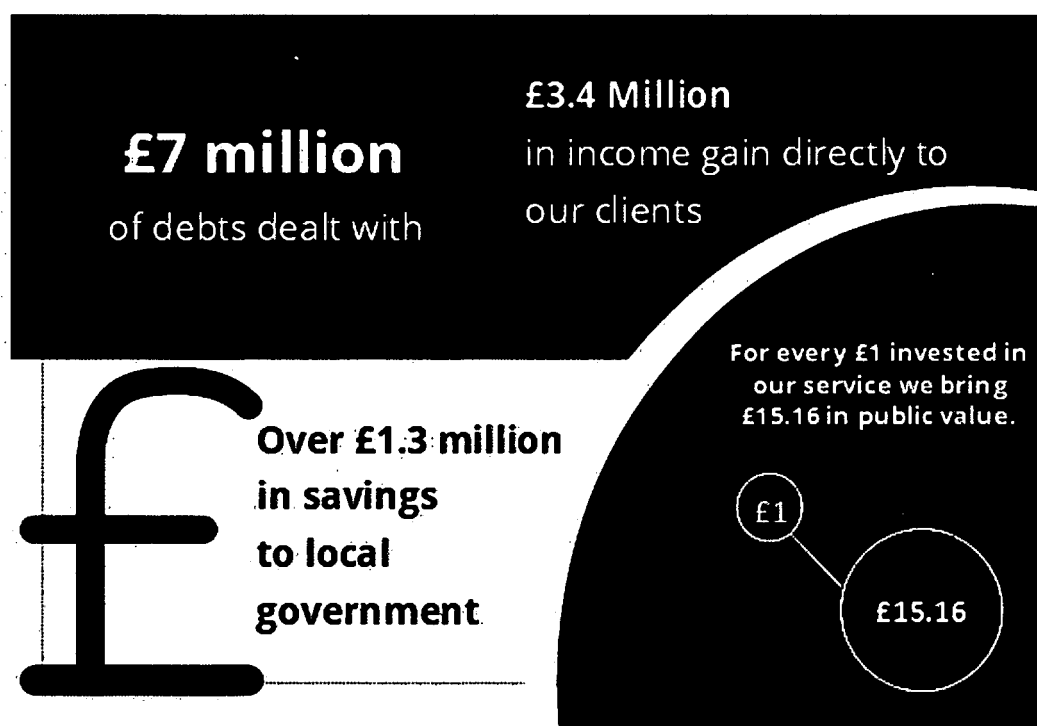
The charity operates services from two main locations in Wolverhampton, and at other, project-specific venues (for instance, HMP Featherstone, County Courts in Wolverhampton, Walsall, Dudley, Telford). Advice and information is also provided by telephone.

Strategies to meet the charity's objectives are contained within the Strategic Business Plan, which looks forward three years on a rolling programme. Progress on the plan is reviewed quarterly by trustees and the whole plan is refreshed annually.

Activities to achieve objectives and delivering public benefit

The charity provides a range of advice and guidance services to individuals to further its aims and objectives for the public benefit. These services range from signposting and assisted information, to generalist advice, to specialist advice and casework, and some court representation. The charity continues to provide pension guidance within the remit of the Pension Wise project, and in 2016/17 began to deliver work focussed on improving employability through the Building Better Opportunities project. In 2018/19 the charity began to deliver the local authority funded Home Library Service - aiming to maintain the social and mental engagement of people unable to access library services in person.

The Trustees have had regard to Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011. We are pleased to note the following impact of the charity's activities:



Grant making policies

The charity does not make grants for any purposes, but in rare instances of extreme personal difficulty or deprivation, the Trustees have established a policy for the giving of small scale hardship payments to individuals for a specific immediate essential need, such as food, water or power, prior to the individual receiving proper welfare support. In 2018/19 payments were funded by a £1,500 donation from the W H Jones charitable fund.

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT

For the year ended 31 March 2019

OBJECTIVES AND ACTIVITIES (continued)

