

Directors' and Trustees' report and accounts

For the year ended 31 March 2020



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Reference and administrative information

Charity Registration Number 1085220

Company limited by guarantee, Registered Number 4099352

Regulated by the Financial Conduct Authority FRN 617564

Registered Office: Citizens Advice Shropshire, Fletcher House, 15 College Hill, Shrewsbury, SY1 1LY.

Directors and Trustees Paul Langton (Chair), Chris Boote, Claire Cartlidge, Penny Cooper, Tony Hinkley, Andy Howitt, Alan Taylor, Joanne Harrison (Elected at AGM 21/11/19) Bethan Cross (Co-opted 20/05/20) Jeremy Hunt (Elected at AGM 21/11/19 Resigned 20/07/20) Nathan Hinks (Resigned at AGM 21/11/19) Keir Hirst (Resigned at AGM 21/11/19 to become Honorary Solicitor)

Company Secretary Paul Langton

Chief Executive Officer (CEO) Jackie Jeffrey

Senior Management Team CEO, Iona Ayles, Alison Alexander, Tereza Hayek

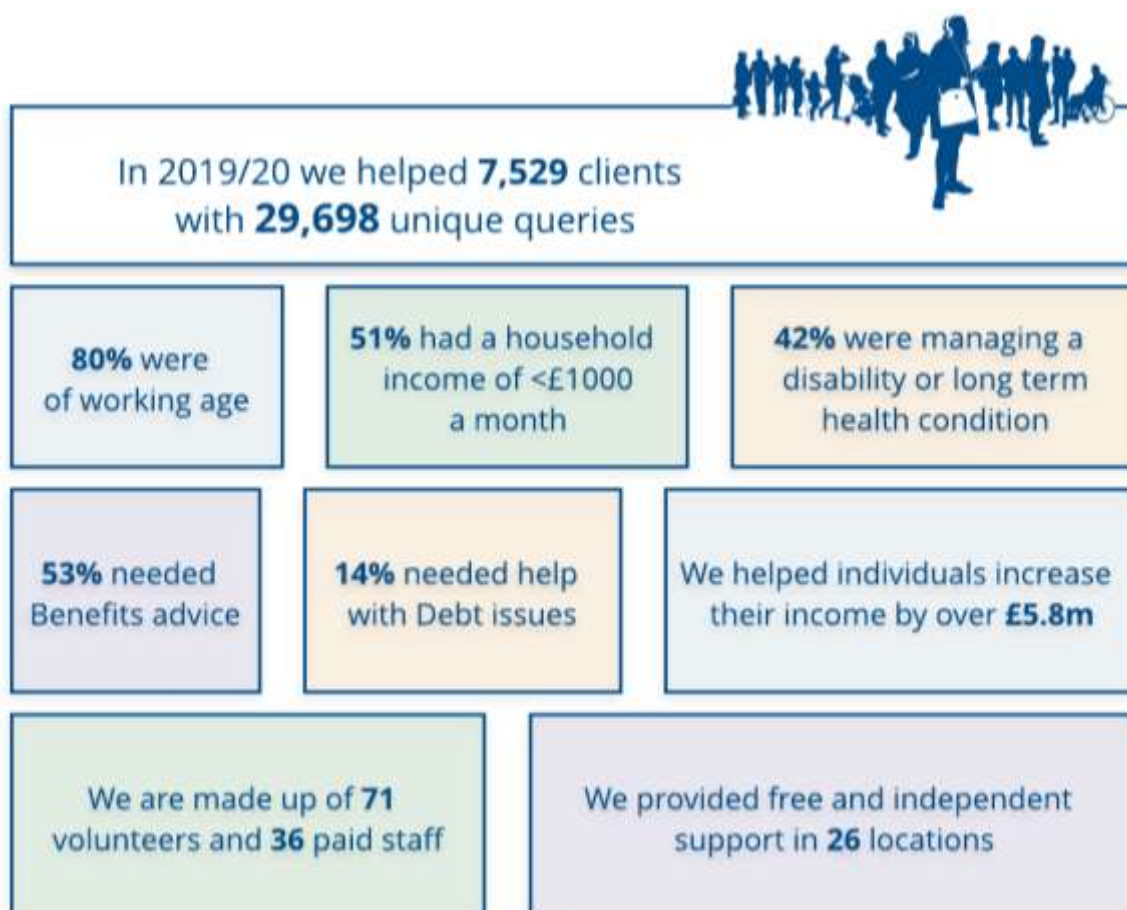
Finance Officer Katharine Haines

Registered Office Fletcher House, 15 College Hill, Shrewsbury SY1 1LY

Bankers National Westminster Bank Plc.
Shrewsbury Mardol Head, 8 Mardol Head, Shrewsbury SY1 1HE

Auditors James, Holyoak & Parker Limited
1 Knights Court, Archers Way, Battlefield Enterprise Park, Shrewsbury SY1 3GA

Investment Advisers Redmayne Bentley
4 Tettenhall Road, Wolverhampton WV1 4SA



Introduction from the Chair

Before Covid-19 arose the year ended 31 March 2020 had seen the organisation dealing successfully with an increasing number of client issues and the team has continued to work effectively and professionally with all our clients. The lock down that then followed in late March 2020 when the pandemic really started to impact the country then placed an even greater strain on the organisation, but I and my fellow trustees have been overwhelmed and impressed at how the team has dealt with the pressures that Covid-19 has placed on our operations.

Led so effectively by our CEO, Jackie Jeffrey, everyone has risen to the challenge to ensure that working remotely Citizens Advice Shropshire has managed to continue supporting its clients throughout the county and providing a first class service. This has been aided by the fact that our funders have continued to support us throughout this period and to date we have not had any funding issues which has meant that we can focus on our clients.

As these uncertain times are set to be with us for many more months, the Board remains confident that with the ongoing funding support and the dedication and commitment of our team we can continue to provide an excellent county wide service. Thank you to everyone who has and is making this possible.

- Paul Langton

Who we are



Citizens Advice Shropshire (CAS) is a charity, constituted as a Company limited by guarantee and, therefore, governed by its Articles of Association which can be viewed on our website. The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in Shropshire and surrounding areas.

We are an organisation that is committed to its values, where the client is central to all we do and we are respectful of each other, providing a supportive and inclusive culture. We value integrity and stand up for fairness in all we do.

We cover many different subject areas including debt, welfare benefits, housing, employment, consumer, family and personal, utilities, tax, health and social care, education and legal.

The Charity is organised so that the trustees meet regularly to manage its affairs, with full board meetings held every two months. There are also two sub-committees which oversee the more detailed aspects of governance, and, in turn, report to the main board.

Sub-committee	Responsibilities
Finance sub-committee	To lead, develop and oversee the organisation's policies and strategies in respect of financial management and planning, ensuring effective governance.
Operations sub-committee	To lead, develop and oversee the organisation's policies and strategies in respect of operational matters and service delivery, ensuring effective governance.

The sub-committees have terms of reference covering their scope and delegated powers. Their membership and terms of reference are reviewed and updated annually.

