

Cambridge
& District



CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU ANNUAL REPORT & ACCOUNTS

FOR THE YEAR ENDING 31 MARCH 2022

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

66 Devonshire Road, Cambridge CB1 2BL

www.cambridgecab.org.uk

Registered Company Number: 03191085 (England & Wales)

Registered Charity No: 1056102

Authorised and regulated by the Financial Conduct Authority FRN 617537

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Executive Summary

This report presents the activities of Cambridge & District Citizens Advice Bureau for the financial year ended 31 March 2022, covering the Bureau's work in aid of its clients, its adaptations to changes arising from the COVID-19 pandemic, and the Bureau's own financial activities. An introduction is provided by the new Chair of Trustees, Antoinette Jackson in the following section.

During the financial year, the report shows that the Bureau assisted 20,564 clients, with a milestone income gain of £11,169,307 for them, reflecting an increase of 64% on the prior year. Analysis of the clients' changing needs and demographic make-up reveals an increased need for benefits advice, along with increases in younger clients and clients with long-term disabilities. The report hypothesises that the changes in clientele may arise from the Bureau's improved resources for online advice.

The Bureau is reported to have maintained and improved its Quality of Advice score, as well as satisfying the standards of the Financial Conduct Authority, Advice Quality Standard mark and Living Wage Foundation.

Details are provided regarding initiatives that had begun during the prior financial year, including the resumption of outreach delivery and face-to-face meetings, along with developing client IT hubs. The report relates the Bureau's future plans for providing video chat consultations, expanding the web chat service, opening up further outreaches at the Foodhubs and local Mosque, and adapting the building to suit the organisation's changed requirements.

In the financial sections, the report shows a net loss of £34,903 through the year, however, the Trustees present the Bureau as a going concern, and demonstrate that the Bureau satisfies the public benefit requirement of its charitable status. Full details of the Bureau's restricted funds and their sources are provided. In conclusion the Auditor, Price Bailey, has issued an unqualified audit report.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Statement from the Chair of Trustees

I was delighted to take over as Chair of the Board of Trustees in December 2021. I would like to pay tribute to the contribution made by long term Chair Nigel Brown OBE and by George Reid, who stepped in as interim Chair following Nigel's departure.

The financial year 2021-22 continued to be dominated by Covid and its after effects. The Bureau had been challenged to adapt rapidly when the country first went into lockdown in March 2020, making fundamental changes to the way clients could contact us and how we provided services to them. The challenge in 2021-22 was maintaining that momentum and focus, at a time of national uncertainty about how the pandemic would play out.

We continued to offer telephone consultations, email, webchat and video to our clients. As we started to bring back face to face working with clients, we focused our resources on outreach in the community and offering planned appointments, and some traditional drop-in at a few locations.

We helped 20,564 clients during the year and achieved just under £11.2m in income gain for them. This compares to £6.8m in 2020/21.

Benefits advice outstripped debt advice again during this year with 17,045 enquiries, of which 4,040 were for Personal Independence Payments. There were 6,843 Debt enquiries, with the majority being enquiries about Council Tax Arrears and Fuel debts. The critical importance of our work is plain to see in these statistics

We continued to face financial challenges with rental income on our office space still under pressure, although were beginning to attract new tenants by year end. We are extremely grateful for the support we have received from Cambridge City Council, South Cambridge District Council, and grants via Citizens Advice to help deliver national contracts on behalf of the DWP and the Trussell trust amongst others.

We received extremely good news in early 2022 when our bid to run the regional Help to Claim contract from April 22 was successful. The bid's success was the result of significant work by the senior management team. Once the bid was confirmed, there was then some very concentrated work required to plan for the new service. This included the TUPE transfer of 10 new staff from other CAB offices into Cambridge so that we were ready to go from 1 April. This is initially a one-year contract and underlines the short-term nature of much of our funding arrangements. As we provide more services under contract this also has an impact on our resource planning and staffing needs and the need to balance these across the range of services we provide.

In the year ahead in addition to delivering advice and support to those who need it most we hope to

- adapt the reception area to enable larger/safer interview spaces and to accommodate our new tenants
- open more outreach sessions offering both drop-in and appointments, including new ones that are being explored at the Foodhubs and Cambridge Central Mosque
- continue to look at how we work with other partners to signpost services effectively
- modernise our service delivery and organisational structure to meet the changing demands on the charity.

We have a very dedicated trustee board, but we will have had a large turnover of long-standing trustees by the 2022 AGM. The Board will be reviewing some of our governance structures and ensuring we have the right range of skills around the board table for the challenges we face going forward.

I am immensely proud of how our staff and volunteers have continued to rise to the challenges they faced in 2021/22 despite the pressures that the pandemic created for them, both at work and in their personal lives. I would like to thank them all very much for all they have achieved this year.

Antoinette Jackson
Chair of Trustees

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report

AIMS AND OBJECTIVES

The principal activities of the bureau are to provide free, confidential and independent advice.

The principal aims of the organisation are twofold:

1. To provide the advice people need for the problems they face
2. To improve the policies and practices that affect peoples' lives.

The main objectives and activities for the year continued to focus on the provision of advice and guidance to the local population. The strategies in place to assist the charity to meet these objectives included the following:

- providing access to the charity's resource through a variety of mechanisms, including (during the pandemic), telephone, email response and other virtual resources including a website, webchat and video (Face to face advice has been very limited but starting to open up).
- working in partnership with other agencies to ensure that the widest range of services is available that best matches the needs of the clients.
- achieving financial stability through the generation of our own income e.g. renting space at 66 Devonshire Road now that we were able to start using the building again.

