

**BIRMINGHAM CITIZENS ADVICE
BUREAU SERVICE LIMITED**

(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

For the year ended 31 March 2024

**Company No. 02202427
Charity No. 519639**

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

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BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2024

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 2024.

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 2019).

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number:	519639
Company number:	02202427
Authorised & regulated by the Financial Conduct Authority FRN:	617509
Registered office:	First Floor Wellington House 31-34 Waterloo Street Birmingham B2 5TJ
Trustee Directors:	Paul Southon (resigned 16/11/23) Jill Lambert Councillor Gareth Moore Elizabeth Alvey Chaitali Desai Liam Brooker Sundeep Gill Lydia Stockdale Lucy Vernall Richard Burden Phil Marris Kay Burton-Williams Dee Kundi Inderpreet Johal (co-opted 12/07/23, resigned 14/3/24)
Senior Management Team:	Janice Nichols (Chief Executive) Kelly Danks Samantha Catchpole Jane Priest
Auditors:	CKCA Limited No. 4 Castle Court 2 Castlegate Way Dudley DY1 4RH
Bankers:	Unity Trust Bank Plc 9 Brindley Place Birmingham B1 2HB
Solicitors:	DLA Piper UK LLP Victoria Square House Birmingham B2 4DL Gowling WLG (UK) LLP Two Snowhill Birmingham B4 6WR

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The Charity (which has the working name of 'Citizens Advice Birmingham (CAB)') was formed as a company limited by guarantee on 3 December 1987 (Company Number: 02202427). The full name of the charity is Birmingham Citizens Advice Bureau Service Limited and was registered with the Charity Commission on 15 December 1987 (Charity Number: 519639). It is governed by its Memorandum and Articles of Association, as last updated on 8 November 2023.

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. The Articles of Association provide for a minimum of three and a maximum of fifteen Trustees.

Trustees are elected to the Board for a maximum period of three AGMs and are appointed by a resolution of its members at an AGM. The Board has powers to co-opt members, provided that on appointment the total number of co-opted trustees does not exceed one third of the total number of trustees. All co-opted trustees must retire by the third AGM after their appointment and may offer themselves for election.

The Trustee Board has two working committees, the Finance and General Purposes Committee with responsibility for financial management and premises and the Human Resources Committee with responsibility for personnel matters, including the setting and monitoring of pay & remuneration of personnel and key management against industry benchmarks, as well as Health and Safety and safeguarding matters. Other task and finish groups are set up as necessary. The Board implements its decisions through an executive management committee that consists of the Chief Executive, who attends Board Meetings, and three operational managers, each with an individual area of responsibility, along with the new business development manager and the finance manager. The organisation is co-ordinated from its office on Waterloo Street, Birmingham.

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, annual budget and recent financial performance of the charity, and the risk register. They also meet key employees and other trustees. Trustees all undertake GDPR and FCA mandated training, they are also provided with annual training and charity updates where these will facilitate the understanding of their role. They are also invited to the full training programme for staff and volunteers and have access to online training via our national Citizens Advice online portal.

Related parties

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

During the 2023/24 financial year payments were made to Citizens Advice to the value of £11,438 (2022/23: £10,453) in respect of subscriptions, accountancy support, training services, stationery and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £887,954 (2022/23: £834,756).

Councillor Gareth Moore is an elected member with Birmingham City Council. During the 2023/24 financial year payments were made to Birmingham City Council of £47,468 (2022/23: £93,347) in respect of premises rentals, council taxes and business rates. Receipts from Birmingham City Council for contracts and grant funding in the year totalled £370,750 (2022/23: £346,500).

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Background

During the period covered by this report, the UK has been in the grip of the largest cost of living crisis for decades. There has never been a more challenging time for Citizens Advice Birmingham, both in terms of our ability to meet demand for our services and in dealing with the increasingly complex situations faced by our clients. Most of our services are delivered by telephone but we also offer webchat and video calls via a mix of office based and homeworking, as well as face-to-face appointments at outreach locations across the city. This provides more convenience for our client as well as more efficiency for our staff, both paid and voluntary.

Key risks and uncertainties

Senior managers and trustees undertake an annual review of the business risks for Citizens Advice Birmingham, taking care to record all significant risks in a risk register. This is monitored throughout the year to ensure there has not been any major change to individual risks. Consideration is given to the steps the organisation needs to take to mitigate risk by setting down actions that can be taken to reduce the likelihood and/or the impact of an individual risk occurring.

The principal risk identified by the annual review of business risks is the uncertainty of future funding. In September 2023, Birmingham City Council (BCC) issued a Section 114 notice, effectively declaring themselves bankrupt. This alerted Trustees to a potential risk if BCC funding were to cease immediately. Though BCC has now indicated it will continue to honour any existing contracted commitments, Trustees have undertaken a risk assessment. They have looked at the current level of BCC funding and concluded that if it were to cease during the coming year this could impact on the organisation's staff and service provision, but that the organisation has sufficient reserves to mitigate any losses that cannot be transferred elsewhere, for example redeployment of staff to other projects.

The situation has been further exacerbated by the cost of living crisis and the longer-term impact on the economy of national and global events, all of which are likely to have a significant impact on the future funding available to Citizens Advice Birmingham. It is not anticipated that the uncertain funding environment will improve in the immediate future.

In parallel, trustees continue to look for new funding streams and opportunities to collaborate with others to develop new projects. Citizens Advice Birmingham carries sufficient reserves to meet the obligations of the organisation should no future funding be secured and takes steps actively to manage creditors to ensure there is a healthy cash flow in the bank.

Other key risks are associated with the loss of experienced staff from, or the inability to successfully recruit to, key roles within the workforce. To mitigate this risk, the organisation undertakes succession planning by ensuring that skills are shared, and roles are developed in the team to cover key posts when required. Training and further development is offered where this can help to develop necessary skills. Where we have been unable to appoint to advisor roles, we are increasingly 'growing our own' by appointing to trainee positions. We would like to seek funding to develop trainee caseworker roles in the future.