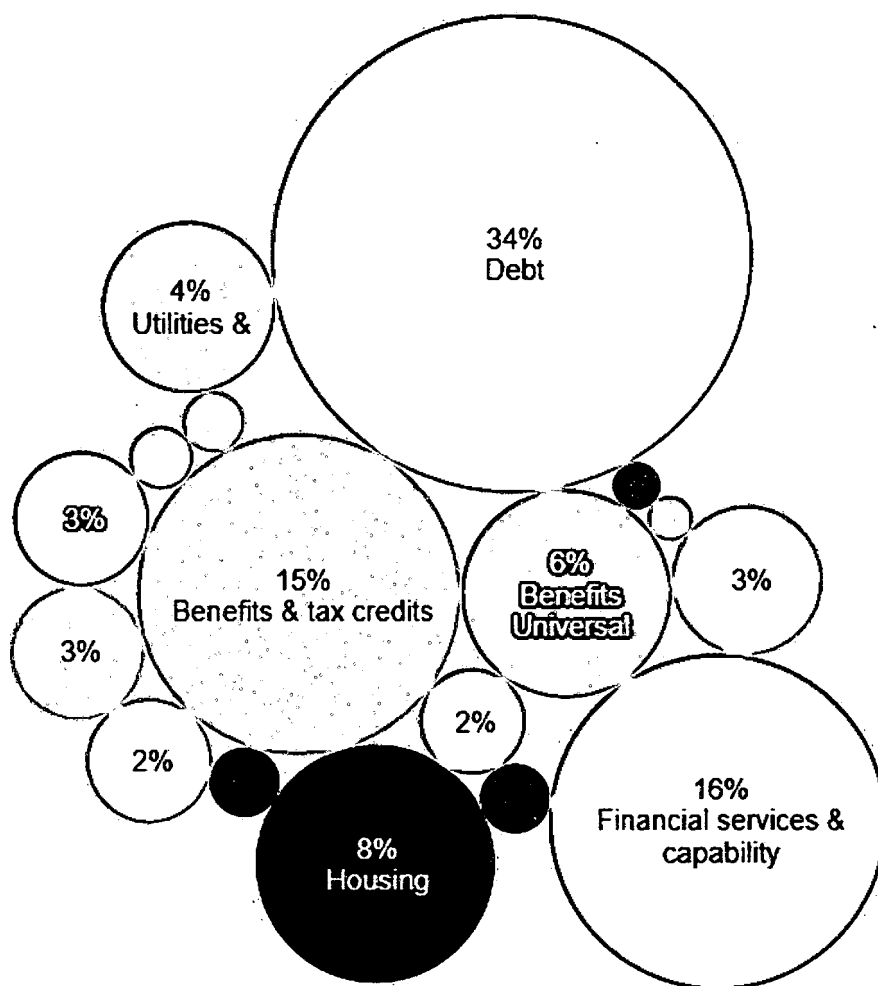
Volunteers

The charity is grateful for the huge contribution of its volunteers who are involved in service provision and support roles. It is estimated that over 41,000 volunteer hours were provided during the year. When valued as equivalent paid work, the volunteer effort amounted to nearly £582,120 (£431,000 in 2017/18).

ACHIEVEMENTS AND PERFORMANCE

Full details of achievements and performance, including analysis of the charity's impact can be found in the Citizens Advice Wolverhampton Annual Report 2018/19.

Overall, 13,539 individuals received advice on 35,057 issues (28,815 in 2017/18)



WOLVERHAMPTON CITIZENS ADVICE BUREAUX

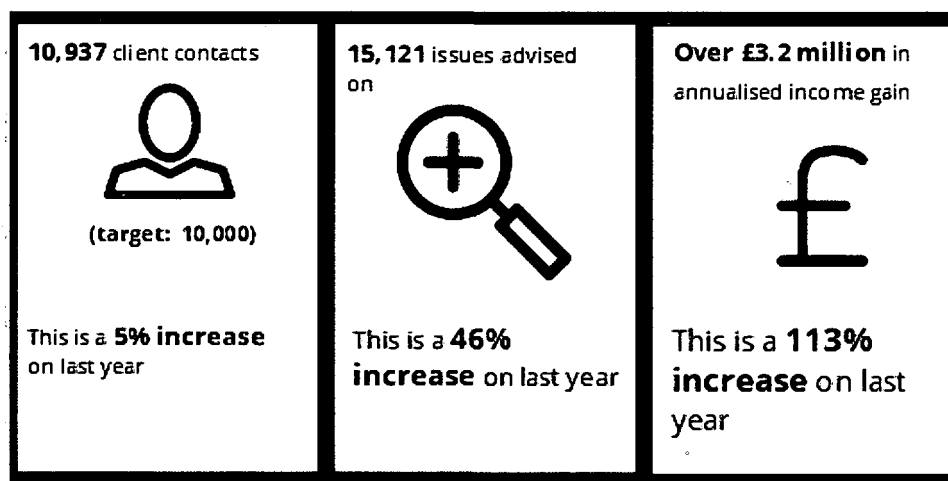
TRUSTEES' REPORT

For the year ended 31 March 2019

ACHIEVEMENTS AND PERFORMANCE (continued)

Generalist Advice

In partnership with Age UK Wolverhampton, the generalist advice service delivered the following outputs:



The service includes face to face services, telephone advice and advice in BSL.

Projects

The charity delivered the following projects in 2018/19

Project	Description
Specialist Debt Advice	Money Advice Service funded debt advice
Wolverhampton Homes	Debt advice for Wolverhampton Homes tenants
Prison Debt Advice	Funded by Warwick and West Mercia CRC to deliver debt advice to prisoners at HMP Featherstone
Housing Possession Court Duty Scheme	Legal Aid Agency funded service to deliver advice and representation for clients facing possession. Service provided in Wolverhampton, Dudley, Telford Courts, and from January 2019, Walsall Court.
Specialist Housing Advice	Legal Aid Agency funded advice and representation.
Housing Full Certificate Legal Aid	Legal Aid Agency funded advice and representation to assist clients with more complex housing problems
Pension Wise	Department of Work and Pensions funded project to deliver free and impartial guidance to help people understand what they can do with their pension pot under the new freedoms.
Building Better Opportunities	Delivering employability support and advice to remove barriers to employment for unemployed people over 25. Funded by the Big Lottery and the European Social Fund

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT

For the year ended 31 March 2019

ACHIEVEMENTS AND PERFORMANCE (continued)

Uplift	Esmée Fairbairn Foundation funded project to increase take up of advice and early intervention in Low Hill and Bushbury
Small Change; Big Difference	Funded by the Royal Bank of Scotland Skills & Opportunities Fund to provide financial capability support and specialist debt advice (ended in Q1).
Energy Best Deal Extra	Provision of specialist advice on managing problems with energy supply, energy debt, and switching suppliers (Q3 & 4 only).
Home Library Service	A service commissioned by City of Wolverhampton Council to deliver library resources to people unable to get to their local library. In doing so we act as problem noticers, and refer on for additional services if the client requests them.
Help to Claim	A national project funded by the DWP via national Citizens Advice to assist new Universal Claimants from claim to first payment.