The majority of the work of the bureau is generalist advice work. The generalist work consists of 'one off' advice in the 14 key areas of benefits, consumer issues, debt, education, employment, finance, health, housing, immigration and nationality, legal, relationships, tax, travel and utilities.

Additional services include casework up to representation at court or tribunal in debt, welfare rights, and housing plus financial capability education work and despite the lockdown our specialists have found ways of making sure that we have continued to deliver this level of complex advice – often needing to spend a great deal more time preparing and supporting clients through the trauma of 3-way phone tribunals for example. A lot of our debt work slowed down because of the hold on various actions like evictions but we are readying ourselves for an onslaught now these have all “unlocked”. The Financial Conduct Authority have warned that the current economic climate will bring a large demand for money and debt advice.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

Our advisers logged 20,564 clients, 48,446 enquiries and 24,625 contacts. All slightly down on the year before. This reflects the fact that we have taken paid staff off generalist phone and web advice because we have had to deploy them to more contract work.

- Average age group helped, has reduced again, possibly reflecting on-line advice.
- Benefits advice outstripped debt advice again during the year with 17,045 enquiries of which 4,040 were for Personal Independence Payments (often very time consuming and complicated interviews). Debt stood at 6,843 with the majority being enquiries about Council Tax Arrears and Fuel debts.
- The number of long-term disabled clients has increased since last year from 22% declaring a long-term disability to 38%. This is obviously reflected in the number of enquiries about PIP.
- Our balance of male to female clients is roughly the same as before with slightly more female clients.
- Ethnicity remains much the same which hopefully reflects that they were not disadvantaged by all our advice being remote.

Milestones:

The staff have collectively hit £11,169,307 in income gain for clients (last year £6,825,570).

3 of our specialists have each individually hit (for the first time) over £1million in benefits, debt and money reassignment over the last year.

Debts/overpayments/reimbursements £3,039,904 (last year £2,328,824) Debt work has not taken off at the rate anticipated but is starting to gather pace with recent energy hikes and mounting inflation.

Notable events:

- New Chairman – appointed December 2021.
- Virtual Royal visit – Princess Anne (organised by the Lord Lieutenant – Julie Spence) May 2021.
- Virtual visit by the Mayor – June 2021.
- Successful bid for Help To Claim contract (does not start until 1st April 2022 but all the work done in the year reported) to provide Universal Credit advice. Ours was the only contract awarded in the region.
- Help through Hardship – Foodbank contract extended and doubled. We are only one of a handful in the country delivering this via Citizens Advice for the Trussell Trust.
- IT was successfully deployed to everyone working for us – staff and volunteers - to enable them to work from home safely and easily. This work and achievements by the IT team have been essential to keeping our services open and they have worked tirelessly to introduce systems to help us, in the most economical and effective way possible. The on-going development of our ICT included the introduction of softphones and a new entry system for the building. New software has also been introduced to support our HR processes.
It was important that we made sure everyone understood how critical cyber security is and we introduced various guides, policies and training to ensure this.
- 4 specialist members of staff left for maternity leave out of a paid staffing of 24 – a huge indent to our capacity - which has made the results achieved by the service delivery teams even more remarkable. Big thanks to everyone for turning their hands to everything we have asked them to.

Quality

During the year we maintained and improved our Quality of Advice score. We continue to work to the Advice Quality Standard mark and the Financial Conduct Authority. We retained our status as a Travel for Work employer, and Living Wage Foundation accreditation. All our money advisers are members of the Institute of Money Advisers, are qualified Debt Relief Order Intermediaries and all our advisors are fully trained to the appropriate levels of GGDA (Giving Good Debt Advice) as required by the Money Advice Service Quality Framework.

Internal and External Factors

The Board has identified external factors affecting the charity which are outside of its control such as the pandemic and issued various policies to everyone as to how the organisation is responding and changing to adapt, based on Government guidelines, changes to the welfare rights system and changes in funding streams

Factors within control have been: effective cost management; high levels of satisfaction with the service provided; good partnership working and income generation despite the external factors having a negative impact on income from rent and Patrons fundraising.

Complaints

The CCAB complies with the formal complaints procedure as set out by the Citizens Advice membership standards. We can report that there were:

- 2 formal complaints brought against the bureau during the period. None upheld. (4 the year before with one upheld)

Progress on future plans from 2021 report:

- Continuing to deliver an enhanced service offer more channels during the pandemic. This has been achieved.
- Return to outreach delivery and gradually open up Face to Face offer. This has been achieved.
- Develop and deploy our client IT hubs. Two hubs have been set up, but their use is patchy.
- Partnership developments. We continue to identify and have developed a “trusted partner” referral mechanism.
- Renew our website and better develop our social media presence. Website completed and social media is being developed.

Plans for the future:

- Local Web chat now set up and being tested on admin questions but will open up to advice when we have the resources.
- Video advice is taking off slowly.
- Outreaches are being opened up offering both drop-in and appointments and new ones being planned e.g. at the Foodhubs and the Mosque.
- Building: Adapt the reception area to enable larger/safer interview spaces and to accommodate our new tenants.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report - Financial Review

The trustees, who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2022. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

Reserves Policy

The trustees believe that the bureau should hold sufficient financial reserves to allow for the following:

- To ensure that the charity can continue to operate and meet the needs of its clients in the event of unforeseen and potentially damaging circumstances, including a lapse in funding.
- To ensure that the charity can fulfil its contractual commitments.
- To permit the charity to undertake projects that require initial funding from the charity before funds will be provided from external bodies.