Trustees take seriously the potential risks around information and data, and Information Assurance is another key risk detailed in the organisation's risk register. Staff and volunteers are regularly reminded of their responsibilities around the storage and handling of data as well as undertaking annual GDPR refresher training. Citizens Advice Birmingham has further mitigated these risks by investing in its ICT estate, moving its data onto secure cloud storage and installing additional verification checks for anyone accessing data. Citizens Advice Birmingham gained Cyber Essentials accreditation in September 2023

Trustees

The trustees who have served during 2023/24 can be seen on page 3.

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

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

Pay and remuneration of senior staff

Levels of salary for senior staff and key management personnel are reviewed annually and the Trustee Board operates a HR Committee which meets to discuss staffing concerns during the year before reporting back to the Board. Salary levels are regularly benchmarked against comparable organisations.

Volunteers

We currently have 24 volunteers and we are making progress in building a strong volunteer team, which brings the added benefit of proving a pool from which to recruit to vacant paid posts. The majority of the volunteers work on the Telephone Advice Line or as part of the Volunteer Benefits Team. We also have one volunteer working on the energy affordability project, one who provides IT support, one who works with the Macmillan Benefits Team and one who carries out campaigns and communication work.

Fundraising activities

The Charity had no significant fundraising activities and costs in the year but raised funds from voluntary donations received from regular donors as well as donations received from clients and organisations that are supporting our work.

OBJECTIVES AND ACTIVITIES

Citizens Advice Birmingham (CAB) has twin aims:

- Provision of information, advice and advocacy to the people of Birmingham; and
- Influence the development of social policy to tackle injustice and reduce poverty and social exclusion.

The free, confidential and impartial advice service is provided to the standards set by national Citizens Advice so that clients can understand their rights and responsibilities and thus enable them to make informed choices about important aspects of their lives.

Policies

The policy that has been adopted to achieve the above aims is to follow the guidelines set down by national Citizens Advice and includes the operation of office and outreach services within the geographical area.

The trustees achieve their aims by:

- a) Recruiting and training a local diversity of volunteers;
- b) Sustaining and assisting charitable services by providing teams of managerial, administrative and specialist staff;
- c) Raising income by negotiating funding agreements with various bodies, and obtaining donations and income from other sources;
- d) Incurring expenditure, acquiring assets, entering into leases and other transactions such that the service can operate to a high standard in an efficient manner; and
- e) Controlling financial operations on a year-by-year basis by the appropriate use of a Business Development Plan and an Annual Budget.

The charity also operates Health & Safety and Equal Opportunities policies for the benefit of all who come into contact with the organisation.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2024

STRUCTURE, GOVERNANCE AND MANAGEMENT (continued)

HOW OUR ACTIVITIES DELIVER PUBLIC BENEFIT

Citizens Advice Birmingham provides advice to clients across Birmingham from locations including:

- Various Health Units within primary and secondary care settings
- Hospitals
- Job Centres, libraries, community centres
- HMP Birmingham
- County Court Welfare Office

Citizens Advice Birmingham provides information and advice on a wide range of issues to those living or working in the Birmingham area. We provide public benefit through our services which are free, confidential, independent and impartial to anyone using them. Below we set out in more detail how we have provided these services over the last year.

The Board of Trustees has had due regard to the Charity Commission guidance on public benefit and has complied with the duty in section 4 of the Charities Act 2011.

ACHIEVEMENTS AND PERFORMANCE

During 2023/24, Citizens Advice Birmingham delivered high quality, targeted, free advice to 16,245 clients with 102,135 issues, - an average of 6.3 issues per client (up from 4.4 issues per client in 2022/23) which is a strong indication that people's problems are becoming more complex than ever. During the year our work resulted in total income gains for our clients of £20,913,249.

The Generalist Advice Service assisted 9,661 clients with 67,202 issues. Our Universal Credit: Help to Claim Team achieved additional benefit income of £2.7 million for clients and our Macmillan Benefits Team helped clients living with cancer to access over £12.5 million in welfare benefits.

The Debt Team dealt with £6,822,962 worth of debt, of which 40% was priority debt and the remaining 60% was non-priority debt. Debts written off, which included Debt Relief Orders and write offs, totalled £785,769 and repayments negotiated, which included Debt Management Plans on clients' behalf and token offer payments, totalled £501,404. During the same period, our County Court Welfare Office dealt with £2,790,400 worth of mortgage arrears and £1,777,651 of rent arrears. 81% of the clients we represented at court hearings were able to avoid repossession.

Citizens Advice Birmingham regularly seeks feedback on its performance from clients. Overall, the vast majority of our clients rated their experience of our service as positive or very positive. 99% of clients who were supported by our Macmillan Benefits Team told us that they were satisfied or very satisfied with the service they received, 86% were less worried about their finances and 86%, said that our assistance had helped to reduce their stress or anxiety. Of the clients assisted by our Wellbeing Team, 94% said they were satisfied or very satisfied with the help they had received.

All this could not have been achieved without the hard work and dedication of our staff and volunteers, and the trustee board thanks all volunteers and staff for their hard work and commitment during another challenging 12 months.

We continue to work in partnership with other agencies including other local Citizens Advice. By keeping in touch with developments within local Citizens Advice from around the country we have been able to share experiences, lessons learned and new ways of doing things. We also continue to work with other Birmingham-based advice and support organisations to provide the best services we can to the citizens of Birmingham.

In summary, whilst the operating environment continues to be difficult, demand is increasing and need is ever more complex. Citizens Advice Birmingham has consistently aimed to ensure its services reach as many of those people who need help as possible with the resources available.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2024

REVIEW OF FINANCIAL POSITION

During the 2023/24 financial year CAB delivered a financial surplus of £66,604 (2022/23: financial surplus of £143,282). This surplus arose primarily due to increased funding to provide Cost of Living advice, and salary savings resulting from slow recruitment into vacant positions. Income increased to £2,137,584 compared to £1,869,645 in 2022/23, while over the same period expenditure increased to £2,070,980 from £1,726,363 in 2022/23. Income was boosted by the commencement of new projects, whilst expenditure includes the cost of our office relocation.