COVID-19 (CV-19) Update: Since March 2020, the sub committees have been suspended and trustees have had full board meetings every month, held virtually via Microsoft Teams, to oversee our response to the current CV-19 pandemic.

Trustees are recruited against a job description and person specification which also list the behavioural competencies expected of a trustee of CAS as part of their induction. All new trustees are initially co-opted on to the board and are then elected to the board by the membership at the Annual General Meeting.

CAS is one of 300 separate and independent local Citizens Advice offices that make up the Citizens Advice service. This is a membership organisation and we have to comply with strict membership standards and audit requirements to retain our membership. We retain an overall rating of green (excellence) as part of our Performance and Quality Standards. We also hold the AQS Quality Mark (General Help) and we are Charity Commission endorsed as an Effective Charity (Charity Commission Membership Standard).

The day to day running of the organisation is delegated to the Chief Executive Officer (CEO), Jackie Jeffrey, who reports regularly to the board. The operations of CAS are managed through a Senior Management Team (SMT), comprising the CEO, Generalist Services Manager, Specialist Services Manager, Partnership and Development Manager, and Finance Officer.

We have a detailed three year Strategic Plan which sets out organisational priorities and objectives which the SMT use to prioritise work. Risk and operational reports, KPIs and performance are reported to the board to allow trustees to monitor risk and performance.

CV-19 Update: The first year of the Strategic Plan has been rewritten and agreed by the board in response to the current pandemic. Key themes are:

1. Looking after **the well-being of our staff and volunteers**.
2. **Understanding what resources and support** are required to remote work.
3. Keeping all **stakeholders** updated on what is happening.
4. **Understanding the advice needs** of the clients in the current crises.
5. **Exploring alternative Governance systems** to ensure trustees can continue their roles and responsibilities.
6. **Ensuring essential financial controls** are supported as we are approaching end of year and audit.
7. **Business Recovery Plan**.

These objectives are underpinned by a specific CV-19 Organisational Risk Assessment.

Our services

Our different service delivery options are supported by a number of funding sources and we would like to take the opportunity to thank everyone who has supported our service over the last year.



The **Generalist service** for adults is where clients can drop in at one of our 3 offices in Ludlow, Oswestry and Shrewsbury or contact us via our telephone advice line. Details of opening hours and how to contact us can be found on our website www.cabshropshire.org.uk. This service is funded by Shropshire Council, Ludlow Town Council, local Parish Councils and client donations.



IASS service provides Information, Advice and Support Service to children and young people aged 0 to 25 who have, or may have, special educational needs or disabilities (SEND), as well as their parents and carers. This service is funded by Shropshire Council and National Children's Bureau.



Specialist provision includes specific subject areas such as debt advice (funded by the Money Advice Service), Pension Wise and Universal Credit: Help to Claim (main funder Department for Work and Pensions), welfare benefits (funded by Shropshire Council - Enable and the Shropshire Multiple Sclerosis Society).



Outreach services take advice to where our most vulnerable clients need it most. Locations include GP surgeries and health settings such as Redwoods, and local community venues.

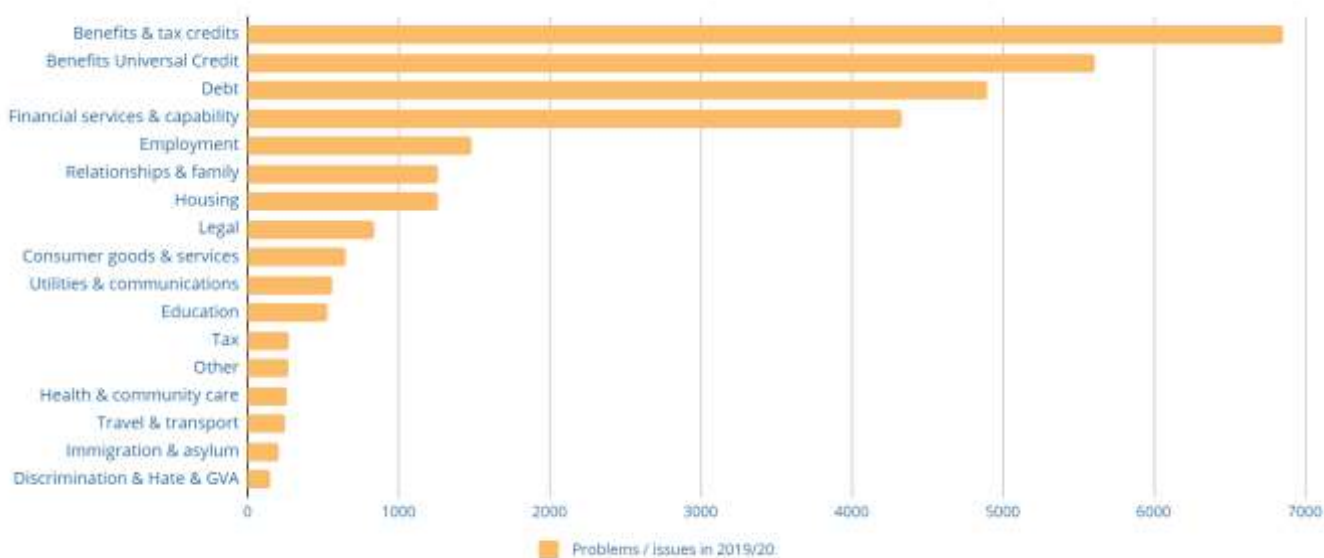
CV-19 Update: From 23rd March 2020 we moved all our resources to a telephone only service delivery model. By concentrating on one channel we ensured that we could maintain a county wide response without stretching our resources too thinly.

For clients: they can access telephone Advice on 03444 99 11 00 and we maintain our Single Point of Referral (SPOR) on 01743 280019 for IASS, Pension Wise, Enable and professionals / local organisations who have vulnerable clients.

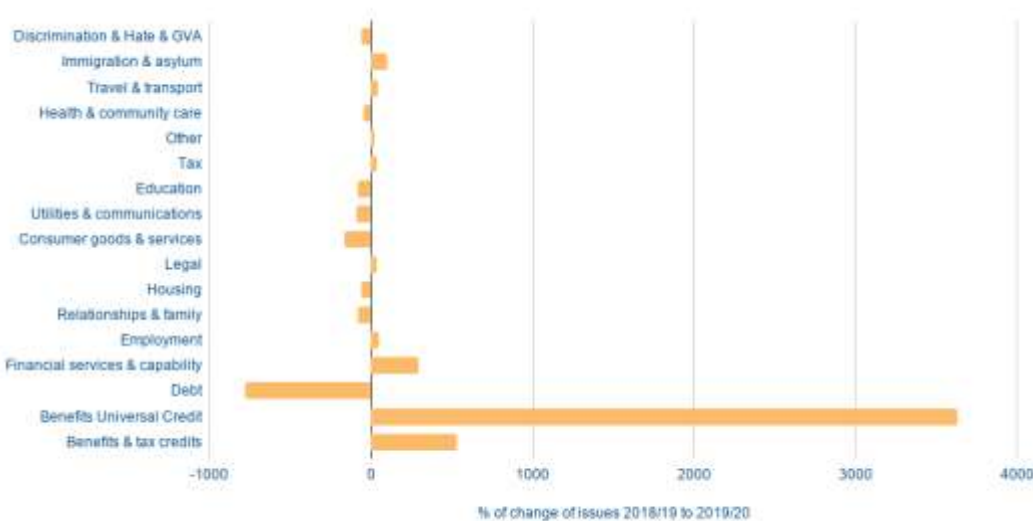
For staff: this meant moving swiftly to home based service delivery and we would like to thank all our staff for their flexibility and support in ensuring that CAS continued to provide essential support to our clients.

