

Charity Registration No. 1049996

Company Registration No. 3108844 (England and Wales)

KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU COMPANY LIMITED BY GUARANTEE LEGAL AND ADMINISTRATIVE INFORMATION

Trustees	Mr A F Gilmore	
	Ms A Dooley	
	Mr T Lees	(Appointed 25 November 2020)
	Mrs L Mooney	
	Mr C Kelsall	(Appointed 27 October 2021)
Secretary and Chief Officer	Mr B Gouldson	
Charity number	1049996	
Company number	3108844	
Registered office	142 Cherryfield Drive Kirkby Merseyside L32 8RX	
Independent examiner	Peter Taaffe FCA CTA DChA BWM Castle Chambers 43 Castle Street Liverpool L2 9SH	
Solicitors	Maxwell Hodge 26 Sherborne Square Huyton Liverpool L36 9UR	

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
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KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU COMPANY LIMITED BY GUARANTEE TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021

The trustees present their report and financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's memorandum and articles of association, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016).

Objectives and activities

The charity's purposes, as set out in the objects contained in the Company's Memorandum of Association, are to promote any charitable purpose for the benefit of the whole community of Knowsley ("the area of benefit") by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

The charity's objects are defined as above. Our aims are focused on:

- To provide the advice people need for the problems they face, and
- To improve the policies and practices that affect people's lives

Our service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

The charity has developed its own Mission Statement to reflect more accurately its purpose and role:

Citizens Advice Knowsley's vision is to improve the lives of Knowsley residents through advice, empowerment and volunteering. Our values are to focus on clients and quality of advice, achieve results, continuously improve, promote equality and fairness, value each other and work together.

Ensuring our work delivers our aims

We review our aims, objectives and activities each year. The annual review seeks to examine our achievements and outcome. Together with the success of individual key projects and the benefits that have been born from them. In carrying out the review we are ensuring that that our aims, objectives and activities are in line with our stated purpose.

Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support. Key activities have included:

- Providing a seamless customer journey, enabling clients to receive help that best suits their demands
- Continue to be advocates for the residents of Knowsley, providing a voice for those who cannot be heard
- Make our services accessible to all areas of the community
- Provide a healthy working environment and invest in the development of staff and volunteers
- Ensuring that a service has been provided in accordance with business continuity plans

Public benefit

Our main activities and who we try to help are described above. All our charitable activities focus on providing the advice people need for the problems they face and are undertaken specifically to provide public benefit. The board of trustees have had due regard to the Charity Commission guidance on public benefit and have complied with the duty in section 4 of the Charities Act 2011.

The trustees have paid due regard to guidance issued by the Charity Commission in deciding what activities the charity should undertake.

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2021**

Responsibility towards the environment

Knowsley District Citizens Advice Bureau aims to minimise its impact on the environment and has implemented an organisational environmental policy to ensure that all activities place an increased emphasis on the environmental impact of our actions.

Achievements and performance

During this year, we assisted 3959 unique clients with 27,651 issues. Welfare Benefits accounted for almost 65% of all issues with money advice accounting for 25% of issues. There was also a large increase in the number of employment enquiries, due to the uncertainty as a result of the Covid-19 pandemic.

Throughout this period we adapted our service to provide more telephone and e-mail advice, due to the restrictions caused by the Covid-19 pandemic.

Due to the implementation of our Business Continuity Plan and the commitment of staff, we were able to move to remote working with very little disruption to our services with the exception of not being able to provide on-site appointments for clients.

- We supported paid staff and volunteers to work from home by investing in the relevant technology.
- We remained committed to supporting the twin aims of the Citizens Advice Service and ensuring that our work contributes to the strategic aims of Knowsley Council and other funders.
- We continued to lead Greater Merseyside Money Advice Partnership via funding from the Money Advice and Pensions Service.
- We participated in research and campaigns work on behalf of the residents of Knowsley.
- We provided general help outreach work at Stockbridge Village via funding from ForHousing.
- We provided financial capability advice and training via funding from the European Social Fund and the Big Lottery through Building Better Opportunities.
- We helped clients make Universal Credit claims through funding from the Department for Work and Pensions, through Citizens Advice.