The trustees review the level of necessary reserves on at least an annual basis.

Unrestricted reserves consist as follows:

- General Fund - To maintain a healthy cashflow for the day-to-day operations of the bureau. It is desirable that this should be sufficient to cover around 6 months of typical unrestricted expenditure in a scenario where external funding has lapsed. Fund balance is £105,430 (2021: £130,698) including £100,122 liquid assets (2021: £124,383). The target for liquid assets is £165,000.
- 66 Devonshire Road - The net value of the investment part of the property purchased by the bureau. The 25 year loan for the purchase of this property should be met by the sale of this asset. As the fund consists solely of the value of the building, it is not considered to be a liquid asset. Fund balance: £570,000 (2021: £570,000).
- Revaluation Reserve – This holds the accumulated gain on the investment proportion of the property above. Fund balance: £204,000 (2021: £197,000).
- Development Reserve - This fund was created to provide cashflow for development opportunities where funding might be delayed or held back by funders until completion of a project. Fund balance: £80,000 (2021: £80,000).
- Building Maintenance – This fund is designated for the ongoing maintenance and renewal of the bureau's property at 66 Devonshire Road and its contents, including plant and ICU-related equipment. Fund balance: £20,000 (2021: £20,000).

In addition to the funds described above, the bureau aims to achieve a surplus (on property) of £50,000 each year for capital repayment of the mortgage. This was not achieved this year, as rental income remained well below historic levels due to Covid-19 impacts.

The total funds held by the charity at the year-end were £1,059,637 (2021: £1,094,540). Of these funds £774,000 (2021: £767,000) is related to the investment part of the property and £80,207 in respect of restricted funds not available for general use (2021: £96,842).

Restricted Reserves

Any funds that are restricted by the donor or funder cannot be used for the general purposes of the bureau. Their existence, and the sums of money therein, do not imply that there has been an underspend but may result from a variety of circumstances including timing differences between the bureau's financial year and the funding year of the project concerned.

We currently hold restricted fixed assets which are being depreciated annually. We expect all non fixed-asset restricted funds to be expended by the end of the financial year. Total funds: £80,207 (2021: £96,842).

Principal Funding Sources

The charity primarily seeks funds in the form of grants from local government organisations, philanthropic institutions and other corporate charitable initiatives. The principal sources of our core funding were Cambridge City Council 39% (37% in 2021) and Citizens Advice 34% (22% in 2021).

In addition to these activities, fundraising is carried out by the charity's patrons, volunteers and staff through events such as parties, raffles and sponsored walks, in addition to the placement of donation links on our website. Clients are not directly approached for donations, though collection boxes are made available in interview rooms. General donations and fundraising campaigns raised 4% of total donation income (2021: 3%).

The charity does not make use of professional fundraisers or commercial participators to raise funds, other than bid-writing services to assist in the preparation of grant applications, nor does the charity have fundraising carried out on its behalf by third parties other than basic payment conduit services provided by CAF Donate.

The charity is aware of its obligations under the Charities (Protection and Social Investment) Bill to ensure that any future written agreements mandate adequate fundraising standards, as required under the Bill, with appropriate safeguarding for vulnerable members of the public from intrusive or persistent approaches.

In the year ended 31 March 2022 no fundraising complaints were received (2021: nil).

Investment Policy and Objectives

The charity has no long term funds to invest, but ensures that any surplus funds are either invested in interest-bearing deposit accounts or used to make early repayments on our mortgage, thereby reducing associated interest charged. Detailed targets for rental income are set and agreed by the trustees in advance of the financial year and results monitored on a quarterly basis.

The structure, governance and management of the Trustees' Report are continued on pages 32 to 35.

The Trustees (who are also directors of Cambridge & District Citizens Advice Bureau for the purposes 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 directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law). Under company law the directors 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 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 directors are required to:

1. select suitable accounting policies and then apply them consistently;
2. observe the methods and principles in the Charities SORP FRS102;
3. make judgments and accounting estimates that are reasonable and prudent;

4. state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
5. 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 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. Insofar as the Trustees are aware:

- There is no relevant audit information of which the charitable company's auditor is unaware.
- The Trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is themselves aware of that information.

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

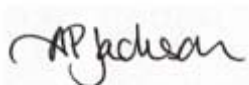
Auditors

In accordance with the Financial Procedures of the charity, the bureau Trustee Board is responsible for recommending the appointment of an auditor at the annual general meeting in the November prior to the year end, with the Treasurer and CEO responsible for reviewing this appointment. A full review of auditors should be carried out at least once every 7 years.

This process was last concluded in October 2016, with Price Bailey appointed.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

Approved by the trustees on 8th August 2022 and signed on its behalf by:



.....
Ms A Jackson – Chair of Trustees



.....
Mr A H Bridges - Honorary Treasurer

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Independent Auditor's Report to the Members of the Cambridge & District Citizens Advice Bureau

Opinion

We have audited the financial statements of Cambridge & District Citizen's Advice Bureau (the 'charity') for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cash Flows, and notes to the financial statements, including 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).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2022, 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 charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

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

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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Independent Auditor's Report to the Members of the Cambridge & District Citizens Advice Bureau (continued)

Matters on which we are required to report by exception

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

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

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

Responsibilities of trustees

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

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity 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.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The specific procedures for this engagement and the extent to which these are capable of detecting irregularities, including fraud is detailed below:

We gained an understanding of the legal and regulatory framework applicable to the charity and how it operates and considered the risk of the charity not complying with the applicable laws and regulations including fraud in particular those that could have a material impact on the financial statements. This included those regulations directly related to the financial statements. In relation to the charity this included employment law, financial reporting and health & safety.