Research & Campaigns

The impact of Universal Credit continues to be the biggest campaigns issue for clients of the charity. In response, we continue to work with local partners to amass evidence and seek to influence local and national decision makers. We are also working with our local authority to review the policies and practices of council tax arrears collection, as this is the single biggest debt issue raised by our clients. In 2018/19 we also contributed case studies and statistical information to government reviews of bailiff regulation.

REVIEW OF FINANCIAL POSITION

During the 2018/19 financial year the Charity delivered a financial surplus of £33,547 (2017/18: deficit of £70,503). This surplus arose primarily from new income streams from five new projects, which managed to contribute beyond their own costs. Income overall slightly increased by 13% to £1,355,851 compared to £1,190,231 in 2017/18, while over the same period expenditure increased by 4% to £1,322,304 from £1,260,734 in 2017/18, due to more staff employed to fulfil extra work commitments.

Expenditure on fixed assets capitalised during the year amounted to £NIL (2017/18: £NIL), in congruence with our capitalisation policy. Fixed assets are used for charitable purposes and enable staff and volunteers to provide an optimum service to the public.

There is an end of year restricted fund balance of £10,784 (2017/18: £23,653). This is accounted for by £6,713 left for the WCC Public Health project, which is expected to be fully spent by March 2020, £3,451 within our on-going Hardship fund and £620 from a donation towards new equipment, expected to be fully spent by March 2020.

Key risks and uncertainties

The principal risks and uncertainties facing the charity concern ongoing availability of funding. Key contracts are now on annual rolling arrangements, with future commissioning of existing services likely. To mitigate the risk of loss of services we continue to pursue a strategy of diversifying funding streams and looking for new sources of income to provide services consistent with the charity's purpose and public benefit.

The charity anticipates that Brexit may have an impact on the national financial position, which may have an effect on public funding available to the organisation, and on demand for services.

Local government funding continues to be under pressure, which restricts public sector funding available for charities, and also impact on clients leading to increasing demand and complexity of need.

The charity has adopted a plan to diversify sources of income to reduce reliance on public sector funding as a result.

WOLVERHAMPTON CITIZENS ADVICE BUREAU

TRUSTEES' REPORT

For the year ended 31 March 2019

Restrictions and Investment Powers

The Memorandum of Association authorises the charity to receive income by way of grants, donations, gifts and legacies provided that it does not undertake any permanent trading activities in raising funds for its primary objectives. The Memorandum of Association authorises investment of surplus monies not immediately required, subject only to conditions and consents imposed by law.

Reserves Policy

The Trustee Board reviews and updates its reserves policy annually to ensure its compliance with Charity Commission best practice. This requires reserves to be available to cover future contingencies and liabilities. The Reserves Policy reviewed in the current year, requires at least two months' expenditure to be held as unrestricted designated funds, equating to approximately £265,882 at budgeted 2019/20 expenditure levels. The actual unrestricted undesignated free reserves at 31 March 2019 was £195,160 (2018: £556,053) after designating reserves of £888,183 (2018: £480,874). Restricted reserves at the end of the year amount to £10,784 (2018: £23,653).

Going Concern

The Charity reported a cash inflow of £81,624 for the year and expects to make an inflow in 2019/20 also. After making further appropriate enquiries, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the twelve months from the date of signing this report. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Political Donations

No donations of monies or donated goods were made to any political parties or political campaigns in the year (2017/18: £NIL).

FUTURE PLANS

The Trustees recognise that the current funding environment remains challenging, particularly from public sector sources and anticipate an increase in commissioning activity. The Trustees are committed to seeking new sources of funding, and driving innovation in service delivery. Demand for advice continues to outstrip supply, and the Trustees are bidding for funding to provide digital services to make the service more accessible to more people. The Trustees are keen to explore new activities to meet organisational objectives and intend to further develop employability projects.

The Trustees will continue to work closely with other local Citizens Advice in the West Midlands region in order to engage with the West Midlands Combined Authority, and organisations who may seek to commission services on a matching footprint.

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

TRUSTEES' REPORT

For the year ended 31 March 2019

STATEMENT OF TRUSTEES' RESPONSIBILITIES

The trustees are responsible for preparing the Annual Report and the financial statements in accordance with applicable law and regulations.

Company and charity law requires the trustees to prepare financial statements for each financial year. Under that law, the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). The financial statements are required by law to give a true and fair view of the state of affairs of the company and of the surplus or deficit of the charitable company for that period. In preparing those financial statements, the trustees are required to:

- a. select suitable accounting policies and then apply them consistently;
- b. make judgements and estimates that are reasonable and prudent; and
- c. prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping proper accounting records, which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the requirements of 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.

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

The directors who were in office on the date of approval of these financial statements have confirmed, as far as they are aware, that there is no relevant audit information of which the auditors are unaware. Each of the directors have confirmed that they have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditor.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities, preparing the accounts in accordance with the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS102) and the Charities Act 2011.

Auditors

CK Audit were appointed to conduct the audit this year and have indicated their willingness to continue in office for the ensuing year.