Expenditure on fixed assets capitalised during the year amounted to £NIL (2022/23: £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 £76,110 (2022/23: £42,339). Mainly accounted for by £34,948 for NHS projects, and £6,733 for The Henry Smith project, £11,187 left for the Alzheimer's project. The funds are expected to be spent by March 2025.

Restrictions and Investment Powers

The Memorandum of Association authorises the charity to receive income by way of grants, donations, gifts and legacies provided 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 requires at least three months' expenditure to be held as unrestricted designated funds, equating to £545,692 at budgeted 2024/25 expenditure levels.

The Charity also has a designated fund of £225,000 for tangible fixed assets (investments) and a further £270,000 for other designated funds, the breakdown of which can be seen in Note 20 on page 27. The unrestricted and undesignated general free reserves at 31 March 2024 are £147,080 (2023: £145,747) after designating reserves of £1,040,692 (2023: £1,009,193). Restricted reserves at the end of the year amount to £76,110 (2023: £42,339).

Going Concern

The Charity reported a cash outflow of £113,920 for the year as debtors were significantly lower at year end, the Charity expects to make a smaller outflow in 2024/25.

After making further appropriate enquiries, together with our reserves and expenditure control, 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 (2023/4: £NIL).

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2024

FUTURE PLANS

Overall, funding continues to be short term and uncertain and is likely to remain so for some years to come, which makes longer term planning difficult. The Trustee Board recognises this, and its commitment to diversify its search for other funding includes seeking opportunities to work with other local Citizens Advice and other partners to collaborate on projects and share costs where possible.

With traditional sources of funding looking less secure, it is our intention to seek a new funding or new partnerships from a broader base, considering our clients' needs. CAB will offer its 'mainstream' access to our service by the most efficient means, which remains the telephone – across all our projects when clients express a channel preference it is for phone services. Alongside the phone service we will continue to offer some in-person support for clients who need it via funding arrangements with partners already working with the client group.

CAB will seek to target services at those people who are identified as being in greatest need. We will also seek to design services around clients at points where they are undergoing life changing events, for example a relationship breakdown, a cancer diagnosis, a threat of eviction. This approach already describes some of our most successful projects such as our Macmillan Welfare Benefit Service and our duty scheme at the county court supporting clients at risk of eviction.

We have also started to develop a service working alongside local partners to support particularly vulnerable women who are at risk of being taken into the criminal justice system if they are not supported with appropriate interventions. Our initial work has been funded by an innovation fund from national Citizens Advice, and it has demonstrated that there needs to be a different approach to delivering services for some clients – an approach which is slow and intensive but should have longer lasting impacts. This will require more staff than the single advisor we currently employ to fully develop this service. It is a priority for CAB to secure funding for more advisors and for a longer term commitment to this client group.

Over the last year or more we have also built on the successes of our longstanding services such as our debt service, where we have now added two qualified energy advisors to the team. We have also worked with Alzheimer's Society to develop a phone service for their clients shaped by our Macmillan Service experience. Both of these new developments indicate that we can widen our reach with new partnerships and new funding. We are also in discussions with a local hospital to provide an advice service to patients with a sickle cell condition. We will continue to use our knowledge and networks to consider other similar developments in future.

Much of this work will be underpinned by our long term commitment to working with volunteers. This is critical to CAB's success both through the direct contribution that volunteers make to our work and also by providing a pipeline of people who are seeking work and can be recruited into our paid workforce. This means recruiting both volunteers who are seeking work, and those who are not and who we can retain long term. The funding for our volunteer training and development officer runs out this year, but we will seek to renew this funding as workforce shortages across the advice sector makes this process of 'growing our own' an essential part of ensuring we have a skilled and knowledgeable workforce. We will also seek additional funding to employ another volunteer supervisor as this will enable us to expand our phone service.

We will continue to utilise technology both to promote ourselves to funders and to support more clients where possible. We will renew our website to ensure a more attractive web presence for clients, potential funders, corporate sponsors, and job candidates. We will also work with other local Citizens Advice and national Citizens Advice (CA) to harness AI where it can make our resources go further.

The priorities laid out below cover a wide range of challenges and opportunities in the next year and beyond:

- Continue to provide the people of Birmingham with high quality and accessible services
- Take steps to set our finances onto a more sustainable footing by continuing to seek new funding opportunities, having a more diverse funding base and managing our costs
- Have the appropriate infrastructure to provide high quality services to our customers and ensure efficient management of the organisation
- Further develop our telephone and digital offer to ensure we reach as many clients as possible within our limited resources
- Raise the profile of Citizens Advice Birmingham with clients, funders and third parties
- Use our data to analyse and research issues to campaign for the benefit of our clients and the wider community
- Explore collaborative working with other local Citizens Advice, particularly in the West Midlands region, in other Core Cities and with other third sector agencies
- Utilise reserves in line with policy.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

TRUSTEES'/DIRECTORS' REPORT

For the year ended 31 March 2024

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 charitable 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 apply them consistently
- b) observe the methods and principles in the Charities SORP
- c) make judgements and estimates that are reasonable and prudent
- d) state whether applicable UK accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements
- e) prepare the financial statement 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.

The Trustees are responsible for the maintenance and integrity of the corporate and financial information included on the charitable company's website. Legislation in the United Kingdom governing the preparation and dissemination of financial statements may differ from legislation in other jurisdictions.

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITORS

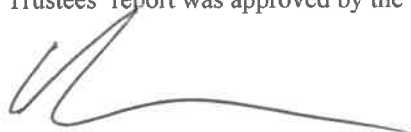
The directors who were in office on the date of approval of these financial statements have confirmed, as far as they are aware, that there is no relevant audit information of which the auditors are unaware. Each of the directors have confirmed that they have taken all the steps that they ought to have 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

The auditors, CKCA Limited, have indicated their willingness to continue in office for the ensuing year.