Client problems

We continue to see an increase in the number of issues clients have been helped with, up by 3,644 from the previous year to 29,698, an increase in issues of 23% over the last 2 years. The introduction of funding for Universal Credit: Help to Claim from national Citizens Advice including answering calls/chat on the national Help Line and taking referrals from Job Centre Plus has contributed to this significantly. The number of people needing support with other welfare benefit issues including support for claiming PIP (personal independence payments) and appeals is also still increasing. There has also been an increase in issues relating to Immigration and Asylum around settled status and Brexit.



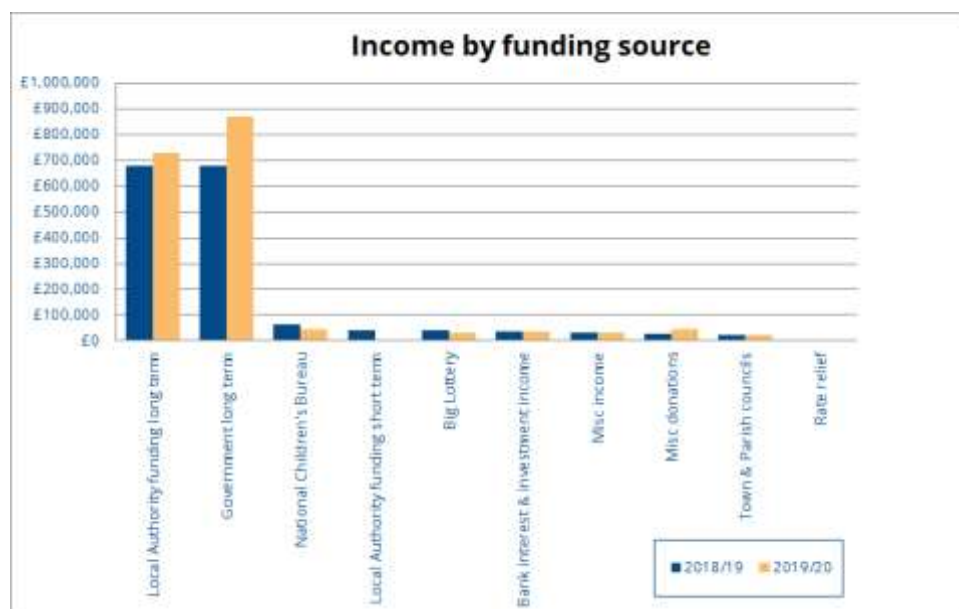
Issues Change



CV-19 Update: Since the beginning of the pandemic in February and lockdown on 23rd March 2020 we saw a number of changes to enquiries coming to CAS reflecting the challenges being faced by our clients. We saw a 100% rise in employment issues, mainly

relating to furlough, change of terms and conditions, pay and threat of redundancy. Also, there was a huge rise in Universal Credit enquiries at the beginning of lockdown as people needed to claim benefits due to loss of earnings.

Income by funding source



CV-19 Update: We are grateful to all our funders who have maintained all contract and grant payments and relaxed KPIs, so we have been able to continue to deliver essential services whilst adjusting to new ways of working. We also received a grant of £15k from Shropshire Council to pay for essential equipment and software to allow remote working.

Thanks

We would like to thank Matrix Capital and Elaine Henshaw for their support in providing free generalist financial advice for clients.

We are also most grateful to those local trusts and Town Councils, including Jane Higginson Trust, Leominster Town Council, Market Drayton Town Council and Ludlow Town Council who invest in local face to face outreaches and have continued to fund our Outreach staff to ensure we can still answer queries via the phone.

The CEO and Board of Trustees thank all the staff, volunteers and partners who have worked so hard this year to achieve these successes. Our people continue to be our biggest asset. More than ever people have given their best to maintain services during the pandemic and the patience of our volunteers has been appreciated whilst we have set up a framework for them to return to the service and provide essential phone advice remotely. Staff have changed roles and had to adapt to challenging circumstances whilst working remotely away from their teams. They have all been outstanding.

A focus on Pension Wise

Citizens Advice Shropshire is one of 38 local Citizens Advice who has been delivering the Pension Wise service for the last 5 years. We provide people with free, impartial guidance to help savers understand their options under the pensions freedoms.

In partnership with Coventry Citizens Advice, Citizens Advice Wolverhampton and Citizens Advice Worcester, Citizens Advice Shropshire delivers face to face Pension Wise appointments to people aged 50 and over with a defined contribution pension in a number of locations across our regions.

Key statistics

During 2019/20, Pension Wise has delivered 70,750 appointments across England, Wales and Northern Ireland. Since the service started, people have continued to value the high-quality guidance and support they receive. Satisfaction scores have remained over 99% for 2019/20. Through engagement with businesses like Tesco we've also delivered Pension Wise appointments to employees. This year we've delivered 1,802 appointments to Tesco staff at over 165 locations.

Spotlight on our work with Enable

Delivering 'Better off in Work' checks, benefits, advocacy, debt advice and support.

John* was working part time but having difficulty retaining employment due to his health. He has a mortgage and feels unable to leave work. At the time of referral John wasn't eligible for Universal Credit as his earnings were too high. John wasn't receiving PIP and so couldn't be referred for a Work Capability Assessment as he was working over 16 hours a week. He had debts that were contributing to his anxiety about his finances.

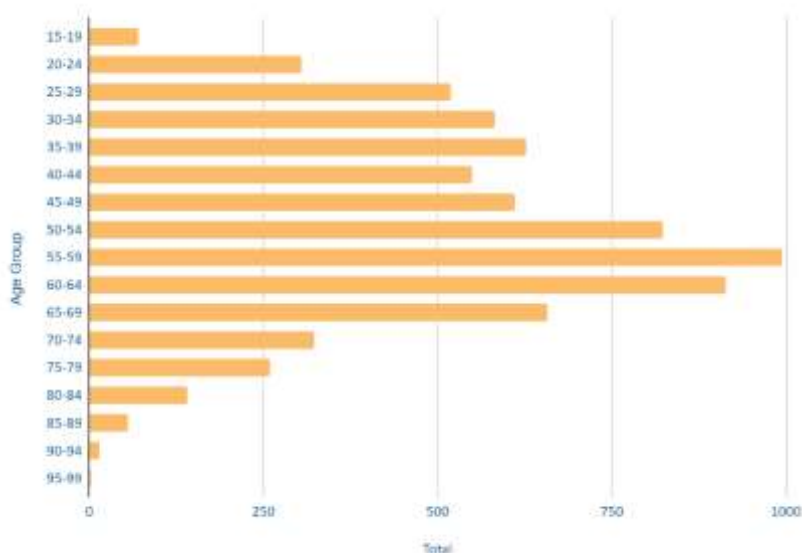
We supported John with a PIP claim, by completing the original PIP form and successfully challenging it at Mandatory Reconsideration stage (the average success rate at this stage is 20%). John was awarded the enhanced rate for daily living and the standard mobility rate – an income gain of £110.85 per week.