The Trustees' report was approved by the board, authorised for issue on 09 July 2019, and signed on its behalf by,



Nicolas Cheesewright
Trustee – Vice Chair

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX

Independent Auditor's Report to the Members of WOLVERHAMPTON CITIZENS ADVICE BUREAUX

Opinion

We have audited the financial statements of Wolverhampton Citizens Advice Bureaux (the 'charity') for the year ended 31 March 2019 which comprise the statement of financial activities, the balance sheet, the statement of cash flows and the 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 our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2019 and of its incoming resources and application of resources, 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 accounts section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the accounts 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

We have nothing to report in respect of the following matters in which the ISAs (UK) require us to report to you where:

- the trustees' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate, or
- the trustees have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charitable company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. 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.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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.

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WOLVERHAMPTON CITIZENS ADVICE BUREAUX (continued)

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
- sufficient accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

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

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

Auditor's responsibilities for the audit of the financial statements

We have been appointed as auditors under section 144 of the Charities Act 2011 and report in accordance with the Act and relevant regulations made or having effect thereunder.

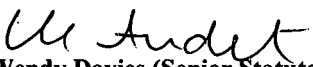
Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee 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.

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

WOLVERHAMPTON CITIZENS ADVICE BUREAUX
INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF WOLVERHAMPTON
CITIZENS ADVICE BUREAUX (continued)

Use of our report

This report is made solely to the charity'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 charity's trustees those matters we are required to state to them in an auditors' 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 charity and the charity's trustees as a body, for our audit work, for this report, or for the opinions we have formed.


Wendy Davies (Senior Statutory Auditor)
For and on behalf of CK Audit
Statutory Auditor

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

Date: 9/7/19

WOLVERHAMPTON CITIZENS ADVICE BUREAUX
STATEMENT OF FINANCIAL ACTIVITIES
(Including income and expenditure account)
For the year ended 31 March 2019

	Note	Unrestricted Funds £	Restricted Funds £	Total 2019 £	Unrestricted Funds £	Restricted Funds £	Total 2018 £
Income from:							
Donations and legacies	2	235	621	856	1,516	-	1,516
Charitable activities	3	282,416	1,068,099	1,350,515	188,289	991,509	1,179,798
Activities for generating funds	4	3,322	-	3,322	-	-	-
Investments	5	1,158	-	1,158	8,917	-	8,917
Total income		287,131	1,068,720	1,355,851	198,722	991,509	1,190,231
Expenditure on:							
Charitable activities	6,7	295,305	1,026,999	1,322,304	229,342	1,031,392	1,260,734
Total expenditure		295,305	1,026,999	1,322,304	229,342	1,031,392	1,260,734
Net income/(expenditure) before transfer		(8,174)	41,721	33,547	(30,620)	(39,883)	(70,503)
Transfers between funds		54,590	(54,590)	-	(23,306)	23,306	-
Net movement in funds		46,416	(12,869)	33,547	(53,926)	(16,577)	(70,503)
Reconciliation of funds:							
Total funds brought forward at 01 April 2018		1,036,927	23,653	1,060,580	1,166,493	40,230	1,206,723
Total funds carried forward at 31 March 2019		1,083,343	10,784	1,094,127	1,036,927	23,653	1,060,580

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

The notes on pages 18 to 30 form part of these financial statements.

WOLVERHAMPTON CITIZENS ADVICE BUREAUX
BALANCE SHEET
As at 31 March 2019

		2019	2018
	Note	£	£
Fixed assets			
Tangible assets	13	622,300	635,000
Current assets			
Debtors	14	80,820	62,382
Cash at bank and in hand		580,111	498,487
		660,931	560,869
Current liabilities			
Creditors: amounts falling due within one year	15,16	(172,260)	(113,993)
Net current assets		488,671	446,876
Total assets less current liabilities		1,110,971	1,081,876
Long term liabilities			
Creditors: amounts falling due after one year	15,17	(16,844)	(21,296)
Total net assets		1,094,127	1,060,580
Funds of the charity			
<u>Unrestricted funds:</u>	20		
General funds		195,160	556,053
Designated funds		583,862	170,343
Revaluation reserve		304,321	310,531
		1,083,343	1,036,927
Restricted funds	21	10,784	23,653
Total charity funds	22	1,094,127	1,060,580

The financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime and in accordance with the provisions of FRS 102.

The accounts were approved by the Board, authorised for issue on 09 July 2019, and signed on its behalf by,



Nicolas Cheesewright
Trustee – Vice Chair

The notes on pages 18 to 30 form part of these financial statements.

WOLVERHAMPTON CITIZENS ADVICE BUREAUX
CASH FLOW STATEMENT
For the year ended 31 March 2019

	Note	2019 £	2018 £
Cash flows from operating activities:			
Net cash provided by operating activities	25	84,831	(80,725)
Cash flows from investing activities:			
Interest income	5	1,158	8,917
Net cash provided by investing activities		1,158	8,917
Cash flows from financing activities:			
Repayments of borrowing		(4,365)	(9,698)
Net cash used in financing activities		(4,365)	(9,698)
Increase / (decrease) in cash and cash equivalents in the reporting period		81,624	(81,506)
Cash and cash equivalents at the beginning of the reporting period		498,487	579,993
Cash and cash equivalents at the end of the reporting period	26	580,111	498,487

The notes on pages 18 to 30 form part of these financial statements.