The Trustees' report was approved by the board, authorised for issue on 31 July 2024, and signed on its behalf by:



Liam Brooker
Chair

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

Opinion

We have audited the financial statements of Birmingham Citizens Advice Bureau Service Limited (the 'charitable company') for the year ended 31 March 2024 which comprise of the statement of financial activities, balance sheet, cash flow statement 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 FRS 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 2024, 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 12 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 trustees are responsible for the other information. The other information comprises the information included in the report of the trustees, 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.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BIRMINGHAM

CITIZENS ADVICE BUREAU SERVICE LIMITED (CONT.)

Opinions on matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the report of the trustees (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Report of the Trustees and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10, 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

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.

The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below.

Extent to which the audit was considered capable of detecting irregularities, including fraud

We identified and assessed the risks of material misstatement of the financial statements, in respect of irregularities whether due to fraud or error, or non-compliance with laws and regulations and then designed and performed audit procedures responsive to those risks, including obtaining audit evidence that is sufficient and appropriate to provide a basis for our opinion.

In identifying and assessing risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

We obtained an understanding of the legal and regulatory frameworks that are applicable to the Company by discussion and enquiry with the directors and management team and our general knowledge and experience of the charity sector.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BIRMINGHAM

CITIZENS ADVICE BUREAU SERVICE LIMITED (CONT.)

Auditor's responsibilities for the audit of the financial statements (cont.)

We focused on specific laws and regulations which we considered may have a direct material effect on the financial statements or the operations of the company, including the Companies Act 2006, taxation legislation, data protection, employment, and health and safety legislation;

We assessed the extent of compliance with the laws and regulations identified above through making enquiries of management, reviewing correspondence with relevant regulators.

Audit response to risks identified

We assessed the susceptibility of the Company's financial statements to material misstatement, including how fraud might occur. Audit procedures performed included but were not limited to:

- Discussions with directors and management as to where they considered there was susceptibility to fraud, their knowledge of actual, suspected and alleged fraud;
- Confirming our understanding of controls by performing a walkthrough test or observation and enquiry;
- Performing analytical procedures to identify any unusual or unexpected relationships;
- Identifying and testing journal entries;
- Agreeing funding to underlying service agreements and ensuring income is recognised in the correct period;
- Agreeing classification of funding between restricted and unrestricted funds and ensuring amounts are spent for the purposes intended;
- Reviewing the allocation of direct and support costs and ensuring comparable to previous periods;
- Reviewing unusual or unexpected transactions; and
- Agreeing the financial statement disclosures to underlying supporting documentation.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. The more removed that laws and regulations are from financial transactions, the less likely it is that we would become aware of non-compliance. Auditing standards also limit the audit procedures required to identify non-compliance with laws and regulations to enquiry of the directors and other management and the inspection of regulatory and legal correspondence, if any.

Material misstatements that arise due to fraud can be harder to detect than those that arise from error as they may involve deliberate concealment or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members 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 members as a body, for our audit work, for this report, or for the opinions we have formed.

CK Audit

Mark Nicholls FCA
Senior Statutory Auditor
for and on behalf of CK Audit

Chartered Accountants
Statutory Auditor

31 July 2024

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

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

STATEMENT OF FINANCIAL ACTIVITIES

(Including income and expenditure account)

For the year ended 31 March 2024

	Note	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Unrestricted Funds £	Restricted Funds £	Total 2023 £
Income from:							
Donations and legacies	2	1,986	-	1,986	7,565	-	7,565
Charitable activities	3	896,798	1,175,069	2,071,867	820,905	986,274	1,807,179
Activities for generating funds	4	1,978	25,354	27,332	2,912	27,975	30,887
Investments	5	36,399	-	36,399	24,014	-	24,014
Total income		937,161	1,200,423	2,137,584	855,396	1,014,249	1,869,645
Expenditure on:							
Charitable activities	6,7	763,824	1,206,276	1,970,100	720,861	979,550	1,700,411
Other expenditure	8	69,484	31,396	100,880	369	25,583	25,952
Total expenditure		833,308	1,237,672	2,070,980	721,230	1,005,133	1,726,363
Net income/(expenditure) before transfer		103,853	(37,249)	66,604	134,166	9,116	143,282
Transfers between funds	20,21	(71,020)	71,020	-	(4,713)	4,713	-
Net movement in funds		32,833	33,771	66,604	129,453	13,829	143,282
Reconciliation of funds:							
Total funds brought forward at 01 April 2023		1,154,939	42,339	1,197,278	1,025,486	28,510	1,053,996
Total funds carried forward at 31 March 2024		1,187,772	76,110	1,263,882	1,154,939	42,339	1,197,278

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 17 to 32 form part of these financial statements.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

BALANCE SHEET

As at 31 March 2024

		2024		2023	
	Note	£	£	£	£
Fixed assets					
Tangible assets	14	-	-	-	-
Investments	14	225,000		225,000	
			<u>225,000</u>		<u>225,000</u>
Current assets					
Debtors	15	300,645		309,083	
Cash at bank and in hand	26	939,594		1,053,514	
		<u>1,240,239</u>		<u>1,362,597</u>	
Liabilities					
Creditors: amounts falling due within one year	16	(121,357)		(310,319)	
		<u>(121,357)</u>		<u>(310,319)</u>	
Net current assets			<u>1,118,882</u>		<u>1,052,278</u>
Total assets less current liabilities			<u>1,343,882</u>		<u>1,277,278</u>
Provisions for liabilities	19		<u>(80,000)</u>		<u>(80,000)</u>
Total net assets			<u>1,263,882</u>		<u>1,197,278</u>
Funds of the charity					
Unrestricted funds:	20				
General funds			147,080		145,746
Designated Revaluation reserve			53,557		53,557
Other Designated funds			987,135		955,636
			<u>1,187,772</u>		<u>1,154,939</u>
Restricted funds	21		<u>76,110</u>		<u>42,339</u>
Total charity funds	22		<u>1,263,882</u>		<u>1,197,278</u>