Once in receipt of PIP, John was eligible for Council Tax Reduction of £16.56 per week. He also qualified for a Work Capability Assessment under Universal Credit despite working over 16 hours a week, so we helped John complete his Work Capability Questionnaire. We requested that Universal Credit kept his claim open whilst he waited for the outcome of his Assessment. Following his Assessment John was placed into the Limited Capability for Work or Limited Capability for Work Related Activity group and was then entitled to Universal Credit. This extra income meant John could focus on finding more suitable work with the help of Enable.

Since October 2018, CAS has been delivering 'Better off in Work Checks' for Enable clients. In this time, we have advised 144 clients with 1,275 issues. This has been a comprehensive and holistic service checking income, as well as giving advice on other money related issues the client has to consider when taking on work.

Who our clients are

Of the 7,579 clients we helped in 2019/20, 22% came from the 10 most deprived wards in



Shropshire. Fig1. on page 11 demonstrates how we see clients from all over the county of Shropshire. 46% were male and 54% were female, 96% classified themselves as white British/English/ Welsh/other, 4% as Black/Asian, Mixed or other. We continue to see a high proportion of clients with disabilities or long-term health conditions (over 42%) which is higher than the Shropshire average for the population.

Why people come to us

Everyone experiences problems - sometimes they can be quickly resolved, other times it's not that simple. More complex problems are rarely neatly packaged up as a single problem - often the effect of one problem can be the cause of another. We know that 23% of our clients with benefit issues also have debt issues, 17% have employment issues, 17% have housing issues and a further 15% have problems with utilities.

These problems have the capacity to affect other aspects of people's lives as well as their family and friends, or ultimately the state if a situation escalates to the point of intervention. Trusted help and support isn't always readily available - someone might not have informed or contacted family or friends, or have the money to pay for advice. In such situations, being able to access free, impartial, confidential advice at the right time is essential.

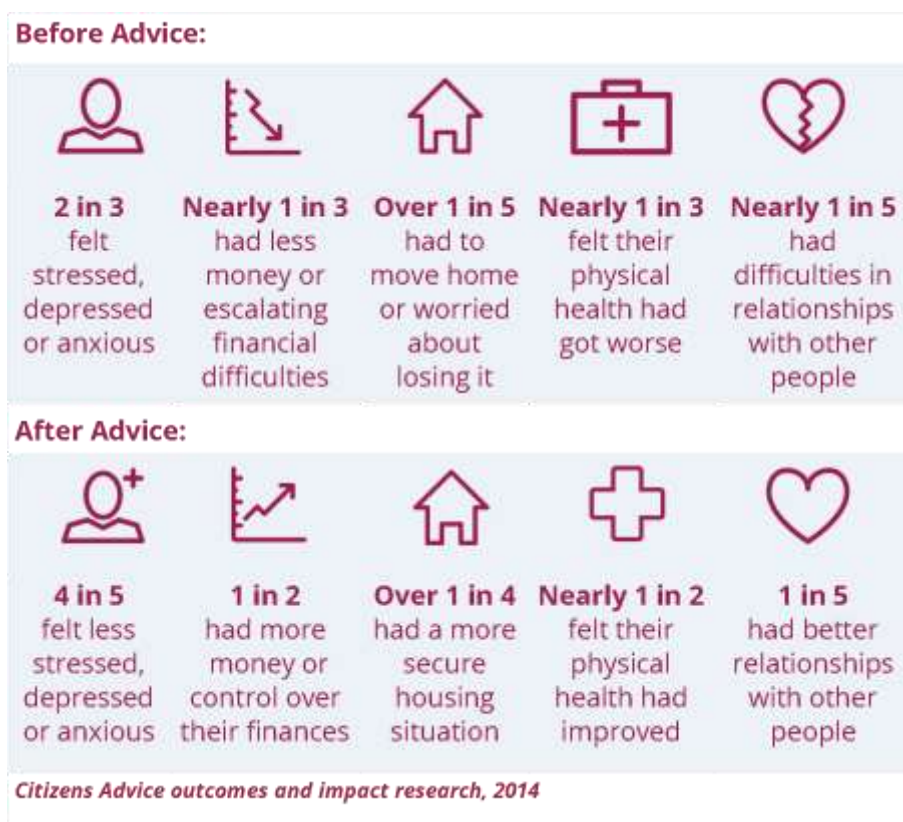
Our advice helps to prevent detriment occurring or escalating further, including where problems can affect other aspects of people's lives.

Where our clients come from (fig 1)

(all clients helped across the network of Citizens Advice)

Shropshire Wards 2019/20	Issues	Clients		Issues	Clients	
Abbey	464	136		Oswestry East	2,334	533
Albrighton	394	104		Oswestry South	995	253
Alveley and Claverley	130	34		Oswestry West	1,129	244
Bagley	702	162		Porthill	735	178
Battlefield	688	181		Prees	539	139
Bayston Hill, Column and Sutton	1,586	421		Quarry and Coton Hill	1,172	288
Belle Vue	880	192		Radbrook	607	169
Bishop's Castle	529	128		Rea Valley	520	127
Bowbrook	854	183		Ruyton and Baschurch	489	117
Bridgnorth East and Astley Abbots	557	132		Severn Valley	504	130
Bridgnorth West and Tasley	406	119		Shawbury	533	133
Broseley	590	160		Shifnal North	133	38
Brown Clee	278	73		Shifnal South and Cosford	162	49
Burnell	418	116		St Martin's	1,108	213
Castlefields and Ditherington	1,437	336		St Oswald	746	185
Cheswardine	281	81		Sundorne	972	234
Chirbury and Worthen	173	53		Tern	557	139
Church Stretton and Craven Arms	1,268	336		The Meres	416	103
Clee	371	109		Underdale	999	207
Cleobury Mortimer	535	130		Wem	1,193	288
Clun	264	75		Whitchurch North	1,544	375
Copthorne	245	96		Whitchurch South	540	133
Corvedale	584	133		Whittington	620	164
Ellesmere Urban	630	149		Worfield	190	58
Gobowen, Selattyn and Weston Rhyn	1,694	347		Subtotal for Shropshire	46,198	10,986
Harlescott	1,227	271		Out of County		
Highley	248	77		Telford & Wrekin	2,401	629
Hodnet	1,040	257		Powys	1,151	274
Llanymynech	440	125		Herefordshire	684	181
Longden	568	131		Wrexham	637	180
Loton	435	105		Cheshire East	168	49
Ludlow East	1,472	289		Cheshire West & Chester	151	54
Ludlow North	1,276	219		Malvern Hills	145	38
Ludlow South	835	182		Not recorded /misc	1,692	279
Market Drayton East	519	128		All other	2444	503
Market Drayton West	1,158	268				
Meole	734	147				
Monkmoor	1,271	216		Subtotal other	9473	2,187
Much Wenlock	280	88		Total	55,671	13,173