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2019

Charitable Company Information

WOLVERHAMPTON CITIZENS ADVICE BUREAUX is a private limited charitable company, limited by guarantee, by not having share capital incorporated and domiciled in England & Wales. The registered office is 26 Snow Hill, Wolverhampton, West Midlands, WV2 4AD and the company registration number is: 01946618.

1 Accounting Policies

1.1 Basis of preparation

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

WOLVERHAMPTON CITIZENS ADVICE BUREAUX meets the definition of a public benefit entity under FRS 102. Assets and liabilities are recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

The financial statements are prepared in Sterling and rounded to the nearest £1.

1.2 Fund accounting

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

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

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

1.3 Income

All income is included in the statement of financial activities when the charity is entitled to the funds and the amount can be measured with reasonable certainty. Income is deferred only when the charity has to fulfil conditions before becoming entitled to it or where the donor has specified that the income is to be expended in a future period.

Voluntary income is received by way of grants, donations and gifts, including gift aid income where applicable, and is included in full in the statement of financial activities when receivable. Income from grants, where related to performance and specific deliverables, are accounted for when it is probable that the income will be received and the amount can be measured reliably and is not deferred.

Donated services and facilities are included at the value to the charity where this can be quantified and is material. The value of services provided by volunteers has not been included in these accounts.

1.4 Interest receivable

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

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2019

1 Accounting Policies (continued)

1.5 Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates. Expenditure on raising funds; comprise the costs associated with attracting voluntary income.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. The primary functional activity of the charity is the giving of free and confidential advice to the public. It includes both costs that can be allocated directly to this activity and those costs of an indirect nature necessary to support them.

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity. They also include those costs not associated with the other two headings and includes costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity. They have been allocated to activity cost categories on a basis consistent with the use of resources, e.g. staff costs by time spent and other costs by estimated usage.

1.6 Operating leases

The charity classifies the lease of property and printing and telecommunications equipment as operating leases; the title to the property and equipment remains with the lessor and the equipment is replaced every six years whilst the economic life of such equipment is normally ten years. Rental charges are charged on a straight line basis over the term of the lease.

1.7 Taxation

The charitable company, being a registered charity with minimal trading income, has been granted exemption from tax under Section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

1.8 Tangible fixed assets and depreciation

All assets costing more than £2,000 are capitalised.

Tangible fixed assets other than freehold land and buildings are stated at cost less depreciation and any accumulated impairment losses. Freehold land & buildings are stated based on the revaluation model, where the properties are regularly valued and then depreciated. A separate revaluation reserve is kept as a designated fund. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, as follows:

Freehold land & buildings	2% on the straight line method
Fixtures & fittings	20% on the straight line method

1.9 Debtors

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

1.10 Cash at bank and in hand

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

1.11 Creditors and provisions

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

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2019

1 Accounting Policies (continued)

1.12 Pensions and retirement benefits

The charity operates a defined contribution scheme. The amount charged to the statement of financial activities in respect of pension costs and other post retirement benefits is the contributions payable in the year. Differences between contributions payable in the year and contributions actually paid are shown as either accruals or prepayments in the balance sheet.

1.13 Financial instruments

The charity only enters into basic financial instruments transactions that result in the recognition of financial assets and liabilities like trade and other accounts receivable and payable, loans from banks and other third parties and loans to related parties.

Debt instruments (other than those wholly repayable or receivable within one year), including loans and other accounts receivable and payable, are initially measured at present value of the future cash flows and subsequently at amortised cost using the effective interest method.

Financial assets and liabilities are offset and the net amount reported in the Balance Sheet when there is an enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

1.14 Judgements in applying accounting policies and key sources of estimation uncertainty

In preparing the Financial Statements, management is required to make estimates and assumptions which affect reported income, expenses, assets, liabilities and disclosure of contingent assets and liabilities. Use of available information and application of judgement are inherent in the formation of estimates, together with expectations of future events that are believed to be reasonable under the circumstances. Actual results in the future could differ from such estimates.

Freehold land & buildings - The trustees estimate that the building values have not materially changed from the formal estimation performed on 20 December 2017.

The directors consider that there are no significant areas of key judgement or estimation uncertainty other than those identified in the accounting policies above.

1.15 Going concern

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

2 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
Donations and gifts	235	621	856	1,516

WOLVERHAMPTON CITIZENS ADVICE BUREAUX
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2019

3 Income from charitable activities

Grants and contract income receivable for charitable activity – advice and information	Unrestricted Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
General Advice:				
Wolverhampton CC	-	262,000	262,000	276,520
Pension Wise	-	175,490	175,490	97,941
Legal Aid Agency (Court Desk)	88,579	-	88,579	78,133
Help to Claim (Universal Credit Support)	-	11,240	11,240	-
Barrier Busting – Big Lottery	-	-	-	15,455
Other grants	13,303	300	13,603	2,424
	<u>101,882</u>	<u>449,030</u>	<u>550,912</u>	<u>470,473</u>
Debt Advice:				
Money Advice Service: Debt Advice Project	-	338,112	338,112	310,467
Legal Aid Agency (Housing)	71,722	-	71,722	55,609
WWM CRC	27,864	-	27,864	23,873
WVSC Enhanced Social Prescribing	13,474	-	13,474	-
Wolverhampton Homes	25,000	-	25,000	29,750
Energy Best Deal Extra (EBDX)	18,000	-	18,000	-
Other grants	-	300	300	-
	<u>156,060</u>	<u>338,412</u>	<u>494,472</u>	<u>419,699</u>
Financial Capability:				
WCC Personal Budgeting Support	7,918	-	7,918	-
Better Off in Wolverhampton (BOW)	-	-	-	87,034
RBS	-	-	-	16,835
	<u>7,918</u>	<u>-</u>	<u>7,918</u>	<u>103,869</u>
Development & Engagement:				
Building Better Opportunities (Bridges)	-	214,745	214,745	113,896
ESMEE Fairbairn Foundation	-	65,912	65,912	71,861
WCC Home Library Service	16,556	-	16,556	-
	<u>16,556</u>	<u>280,657</u>	<u>297,213</u>	<u>185,757</u>
Total income from charitable activities	<u><u>282,416</u></u>	<u><u>1,068,099</u></u>	<u><u>1,350,515</u></u>	<u><u>1,179,798</u></u>

