

Company registration number: 02761115

Charity registration number: 1015216

# Coventry Independent Advice Service Limited

Annual Report and Financial Statements

for the Year Ended 31 March 2019

McGlone Wardzynski Limited  
Eagle House  
14 Queens Road  
Coventry  
West Midlands  
CV1 3EG

# Coventry Independent Advice Service Limited

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# Coventry Independent Advice Service Limited

## Reference and Administrative Details

<b>Trustees</b>	Caron McKenna, Chairperson John Lowe, Treasurer Gavin Kibble Cllr Joseph Clifford Cllr Rachel Lancaster, Vice Chair Isabelle Osbourne Alan East Michael Fell Melonie Galvin Rachel Power (appointed 12 October 2018) Caroline Read (appointed 12 October 2018 and resigned 1 January 2019) Reverend Simon Betteridge (appointed 12 October 2018)
<b>Secretary</b>	Alan Markey
<b>Principal Office</b>	Oakwood House Cheylesmore Coventry CV1 2HL
	The charity is incorporated in England and Wales.
<b>Company Registration Number</b>	02761115
<b>Charity Registration Number</b>	1015216
<b>Bankers</b>	Cambridge and Counties Bank Charnwood Court 5B New Walk Leicester LE1 6TE  Unity Trust Bank Nine Brindley Place 4 Oozells Square Birmingham B1 2HB  Redwood Bank Limited The Nexus Building Broadway Letchworth Garden City SG6 3TA
<b>Independent Examiner</b>	McGlone Wardzynski Limited Eagle House 14 Queens Road Coventry West Midlands CV1 3EG

# Coventry Independent Advice Service Limited

## Trustees' Report

The trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and independent examiner's report of the charitable company for the year ended 31 March 2019.

### Objectives and activities

#### Objects and aims

To pursue any charitable purpose calculated to advance the welfare of the general public in Coventry in order to improve the quality of life of said inhabitants and, in particular, but not so as it limits the generality of the foregoing, by the provision of advice and information services.

#### Main activities

We help individuals to identify and claim benefits, to challenge decisions, to advise on strategies for dealing with problem debt, to negotiate with creditors and to provide information and support on a range of other social welfare issues. The service is free and confidential.

Our service is delivered from community outreach venues across the city where we offer a mix of 'drop-in' sessions and pre-booked appointments. Our service model is focused on reaching people where they live, in their own neighbourhoods, and in areas of greatest need.

In setting our objectives and planning our activities the trustees have complied with the requirements of section 17 of the Charities Act 2011 by giving due consideration to the Charity Commission's public benefit guidance.

#### Objectives and achievements

Our objectives for the year included:

- To continue to offer accessible advice and information services in neighbourhoods across the city.
- To seek opportunities for enhancing our service to Coventry residents
- To increase the 'return on investment' for our funders
- To help address poverty and inequality by increasing the take-up of benefits and by offering debt advice and casework
- To attract additional volunteers to support our service delivery
- To play a part in the life of the city through engagement with local initiatives, policy work and campaigns.

Our achievements are fully detailed in a separate annual report for 2018/19 that we make available at our Annual General Meeting. In summary, these achievements include:

- We opened 2939 new files for 2690 individuals and families.
- The two main enquiry areas were welfare benefits (75% of new files opened) and debt/money guidance (11%).
- Total reported financial gains for clients was £4,262,375.
- Over £3.6 million of social security benefit income was secured, and nearly £0.5 million of debt was either managed or written off, for clients whose cases we closed in 2018/19.
- New cases opened during the year involved debt totalling over £510,000.
- 10629 items of work were completed for clients, including interviews, correspondence and other actions on behalf of clients.

# Coventry Independent Advice Service Limited

## Trustees' Report

- 49% of work completed involved client interviews and a further 28% involved writing letters, telephone calls and emails.
- Our website was viewed nearly 15,500 time and we answered over 4,200 phone calls to our office.
- 95% of recent survey respondents said they rated our service as excellent or very good and 90% said they would recommend us to a family member or a friend.