The difference we make



The wider impact of the work we do

Our impact

-  **7 in 10 people** felt less stressed, depressed or anxious
-  **Nearly 1 in 2** had more money or control of their finances
-  **2 in 5** had a more secure housing situation

-  **Nearly 1 in 2** felt their physical health had improved
-  **3 in 10** found it easier to do their job or find a job
-  **Nearly 1 in 2** felt they had better relationships with others
-  **3 in 5** found it easier to manage day-to-day

We can put a financial value on our role in:

- keeping people in employment or helping them back to work
- preventing housing evictions and statutory homelessness
- reducing the demand for mental health and GP services
- improving client mental wellbeing and family relationships

(Source: Modelling the value of the Citizens Advice service in 2017)

Some of the financial outcomes accrue directly to individuals – this income is likely to be spent locally, benefiting local communities.

Our value to society

£

For every £1 invested in our service in 2019/20, we generated:

£2.29

in savings to government and public services (fiscal benefits)

Total: £2.7m

£16.47

in wider economic and social benefits (public value)

Total: £19.7m

£12.04

in financial value to the people we help (specific outcomes to individuals)

Total: £14.4m

Research and campaigns

We use our clients' anonymous data to campaign for positive change, speaking up about the policies and services that cause people problems. As a local Citizens Advice we can spot emerging issues early and tackle the root cause of problems.

Award nomination

Every year Citizens Advice celebrates exceptional people and teams from across the network at their awards ceremony as part of the annual conference. In 2019/20 CAS was nominated for the 'Most influential campaign or research project' for our local work on Council Tax Support.

Our Council Tax Support Scheme research and campaign led to real change across Universal Credit and Council Tax Support for sick and disabled people. As a result, over 6,000 people are now exempt from paying Council Tax. In addition, the Council also acknowledged that they need to bring consistency and streamlining where possible. They also agreed their communications around the policy change was confusing and needed

reviewing – we offered our help in assisting them to get their messaging right. Our work with the Council and with our clients has encouraged debate and greater awareness and scrutiny of the impact of welfare reform on Shropshire residents.

“This campaign, led by our amazing research and campaigns officer, involved everyone, volunteers, paid staff, voluntary & community sector partners, brought greater understanding to the council on the impact of wider policy changes and most importantly changed an unjust policy for over 6k of the most vulnerable in Shropshire saving them £1.14 million.”

- Jackie Jeffrey

Help to Claim - Best Practice Lead for the Mercia District research

In 2019/20 Citizens Advice Shropshire became the Help to Claim Best Practice Lead (BPL) for the Mercia Jobcentre Plus district (Shropshire, Hereford, Worcestershire and Warwickshire), and carried out 2 research projects alongside other BPLs across England and Wales. We researched into the 5 week waiting time for the Universal Credit Monitoring survey project, and looked at referrals in and out of the Help to Claim service.

The Universal Credit Monitoring survey findings were used in the National Citizens Advice Select Committee response regarding CV-19. The referrals research project findings were used by Citizens Advice national Business Development, Communications and Design teams who all have an interest in improving how we promote Help to Claim.

Volunteering with us

The contribution of our volunteers brings real added value to the organisation worth £366,236 if had to pay them. But volunteering benefits our volunteers – they improve their skills, resilience, health and wellbeing, while strengthening community engagement.



CAB volunteering and how everyone benefits 2014

The Citizens Advice Learning Programme has been developed to ensure that all advisers and other staff who meet the selection criteria receive sufficient high quality training and other forms of support to develop and maintain competence in their role.

Volunteer role	Total as of 31/03/20
Admin/IT and Receptionist	1
Adviser	19
Adviser & Volunteer Supervisor Support	2
Money plan	1
Form filler and Receptionist	1
Gateway Assessor	5
Gateway Assessor (Phones)	2
Generalist Adviser & Gateway Assessor	3
Receptionist	9
Research and Campaigns	2
Trainee	15
Volunteer Debt Caseworker	2
Trustee	9
Total	71

Our training programme is based on the concept of competencies, reflecting the mix of skills, knowledge and attitudes that are required in the many roles within CAS, and are a blend of different ways of learning, including training packs and other written materials, face to face course days, an assessment process and e-learning.

Our general approach to training is based on the idea that people learn best through properly supported learning that is based on structured experience.

CV-19 Update: In early days of lock down we were unable to continue with our volunteer recruitment and training programme and our existing volunteers have been very patient with us whilst we moved to remote working. We are now in the process of bringing existing volunteer advisers/assessors back in to remote service delivery.

How did we do?

We had set a number of key objectives to achieve during 2019/20.

- 1. To secure the re-tendering of Advice and Advocacy services in Shropshire and implement any new changes in the specification. (Achieved in August 2019)**

We were successful in our tender for this contract which secures our core funding for generalist advice services for the next 5 years. As well as continuing to provide advice and advocacy services the contract had an additional requirement to provide a Welfare Benefit service. This was a partnership bid with Age UK Shropshire, Telford & Wrekin, Taking Part and A4U.
- 2. To refresh our financial strategy following the outcome of the recommissioning process with Shropshire Council and agree our funding priorities for the next 5 years.**

This work is on-going and has continued in to 2020/21, but will now have to be reviewed due to the impact of CV-19. We have not made any material expenditure on income generation with the majority of our income coming from donations, grants and contracts.
- 3. To review our volunteering offer and policies to ensure we maintain a positive and modern volunteering workforce fit for purpose in the challenges ahead. We also want to widen the variety of our volunteering roles and improve the diversity of our workforce.**

We continue to maintain a stable workforce and during 2019/20 developed a new marketing strategy for the recruitment of volunteers and development of new roles including Welfare specialist for complicated form fills. We still have some work to complete in refreshing our volunteer policies, but all have been updated to reflect the CV-19 pandemic. The CV-19 pandemic has impacted on our ability to recruit new volunteers and complete the training of our last intake of volunteers. However, we have taken considerable steps forward in developing a flexible workforce having achieved a 100% remote working for staff and we are now able to bring back volunteers in to the remote Advice Team.

Key objectives for 2020/21

As highlighted above we have rewritten our key objectives for 2020/21 in response to the current pandemic. We anticipate that we will continue to deliver a mixture of office based and remote working.

1. Looking after **the well-being of our staff**, ensuring they are safe, well and supported at home and in the office.
2. **Understanding what resource and support** is needed to maintain Adviceline and Single Point of Referral and how we bring back existing and new volunteers into the service.
3. Keeping all **stakeholders** updated on what is happening with CAS.
4. **Understanding the advice needs** of clients and how they are changing over the next few months in response to the existing pandemic.
5. Establish plans for **Business Recovery**.