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2021**

Key Statistics

Knowsley (member)

Summary

Clients	3,959
Quick client contacts	2,246
Issues	27,651
Activities	10,303
Cases	4,260

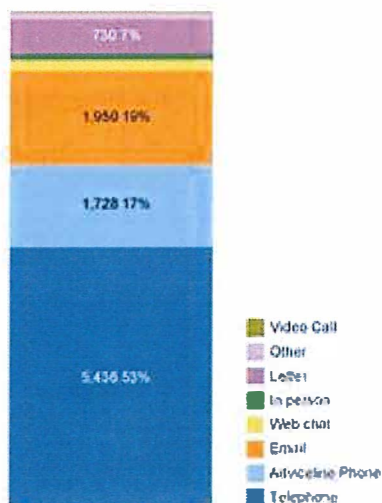
Outcomes

Income gain	£4,422,316
Re-imbursements, services, loans	£4,514
Debts written off	£40,349
Other	£180,616

Issues

	Issues	Clients
Benefits & tax credits	5,741	1,261
Benefits Universal Credit	11,975	1,607
Consumer goods & services	322	43
Debt	6,294	749
Discrimination & Hate & GVA	28	14
Education	33	20
Employment	783	208
Financial services & capability	374	184
Health & community care	117	36
Housing	660	190
Immigration & asylum	48	17
Legal	255	79
Other	441	221
Relationships & family	457	140
Tax	28	16
Travel & transport	60	26
Utilities & communications	35	16
Grand Total	27,651	

Channel



Top benefit issues

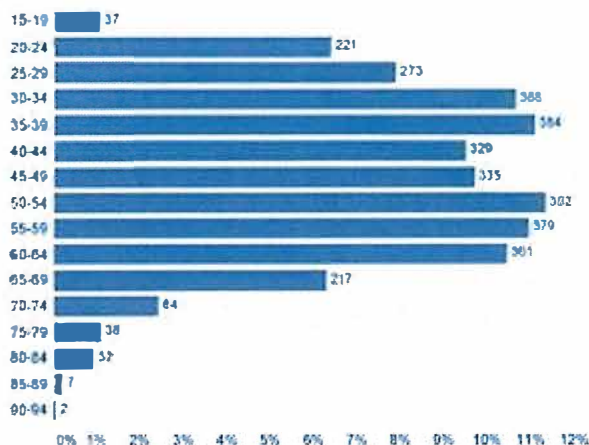


Top debt issues



KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU COMPANY LIMITED BY GUARANTEE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021

Age



Gender



Disability / Long-term health



Ethnicity



Financial review

The charity recorded a surplus of £28,053 for the year (2020 – deficit £52,720). This has stabilised reserves after two years of deficit expenditure.

During the 2020/21 year, Citizens Advice Knowsley was successful obtaining funds to support the technology required by paid staff and volunteers to operate services remotely due to the Covid-19 pandemic. This included investment in a new telephony system which will allow more remote activities to be carried out and video facilities for clients who require this service.

Funding for the year was largely as expected, with the addition of New Horizons funding through the European Social Fund to provide employability skills training and volunteer development support.

Trustees are aware that there will be increased pressure on resources and are working with senior management to secure new and existing funding to enable Citizens Advice Knowsley to provide a much needed service.

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2021**

Reserves policy

It is the policy of the charity that unrestricted funds which have not been designated for a specific use should be maintained at a level equivalent to six months, expenditure. The trustees consider that reserves at this level will ensure that, in the event of a significant drop in funding, they will be able to continue the charity's current activities while consideration is given to ways in which additional funds may be raised. This level of reserves has been maintained throughout the year.

Risk management

Systems and procedures have been established to identify, monitor and manage the risks that Knowsley Citizens Advice faces. Trustees and the senior management team periodically review and update risks and mitigating actions.