The risks were discussed with the audit team and we remained alert to any indications of non-compliance throughout the audit. We carried out specific procedures to address the risks identified. These included the following:

- We reviewed systems and procedures to identify potential areas of management override risk. In particular, we carried out testing of journal entries and other adjustments for appropriateness, and evaluating the business rationale of significant transactions to identify large or unusual transactions.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Independent Auditor's Report to the Members of the Cambridge & District Citizens Advice Bureau (continued)

- We reviewed key authorisation procedures and decision making processes for any unusual or one-off transactions.
- We reviewed minutes of Trustee Board meetings and agreed the financial statement disclosures to underlying supporting documentation.
- We have made enquiries of management and officers of the charitable company regarding laws and regulations applicable to the organisation.
- We reviewed the risk management processes and procedures in place including a review of the Risk Register and Board reporting in this regard.
- We have reviewed any correspondence with the Charity Commission and reviewed the procedures in place for the reporting of incidents to the Trustee Board including serious incident reporting of any such matters, if necessary.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities is available on the Financial Reporting Council's website at: <https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx>. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Helena Wilkinson BSc FCA DChA (Senior Statutory Auditor)

for and on behalf of

PRICE BAILEY LLP

Chartered Accountants

Statutory Auditors

Tennyson House

Cambridge Business Park

Cambridge

CB4 0WZ

Date: 4 November 2022

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Statement of Financial Activities (including Income and Expenditure Account) For the Year Ended 31st March 2022

	Note	Unrestricted Funds General £	Designated £	Restricted funds £	2022 Total funds £	2021 Total funds £
INCOME AND ENDOWMENTS FROM						
Donations, Grants & Legacies	2	57,786	-	747,771	805,557	852,134
Charitable Activities	3	48,947	-	61,785	110,732	133,772
Other Trading	3	-	-	-	-	-
Investment Income						
Property Rent & Hires	4	-	24,171	-	24,171	25,933
Bank Interest	4	294	-	-	294	480
Other Income	5	-	-	-	-	2,848
Total income		107,027	24,171	809,556	940,754	1,015,167
EXPENDITURE ON						
Raising funds	6					
Investment Property		-	11,418	-	11,418	10,395
Other Fundraising		1,935	-	49,356	51,291	35,361
Charitable activities	7					
Advice Provision		127,417	15,696	747,085	890,198	871,674
Partner Funding		-	-	29,750	29,750	29,750
Total expenditure		129,352	27,114	826,191	982,657	947,180
Other Recognised Gains/(Losses)						
Gains/(losses) on revaluation of Investment property	4	-	7,000	-	7,000	-
Transfer between Funds		(2,943)	2,943	-	-	-
NET (EXPENDITURE)/INCOME FOR THE YEAR BEING NET MOVEMENT IN FUNDS		(25,268)	7,000	(16,635)	(34,903)	67,987
RECONCILIATION OF FUNDS						
Total funds brought forward		130,698	867,000	96,842	1,094,540	1,026,553
TOTAL FUNDS CARRIED FORWARD		105,430	874,000	80,207	1,059,637	1,094,540

All income and expenditure has arisen from continuing activities.

The notes to the accounts are shown on pages 16 - 31.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

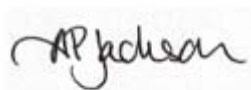
Balance Sheet As at 31 March 2022

	Notes	2022 Total funds £	2021 Total funds £
FIXED ASSETS			
Tangible fixed assets	10	578,021	595,198
Investments	11	774,500	767,500
TOTAL FIXED ASSETS		1,352,521	1,362,698
CURRENT ASSETS			
Debtors	12	35,567	37,692
Cash at bank and in hand		418,859	526,565
TOTAL CURRENT ASSETS		454,426	564,257
LIABILITIES			
Creditors: amounts falling due within one year	13	(108,542)	(165,452)
NET CURRENT ASSETS		345,884	398,805
TOTAL NET ASSETS		1,698,405	1,761,503
Creditors: amounts falling due after more than one year	14	(638,768)	(666,963)
NET ASSETS		1,059,637	1,094,540
FUNDS			
Restricted Funds	16a	80,207	96,842
Unrestricted funds	16b		
General Funds		105,430	130,698
Designated Funds		874,000	867,000
TOTAL FUNDS		1,059,637	1,094,540

The notes to the accounts are shown on pages 16 – 31.

These financial statements have been prepared in accordance with special provisions of part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Trustees on 8th August 2022 and signed on their behalf by:



.....
A Jackson – Chair of Trustees



.....
A H Bridges - Honorary Treasurer

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Cashflow Statement As at 31 March 2022

	2022 Total funds £	2021 Total funds £
Cash flows from operating activities:		
Cash used in operations	(81,329)	121,342
Interest paid	(24,915)	(25,542)
Net cash provided by/(used in) operating activities	(106,244)	95,800
Cash flows from investing activities:		
Purchase of tangible fixed assets	-	(6,189)
Interest received and rent from investments	24,465	26,413
Net cash used in investing activities:	24,465	20,224
Cash flows from financing activities:		
Loan repayments in year	(25,927)	(19,333)
Net cash used in financing activities	(25,927)	(19,333)
Change in cash and cash equivalents in the reporting period	(107,706)	96,691
Cash and cash equivalents at the beginning of the reporting period	526,565	429,874
Cash and cash equivalents at the end of the reporting period	418,859	526,565
Reconciliation of net income to net cash flow from operating activities		
	2022 £	2021 £
Net income/(expenditure) for reporting period (as per the statement of financial activities)	(34,903)	67,987
Adjustments for:		
Depreciation charges	17,178	19,814
(Gains)/losses on investments	(7,000)	-
Interest received and rent from investments	(24,465)	(26,413)
Interest paid	24,915	25,542
Decrease(increase) in debtors	2,127	27,072
Increase in creditors	(59,181)	7,340
Net cash provided by operating activities	(81,329)	121,342