### Financial review

The statement of financial activities is set out within this report. In summary, income for the year was £378,723 (2017/18 £344,240) which includes £39,000 of restricted funding from The Henry Smith Charity for our Volunteer Project which commenced this year.

Total unrestricted expenditure was £348,323 (2017/18 £328,892). The Trustees decided to use some of our reserves to meet the cost of core activity this year, and to focus on diversifying income sources through grants and other activity. We were awarded several small grants and donations during the year, which helped to supplement our core grant from Coventry City Council, resulting in a lower than forecast overspend of £8,600 on unrestricted funds.

We increased our staff costs this year, mainly as a result of recruiting a Volunteer Coordinator to take the funded project forward. Over 75% of our expenditure is on staff costs and these increased this year to £288,578 (2017/18 £269,792). This increase also includes rising pension costs and recruitment costs.

### Reserves policy

The trustees have set a reserves policy that requires reserves to be maintained at a level, which ensures that our core activity could continue during a period of unforeseen difficulty and that a proportion of reserves be maintained in a readily realisable form. The trustees assess the required level of reserves on an annual basis, alongside the operating budget. The assessment takes account of the income and expenditure risk within the budget and the need to keep sufficient bank balances to be able to manage the day-to-day fluctuations of receipts and payments.

The reserves policy is calculated and reviewed annually by the Finance and General Purposes Sub-Committee. Based on their risk analysis, reserves equivalent to at least three months operating costs were agreed to be necessary (approximately £90,000 for 2018/19). The current level of reserves is comfortably above this level and the trustees have budgeted for further expenditure from reserves in 2019/20 to support core service activity. Any significant changes in activities or financial obligations that could affect the level of reserves is closely monitored.

### Structure, governance and management

Coventry Independent Advice Service is governed by its memorandum and articles of association. We are constituted as a registered charity and as a company limited by guarantee in England and Wales.

Trustees of the charity are appointed following a skills-based audit and interview process with recommended appointments subject to election at the Annual General Meeting (AGM). At each AGM, one-third of the trustees must retire from office but are able to seek re-election. The trustees are also able to co-opt board members during the year, using the same skills-based approach.

# Coventry Independent Advice Service Limited

## Trustees' Report

### Major risks and management of those risks

The trustees conduct their own review of the major risks to which the charitable company is exposed. The principle principal risk to which the charitable company is exposed is funding risk, given the reliance on the City Council to core fund the advice service. Whilst the trustees do not expect the council to remove this funding, action is being undertaken to seek alternative supplementary sources of funding.

This process is periodically reviewed to ensure that it still meets the needs of the charitable company and is as follows: -

- an annual review of the risks which the charitable company faces
- where possible the establishment of systems and procedures to mitigate those risks identified

### Trustee's responsibilities

The trustees (who are also the directors of Coventry Independent Advice Service Limited for the purposes of company law) are responsible for preparing the trustees' report and the financial statements in accordance with the United Kingdom Accounting Standards (United Kingdom Generally Accepted Accounting Practice) and applicable law and regulations.

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP;
- 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; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in business.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and 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.

The annual report was approved by the trustees of the charity on 20 September 2019 and signed on its behalf by:

.....

Caron McKenna  
Chair of the Trustee Board

## Coventry Independent Advice Service Limited

### Independent Examiner's Report to the trustees of Coventry Independent Advice Service Limited

I report to the charity trustees on my examination of the accounts of the charity for the year ended 31 March 2019, which are set out on pages 7 to 16.