Citizens Advice Knowsley operates under a risk management strategy agreed by trustees and periodically reviews and updates a risk register to reflect the current risks we are exposed to with a view to monitoring and mitigating major risks.

The Board ideally would like to be able to call on a 6-month running costs in the event of the organisation ceasing operations. As required in its Memorandum paragraph 3.19, the organisation has the power to invest and deposit funds in any lawful manner whilst having regard to the suitability of investments and the need for diversification.

The trustees have assessed the major risks to which the charity is exposed, and are satisfied that systems are in place to mitigate exposure to the major risks.

KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU COMPANY LIMITED BY GUARANTEE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021

Structure, governance and management

The charity is a company limited by guarantee (3108844) and is governed by its Memorandum and Articles of Association, as amended by special resolution dated 22 July 2020. The registered name of the charity is Knowsley District Citizens Advice Bureau (1049996) and from January 2004, the charity has used the operating name of Citizens Advice Knowsley.

The trustees, who are also the directors for the purpose of company law, and who served during the year were:

Mr A F Gilmore

Mrs E Kellard

(Resigned 27 October 2021)

Ms A Dooley

Mr T Lees

(Appointed 25 November 2020)

Mrs L Mooney

Mr C Kelsall

(Appointed 27 October 2021)

Trustees are recruited in line with the terms laid out in the Bureau's Articles of Association. A term of office is 3 years and trustees may be re-elected.

Knowsley Metropolitan Borough Council annually nominates an elected member to the Board of Trustees.

Cllr L Mooney

(appointed 27 November 2019)

Trustees can be elected at the Annual General Meeting, nominated by member organisations or co-opted by the Board, provided that the total number of co-opted and nominated trustees does not exceed one third of the total number of trustees.

New trustees meet with the Chair and Chief Officer for an induction session and all trustees undertake ongoing training and development as appropriate to their role.

The Citizens Advice internet site www.bmis.org.uk contains designated pages to support trustees in their roles.

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

Remuneration of Key Management

Key management remuneration is set using guidance from the National Association. Salaries are reviewed on an annual basis in line with roles and responsibilities.

KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU COMPANY LIMITED BY GUARANTEE TRUSTEES' REPORT (CONTINUED)(INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDED 31 MARCH 2021

Organisational structure

Citizens Advice Knowsley is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards.

Knowsley District Citizens Advice Bureau is governed by the Board of Trustees who:

- Set the policy of the charity
- Are involved in determining corporate strategy, including setting key strategic objectives
- Make major decisions about the future of finances
- Set a framework for human resource policy

Responsibility for day to day management matters and implementation of policy is delegated to the Chief Officer, within a clearly understood framework for strategic control.

The following Bureau personnel attend trustee meetings in a non-voting capacity:

Brian Gouldson, Chief Officer
Annmarie Bradley, Office Administrator
Barbara Shepherd, Volunteer Representative

Trustee minutes, excluding confidential matters, are circulated to all Bureau Advice sites for the attention of all volunteers and employees and are sent to Citizens Advice.

Contribution of Volunteers and Paid Staff

The charity's success could not have been achieved without the hard work and dedication of volunteers and staff. The Trustee Board and senior management recognise the tremendous contribution made by the charity's volunteers in advising the public and administering the service without which the service could not operate. Throughout 2020/21 the service employed 34 paid workers (31.2 FTEs) and 11 volunteers.

Volunteers represent the indispensable core of the service for without them there would not be a Citizens Advice service. The volunteers contribute, on average, 56 hours per week. Their value is inadequately expressed in monetary terms. Indeed, volunteers bring many skills to the service and very often the experience gained helps individuals return to full employment. During 2020/21 3 volunteers left to take up external work.

Equal opportunities

Knowsley District Citizens Advice Bureau recognises the positive value of diversity promotes equality and challenges discrimination. The charity welcomes volunteers and employees from all parts of the community, particularly under-represented groups.