The financial statements for registered Company number 02202427, 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 Section 1A – small entities. The accounts were approved by the Board, authorised for issue on 31st July 2024 and signed on its behalf by,


Liam Brooker
Chair

The notes on pages 17 to 32 form part of these financial statements.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

CASH FLOW STATEMENT

For the year ended 31 March 2024

	Note	2024 £	2023 £
Cash flows from operating activities:			
Net cash provided by operating activities	25	(150,319)	66,068
Cash flows from investing activities:			
Dividends, interest and rents from investments	5	36,399	24,014
Net cash provided by investing activities		36,399	24,014
Increase / (decrease) in cash and cash equivalents in the reporting period		(113,920)	90,082
Cash and cash equivalents at the beginning of the reporting period		1,053,514	963,432
Cash and cash equivalents at the end of the reporting period	26	939,594	1,053,514

The notes on pages 17 to 32 form part of these financial statements.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

Charitable Company Information

Birmingham Citizens Advice Bureau Service Limited is a private limited charitable company, limited by guarantee, by not having share capital incorporated and domiciled in England & Wales. The registered office is First Floor Wellington House, 31-34 Waterloo street, Birmingham, B2 5TJ and the company registration number is: 02202427.

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 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Birmingham Citizens Advice Bureau Service Limited 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 government and other 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.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

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 individually costing more than £5,000 are capitalised.

Tangible fixed assets other than freehold land are stated at cost less depreciation and any accumulated impairment losses. Depreciation is provided at rates calculated to write off the cost of each asset over its expected useful life, as follows:

Equipment	20% on the straight line method
Furniture	20% on the straight line method

1.9 Investment property

Investment property is initially recorded at cost, which includes purchase price and any directly attributable expenditure. Investment property is revalued to its fair value at each reporting date and any changes in fair value are recognised as income or expenditure.

1.10 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.

1.11 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.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

1 Accounting Policies (continued)

1.12 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.

1.13 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.

1.14 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.

1.15 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.

Investment property - The trustees have evaluated the value of the property at the year end. They have based their valuation on a valuation carried out by Charlotte Fullard MRICS on 20 November 2018.

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

1.16 Going concern

After making further appropriate enquiries, together with our reserves and expenditure control, 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.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

2 Donations and legacies

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Donations and gifts	1,986	-	1,986	7,565

3 Income from charitable activities

Grants and contract income receivable for charitable activity – advice and information

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
General Advice:				
Birmingham CC - Advice Service	344,062	-	344,062	272,500
Birmingham & Solihull NHS	-	187,252	187,252	160,296
Universal Support – Help to Claim	-	281,632	281,632	302,057
The Henry Smith Charity	-	49,250	49,250	48,250
Cadent Foundation	-	43,117	43,117	7,084
Energy Saving Trust	-	37,958	37,958	21,198
Birmingham Women & Childrens NHS	-	42,764	42,764	14,138
Other grants	1,212	47,229	48,441	
	<u>345,274</u>	<u>689,202</u>	<u>1,034,476</u>	<u>825,523</u>
Debt Advice:				
Money Advice Service: Debt Advice	503,017	-	503,017	491,902
Community Law Partnership (CLP)	48,507	-	48,507	50,266
Other grants	-	-	-	-
	<u>551,524</u>	<u>-</u>	<u>551,524</u>	<u>542,168</u>
Benefit Advice:				
Birmingham CC - Mental Health	-	37,000	37,000	74,000
Macmillan Cancer Support	-	365,498	365,498	365,488
Alzheimer's	-	83,369	83,369	-
	<u>-</u>	<u>485,867</u>	<u>485,867</u>	<u>439,488</u>
Total income from charitable activities	<u>896,798</u>	<u>1,175,069</u>	<u>2,071,867</u>	<u>1,807,179</u>

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

4 Activities for generating funds

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Other income	1,978	25,354	27,332	30,887
	<u>1,978</u>	<u>25,354</u>	<u>27,332</u>	<u>30,887</u>

5 Investments

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Interest received.	21,155	-	21,155	9,581
Investment property rental income	15,244	-	15,244	14,433
	<u>36,399</u>	<u>-</u>	<u>36,399</u>	<u>24,014</u>

6 Expenditure on charitable activities by fund

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
General Advice	246,411	708,125	954,536	750,450
Debt Advice	517,413	-	517,413	513,571
Benefits Advice	-	498,151	498,151	436,390
	<u>763,824</u>	<u>1,206,276</u>	<u>1,970,100</u>	<u>1,700,411</u>

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

7 Analysis of expenditure on charitable activities

	Basis of Allocation	General Advice £	Debt Advice £	Benefits Advice £	Total 2024 £	Total 2023 £
Direct costs:						
Salaries and wages	Direct	698,877	389,332	375,226	1,463,435	1,240,540
Staff and volunteers	Direct	5,722	1,419	2,636	9,777	5,770
Office costs	Direct	554	900	162	1,616	16,011
Premises costs	Direct	-	-	-	-	64
Other costs	Direct	602	-	-	602	365
		<u>705,755</u>	<u>391,651</u>	<u>378,024</u>	<u>1,475,430</u>	<u>1,262,750</u>
Support costs:						
Salaries wages	Staff/Hrs	73,996	37,319	35,792	147,107	134,222
Staff and volunteers	Staff/Hrs	2,887	1,462	1,398	5,747	5,129
Office costs	Staff/Hrs	93,031	47,087	44,974	185,092	157,572
Premises costs	Staff/Hrs	72,694	36,789	34,987	144,470	124,551
Governance costs	Staff/Hrs	5,454	2,746	2,641	10,841	14,994
Other costs	Staff/Hrs	719	359	335	1,413	1,193
		<u>248,781</u>	<u>125,762</u>	<u>120,127</u>	<u>494,670</u>	<u>437,661</u>
Total expenditure on charitable activities		<u><u>954,536</u></u>	<u><u>517,413</u></u>	<u><u>498,151</u></u>	<u><u>1,970,100</u></u>	<u><u>1,700,411</u></u>

8 Other expenditure

	Unrestricted Funds £	Restricted Funds £	Total 2024 £	Total 2023 £
Investment property expenditure	1,433	-	1,433	369
CEO Forum	-	11,954	11,954	12,881
Other expenditure	-	19,442	19,442	12,702
Office Relocation	68,051	-	68,051	-
	<u>69,484</u>	<u>31,396</u>	<u>100,880</u>	<u>25,952</u>

9 Net incoming resources for the year

This is stated after charging

	2024 £	2023 £
Operating leases - land and buildings	130,293	91,819
Auditor's remuneration:		
- Audit	8,967	8,700
Depreciation and Impairment Charges	-	-
	<u><u>139,260</u></u>	<u><u>100,519</u></u>

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

10 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 £Nil during the year to 31 March 2024 (2022/23: £Nil).