#### Respective responsibilities of trustees and examiner

As the charity's trustees of Coventry Independent Advice Service Limited (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of Coventry Independent Advice Service Limited are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

#### Independent examiner's statement

Since Coventry Independent Advice Service Limited's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of FMAAT AATQB, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of Coventry Independent Advice Service Limited as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

.....  
James Rose FMAAT  
AATQB

Eagle House  
14 Queens Road  
Coventry  
West Midlands CV1  
3EG

21 September 2019

## Coventry Independent Advice Service Limited

### Statement of Financial Activities for the Year Ended 31 March 2019 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2019 £	Total 2018 £
<b>Income and Endowments from:</b>					
Coventry City Council		322,287	-	322,287	322,747
5000 Fund		24	-	24	23
Donations		12,529	-	12,529	12,184
Santander Grant		-	-	-	4,180
Big Lottery Grant		-	-	-	4,180
The Henry Smith Charity		-	39,000	39,000	-
Other income		3,043	-	3,043	-
Bank interest receivable		<u>1,840</u>	<u>-</u>	<u>1,840</u>	<u>926</u>
<b>Total Income</b>		<u><b>339,723</b></u>	<u><b>39,000</b></u>	<u><b>378,723</b></u>	<u><b>344,240</b></u>
<b>Expenditure on:</b>					
Charitable activities	3	<u>(348,323)</u>	<u>(13,371)</u>	<u>(361,694)</u>	<u>(329,628)</u>
<b>Total Expenditure</b>		<u><b>(348,323)</b></u>	<u><b>(13,371)</b></u>	<u><b>(361,694)</b></u>	<u><b>(329,628)</b></u>
Net (expenditure)/income		(8,600)	25,629	17,029	14,612
Transfers between funds		<u>4,180</u>	<u>(4,180)</u>	<u>-</u>	<u>-</u>
Net movement in funds		(4,420)	21,449	17,029	14,612
<b>Reconciliation of funds</b>					
Total funds brought forward		<u>162,278</u>	<u>8,360</u>	<u>170,638</u>	<u>156,026</u>
Total funds carried forward	12	<u><u>157,858</u></u>	<u><u>29,809</u></u>	<u><u>187,667</u></u>	<u><u>170,638</u></u>

All of the charity's activities derive from continuing operations during the above two periods.



## Coventry Independent Advice Service Limited

(Registration number: 02761115)  
Balance Sheet as at 31 March 2019

	Note	2019 £	2018 £
<b>Fixed assets</b>			
Tangible assets	9	1,914	1,012
<b>Current assets</b>			
Debtors	10	2,953	1,736
Cash at bank and in hand		<u>197,829</u>	<u>176,294</u>
		200,782	178,030
<b>Creditors: Amounts falling due within one year</b>	11	<u>(15,029)</u>	<u>(8,404)</u>
<b>Net current assets</b>		<u>185,753</u>	<u>169,626</u>
<b>Net assets</b>		<u>187,667</u>	<u>170,638</u>
<b>Funds of the charity:</b>			
<b>Restricted funds</b>		29,809	8,360
<b>Unrestricted income funds</b>			
Unrestricted funds		<u>157,858</u>	<u>162,278</u>
<b>Total funds</b>	12	<u>187,667</u>	<u>170,638</u>

For the financial year ending 31 March 2019 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

The financial statements on pages 7 to 17 were approved by the trustees, and authorised for issue on 20 September 2019 and signed on their behalf by:

.....  
Caron McKenna  
Trustee

# Coventry Independent Advice Service Limited

## Notes to the Financial Statements for the Year Ended 31 March 2019

### 1 Charity status

The charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the trustees is liable to contribute an amount not exceeding £1 towards the assets of the charity in the event of liquidation.

The address of its registered office is:

Oakwood House  
Cheylesmore  
Coventry  
CV1 2HL

These financial statements were authorised for issue by the trustees on 20 September 2019.

### 2 Accounting policies

#### Summary of significant accounting policies and key accounting estimates

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

#### Statement of compliance

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

#### Basis of preparation

Coventry Independent Advice Service Limited meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

#### Going concern

The trustees consider that there are no material uncertainties about the charity's ability to continue as a going concern nor any significant areas of uncertainty that affect the carrying value of assets held by the charity.

#### Exemption from preparing a cash flow statement

The charity opted to early adopt Bulletin 1 published on 2 February 2016 and has therefore not included a cash flow statement in these financial statements.