WOLVERHAMPTON CITIZENS ADVICE BUREAUX
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2019

4 Activities for generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
Contract management fees	3,322	-	3,322	-
	<u>3,322</u>	<u>-</u>	<u>3,322</u>	<u>-</u>
	<u>3,322</u>	<u>-</u>	<u>3,322</u>	<u>-</u>

5 Investments

	Unrestricted Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
Interest received	1,158	-	1,158	1,079
Rental income	-	-	-	7,838
	<u>1,158</u>	<u>-</u>	<u>1,158</u>	<u>8,917</u>
	<u>1,158</u>	<u>-</u>	<u>1,158</u>	<u>8,917</u>

6 Expenditure on charitable activities by fund

	Unrestricted Funds £	Restricted Funds £	Total 2019 £	Total 2018 £
General Advice	123,864	395,730	519,594	453,461
Debt Advice	149,956	296,897	446,853	431,442
Financial Capability	7,918	10,540	18,458	139,565
Development & Engagement	13,567	323,832	337,399	236,266
	<u>295,305</u>	<u>1,026,999</u>	<u>1,322,304</u>	<u>1,260,734</u>
	<u>295,305</u>	<u>1,026,999</u>	<u>1,322,304</u>	<u>1,260,734</u>

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2019

7 Analysis of expenditure on charitable activities

	General Advice £	Debt Advice £	Financial Capability £	Developmnt& Engagement £	Total 2019 £	Total 2018 £
Direct costs:						
Salaries and wages	317,262	335,587	17,107	243,078	913,034	820,663
Staff and volunteers	15,070	1,847	-	12,124	29,041	-
Office costs	5,479	1,226	6	6,746	13,457	71,828
Premises costs	11,884	-	-	4,212	16,096	-
Governance costs	561	459	-	151	1,171	-
Other costs	25,745	16,463	20	307	42,535	20,434
	<u>376,001</u>	<u>355,582</u>	<u>17,133</u>	<u>266,618</u>	<u>1,015,334</u>	<u>912,925</u>
Support costs*:						
Salaries wages	67,678	43,143	603	32,918	144,342	194,528
Staff and volunteers	2,176	1,553	8	1,334	5,071	22,916
Office costs	35,919	23,358	405	17,077	76,759	21,027
Premises costs	27,835	17,835	304	13,381	59,355	72,662
Governance costs	4,799	1,902	-	2,868	9,569	6,809
Other costs	5,186	3,480	5	3,203	11,874	29,867
	<u>143,593</u>	<u>91,271</u>	<u>1,325</u>	<u>70,781</u>	<u>306,970</u>	<u>347,809</u>
Total expenditure	<u>519,594</u>	<u>446,853</u>	<u>18,458</u>	<u>337,399</u>	<u>1,322,304</u>	<u>1,260,734</u>

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

8 Net incoming resources for the year

This is stated after charging

	2019 £	2018 £
Operating leases - other	2,058	1,584
Auditor's remuneration:		
- Audit	5,400	5,100
- Other financial services	-	3,925
Depreciation and Impairment Charges	12,700	89,700

9 Trustees

During the current or previous year no remuneration or benefits for services as a director/trustee have been paid or were payable, directly or indirectly, out of the funds of the charity to any trustee or to any person known to be connected with them.

Reimbursement of travel and incidental expenses to the trustees came to £10 during the year, paid to one trustee, to 31 March 2019 (2017/18: £75 to one trustee).

Trustees' expenses related to costs of Trustees' meetings including the AGM totalled £508 (2017/18: £832).

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2019

10	Employees	2019 FTE Number	2018 FTE Number	2019 Head Count	2018 Head Count
	Number of employees				
	The average number of employees, analysed by function was:				
	Advice workers and support staff	35	38	43	46
	Key management personnel	2	2	2	2
		<u>37</u>	<u>40</u>	<u>45</u>	<u>48</u>
				2019 £	2018 £
	Employment costs				
	Wages and salaries			952,933	904,377
	Social security costs			71,143	73,364
	Pension costs			33,300	37,450
				<u>1,057,376</u>	<u>1,015,191</u>

No employee received remuneration amounting to more than £60,000 in the period (2017/18: NIL)

The key management personnel of the Charity comprises of the Chief Executive and the Organisational Manager. The total employee benefits of the key management personnel of the Charity were £93,326 (2017/18: £109,265 – covering three key management personnel in the prior year).