Expenses related to costs of Trustees' meetings including the AGM totalled £1,382 (2022/23: £731).

11 Employees	2024 FTE Number	2023 FTE Number	2024 Head Count	2023 Head Count
Number of employees				
The average number of employees, analysed by function was:				
Advice workers and support staff	43	37	47	42
Key management personnel	5	4	5	4
	<u>48</u>	<u>41</u>	<u>52</u>	<u>46</u>
	<u><u>48</u></u>	<u><u>41</u></u>	<u><u>52</u></u>	<u><u>46</u></u>
Employment costs			2024 £	2023 £
Wages and salaries			1,419,196	1,202,743
Social security costs			126,184	113,298
Pensions costs			65,161	58,721
			<u>1,610,542</u>	<u>1,374,762</u>
			<u><u>1,610,542</u></u>	<u><u>1,374,762</u></u>

No employee received remuneration amounting to more than £60,000 in the period (2022/23: NIL)

The key management personnel of the Charity comprise the Chief Executive Officer, three operational managers and a finance manager.

The total employee benefits of the key management personnel of the Charity were £236,175 (2022/23: £187,745). 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 any person known to be connected with them.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

12 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 enrol 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 Standard Life. The pension cost charge for the year represents contributions payable by the charitable company to the fund and amounted to £65,161 (2022/23: £58,721). The cost of the pension is allocated to each individual project within which an employee works. At the year-end £10,553 was owed to the pension scheme (2022/23: £8,199).

13 Volunteers

The Trustee Board and Senior Management Team recognise the tremendous contribution made by our volunteers without whom the service could not operate. While the majority of our volunteers are based within the telephone advice service, we also have volunteers staffing the volunteer benefits team, providing IT and admin support, contributing to research and campaigns work, and working within our energy and Macmillan contracts. We continue to develop our volunteer offer and are working on a strategy for the expansion of the volunteer team to staff our telephone advice line, and support other current and emerging needs of the business.

14 Fixed Assets	Investment			
	Properties	Equipment	Furniture	Total
	£	£	£	£
Cost				
At 31 March 2023	225,000	32,550	10,589	268,139
	<hr/>	<hr/>	<hr/>	<hr/>
At 31 March 2024	225,000	32,550	10,589	268,139
	<hr/>	<hr/>	<hr/>	<hr/>
Depreciation				
At 1 April 2023	-	32,550	10,589	43,139
	<hr/>	<hr/>	<hr/>	<hr/>
At 31 March 2024	-	32,550	10,589	43,139
	<hr/>	<hr/>	<hr/>	<hr/>
Net book value				
At 31 March 2024	225,000	-	-	225,000
	<hr/>	<hr/>	<hr/>	<hr/>
At 31 March 2023	225,000	-	-	225,000
	<hr/>	<hr/>	<hr/>	<hr/>

The property at Tyseley was transferred from freehold property to investment property, after the property stopped being used as an office and became tenanted on 19 December 2018. The carrying value of the freehold property was transferred at this date. The investment property was revalued by the trustees to its fair value based on a valuation carried out on 20 November 2018 by Charlotte Fullard MRICS of Lambert Smith and Hampton which resulted in an increase in value of £53,557. The trustees do not believe the fair value to have changed significantly since that valuation.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

15 Debtors	2024	2023
	£	£
Grants receivable	177,482	196,432
Prepayments	32,840	31,140
Accrued income	78,556	81,511
Other debtors	11,767	-
	<u>300,645</u>	<u>309,083</u>
	-	-
16 Creditors: amounts falling due within one year	2024	2023
	£	£
Trade creditors	5,135	132,301
Social security costs	-	37,728
Pensions	10,553	8,199
Accruals	61,248	67,085
Deferred income	44,203	65,006
Other creditors	218	-
	<u>121,357</u>	<u>310,319</u>

17 Deferred income

Deferred income comprises of income received for the following projects for which performance is expected in the following year; totalling £44,203 in 2024 (2023: £65,006):

	Mental Health	NHS Project	Others
	£	£	£
Balance as at 01 April 2023	3,700	-	61,306
Amount released to income earned	-	-	(61,306)
Amount deferred in year	-	32,072	8,431
	<u>3,700</u>	<u>32,072</u>	<u>8,431</u>

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

18	Financial instruments	2024 £	2023 £
	Financial assets		
	Financial assets measured at fair value through profit & loss:		
	- Cash at bank and in hand	939,594	1,053,514
	Financial assets that are debt instruments measured at amortised cost:		
	- Grants receivable	177,482	196,432
	- Accrued income	78,556	81,511
		<u>1,195,632</u>	<u>1,331,457</u>
	Financial liabilities		
	Financial liabilities measured at amortised cost:		
	- Trade creditors	5,135	132,301
	- Taxation and social security costs	-	37,728
	- Pensions	10,553	8,199
	- Accruals	61,248	67,085
	- Other creditors	218	-
		<u>77,154</u>	<u>245,313</u>
19	Provisions for liabilities	2024 £	2023 £
	Dilapidations on leased premises	80,000	80,000
	The dilapidations cost is payable as follows:		
	Within one year	80,000	80,000
	Between one and two years	-	-
	Between two and five years	-	-
	After five years	-	-
		<u>80,000</u>	<u>80,000</u>
	Movement in provisions	2024 £	2023 £
	Dilapidations provision brought forward	80,000	80,000
	Increase/(decrease) in the year	-	-
	Provision carried forward	<u>80,000</u>	<u>80,000</u>

An increase in the dilapidations provision was made in 2016/17 after a dilapidations review was undertaken on 08.05.17 by Pollie Jelfs MRICS of Fusion Building Consultancy Limited. The expenditure is expected to incur during 2024/25.