We support the Citizens Advice equality, diversity and inclusion goals and have incorporated these in with all aspects of business planning.

The trustees' report was approved by the Board of Trustees.

.....
Mr A F Gilmore

Trustee

Dated: 12/11/21.....

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
STATEMENT OF TRUSTEES' RESPONSIBILITIES
FOR THE YEAR ENDED 31 MARCH 2021**

The trustees, who are also the directors of Knowsley District Citizens Advice Bureau for the purpose of company law, are responsible for preparing the Trustees' 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 charity and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that year.

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;
- 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 charity 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 charity 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 charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
INDEPENDENT EXAMINER'S REPORT
TO THE TRUSTEES OF KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU**

I report to the trustees on my examination of the financial statements of Knowsley District Citizens Advice Bureau (the charity) for the year ended 31 March 2021.

This report is made solely to the charity's trustees, as a body, in accordance with Section 145 of the Charities Act 2011. My examination has been undertaken so that I might state to the charity's trustees those matters I am required to state to them in an Independent Examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the charity and the charity's trustees as a body, for my examination, for this report, or for the opinions I have formed.

Responsibilities and basis of report

As the trustees of the charity (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 (the 2006 Act).

Having satisfied myself that the financial statements of the charity 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 the charity's financial statements carried out under section 145 of the Charities Act 2011 (the 2011 Act). In carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity'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 ICAEW, 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 that in any material respect:

- 1 accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or
- 2 the financial statements do not accord with those records; or
- 3 the financial statements 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 financial statements 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 financial statements to be reached.

16/12/21

Mr Peter Taaffe FCA CTA DChA

BWM
Chartered Accountants
Castle Chambers
43 Castle Street
Liverpool
L2 9SH

Dated: *1/12/21*

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021**

Current financial year

		Unrestricted funds general 2021 £	Unrestricted funds designated 2021 £	Restricted funds 2021 £	Total 2021 £	Total 2020 £
	Notes					
<u>Income and endowments from:</u>						
Donations and legacies	3	-	-	-	-	10,200
Charitable activities	4	790,383	-	224,338	1,014,721	871,904
Investments	5	815	-	-	815	806
Other income	6	9,437	-	-	9,437	11,323
Total income		800,635	-	224,338	1,024,973	894,233
<u>Expenditure on:</u>						
Charitable activities	7	771,401	-	225,519	996,920	946,953
Net income/ (expenditure) for the year		29,234	-	(1,181)	28,053	(52,720)
Transfers between funds		77,772	(79,722)	1,950	-	-
Net movement in funds		107,006	(79,722)	769	28,053	(52,720)
Fund balances at 1 April 2020		306,623	337,780	-	644,403	697,123
Fund balances at 31 March 2021		413,629	258,058	769	672,456	644,403

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
STATEMENT OF FINANCIAL ACTIVITIES (CONTINUED)
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021**

Prior financial year

		Unrestricted funds general 2020 £	Unrestricted funds designated 2020 £	Restricted funds 2020 £	Total 2020 £
	Notes				
<u>Income and endowments from:</u>					
Donations and legacies	3	10,200	-	-	10,200
Charitable activities	4	609,451	-	262,453	871,904
Investments	5	806	-	-	806
Other income	6	11,323	-	-	11,323
Total income		631,780	-	262,453	894,233
<u>Expenditure on:</u>					
Charitable activities	7	680,474	-	266,479	946,953
Net income/ (expenditure) for the year		(48,694)	-	(4,026)	(52,720)
Transfers between funds		25,696	(29,722)	4,026	-
Net movement in funds		(22,998)	(29,722)	-	(52,720)
Fund balances at 1 April 2019		329,621	367,502	-	697,123
Fund balances at 31 March 2020		306,623	337,780	-	644,403

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.

The statement of financial activities also complies with the requirements for an income and expenditure account under the Companies Act 2006.