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements For the Year Ended 31 March 2022

1 Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

Cambridge and District Citizens Advice Bureau 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 note(s).

b) Legal status of the Charity

The charity is a company limited by guarantee and has no share capital. 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. There are 21 members (2020: 21 members). The registered office address is 66 Devonshire Road, Cambridge CB1 2BL.

c) Going concern

The trustees consider that there are no material uncertainties about Cambridge and District Citizens Advice Bureau's ability to continue as a going concern. With regard the following year, the most significant areas of uncertainty of Cambridge and District Citizens Advice Bureau are the level of grant funding which needs to be raised each and every year and is covered in more detail in the performance and risk sections of the trustees' annual report for more information.

d) Fund accounting

Unrestricted funds are available to spend on activities that further any of the purposes of charity. Designated funds are unrestricted funds of the charity which the trustees have decided at their discretion to set aside to use for a specific purpose. The aim and purpose of each designated fund is set out in the notes to the financial statements. Restricted funds are for Cambridge and District Citizens Advice Bureau's work or projects being undertaken by the charity. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each material designated and restricted fund is set out in the notes to the financial statements. Investment income, gains and losses are allocated to the appropriate fund.

e) Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably. Where income has related expenditure (as with fundraising or contract income and partner funding), the income and related expenditure are reported gross in the Statement of Financial Activities.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2022

Donations, grants and gifts are recognised when receivable. In the event that a grant is subject to fulfilling performance conditions before the charity is entitled to the funds, the income is deferred and not recognised until it is probable that those conditions will be fulfilled in the reporting period. Income from Gift Aid tax reclaims is recognised for any donations with relevant Gift Aid certificates recognised in income for the year. Any amounts of Gift Aid not received by the year end are accounted for in income and accrued income in debtors.

Income received in advance for a future fundraising event or for a grant received relating to the following year are deferred until the criteria for income recognition are met.

Interest on deposit funds held is included when receivable and the amount can be measured reliably by the charity which is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

This is normally upon notification by our investment advisor of the dividend yield of the investment portfolio. Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

f) Expenditure and Irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to make a payment to a third party, it is probable that settlement will be required and the amount of the obligation can be measured reliably. All expenditure is accounted for on an accruals basis under the following headings:

Costs of raising funds comprise fundraising costs incurred in seeking donations, grants and legacies. This includes staff time as well as additional support and event costs.

Investment property income and expenditure relates to the first floor tenant accommodation and meeting room available for hire. An allocation based on floor area (36%), of premises and loan interest costs is charged to this as well as direct costs associated with external bookings and hires.

Expenditure on charitable activities includes the costs of providing specialist and generalist advice to clients, and the associated support costs.

Partner funding costs relate to those parts of an award due to a project partner. In those cases the bureau is the lead grantee.

Support costs comprise those costs which are incurred directly in support of expenditure on the objects of the charity and include governance cost, finance, and office costs. Governance costs are those costs incurred in connection with the compliance with constitutional and statutory requirements of the charity. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Support costs are allocated to each of the activities on one of the following the basis: either floor space or staff time or staff headcount depending on the nature of the support costs, to best allocate the costs to each attributable heading.

g) Volunteers

The value of the services provided by volunteers is not incorporated into these financial statements. Further details of their contribution are provided in note 8 of the notes to the financial statements.

h) Fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Freehold property	- 2% on cost
Fixtures and fittings	- 20% on cost and 20% on reducing balance
Payments on account of fixed assets	- not provided
Computer equipment	- 20% on cost

Any tangible fixed asset or software costing £1,000 or less is written off in the financial statements in the year it is acquired. For any such asset costing more than £1,000 depreciation is provided to write off the costs over its estimated economic life.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2022

The need for any impairment of a fixed asset write-down is considered if there is concern over the carrying value of an asset and is assessed by comparing that carrying value against the value in use or realisable value of the asset when appropriate.

i) Investment property

Investment property is shown at most recent valuation and re-evaluated by trustees at year end and is stated at its fair value. Any aggregate surplus or deficit arising from changes in market value is transferred to a revaluation reserve.

The investment property was valued by Kate Proctor (RICS registered valuer) of Carter Jonas, 1 Station Square, Cambridge CB1 2GA on a fair value basis as at 20th May 2022.

j) Operating Leases

Rentals paid under operating leases are charged to the Statement of Financial Activities on a straight line basis over the period of the lease.

k) Debtors

Trade and other debtors are recognised at the settlement amount due after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due. Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

l) Cash at bank and in hand

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

m) Creditors

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

n) 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 their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method. Fixed assets are valued at depreciated cost and investments at fair value which is market value. The historical cost and gains/losses are separately disclosed within note 11.

o) Pensions

The charitable company contributes to employees' personal pension schemes (defined contribution scheme). Contributions are charged to the Statement of Financial Activities in the period to which they relate.

p) Taxation

The company 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 company 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.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2022

q) Property Fund

The most significant areas of adjustment and key assumptions that affect items in the accounts are to do with a reallocation of assets into the property fund and the valuation of the investment property as disclosed within note 10.