Financial risk and reserves policy

Transactions and financial position

The Statement of Financial Activities on page 28 shows a surplus for the year of £28,651, with reserves of £861,776 at 31 March 2020. The decrease in reserves at the balance sheet date was primarily due to the stock market fall associated with the outbreak of the Covid 19 pandemic and a significant increase in the reserves has been seen in the following months as the stock market recovered. CAS does continue to maintain a sustainable financial position and has the ability to cope with volatility within the financial markets.

Tangible fixed assets for use by the Charity

The details of movements in fixed assets are set out in note 10 to the accounts.

Investment policy and returns

The charity's overall investment objective is to generate an income stream to support the Charity's day to day operational activities whilst maintaining the capital value of the investments.

The charity aims to achieve the following target returns.

Investment income: The income generated from the investments contributes to the operational running costs of the charity and that continues to be an important aspect of the investment performance. Historically we have achieved a return of 4.0% on the investment portfolio and the aim is to continue achieving this level of return in future years. However, given the nature on investment markets we will monitor the investment income return in the range of 2% to 4%.

Capital growth: The investment funds have 2 primary purposes from a capital perspective. Firstly, the capital is there to support the charity's reserve requirements as set out in the charity's reserves policy. Secondly, any capital value above can be used to support the charity's objectives in supporting its operational activities.

As at 31 March 2020 the charity had £800,542 invested in readily tradeable securities. The investments are managed by Redmayne Bentley

Reserves

The trustees have determined to retain 6 months of operating costs in reserves in order to meet unexpected events (such as a significant loss of funding). The rationale for retaining 6 months of operating costs is that the charity has a number of partner contracts that have a 6 month break clause. As a result retaining 6 months of operating costs ensures that the charity can undertake an orderly wind up of the partner contracts as well as allowing time to secure alternative funding.

The policy is monitored and reviewed by the trustees annually. This amount of reserves is calculated from the annual budget and amounts to £500,000. In addition, a contractual and wind up reserve of £130,000 is held as this would be required if alternative funding could not be obtained.

The reserves policy is reviewed annually alongside its 3 year Strategic Plan, annual budget and investment policy.

Further details are disclosed in note 15 to the accounts.

Directors and trustees

All directors of the Company are also trustees of the Charity, and there are no other trustees. The trustees are listed on page 2. The board has the power to appoint additional trustees as it considers fit within the terms of the Articles of Association.

Statement of internal control and risk management

The CEO and Chair of Trustees have a joint responsibility for maintaining a sound system of internal control that supports the achievement of CAS policies, aims and objectives.

This system of internal control is designed to manage risk to a reasonable level rather than to eliminate the risk of failure to achieve policies, aims and objectives: it can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of CAS policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically. The system of internal control has been in place in CAS for the year ended 2019/20 and up to the date of approval of the annual report and accounts.

The trustee board conducted a review of the major risks to which the Charity is exposed and has also adopted a specific CV19 Risk Assessment for the pandemic which is currently under review. Where appropriate, systems or procedures have been established to mitigate the risks the Charity faces. The CEO also reports to the trustees regular updates on key risks and milestones.

Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the organisation. The continuing implementation of Quality Mark Standards and of the Citizens Advice Membership Scheme ensures a consistent quality of delivery for all operational aspects of the Charity. These procedures are periodically reviewed to ensure they continue to meet the needs of the Charity.

The current organisational risk analysis (which now includes assessments of major contracts we hold) was updated October 2020 and shows that of those 42 major risks identified:

- 12% (5%) are 'very high' and require active management and include continued funding uncertainty, changes to Government policy and increases in client demand due to loss of other services
- 56% (37%) are 'high' and require contingency plans
- 32% (56%) are medium risk and require good housekeeping with regular review

Whilst public policy is an external risk to our funding there is little we can actually do to mitigate this risk other than continue to demonstrate the public and social value of a free, confidential and impartial advice service and look for other sustainable sources of funding (if there are any). We continue to work with our partners and the Shropshire Voluntary & Community Sector Assembly (VCSA) in demonstrating our impact as preventive services.

Information technology is embedded in all the work we do including BMIS, CABlink, CAS web site, Casebook and information tools so it is vital that we continually invest in our IT infrastructure and IT support to ensure continuity of business.

The local Citizens Advice trustee board oversee the information security of all personal information of our clients, staff, funders and strategic partners that is processed. CAS holds joint responsibility for client data that is held in our case management system, with the national Citizens Advice service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulation and Data Protection Act 2018.

The organisation has a written business continuity plan which is reviewed annually and updated in response to CV-19.

Statement of trustees' responsibilities

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

Company law requires the trustees to prepare financial statements for each financial year, which give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP 2015 (FRS 102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;

- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

In so far as the trustees are aware:

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

Auditors

A resolution proposing the board re-appoint James, Holyoak & Parker Limited (JHP), as current Auditors for the Charity, will be put to the Annual General Meeting.

This report was approved by the board of directors and trustees on 1st October 2020 and signed on their behalf.

.....
Paul Langton
Company Secretary

CITIZENS ADVICE SHROPSHIRE**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF
CITIZENS ADVICE SHROPSHIRE****Opinion**

We have audited the financial statements of Citizens Advice Shropshire (the 'charitable company') for the year ended 31 March 2020 which comprise the Statement of Financial Activities, the Statement of Cash Flows, the Balance Sheet and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

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.

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 2020, 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

We have nothing to report in respect of the following matters in relation to 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.

CITIZENS ADVICE SHROPSHIRE**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF
CITIZENS ADVICE SHROPSHIRE (CONTINUED)****Other information**

The trustees are responsible for the other information. The other information comprises the information included in the Directors' and Trustees' report and accounts, 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.

Opinions on other 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 trustees' report (incorporating the directors' report) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' 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 directors' report.

We have nothing to report in respect of the following matters where 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.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 20, 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.

CITIZENS ADVICE SHROPSHIRE**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF
CITIZENS ADVICE SHROPSHIRE (CONTINUED)**

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.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

CITIZENS ADVICE SHROPSHIRE**INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS/TRUSTEES OF
CITIZENS ADVICE SHROPSHIRE (CONTINUED)****Signed:****Date:****Robert Humphreys BEng FCA (Senior Statutory Auditor)
for and on behalf of James, Holyoak & Parker Limited****Chartered Accountants and Statutory Auditors**1 Knights Court
Archers Way
Battlefield Enterprise Park
Shrewsbury
Shropshire
SY1 3GA