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
BALANCE SHEET
AS AT 31 MARCH 2021**

	Notes	2021 £	£	2020 £	£
Fixed assets					
Tangible assets	11		208,805		239,836
Current assets					
Debtors	13	114,136		71,569	
Cash at bank and in hand		404,819		450,824	
		<u>518,955</u>		<u>522,393</u>	
Creditors: amounts falling due within one year	14	(55,304)		(117,826)	
Net current assets			463,651		404,567
Total assets less current liabilities			<u>672,456</u>		<u>644,403</u>
Income funds					
Restricted funds	18		769		-
Unrestricted funds - designated	19		258,058		337,780
General unrestricted funds			413,629		306,623
			<u>672,456</u>		<u>644,403</u>

The company is entitled to the exemption from the audit requirement contained in section 477 of the Companies Act 2006, for the year ended 31 March 2021.

The trustees' acknowledge their responsibilities for ensuring that the charity keeps accounting records which comply with section 386 of the Act and for preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its incoming resources and application of resources, including its income and expenditure, for the financial year in accordance with the requirements of sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to accounts, so far as applicable to the company.

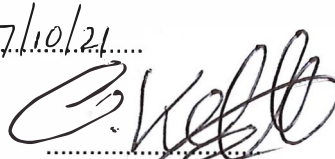
The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476.

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

The financial statements were approved by the Trustees on 27/10/21.....



Mr A F Gilmore
Trustee



Mr C Kelsall
Trustee

Company Registration No. 3108844

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	Notes	2021 £	£	2020 £	£
Cash flows from operating activities					
Cash (absorbed by)/generated from operations	23		(46,820)		9,837
Investing activities					
Interest received		815		806	
Net cash generated from investing activities			815		806
Net cash used in financing activities			-		-
Net (decrease)/increase in cash and cash equivalents			(46,005)		10,643
Cash and cash equivalents at beginning of year			450,824		440,181
Cash and cash equivalents at end of year			404,819		450,824

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**

1 Accounting policies

Charity information

Knowsley District Citizens Advice Bureau is a private company limited by guarantee incorporated in England and Wales. The registered office is 142 Cherryfield Drive, Kirkby, Merseyside, L32 8RX.

1.1 Accounting convention

The accounts have been prepared in accordance with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)" (as amended for accounting periods commencing from 1 January 2016). The charity is a Public Benefit Entity as defined by FRS 102.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The accounts have been prepared on the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

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

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives unless the funds have been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by trustees for a particular purpose. The aim and use of the designated fund is set out in the notes to the financial statements.

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

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

1 Accounting policies

(Continued)

1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Income from donations and grants, including capital grants, is included in income when these are receivable, except as follows:

- When donors specify that donations and grants given to the charity must be used in future accounting periods, the income is deferred until those periods.
- When donors impose conditions which have to be fulfilled before the charity becomes entitled to use such income, the income is deferred and not included until the preconditions for use have been met.
- When donors specify that donations and grants, including capital grants, are for particular restricted purposes, which do not amount to preconditions regarding entitlement, this income is included as restricted funds when receivable.

Voluntary income includes discretionary grants for projects, goods and services where no service agreement or contract exists.

Other grants and contracts, which have particular service requirements are included in the statement of financial activities under the heading income from charitable activities.

Interest is included when receivable by the charity.

1.5 Expenditure

Expenditure reflects all amounts paid and accrued during the year. All costs are allocated between the expenditure categories on a basis designed to reflect the use of the resource. Costs relating to a particular project are allocated directly, others are apportioned on an appropriate basis. Staff costs are apportioned between projects on the basis of an assessment of the time spent by individual employees.

Charitable expenditure

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 represent costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examination fees and costs linked to the strategic management of the charity.

1.6 Tangible fixed assets

Tangible fixed assets are measured at cost, net of depreciation and any impairment losses.

All assets costing more than £1,000 are capitalised at cost.