#### Income and endowments

All income is recognised once the charity has entitlement to the income, it is probable that the income will be received and the amount of the income receivable can be measured reliably.

## Coventry Independent Advice Service Limited

### Notes to the Financial Statements for the Year Ended 31 March 2019

#### ***Donations and legacies***

Donations are recognised when the charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the charity before the charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the charity and it is probable that these conditions will be fulfilled in the reporting period.

#### ***Grants receivable***

Grants are recognised when the charity has an entitlement to the funds and any conditions linked to the grants have been met. Where performance conditions are attached to the grant and are yet to be met, the income is recognised as a liability and included on the balance sheet as deferred income to be released.

#### ***Gift aid***

Incoming resources from tax reclaims are included in the Statement of Financial Activities at the same time as the gift to which they relate.

#### **Expenditure**

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use. Other support costs are allocated based on the spread of staff costs.

#### ***Charitable activities***

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.

#### **Governance costs**

These include the costs attributable to the charity's compliance with constitutional and statutory requirements, including audit, strategic management and trustees' meetings and reimbursed expenses.

#### **Government grants**

Government grants are recognised based on the accrual model and are measured at the fair value of the asset received or receivable. Grants are classified as relating either to revenue or to assets. Grants relating to revenue are recognised in income over the period in which the related costs are recognised. Grants relating to assets are recognised over the expected useful life of the asset. Where part of a grant relating to an asset is deferred, it is recognised as deferred income.

## Coventry Independent Advice Service Limited

### Notes to the Financial Statements for the Year Ended 31 March 2019

#### Taxation

The charity is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the charity is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the Taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

#### Tangible fixed assets

Individual fixed assets are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

#### Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class	Depreciation method and rate
Office equipment	Written off over three years

#### Trade creditors

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if the charity does not have an unconditional right, at the end of the reporting period, to defer settlement of the creditor for at least twelve months after the reporting date. If there is an unconditional right to defer settlement for at least twelve months after the reporting date, they are presented as non-current liabilities.

#### Fund structure

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

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

## Coventry Independent Advice Service Limited

### Notes to the Financial Statements for the Year Ended 31 March 2019

#### 3 Expenditure on charitable activities

	Unrestricted funds		Total 2019 £	Total 2018 £
	General £	Restricted funds £		
Staff costs	278,017	10,561	288,578	269,792
Training & conferences	5,785	550	6,335	3,464
Rent & service charges	18,000	-	18,000	12,000
Telephone and fax	4,889	-	4,889	3,637
Printing, postage and stationery	7,065	48	7,113	7,720
Sundry expenses	350	-	350	355
Staff travel & subsistence	5,212	43	5,255	2,705
Depreciation of office equipment	889	113	1,002	1,972
Volunteer expenses	42	393	435	668
Computer software and maintenance costs	9,581	677	10,258	10,824
Governance costs	18,493	986	19,479	16,491
	<u>348,323</u>	<u>13,371</u>	<u>361,694</u>	<u>329,628</u>

## Coventry Independent Advice Service Limited

### Notes to the Financial Statements for the Year Ended 31 March 2019

#### 4 Analysis of governance and support costs

##### Governance costs

	Unrestricted funds			
	General £	Restricted funds £	Total 2019 £	Total 2018 £
Independent examiner fees				
Examination of the financial statements	150	-	150	150
Meeting room hire	634	210	844	450
Premises expenses	-	-	-	66
Storage fees	944	-	944	626
Equipment repairs and renewals	1,208	179	1,387	2,538
Recycling	36	-	36	174
Books and publications	977	-	977	29
Subscriptions & licences	2,374	-	2,374	1,849
Sundry expenses	475	-	475	364
Board meetings	30	-	30	15
Catering & consumables	676	239	915	80
Accountancy fees	450	-	450	450
Legal and professional fees	8,838	-	8,838	7,772
Insurance	1,404	-	1,404	988
Publicity	50	358	408	112
Bank charges	247	-	247	237
	18,493	986	19,479	16,491

## Coventry Independent Advice Service Limited

### Notes to the Financial Statements for the Year Ended 31 March 2019

#### 5 Trustees remuneration and expenses

During the year the charity made the following transactions with trustees:

##### Gavin Kibble

£31 (2018: £13) of expenses were reimbursed to Gavin Kibble during the year.