r) Estimates and Judgements

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. Although these estimates are based on the trustee's best knowledge of the amount, events or actions, actual results ultimately differ from these estimates. The trustees do not consider there to be any material estimates and judgements except for the valuation of the investment property as disclosed within note 10.

s) Redundancy and Termination

Redundancy and termination costs are recognised as an expense in the Statement of Financial Activities and a liability on the Balance Sheet immediately at the point the charity is demonstrably committed to either: a) Terminate the employment of an employee or group of employees before normal retirement date; or b) Provide termination benefits as a result of an offer made in order to encourage voluntary redundancy. The charity is considered to be demonstrably committed only when it has a detailed formal plan for the termination and is without realistic possibility of withdrawal from the plan. The charity will account for termination payments at the point at which the offer is accepted by the employee.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2022

	Unrestricted General Funds £	Designated Funds £	Restricted Funds £	TOTAL £	2021 Total £
2 Donations, Grants & Legacies					
Donations & Charitable Trusts					
General donations	13,708	-	-	13,708	11,227
Charitable Trusts					
Batterson-Chivers Foundation	2,000	-	-	2,000	1,500
Chadwyck-Healey Trust	20,000	-	-	20,000	20,000
Cambridgeshire Community Fund	-	-	-	-	10,000
Pye Foundation	6,000	-	-	6,000	6,000
Patron & Staff Fundraising Events	15,634	-	-	15,634	13,065
Grants	444	-	747,771	748,215	790,342
	57,786	-	747,771	805,557	852,134
<i>Prior year</i>					
Donations & Charitable Trusts					
General donations	11,140	-	87	11,227	
Charitable Trusts					
Batterson-Chivers Foundation	1,500	-	-	1,500	
Chadwyck-Healey Trust	20,000	-	-	20,000	
Cambridgeshire Community Fund	-	-	10,000	10,000	
Pye Foundation	6,000	-	-	6,000	
Patron & Staff Fundraising Events	13,065	-	-	13,065	
Grants	10,000	-	780,342	790,342	
<i>Prior year</i>	61,705	-	790,429	852,134	

Included in grants above is £415,000 from local authorities (see note 14a for further details) (2021: £479,771). Funding received from South Cambridgeshire District Council includes £29,750 paid out to other bureaux for partner projects (2021: £29,750) (see also Note 7). Also included above is £2,758 in funding from Cambridge City Council carried forward to spend in future years in accordance with grant conditions as shown in note 16a.

	General £	2022 Designated £	Restricted £	TOTAL £	2021 £
3 Charitable Activities					
Contracts	45,002	-	61,785	106,787	133,698
Casework training and consultancy	3,945	-	-	3,945	74
Other trading	-	-	-	-	-
Net income arising from charitable activities	48,947	-	61,785	110,732	133,772
<i>Prior year</i>					
Contracts	60,253	-	73,445	133,698	
Casework training and consultancy	-	-	74	74	
Other trading	-	-	-	-	
Net income arising from charitable activities	60,253	-	73,519	133,772	

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2022

4	Investment income	General £	2022 Designated £	Restricted £	TOTAL £	2021 £
	Rental Income:					
	Tenant rental	-	24,099	-	24,099	25,858
	Room hire	-	72	-	72	75
	Catering and other charges	-	-	-	-	-
	Total income from rental income	-	24,171	-	24,171	25,933
	Gain on investment property	-	7,000	-	7,000	-
	Bank interest	294	-	-	294	480
	Total income from gains on investment	294	31,171	-	31,465	26,413

Prior Year	General £	Designated £	Restricted £	Total £
Investment income				
Rental Income:				
Tenant rental	-	25,858	-	25,858
Room hire	-	75	-	75
Catering and other charges	-	-	-	-
Total income from rental income	-	25,933	-	25,933
Gain on investment property	-	-	-	-
Bank interest	480	-	-	480
Total income from gains on investment	480	25,933	-	26,413

5	Other Income	General £	2022 Designated £	Restricted £	TOTAL £	2021 £
	Coronavirus Job Retention Scheme	-	-	-	-	2,848

During the prior year, the Bureau claimed against the CJRS scheme for furloughed employees during the Covid-19 pandemic.

Analysis of Total Expenditure – Current Year

	Direct Staffing	Other Direct Costs	Support Costs	2022 Total
6	Cost of raising funds			
	Investment property	-	11,418	11,418
	Other fundraising	49,831	-	51,291
	49,831	1,460	11,418	62,709
7	Charitable activities			
	Advice provision	634,504	235,711	890,198
	Partner costs	-	-	29,750
	634,504	49,733	235,711	919,948
	Total expenditure	684,335	247,129	982,657

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2022

Analysis of Total Expenditure – Prior Year

	<i>Direct Staffing</i>	<i>Other Direct Costs</i>	<i>Support Costs</i>	<i>2021 Total</i>
Cost of raising funds				
Investment property	-	-	10,395	10,395
Other fundraising	32,678	2,683	-	35,361
	32,678	2,683	10,395	45,756
Charitable activities				
Advice provision	587,712	20,522	263,440	871,674
Partner costs	-	29,750	-	29,750
	587,712	50,272	263,440	901,424
Total expenditure	620,390	52,955	273,835	947,180

Support costs include:

	2022	2021
Cost of Raising Funds		
Investment Property	11,418	10,395
Charitable Activities		
Salaries	79,316	85,680
Training, travel, recruitment	11,308	18,514
Office administration	51,725	66,969
Premises costs	65,636	64,611
Audit	7,040	6,120
Legal and professional fees	261	1,798
Property valuation fees	-	-
Payroll and accounting fees	3,370	3,189
AGM	471	146
Bank charges	595	534
Irrecoverable VAT	15,989	15,878
	247,129	273,835

Included within support costs are governance costs as follows:

Audit	7,040	6,120
AGM	471	146
	7,511	6,266

The basis of support costs allocation is set out in accounting policy 1f.