Depreciation is provided at rates calculated to write off the cost less estimated residual value of each asset over its expected useful life, as follows:

Leasehold Improvements	10% p.a. on a straight line basis
Fixtures & fittings	25% p.a. on a straight line basis
Office equipment	25% p.a. on a straight line basis

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

1 Accounting policies

(Continued)

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in net income/(expenditure) for the year.

1.7 Impairment of fixed assets

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

1.8 Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts.

1.9 Financial instruments

The charity has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the charity's balance sheet when the charity becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.

Basic financial liabilities

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

1 Accounting policies

(Continued)

1.10 Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

1.11 Leases

Rentals payable under operating leases, including any lease incentives received, are charged as an expense on a straight line basis over the term of the relevant lease.

1.12 Taxation

The charity benefits from various exemptions from taxation afforded by tax legislation and is not liable to corporation tax on income or gains falling within those exemptions.

The charity is not able to recover Value Added Tax. Expenditure is recorded in the accounts inclusive of VAT.

1.13 Pensions

The charity operates a defined contribution scheme for employees. Contributions are charged to the Statement of Financial Activities in the period to which they relate.

2 Critical accounting estimates and judgements

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

3 Donations and legacies

	Unrestricted funds general 2021 £	Unrestricted funds general 2020 £
Donations and gifts	-	10,200

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

4 Charitable activities

	Advice delivery 2021 £	Advice delivery 2020 £
Services provided under contract	790,383	609,451
Performance related grants	224,338	262,453
	<u>1,014,721</u>	<u>871,904</u>
Analysis by fund		
Unrestricted funds - general	790,383	609,451
Restricted funds	224,338	262,453
	<u>1,014,721</u>	<u>871,904</u>

5 Investments

	Unrestricted funds general 2021 £	Unrestricted funds general 2020 £
Interest receivable	<u>815</u>	<u>806</u>

6 Other income

	Unrestricted funds general 2021 £	Unrestricted funds general 2020 £
Other income	<u>9,437</u>	<u>11,323</u>

Included within other income is £9,340 (2020: £10,622) for works placement.

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

7 Charitable activities

	Advice delivery 2021 £	Advice delivery 2020 £
Staff costs	697,660	636,234
Office expenses	43,809	4,530
Travel and subsistence	7,874	17,212
Sundry and cleaning	1,054	5,036
	<u>750,397</u>	<u>663,012</u>
Share of support costs (see note 8)	233,480	270,068
Share of governance costs (see note 8)	13,043	13,873
	<u>996,920</u>	<u>946,953</u>
Analysis by fund		
Unrestricted funds - general	771,401	680,474
Restricted funds	225,519	266,479
	<u>996,920</u>	<u>946,953</u>

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

8 Support costs

	Support costs £	Governance costs £	2021 £	Support costs £	Governance costs £	2020 £
Staff costs	86,727	-	86,727	97,506	-	97,506
Depreciation	31,032	-	31,032	34,960	-	34,960
Premises costs	78,413	-	78,413	93,139	-	93,139
Office costs	31,989	-	31,989	39,953	-	39,953
Staff and volunteer	900	-	900	4,080	-	4,080
Other costs	4,419	-	4,419	430	-	430
Independent examination and accountancy fees	-	4,788	4,788	-	5,438	5,438
Legal and professional	-	8,255	8,255	-	8,435	8,435
	<u>233,480</u>	<u>13,043</u>	<u>246,523</u>	<u>270,068</u>	<u>13,873</u>	<u>283,941</u>
Analysed between Charitable activities	<u>233,480</u>	<u>13,043</u>	<u>246,523</u>	<u>270,068</u>	<u>13,873</u>	<u>283,941</u>

Support costs represent the overheads for running the charity and where directly attributable, costs have been allocated to the relevant headings.

The recharges have been calculated as a pro-rata figure based on the number of FTE posts allocated to each funding stream.

Governance costs includes payments to the independent examiner of £2,300 for the independent examination and £2,488 for accountancy fees (2020- £2,250 payable for the independent examination and £3,188 for accountancy fees).