No employees were made redundant in the year (2017/18: Four employees at a cost of £9,769). The policy of the charity is to recognise redundancy payments in full when they become due and charged to Support costs unless there is provision for it in the funds of the project within which the relevant employee worked.

11 Pensions

There is a defined contribution pension scheme for employees. The basis for allocating the employer expense between activities is based on the salary cost of staff working on that activity. The Charity automatically enrolls eligible jobholders into a qualifying scheme in accordance with pensions legislation. The assets of the scheme are held separately from those of the company in an independently administered fund. The fund is a Group Personal Pension Scheme with Aegon UK. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £33,300 (2017/18: £37,450). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £3,880 was owed to the pension scheme (2017/18: £3,822)

12 Volunteers

The charity is grateful for the huge contribution of its volunteers who are involved in service provision and support roles. It is estimated that over 41,000 volunteer hours were provided during the year. When valued as equivalent paid work, the volunteer effort amounted to nearly £582,120 (£431,000 in 2017/18).

WOLVERHAMPTON CITIZENS ADVICE BUREAUX
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2019

13 Fixed Assets	Freehold land & buildings £	Fixtures & fittings £	Total £
Cost			
At 31 March 2018	635,000	96,280	731,280
Disposals	-	(83,648)	(83,648)
At 31 March 2018	635,000	12,632	647,632
Depreciation			
At 1 April 2018	-	96,280	96,280
Charge for the year	12,700	-	12,700
Disposals	-	(83,648)	(83,648)
At 31 March 2019	12,700	12,632	25,332
Net book value			
At 31 March 2019	622,300	-	622,300
At 31 March 2018	635,000	-	635,000

The two premises were valued at £635,000 on the basis of open market value on 20 December 2017 by Mr Brinderpal Dhinsa MRICS of First City Limited Chartered Surveyors which resulted in an impairment charge of £70,600 in 2017/18. The carrying value of freehold land & buildings had the impairment not occurred, as at 31 March 2019, would be £692,900 (2018: £708,800). The trustees estimate that the building value has not materially changed from the formal estimations performed on 20 December 2017.

14 Debtors	2019 £	2018 £
Trade debtors	40,814	43,288
Gross amounts due from contract customers	12,435	6,656
Prepayments & accrued income	27,571	12,438
	80,820	62,382
15 Loans and overdrafts	2019 £	2018 £
Bank loans	21,716	26,081
Payable within one year	4,872	4,785
Payable after one year	16,844	21,296

The mortgage is advanced by Nationwide Building Society over a 30 year term until 2023 and is secured by a charge on the freehold property at 26 Snow Hill, Wolverhampton. The payment terms were amended on 01 January 1998 from an interest only basis to a repayment mortgage for the remaining 25 year period.

WOLVERHAMPTON CITIZENS ADVICE BUREAUX
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2019

16	Creditors: amounts falling due within one year		2019	2018
			£	£
	Note			
Bank loans	15		4,872	4,785
Trade creditors			8,075	16,753
Taxation and social security costs			47,693	22,642
Pensions			3,880	3,822
Accruals			26,174	15,375
Deferred income	18		79,404	49,583
Other creditors			2,162	1,033
			172,260	113,993

17	Creditors: amounts falling due after one year		2019	2018
			£	£
	Note			
Bank loans	15		16,844	21,296

18 Deferred income

Deferred income comprises of income received for the following projects for which performance is expected in the following year; totalling £79,404 in 2019 (2018: 49,583):

	ESMEE	Pension Wise	Others
	£	£	£
Balance as at 01 April 2018	49,583	-	-
Amount released to income earned	(49,583)	-	-
Amount deferred in year	48,987	14,232	16,185
Balance as at 31 March 2019	48,987	14,232	16,185

19	Financial instruments	2019	2018
		£	£
Financial assets			
Financial assets measured at fair value through profit & loss:			
- Cash at bank and in hand		580,111	498,487
Financial assets that are debt instruments measured at amortised cost:			
- Trade debtors		40,814	43,288
- Gross amounts due from contract customers		12,435	6,656
- Prepayments & accrued income		27,571	12,438
		660,931	560,869

WOLVERHAMPTON CITIZENS ADVICE BUREAUX
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2019

19 Financial instruments (cont.)	2019	2018
	£	£
Financial liabilities		
Financial liabilities measured at amortised cost:		
- Trade creditors	8,075	16,753
- Pensions	3,880	3,822
- Accruals	26,174	15,375
- Bank loans	21,716	26,081
	<u>59,845</u>	<u>62,031</u>

20 Unrestricted funds	Balance at 01 April 2018 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2019 £
General funds	556,053	287,131	289,095	(358,929)	195,160
Designated funds: Property maintenance	21,309	-	-	(21,309)	-
Designated funds: Continuation fund	149,034	-	-	(149,034)	-
Designated funds: Revaluation reserve	310,531	-	6,210	-	304,321
Designated funds: Freehold property	-	-	-	317,980	317,980
Designated funds: Reserves policy	-	-	-	265,882	265,882
Total Unrestricted funds	<u>1,036,927</u>	<u>287,131</u>	<u>295,305</u>	<u>54,590</u>	<u>1,083,343</u>

A designated fund is held of £317,980 for freehold property (2017/18: £Nil) and the revaluation reserve amount relating to freehold property of £304,321 (2017/18: £310,531) as these amounts are not readily available to spend on the charitable objects of the Charity.