Partner costs relate to joint projects where the bureau was lead for a group of organisations. Funding received was paid out directly to partners for their own project costs. £29,750 received from South Cambridgeshire District Council went to Citizens Advice North Herts (£17,850), Citizens Advice Suffolk West (£5,950) and Citizens Advice Uttlesford (£5,950).

Prior Year: Partner costs relate to joint projects where the bureau was lead for a group of organisations. Funding received was paid out directly to partners for their own project costs. £29,750 received from South Cambridgeshire District Council went to Citizens Advice North Herts (£17,850), Citizens Advice Suffolk West (£5,950) and Citizens Advice Uttlesford (£5,950).

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2022

8 Analysis of staff costs and key management personnel

	2022	2021
Wages and salaries	669,345	615,778
Social security costs	44,580	46,298
Pension costs	49,727	43,995
	<u>763,652</u>	<u>706,071</u>

The charity trustees were not paid or received any other benefits from employment with the bureau (2021: £nil). Social security costs above exclude the annual employment allowance of £4,000 from HMRC (2021: £4,000). The bureau pays a 7% contribution to all pension-holders (4% over the minimum required under auto-enrolment scheme rules). The average monthly number of employees during the year was as follows:

	2022	2021
Chief executive	1	1
Advisers and specialists	10	11
Administration and support	4	5
Project staff	9	9
	<u>24</u>	<u>26</u>

No employees whose total employee benefits excluding pension contributions earned over £60,000 (2020: No employees). In addition to the paid staff, the charity has the use of highly trained and professional volunteers. 87 volunteers (2021: 83) gave over time valued at £485,321 (2021: £462,005). This cost has not been recognised in the accounts.

Total remuneration paid, including employers' National Insurance contributions, to five Key Management personnel in the year, including pension contributions, was £189,787 (2021: Three Key Management personnel £142,411).

9 Net income

	2022	2021
Net income is stated after charging:		
Depreciation	17,178	19,814
Auditor's remuneration:		
- For audit services	7,040	6,120
- For accountancy services	-	1,385
Operating lease rentals - equipment	10,576	8,556
	<u>34,794</u>	<u>35,875</u>

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2022

10 Tangible Fixed Assets

	Freehold Property £	Fixtures and fittings £	Computer equipment £	Totals £
COST				
At 1 April 2021	741,770	142,389	149,517	1,033,676
Additions	-	-	-	-
As at 31 March 2022	<u>741,770</u>	<u>142,389</u>	<u>149,517</u>	<u>1,033,676</u>
DEPRECIATION				
At 1 April 2021	155,941	133,694	148,842	438,477
Charge for year	14,207	2,564	407	17,178
Eliminated on disposal	-	-	-	-
As at 31 March 2022	<u>170,148</u>	<u>136,258</u>	<u>149,249</u>	<u>455,655</u>
NET BOOK VALUE				
As at 31 March 2022	<u>571,622</u>	<u>6,131</u>	<u>268</u>	<u>578,021</u>
As at 31 March 2021	<u>585,829</u>	<u>8,695</u>	<u>674</u>	<u>595,198</u>

11 Investments

	2022 £	2021 £
a) At start of the year	767,500	767,500
Unrealised gain on revaluation	7,000	-
At the end of the year	<u>774,500</u>	<u>767,500</u>

Historical cost £570,000 (2021: £570,000). The property has been valued by Kate Proctor (RICS Registered Valuer) of Carter Jonas, 1 Stations Square, Cambridge CB1 2GA on a fair value basis as at 20th May 2022.

b) Analysis of investments	2022 £	2021 £
Investment property	774,000	767,000
Unlisted investments	500	500
Total	<u>774,500</u>	<u>767,500</u>

There were no investment assets outside the UK. The investment comprises 500 Ordinary £1 shares in Allia Limited. Investment property comprises the let part of 66 Devonshire Road (see also accounting policy i).

12 Debtors

	2022 £	2021 £
Trade debtors	13,586	24,061
Other debtors	2,112	-
Prepayments	16,052	1,206
Accrued income	3,817	12,424
	<u>35,567</u>	<u>37,692</u>

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2022

13 Creditors: Amounts Falling Due Within One Year

	2022 £	2021 £
Trade creditors	17,780	28,149
Social security and other taxes	19,805	11,512
Other creditors	3,233	2,887
Other loans (see note 13)	53,110	53,178
Accruals	8,072	15,165
Deferred income	6,542	54,562
	<u>108,542</u>	<u>165,452</u>

Accruals are payable within the credit terms of the associated invoices, when received. Deferred income relates to rental income billed in advance of the year. Movements are as follows:

	2022 £	2021 £
Balance brought forward at 1 April 2021	54,562	28,542
Amount released to the Statement of Financial Activity	(54,562)	(28,542)
Amount deferred in the year	<u>6,542</u>	<u>54,562</u>
Balance carried forward at 31 March 2022	6,542	54,562

14 Creditors: Amounts Falling After More Than One Year

	2022 £	2021 £
Due in 1-2 years	53,178	53,178
Due in 2-5 years	159,533	159,533
Due in greater than 5 years	<u>426,057</u>	<u>454,252</u>
	638,768	666,963