CITIZENS ADVICE SHROPSHIRE

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2020

Summary Income and Expenditure Account

	Notes	Restricted £	Unrestricted £	Total 2020 £	Total 2019 £
Income from:					
Donations & legacies	2	-	68,003	68,003	49,836
Income from charitable activities	3	901,725	810,114	1,711,839	1,532,448
Investment income	4	-	37,349	37,349	34,981
Total incoming resources		901,725	915,466	1,817,191	1,617,265
Expenditure on:					
Charitable activities	5	849,603	936,537	1,786,140	1,651,355
Raising funds		-	2,400	2,400	2,400
Transfers between funds	6	(46,140)	46,140	-	-
Net income/(expenditure)		5,982	22,669	28,651	(36,490)
Other recognised gains/(losses):					
Unrealised gain/(loss) on fixed asset investments	11	-	(115,532)	(115,532)	14,332
Net movement in funds	15	5,982	(92,863)	(86,881)	(22,158)
Reconciliation of funds:					
Total funds brought forward	15	(3,105)	951,762	948,657	970,815
Total funds carried forward	15	<u>2,877</u>	<u>858,899</u>	<u>861,776</u>	<u>948,657</u>

CITIZENS ADVICE SHROPSHIRE

STATEMENT OF CASH FLOWS
AS AT 31 MARCH 2020

	Notes	2020 £	2019 £
Cash flows from operating activities			
Net cash (used in) operating activities	17	(27,083)	18,701
Investing activities			
Purchase of tangible fixed assets	(17,972)	(10,070)	
Income from UK listed fixed asset investments	37,083	34,807	
Interest received	266	174	
Disposal of fixed asset investments	-	-	
Net cash used in investing activities		19,377	24,911
Net (decrease) in cash and cash equivalents		(7,706)	43,612
Cash and cash equivalents at beginning of year		133,322	89,710
Cash and cash equivalents at end of year		<u>125,616</u>	<u>133,322</u>

CITIZENS ADVICE SHROPSHIRE

BALANCE SHEET
AS AT 31 MARCH 2020

	Notes	2020 £	2019 £
Fixed assets			
Tangible assets	10	26,244	18,031
Investments	11	<u>800,542</u>	<u>916,074</u>
		826,786	934,105
Current assets			
Debtors	12	388,898	22,969
Cash at bank and in hand		<u>125,616</u>	<u>133,322</u>
		514,514	156,291
Creditors: amounts falling due within one year	13	<u>(479,524)</u>	<u>(141,739)</u>
Net current assets		<u>34,990</u>	<u>14,552</u>
Net assets		<u>861,776</u>	<u>948,657</u>
Charity funds			
Unrestricted funds	15	745,876	723,207
Restricted funds	15	2,877	(3,105)
Revaluation surplus	15	<u>113,023</u>	<u>228,555</u>
		<u>861,776</u>	<u>948,657</u>
		-	-

These accounts are prepared in accordance with the provisions applicable to companies subject to the small companies' regime, in accordance with Part 15 of the Companies Act 2006.

The financial statements were approved and authorised for issue by the Board of Trustees on 1st October 2020 and signed on its behalf by:

.....
Paul Langton
Director and Trustee

.....
Chris Boote
Director and Trustee

The notes on pages 29 to 38 form part of these financial statements.
Company Registration Number: 04099352 (England & Wales)

CITIZENS ADVICE SHROPSHIRE**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020****1. Summary of significant accounting policies****1.1 General information and basis of preparation**

Citizens Advice Shropshire is a private company limited by guarantee, and a registered charity in England / Wales. The company number is 04099352 (England & Wales), and the registered charity number is 1085220. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is Fletcher House, 15 College Hill, Shrewsbury, Shropshire, SY1 1LY. The nature of the charity's operations and principal activities are that of support and advisory services for the benefit of the general public.

The charity constitutes a public benefit entity as defined by FRS 102. 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) issued on 16 July 2014 (as updated through Update Bulletin 1 published on 2 February 2016), the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and UK Generally Accepted Practice as it applies from 1 January 2015.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity.

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

1.2 Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes. Unrestricted funds include a revaluation reserve representing the restatement of listed UK investments at market value.

Designated funds comprise unrestricted funds that have been set aside 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 charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund.

1.3 Income recognition

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

CITIZENS ADVICE SHROPSHIRE**NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**

Voluntary income is received by way of grants, donations and gifts, and is included in full in the Statement of Financial Affairs when receivable. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Where entitlement is dependent on the fulfilment of one or more specified conditions, grants received by the charity are recognised and taken into revenue unless the conditions are within the charity's control and uncertainty exists as to whether the conditions will be fulfilled.

Donated services and facilities are included at the value to the charity where this can be quantified. The value of services provided by volunteers is not included in the financial statements.

Investment income is included as it becomes receivable.

1.4 Expenditure recognition

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

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- All costs are allocated between the expenditure categories of the Statement of Financial Activities on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis.

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include office costs, governance costs, administrative payroll costs. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out at Headquarters. Where support costs cannot be directly attributed to particular headings they have been allocated to cost of raising funds and expenditure on charitable activities on a basis consistent with use of the resources.

1.5 Tangible fixed assets

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

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

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2020

Computer equipment	Over 3 years on a straight line basis
Office equipment	Over 10 years on a straight line basis
Furniture	Over 10 years on a straight line basis

1.6 Fixed asset investments

Investments are recognised initially at fair value which is normally the transaction price excluding transaction costs. Subsequently, they are measured at fair value with changes recognised in 'net gains / (losses) on investments' in the SoFA if the shares are publicly traded or their fair value can otherwise be measured reliably.

1.7 Financial instruments

The charity only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at the present value of future cash flows (amortised cost). Financial assets held at amortised cost comprise cash at bank and in hand and debtors excluding prepayments.

Financial liabilities held at amortised cost comprise creditors excluding deferred income and taxation payable. Financial liabilities that are provisions are held at fair value. No discounting has been applied on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

1.8 Leases

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

1.9 Pensions

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

1.10 Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

1.11 Going Concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

1.12 Comparative Figures

The Charities SORP states that financial statements must include comparatives for all amounts presented in the accounts and notes. However comparative figures included in

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

these financial statements have been presented as total funds and have not been split into separate funds. The trustees consider that to do so would make the financial statements potentially confusing. If required, a full breakdown of comparative figures can be found on the register at Companies House.

2 Income from donations and legacies

	Restricted	Unrestricted	Total	Total
	£	£	2020	2019
			£	£
Town Council grants	-	23,074	23,074	15,300
Parish Council grants	-	220	220	7,480
Donations	-	44,709	44,709	27,056
	-	68,003	68,003	49,836

3 Income from charitable activities

	Restricted	Unrestricted	Total	Total
	£	£	2020	2019
			£	£
Government and local authority funding	868,841	791,480	1,660,321	1,479,206
Big Lottery	32,884	-	32,884	39,360
Grants for services and project income	-	6,212	6,212	4,800
Other income related to projects	-	12,422	12,422	9,082
	901,725	810,114	1,711,839	1,532,448

4 Income from investments

	Restricted	Unrestricted	Total	Total
	£	£	2020	2019
			£	£
Income from UK listed fixed asset investments	-	37,083	37,083	34,807
Interest received on bank deposits	-	266	266	174
	-	37,349	37,349	34,981