9 Trustees

None of the trustees (or any persons connected with them) received any remuneration during the year. During the year one trustee was reimbursed £75 for expenses incurred (2020- £136).

10 Employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
Advice delivery	17	17
Management and administration	13	13
Cleaning staff	2	2
Total	<u>32</u>	<u>32</u>

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

10 Employees	(Continued)	
Employment costs	2021 £	2020 £
Wages and salaries	685,261	641,751
Social security costs	58,769	53,129
Other pension costs	40,357	38,860
	<u>784,387</u>	<u>733,740</u>

The average number of employees shown above is based on actual employee numbers.

Redundancy costs of £4,459 were paid to a former member of staff within the 2021 financial year. No such costs were incurred in 2020.

There were no employees whose annual remuneration was £60,000 or more.

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

11 Tangible fixed assets

	Leasehold Improvements £	Office equipment £	Total £
Cost			
At 1 April 2020	297,225	34,519	331,744
At 31 March 2021	297,225	34,519	331,744
Depreciation			
At 1 April 2020	59,444	32,464	91,908
Depreciation charged in the year	29,722	1,309	31,031
At 31 March 2021	89,166	33,773	122,939
Carrying amount			
At 31 March 2021	208,059	746	208,805
At 31 March 2020	237,781	2,055	239,836

12 Financial instruments

	2021 £	2020 £
Carrying amount of financial assets		
Debt instruments measured at cost	406,194	452,199
Carrying amount of financial liabilities		
Measured at cost	55,304	67,269

13 Debtors

	2021 £	2020 £
Amounts falling due within one year:		
Trade debtors	1,375	1,375
Prepayments and accrued income	112,761	70,194
	114,136	71,569

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE**
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

14 Creditors: amounts falling due within one year

	Notes	2021 £	2020 £
Deferred income	15	-	50,557
Other creditors		290	27
Accruals		55,014	67,242
		<u>55,304</u>	<u>117,826</u>

15 Deferred income

	2021 £	2020 £
Other deferred income	-	50,557
	<u>-</u>	<u>50,557</u>

Deferred income is included in the financial statements as follows:

	2021 £	2020 £
Total deferred income at 1 April 2020	57,557	58,540
Amounts received in the year	-	50,557
Amounts credited to statement of financial activities	(50,557)	(58,540)
	<u>-</u>	<u>50,557</u>

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

16 Amounts held on behalf of third parties

The charitable company holds funds as agent totalling £142,476 (2020: £134,897), in a bank account operated by the charitable company, which is payable to third parties. The amount payable to third parties and an equivalent amount of the bank balance are excluded from these accounts.

Funder	Balance at 1 April 2020 £	Received £	Paid out £	Balance at 31 March 2021 £
GMAP Funds	134,890	2,636,559	(2,628,981)	142,468
Enterprise Hub	7	43,509	(43,508)	8
	<u>134,897</u>	<u>2,680,068</u>	<u>(2,672,489)</u>	<u>142,476</u>

Funder	Balance at 1 April 2019 £	Received £	Paid out £	Balance at 31 March 2020 £
GMAP Funds	112,825	2,192,957	(2,170,892)	134,890
Enterprise Hub	23	92,294	(92,310)	7
	<u>112,848</u>	<u>2,285,251</u>	<u>(2,263,202)</u>	<u>134,897</u>

17 Retirement benefit schemes

Defined contribution schemes

The charity operates a defined contribution pension scheme for all qualifying employees. The assets of the scheme are held separately from those of the charity in an independently administered fund.

The charge to the statement of financial activities in respect of defined contribution schemes was £40,357 (2020 - £38,860).