21 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of grants received for specific purposes:

	Balance at 01 April 2018 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2019 £
Wolverhampton City Council	-	262,000	210,326	(51,674)	-
Money Advice Service	-	338,112	296,597	(41,515)	-
Pension Wise	-	175,490	173,401	(2,089)	-
Help to Claim (Universal Credit Support)	-	11,240	11,240	-	-
Building Better Opportunities (BBO)	-	214,745	251,273	36,528	-
Esmee Fairbairn Foundation	-	65,912	72,559	6,647	-
RBS	12,107	-	10,540	(1,567)	-
WCC Public Health	6,713	-	-	-	6,713
Hardship fund	3,913	301	763	-	3,451
Other	920	920	300	(920)	620
Total	<u>23,653</u>	<u>1,068,720</u>	<u>1,026,999</u>	<u>(54,590)</u>	<u>10,784</u>

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2019

21 Restricted funds (continued)

The restricted funds are analysed for the previous period below:

	Balance at 01 April 2017 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2018 £
Wolverhampton City Council	-	276,520	197,803	(78,717)	-
Money Advice Service	-	310,467	306,742	(3,725)	-
Pension Wise	-	97,941	105,776	7,835	-
Better Off in Wolverhampton (BOW)	16,193	87,034	120,846	17,619	-
Building Better Opportunities (BBO)	-	113,896	157,050	43,154	-
Esmee Fairbairn Foundation	-	71,861	79,215	7,354	-
RBS	13,993	16,835	18,721	-	12,107
WCC Public Health	6,713	-	-	-	6,713
Hardship fund	3,331	1,500	918	-	3,913
Barrier Busting – Lottery	-	15,455	45,241	29,786	-
Other	-	-	-	920	920
Total	40,230	991,509	1,032,312	24,226	23,653

Restricted Projects Descriptions

More detail about the operations of all of our funded projects can be found in our annual impact report.

Wolverhampton City Council

A commissioned service to deliver advice and information on welfare, benefits, housing and debt issues for Wolverhampton residents. This is delivered with Age UK Wolverhampton as our sub-contractors.

Money Advice Service (Debt Advice Project)

A team of specialist advisers, funded by the Money Advice Service, to provide money advice to clients, predominantly face to face, or by telephone. Each client is provided with personalised advice to maximise income, manage their money effectively and deal with their debts. The aim is to stabilise the individual's current financial situation, put in place a plan to manage it in the future, and empower them to deal with any future financial challenges.

Pension Wise

Department for Work and Pensions funded project to deliver free and impartial guidance to help people understand what they can do with their pension pot under the new freedoms. We deliver this service in the Black Country and parts of Birmingham.

Help to Claim (Universal Credit Support)

DWP Funded programme, sub contracted to us via our National Citizens Advice body to offer face-to-face and digital support for claimants of Universal Credit from claim to first payment.

Building Better Opportunities

Delivering employability support and advice to remove barriers to employment for unemployed people over 25. Funded by the Big Lottery and the European Social Fund. We are part of the supply chain managed by Steps to Work.

Esmee Fairbairn Foundation

Funding the Uplift Project, with the aim of increasing the visibility of advice in the Low Hill and Scotlands areas of Wolverhampton. The project is community based and seeks to prevent the escalation of problems through early intervention.

WOLVERHAMPTON CITIZENS ADVICE BUREAUX
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2019

22 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2019 are represented by:			
Tangible fixed assets	622,300	-	622,300
Net current assets	487,887	10,784	498,671
Long term liabilities	(16,844)	-	(16,844)
	<u>1,093,343</u>	<u>10,784</u>	<u>1,104,127</u>
	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2018 are represented by:			
Tangible fixed assets	635,000	-	635,000
Net current assets	423,223	23,653	446,876
Long term liabilities	(21,296)	-	(21,296)
	<u>1,036,927</u>	<u>23,653</u>	<u>1,060,580</u>

23 Commitments under operating leases

As at 31 March 2019, the company had commitments under non-cancellable operating leases as follows:

	2019 £	Other 2018 £
Within one year	2,169	1,584
Between one and two years	1,508	660
Over two years	2,924	-

24 Related parties

There were no related party transactions during the year (2018: None).

Wolverhampton Citizens Advice Bureaux is a member of Citizens Advice, the national charity (Charity Number: 279057) which sets out a framework for standards of advice and case management and supports members with an information system, training and other services.

WOLVERHAMPTON CITIZENS ADVICE BUREAUX

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2019

25	Reconciliation of cash flows from operating activities	2019	2018
		£	£
	Net income / (expenditure) for the reporting period	33,547	(70,503)
	Add: Depreciation charge	12,700	14,062
	Less: Investment income	(1,158)	(8,917)
	Decrease in stock	-	2,000
	(Increase) / decrease in debtors	(18,438)	(2,528)
	Increase / (decrease) in creditors	58,180	(14,839)
	Net cash provided by operating activities	84,831	(80,725)
26	Analysis of cash and cash equivalents	2019	2018
		£	£
	Cash at bank and in hand	580,111	498,487
	Total cash and cash equivalents	580,111	498,487

27 Members liability

The Charity (which has the working name of 'Citizens Advice Wolverhampton') was formed as a company limited by guarantee on 11 September 1985 (Company Number: 01946618). The full name of the charity is WOLVERHAMPTON CITIZENS ADVICE BUREAUX and was registered with the Charity Commission on 16 October 1985 (Charity Number: 516877).

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