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2024

20 Unrestricted funds

	Balance at 01 April 2023 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2024 £
General funds	145,746	937,161	(833,308)	(102,519)	147,080
Designated funds: Reserves policy	514,193	-	-	31,499	545,692
Designated funds: Redundancies fund	150,000	-	-	-	150,000
Designated funds: Investment property	225,000	-	-	-	225,000
Designated funds: Properties improvements	100,000	-	-	-	100,000
Designated funds: IT improvements	20,000	-	-	-	20,000
Total Unrestricted funds	1,154,939	937,161	(833,308)	(71,020)	1,187,772

There is a designated fund of £225,000 for the investment property at Tyseley (2022/23: £225,000) as this amount is not readily available to spend on the charitable objects of the Charity. The freehold property was transferred to investment property once it was tenanted on 19 December 2018. A further £545,692 is designated as per the reserves policy of 3 months' budgeted operating costs (2022/23: £514,193), £150,000 for a redundancies fund for all staff (2022/23: £150,000), £100,000 set aside for expected property improvements within the next two years on properties the Charity owns or leases (2022/23: £100,000) and £20,000 set aside for IT costs for equipment renewals (2022/23: £20,000).

Prior year comparative

	Balance at 01 April 2023 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2023 £
General funds	81,485	855,396	(721,230)	(69,905)	145,746
Designated funds: Reserves policy	449,001	-	-	65,192	514,193
Designated funds: Redundancies fund	150,000	-	-	-	150,000
Designated funds: Investment property	225,000	-	-	-	225,000
Designated funds: Properties improvements	100,000	-	-	-	100,000
Designated funds: IT improvements	20,000	-	-	-	20,000
Total Unrestricted funds	1,025,486	855,396	(721,230)	(4,713)	1,154,939

There is a designated fund of £225,000 for the investment property at Tyseley (2021/22: £225,000) as this amount is not readily available to spend on the charitable objects of the Charity. The freehold property was transferred to investment property once it was tenanted on 19 December 2018. A further £514,193 is designated as per the reserves policy of 3 months' budgeted operating costs (2021/22: £449,001), £150,000 for a redundancies fund for all staff (2021/22: £150,000), £100,000 set aside for expected property improvements within the next two years on properties the Charity owns or leases (2021/22: £100,000) and £20,000 set aside for IT costs for equipment renewals (2021/22: £20,000).

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

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 2023 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2024 £
Birmingham CC - Mental Health	10,090	37,000	(31,856)	(15,234)	-
Birmingham & Solihull NHS	10,943	230,016	(211,829)	5,819	34,949
Macmillan Cancer Support	-	365,498	(394,113)	28,615	-
The Henry Smith Charity	6,587	49,250	(49,104)	-	6,733
Universal Support – Help to Claim	-	281,632	(330,008)	48,376	-
Alzheimer's	-	83,369	(72,182)	-	11,187
CEO Forum	9,013	9,603	(11,954)	-	6,662
Cadent Foundation	(3,136)	43,117	(44,478)	4,497	-
Energy Saving Trust	4,098	37,958	(34,091)	-	7,965
Other	4,745	62,980	(58,056)	(1,053)	8,615
Total	42,339	1,200,423	(1,237,671)	71,020	76,110

- *Funds transferred into unrestricted funds from restricted funds represent a paying back of funds transferred into these restricted fund projects from prior years where funding was less than expenditure.

Prior year comparative

	Balance at 01 April 2022 £	Incoming resources £	Resources expended £	Transfer Between Funds £	Balance at 31 March 2023 £
Birmingham CC - Mental Health	19,139	74,000	(83,049)	-	10,090
Birmingham & Solihull CCG	-	160,296	(149,353)	-	10,943
Macmillan Cancer Support	-	365,488	(353,341)	(12,147)	-
The Henry Smith Charity	5,906	48,250	(47,569)	-	6,587
Universal Support – Help to Claim	-	302,057	(318,917)	16,860	-
CEO Forum	1,775	20,119	(12,881)	-	9,013
Cadent Foundation	-	7,084	(10,220)	-	(3,136)
Energy Saving Trust	-	21,198	(17,100)	-	4,098
Other	1,690	15,757	(12,702)	-	4,745
Total	28,510	1,014,249	(1,005,133)	4,713	42,339

- *Funds transferred into unrestricted funds from restricted funds represent a paying back of funds transferred into these restricted fund projects from prior years where funding was less than expenditure.

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Restricted Project Descriptions

Birmingham City Council (BCC) - Mental Health

This project provides specialist welfare benefits advice to clients. Appointments are offered either as telephone appointment or face to face appointment at three outreach community mental health sites across Birmingham and referrals are received from the Community Mental Health Teams based at those outreaches. The funding for this contract ended on 30th September 2023.

Birmingham & Solihull NHS

Our Wellbeing service provides generalist advice to the patients of 32 GP surgeries within the Birmingham and Solihull Clinical Commissioning Group (CCG). Referrals to the services are via members of the Primary Health Care Team and clients via self-referral. The aim of the service is for patients to be supported and advised on their non-clinical issues that may be impacting their health and wellbeing, thus freeing practice staff time to focus on clinical issues. This contract has been extended until the end of March 2025.

Our staff project delivers a generalist advice service to the staff of Birmingham & Solihull Integrated Care System (ICS) primarily via a dedicated telephone hotline with follow up appointments either in person, or digitally, subject to staff preference and/or when the complexity of the issues requires. Our project based at Birmingham Women's and Children's hospital, involves an onsite presence to deliver a full-time service to patients and families. Each contract provides funding for one FTE caseworker.