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

18 Restricted funds

The income funds of the charity include restricted funds comprising the following unexpended balances of donations and grants held on trust for specific purposes:

	Movement in funds				Movement in funds				Balance at 31 March 2021
	Balance at 1 April 2019	Income	Expenditure	Transfers	Balance at 1 April 2020	Income	Expenditure	Transfers	
	£	£	£	£	£	£	£	£	£
Building Better Opportunities	-	124,890	(126,581)	1,691	-	77,898	(79,848)	1,950	-
Universal Support	-	137,563	(139,898)	2,335	-	146,439	(145,670)	-	769
	<u>-</u>	<u>262,453</u>	<u>(266,479)</u>	<u>4,026</u>	<u>-</u>	<u>224,337</u>	<u>(225,518)</u>	<u>1,950</u>	<u>769</u>

Building Better Opportunities - Funding from the European Social Fund and Big Lottery to provide financial capability training to better prepare beneficiaries to progress into sustainable employment. The trustees agreed to run the project at a shortfall and approved supplementary funds to be provided from the unrestricted funds.

Universal Support - Funding from the DWP, via Citizens Advice, to provide a service to assist claimants in making a claim for Universal Credit. Initial funding provided for recruitment and training of staff and for infrastructure costs. This project was extended until March 2022. The trustees agreed to cover the shortfall in funds from the unrestricted funds.

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

19 Unrestricted funds - designated

These are unrestricted funds which are material to the charity's activities made up as follows:

	Movement in funds			Movement in funds			
	Balance at 1 April 2019	Income	Expenditure	Balance at 1 April 2020	Transfer	Expenditure	Balance at 31 March 2021
	£	£	£	£	£	£	£
Future building works	100,000	-	-	100,000	(50,000)	-	50,000
Leasehold improvements	267,502	-	(29,722)	237,780	-	(29,722)	208,058
	<u>367,502</u>	<u>-</u>	<u>(29,722)</u>	<u>337,780</u>	<u>(50,000)</u>	<u>(29,722)</u>	<u>258,058</u>

The above designated funds have been set aside to carry out future building works at our new Kirkby and Huyton offices. The balance was reviewed by the trustees to more accurately reflect the position held at 31 March 2021. The leasehold improvements designated fund represents the net book value of the assets capitalised within 2019.

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

20 Analysis of net assets between funds

	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Designated funds 2020 £	Restricted funds 2020 £	Total 2020 £
Fund balances at 31 March 2021 are represented by:								
Tangible assets	747	208,058	-	208,805	2,056	237,780	-	239,836
Current assets/(liabilities)	362,882	100,000	769	463,651	304,567	100,000	-	404,567
	<u>363,629</u>	<u>308,058</u>	<u>769</u>	<u>672,456</u>	<u>306,623</u>	<u>337,780</u>	<u>-</u>	<u>644,403</u>

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
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NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021**

21 Operating lease commitments

At the reporting end date the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

	2021 £	2020 £
Within one year	53,400	53,400
Between two and five years	213,600	213,600
In over five years	107,400	160,800
	<u>374,400</u>	<u>427,800</u>

22 Related party transactions

Remuneration of key management personnel

The remuneration of key management personnel is as follows.

	2021 £	2020 £
Aggregate remuneration	<u>88,915</u>	<u>86,815</u>

No guarantees have been given or received.

There are no other related party transactions.

23 Cash generated from operations

	2021 £	2020 £
Surplus/(deficit) for the year	28,053	(52,720)
Adjustments for:		
Investment income recognised in statement of financial activities	(815)	(806)
Depreciation and impairment of tangible fixed assets	31,031	34,959
Movements in working capital:		
(Increase)/decrease in debtors	(42,567)	18,735
(Decrease)/increase in creditors	(11,965)	9,669
(Decrease) in deferred income	(50,557)	-
Cash (absorbed by)/generated from operations	<u>(46,820)</u>	<u>9,837</u>

24 Analysis of changes in net funds

The charity had no debt during the year.

**KNOWSLEY DISTRICT CITIZENS ADVICE BUREAU
COMPANY LIMITED BY GUARANTEE
NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)
*FOR THE YEAR ENDED 31 MARCH 2021***

25 Company limited by guarantee

Knowsley District Citizens Advice Bureau Limited is incorporated under the Companies Act 2006 as a company limited by guarantee. The liability of the members is limited to £1.