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

5 Analysis of expenditure on charitable activities

	Restricted £	Unrestricted £	Total 2020 £	Total 2019 £
Costs directly allocated to activities				
Salaries & wages (note 9)	258,918	480,815	739,733	729,748
Travel & training	12,535	31,028	43,563	48,949
Reference books & software	74	2,397	2,471	2,455
Publicity	1,009	477	1,486	652
Telephone	1,997	8,477	10,474	10,856
Printing, postage & stationery	4,435	12,427	16,862	16,484
Recruitment	475	1,258	1,733	6,322
Room Hire	5,140	4,160	9,300	5,294
Meeting expenses	11	3,560	3,571	4,784
Project partner payments	548,661	273,463	822,124	717,830
Support costs				
Repairs & renewals	237	936	1,173	1,170
Cleaning	1,109	2,125	3,234	3,234
Audit	-	2,556	2,556	2,010
Legal & professional fees	-	3,118	3,118	2,974
Insurance	-	4,658	4,658	3,837
Depreciation and loss on disposals	-	9,759	9,759	6,461
Rent, rates, service charges & utilities	12,101	34,426	46,527	38,958
IT support	2,174	47,814	49,988	34,174
Sundries	727	13,083	13,810	15,163
	849,603	936,537	1,786,140	1,651,355

6 Contributions to general overheads

	Total 2020 £	Total 2019 £
Overhead costs apportioned to restricted funds from general funds	49,245	34,790
Adjustments on restricted project fund balances	(3,105)	(3,042)
	46,140	31,748

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**7 Net income for the year**

	2020	2019
	£	£
Net income is stated after charging:		
Depreciation of tangible fixed assets owned by the charity	9,759	6,461
Fees payable to the charity's auditor for the audit of the charity's annual accounts	2,556	2,010
Fees payable to the charity's auditor for other services	1,050	1,050
	<hr/>	<hr/>

8 Trustees' and key management personnel remuneration and expenses

No remuneration was paid to trustees during the year.

Remuneration paid to key management personnel was as follows:

	2020	2019	2020	2019
	Number	Number	£	£
	5	5	156,036	153,141
	<hr/>	<hr/>	<hr/>	<hr/>

The reimbursement of trustees expenses was as follows:

	2020	2019	2020	2019
	Number	Number	£	£
Travel and subsistence	4	5	1,648	1,897
	<hr/>	<hr/>	<hr/>	<hr/>

9 Staff costs and employee benefits

The average monthly number of employees and full time equivalent (FTE) during the year was as follows:

	2020	2020	2019	2019
	Number	FTE	Number	FTE
Charitable activities	35	24	33	24
Governance	2	2	2	2
	<hr/>	<hr/>	<hr/>	<hr/>
	37	26	35	26
	<hr/>	<hr/>	<hr/>	<hr/>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

The total staff costs and employees benefits were as follows:

	2020	2019
	£	£
Wages and salaries	651,599	644,711
Redundancy costs	492	-
Social security costs	49,385	48,975
Defined contribution pension costs	38,257	36,062
	<u>739,733</u>	<u>729,748</u>

No employee received total employee benefits of more than £60,000.

10 Tangible fixed assets

	Computer & office eq't	Furniture	Total
	£	£	£
Cost or valuation:			
At 1 April 2019	30,069	86,854	116,923
Additions	16,773	1,199	17,972
Disposals	(6,156)	(3,090)	(9,246)
	<u>40,686</u>	<u>84,963</u>	<u>125,649</u>
At 31 March 2020			
Depreciation:			
At 1 April 2019	17,543	81,349	98,892
Charge for year	7,729	2,030	9,759
Eliminated on disposal	(6,156)	(3,090)	(9,246)
	<u>19,116</u>	<u>80,289</u>	<u>99,405</u>
At 31 March 2020			
Net book value:			
At 1 April 2019	<u>12,526</u>	<u>5,505</u>	<u>18,031</u>
At 31 March 2020	<u>21,570</u>	<u>4,674</u>	<u>26,244</u>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**11 Fixed asset investments**

	2020	2019
	£	£
UK listed investments		
Market value at 1 April 2019	916,074	901,742
Disposals	-	-
Changes in market value	(115,532)	14,332
	<u>800,542</u>	<u>916,074</u>
Market value at 31 March 2020	<u>800,542</u>	<u>916,074</u>

12 Debtors

	2020	2019
	£	£
Other debtors	314,286	18,047
Prepayments	74,612	4,922
	<u>388,898</u>	<u>22,969</u>

13 Creditors: amounts falling due within one year

	2020	2019
	£	£
Social security and other taxes	13,440	13,229
Accruals and other creditors	105,329	40,561
Deferred income	360,755	87,949
	<u>479,524</u>	<u>141,739</u>

Deferred income relates to amounts receivable in respect of charitable income at the balance sheet date, that relates to charitable activities undertaken after the balance sheet date.

14 Analysis of net assets between the funds

	Unrestricted funds	Designated funds	Revaluation fund	Restricted funds	Total
	£	£	£	£	£
Fixed assets	88,763	625,000	113,023	-	826,786
Net current assets	32,113	-	-	2,877	34,990
	<u>120,876</u>	<u>625,000</u>	<u>113,023</u>	<u>2,877</u>	<u>861,776</u>

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020

15 Fund reconciliation

	As at 1 April 2019 £	Income £	Expenditure & gains/(losses) £	Transfers £	As at 31 March 2020 £
Unrestricted:					
General reserve	70,207	915,466	(938,937)	74,140	120,876
Designated funds:					
Business continuity reserve	472,000	-	-	22,000	494,000
Contractual & wind up costs reserve	116,000	-	-	15,000	131,000
Premises & development reserve	10,000	-	-	(10,000)	-
IT replacement & development	55,000	-	-	(55,000)	-
Total unrestricted funds	723,207	915,466	(938,937)	46,140	745,876
Revaluation funds:					
In respect of fixed asset investments	228,555	-	(115,532)	-	113,023
Restricted funds:					
Pension Wise	803	683,436	(663,041)	(18,185)	3,013
Money Advice Service	-	80,654	(68,646)	(11,973)	35
Best Practice Lead	(105)	39,005	(33,395)	(5,557)	(52)
Help to Claim UC Support	(580)	65,746	(57,965)	(9,593)	(2,392)
My Money Matters	(3,223)	32,884	(26,556)	(832)	2,273
Total restricted funds	(3,105)	901,725	(849,603)	(46,140)	2,877
Total funds	948,657	1,817,191	(1,904,072)	-	861,776

16 Operating lease commitments

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

	2020 £	2019 £
Not later than one year	21,516	20,841

CITIZENS ADVICE SHROPSHIRE

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2020**17 Cash generated from operations**

	2020	2019
	£	£
Net income/(expenditure) for the year (as per SoFA)	28,651	(36,490)
Adjustments for:		
Depreciation	9,759	6,461
Loss on disposal of tangible fixed assets	-	-
Income from UK listed fixed asset investments	(37,083)	(34,807)
Interest receivable	(266)	(174)
Movement in working capital:		
(Increase)/Decrease in debtors	(365,929)	86,644
Increase/(Decrease) in creditors	337,785	(2,933)
	<hr/>	<hr/>
Net cash (used in) operating activities	(27,083)	18,701

18 Related party transactions

No material transactions with related parties occurred during the year.

Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard. We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.



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