Macmillan Cancer Support

This project offers face to face appointments at numerous outreach sessions each week. These were delivered out of six hospitals, 2 hospices, 2 community buildings and a CA office across Birmingham and Solihull. Clients are also given the option of a telephone appointment if they are unable to travel for a face to face appointment. The project provides welfare benefits advice to people affected by cancer. Referrals into the service are via clinical nurse teams, consultants, and other health and social care professionals. Clients can also self-refer through our dedicated Macmillan helpline. The funding from Macmillan Cancer Support has been extended to 31st December 2025

Universal Support

Citizens Advice nationally has contracted with Citizens Advice Birmingham to assist people to make a new claim for Universal Credit, from assessment of eligibility for the benefit up to receipt of their first payment. The service includes staffing the national Help to Claim telephone helpline, via which clients are assessed for eligibility for Universal Credit, and for the level of support they require to make the claim; and providing practical support where required by clients to submit the claim. This service is funded until March 2025.

The Henry Smith Charity

We receive funding from The Henry Smith Charity to support a team of six volunteers to deliver specialist welfare benefits and financial capability advice to Birmingham residents via telephone/video and in-person appointments. The contract began in July 2022 and is funded for three years.

CEO Forum

Citizens Advice Birmingham holds funds for a national network of local Citizens Advice (LCA) Chief Executives who meet weekly online for peer-to-peer support, but also meet periodically face-to-face at events. Funds are derived from fees from local Citizens Advice for the face-to-face events and from sponsorship from companies which work with LCAs. Funds are then used to pay the costs of future meetings.

Energy Saving Trust

The Birmingham Energy Affordability Project (BEAP) provides energy advice and advocacy for clients in vulnerable situations, focusing especially on fuel poverty hotspots in the north and east of the city. Embedded within our Debt Service, the team provides expert advice, in-depth support, and end-to-end case management. Clients are assisted via in-person appointments, telephone and email/webchat and all support is tailored to the individual's need. The contract ends 31st August 2024.

Cadent Foundation

We receive funding from the Cadent Foundation for one FTE caseworker to deliver specialist energy advice and income maximisation support to clients experiencing fuel poverty. The caseworker looks at individuals' circumstances holistically and ensures they can access the range of services they need to tackle fuel poverty and financial hardship for the long term. The project is funded for until 31st March 2025.

Alzheimer's Society

This project provides welfare benefits advice to people affected by dementia. Appointments are telephone based and referrals are made by Alzheimer's Society staff. Clients can be referred from anywhere in England, Scotland and Wales. The project is funded through to September 2025.

Other restricted funds

These funds relate to client grants received by the charity from other charities and trusts and held on trust for clients until they can be passed onto them.

22 Analysis of net assets between funds

	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2024 are represented by:			
Investment property	225,000	-	225,000
Net current assets	1,042,772	76,110	1,118,882
Provisions	(80,000)	-	(80,000)
	1,187,772	76,110	1,263,882
	1,187,772	76,110	1,263,882
	Unrestricted funds £	Restricted funds £	Total £
Fund balances at 31 March 2023 are represented by:			
Investment property	225,000	-	225,000
Net current assets	1,009,939	42,339	1,052,278
Provisions	(80,000)	-	(80,000)
	1,154,939	42,339	1,197,278
	1,154,939	42,339	1,197,278

23 Commitments under operating leases

As lessee:

As at 31 March 2024, the company had commitments under non-cancellable operating leases as follows:

	Land and buildings		Other	
	2024	2023	2024	2023
	£	£	£	£
Within one year	51,000	43,629	-	-
Between one and two years	61,200	-	-	-
	112,200	43,629	-	-
	112,200	43,629	-	-

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED
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For the year ended 31 March 2024

24 Related parties

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

During the 2023/24 financial year payments were made to Citizens Advice to the value of £11,438 (2022/23: £10,453) in respect of subscriptions, accountancy support, training services, stationery and sundries. Receipts from Citizens Advice for contracts and grant funding totalled £887,954 (2022/23: £834,756).

Councillor Gareth Moore is an elected member with Birmingham City Council. During the 2023/24 financial year payments were made to Birmingham City Council of £47,468 (2022/23: £93,347) in respect of premises rentals, council taxes and business rates. Receipts from Birmingham City Council for contracts and grant funding in the year totalled £370,750 (2022/23: £346,500).

25 Reconciliation of cash flows from operating activities	2024	2023
	£	£
Net income / (expenditure) for the reporting period	66,604	143,282
Add: Depreciation charge		-
Less: Dividends, interest and rents from investments	(36,399)	(24,014)
(Increase) / decrease in debtors	8,438	(100,534)
Increase / (decrease) in creditors and provisions	(188,962)	47,334
	<u> </u>	<u> </u>
Net cash provided by operating activities	(150,319)	66,068
	<u> </u>	<u> </u>

26 Analysis of cash and cash equivalents	2024	2023
	£	£
Cash at bank and in hand	939,594	1,053,514
	<u> </u>	<u> </u>
Total cash and cash equivalents	939,594	1,053,514
	<u> </u>	<u> </u>

26A Analysis of changes in net debt

	At start of year £	Cashflows in year £	At end of year £	£
Cash	1,053,514	(113,920)	939,594	
	<u> </u>	<u> </u>	<u> </u>	
	<u>1,053,514</u>	<u>(113,920)</u>	<u>939,594</u>	
	<u> </u>	<u> </u>	<u> </u>	

BIRMINGHAM CITIZENS ADVICE BUREAU SERVICE LIMITED

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2024

27 Members liability

The Charity (which has the working name of 'Citizens Advice Birmingham (CAB)') was formed as a company limited by guarantee on 3 December 1987 (Company Number: 02202427). The full name of the charity is Birmingham Citizens Advice Bureau Service Limited and was registered with the Charity Commission on 15 December 1987 (Charity Number: 519639).

None of the trustees have 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.