These expenses paid were for travel expenses

None of the trustees, nor any persons connected with them, has received any remuneration or any benefits from the charity during the year.

#### 6 Staff costs

The aggregate payroll costs were as follows:

	2019 £	2018 £
<b>Staff costs during the year were:</b>		
Wages and salaries - restricted	9,570	-
Wages and salaries - unrestricted	266,687	261,772
Staff pensions - restricted	321	-
Staff pensions - unrestricted	8,947	6,920
Recruitment - restricted	670	-
Recruitment - unrestricted	2,383	1,100
	<u>288,578</u>	<u>269,792</u>

The monthly average number of persons (including senior management team) employed by the charity during the year expressed as full time equivalents was as follows:

Charitable activities 10 (2018: 8)

Administration 1 (2018: 1)

Contributions to the employee pension schemes for the year total £9,268 (2018 - £6,920).

No employee received emoluments of more than £60,000 during the year.

The total employee benefits of the key management personnel of the charity were £47,411 (2018 - £46,233).

## Coventry Independent Advice Service Limited

### Notes to the Financial Statements for the Year Ended 31 March 2019

#### 7 Independent examiner's remuneration

	2019 £	2018 £
Examination of the financial statements	150	150

#### 8 Taxation

The charity is a registered charity and is therefore potentially exempt from taxation.

#### 9 Tangible fixed assets

	Furniture and equipment £	Total £
<b>Cost</b>		
At 1 April 2018	8,750	8,750
Additions	1,905	1,905
At 31 March 2019	10,655	10,655
<b>Depreciation</b>		
At 1 April 2018	7,738	7,738
Charge for the year	1,003	1,003
At 31 March 2019	8,741	8,741
<b>Net book value</b>		
At 31 March 2019	1,914	1,914
At 31 March 2018	1,012	1,012

#### 10 Debtors

	2019 £	2018 £
Trade debtors	-	60
Prepayments	2,953	1,676
	2,953	1,736



## Coventry Independent Advice Service Limited

### Notes to the Financial Statements for the Year Ended 31 March 2019

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

	2019 £	2018 £
Trade creditors	7,395	-
Pension contributions unpaid	1,232	1,196
PAYE and NIC creditor	5,497	6,027
Accruals	905	1,181
	15,029	8,404

#### 12 Funds

	Balance at 1 April 2018 £	Incoming resources £	Resources expended £	Transfers £	Balance at 31 March 2019 £
<b>Unrestricted funds</b>					
General	162,278	339,723	(348,323)	4,180	157,858
<b>Restricted funds</b>	8,360	39,000	(13,371)	(4,180)	29,809
<b>Total funds</b>	170,638	378,723	(361,694)	-	187,667
<b>Restricted funds</b>					
Big Lottery Awards Grant	4,180	-	(546)	-	3,634
Santander Grant	4,180	-	-	(4,180)	-
The Henry Smith Charity Grant	-	39,000	(12,825)	-	26,175
	8,360	39,000	(13,371)	(4,180)	29,809
<b>Unrestricted funds</b>					
General	155,290	335,880	(328,892)		162,278
<b>Restricted funds</b>	736	8,360	(736)		8,360
<b>Total funds</b>	156,026	344,240	(329,628)		170,638

## Coventry Independent Advice Service Limited

### Notes to the Financial Statements for the Year Ended 31 March 2019

	Balance at 1 April 2017 £	Incoming resources £	Resources expended £	Balance at 31 March 2018 £
<b>Restricted funds</b>				
Baron Davenport	736	-	(736)	-
Big Lottery Awards Grant	-	4,180	-	4,180
Santander Grant	-	4,180	-	4,180
	<u>736</u>	<u>8,360</u>	<u>(736)</u>	<u>8,360</u>