15 Operating Lease Commitments

Equipment

The following total operating lease commitments are committed to be paid:

	2022 £	2021 £
Expiring in 1 year	10,576	11,300
Expiring in 2-5 years	<u>22,390</u>	<u>25,327</u>
	32,966	36,628

Lessor

The following total operating lease commitments are committed to be received:

	2022 £	2021 £
Expiring in 1 year	<u>(42,763)</u>	<u>(37,377)</u>
	(42,763)	(37,277)

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2022

Secured Debts

The following secured debts are included within creditors:

	2022 £	2021 £
Other loans	691,946	720,141
	<hr/>	<hr/>
	691,946	720,141

The loans due in more than one year are owed to Unity Trust Bank. All is secured against the property on Devonshire Road and is repayable over 25 years, and commenced in July 2014. It was refinanced at that date from a loan from the Social Investment Business.

The mortgage is secured by a fixed charge over the property at 66 Devonshire Road, Cambridge. Repayments of capital and interest are made on a monthly basis. Interest is payable at 3.75% per annum (3.1% in previous year) calculated on a daily basis.

The carrying value of the assets secured in the accounts is £1,345,521 (2021: £1,362,698).

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2022

16 Movement in Funds

16a Restricted Funds– current year

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
Restricted funds					
Big Lottery:					
Advice Plus	128	-	(25)	-	103
Awards for All	554	-	(554)	-	-
Help Through Crisis	18,086	8,749	(19,881)	-	6,954
National Lottery – Coronavirus					
Community Support Fund	1,000	-	-	-	1,000
Cambridge City Council:					
Core Funding	1,744	240,000	(240,000)	-	1,744
Specialist Welfare Rights	-	35,000	(35,000)	-	-
Financial Capability	-	20,000	(20,000)	-	-
Homelessness Prevention	-	35,000	(35,000)	-	-
Personal Budgeting Support	-	39,251	(39,251)	-	-
One-off Funding	1,267	-	(253)	-	1,014
Citizens Advice:					
Energy Advice Programme	-	6,713	(6,713)	-	-
Help to Claim	-	106,183	(106,183)	-	-
BEIS Remote Working Equipment	-	13,730	(13,730)	-	-
BEIS Softphones	11,820	-	(3,970)	-	7,850
Money & Pensions Service (MAPS)	-	45,436	(45,436)	-	-
Phone & Webchat	-	16,000	(16,000)	-	-
Trussell Trust Foodbank Helpline	-	149,691	(149,691)	-	-
GCP Investing in Communities	61,708	-	(1,578)	-	60,130
John Huntingdon Charity	-	14,014	(14,014)	-	-
South Cambridgeshire District Council:					
Core Funding	-	85,000	(85,000)	-	-
Housing Debt Advice	-	8,520	(8,520)	-	-
Cambridge Housing Society – Winter Support	-	1,000	(123)	-	877
Cambridge Community Fund	535	-	-	-	535
Total	96,842	824,287	(840,922)	-	80,207

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2022

Restricted Funds—prior year

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Restricted funds					
<i>Evelyn Trust</i>	-	11,218	(11,218)	-	-
<i>Big Lottery:</i>					
<i>Advice Plus</i>	171	-	(42)	-	129
<i>Awards for All</i>	2,617	-	(2,063)	-	554
<i>Help Through Crisis</i>	8,749	95,293	(85,956)	-	18,086
<i>National Lottery – Coronavirus</i>					
<i>Community Support Fund</i>	-	21,969	(20,969)	-	1,000
<i>Cambridge City Council:</i>					
<i>Core Funding</i>	1,789	200,000	(200,045)	-	1,744
<i>Outreach Work</i>	-	50,000	(50,000)	-	-
<i>Specialist Welfare Rights</i>	-	30,000	(30,000)	-	-
<i>Financial Capability</i>	-	20,000	(20,000)	-	-
<i>Homelessness Prevention</i>	-	35,000	(35,000)	-	-
<i>Personal Budgeting Support</i>	-	39,251	(39,251)	-	-
<i>One-off Funding</i>	1,689	-	(422)	-	1,267
<i>Citizens Advice:</i>					
<i>Energy Advice Programme</i>	-	8,545	(8,545)	-	-
<i>Help to Claim</i>	-	105,675	(105,675)	-	-
<i>BEIS Remote Working Equipment</i>	-	13,730	(13,730)	-	-
<i>BEIS Softphones</i>	-	13,975	(2,155)	-	11,820
<i>Money & Pensions Service (MAPS)</i>	-	21,955	(21,955)	-	-
<i>Phone & Webchat</i>	-	8,000	(8,000)	-	-
<i>Trussell Trust Foodbank Helpline</i>	-	47,806	(47,806)	-	-
<i>Girton Town Charity – Outreach</i>	-	1,500	(1,500)	-	-
<i>GCP Investing in Communities</i>	63,293	-	(1,584)	-	61,708
<i>John Huntingdon Charity</i>	-	10,804	(10,804)	-	-
<i>South Cambridgeshire District Council:</i>					
<i>Core Funding</i>	-	85,000	(85,000)	-	-
<i>Housing Debt Advice</i>	-	13,730	(13,730)	-	-
<i>GP Outreach</i>	-	2,000	(2,000)	-	-
<i>Cambridge Housing Society – Winter Support</i>	-	12,787	(12,787)	-	-
<i>Cambridge Community Fund</i>	408	10,087	(9,959)	-	535
<i>Cambridge City Foodbank</i>	-	2,083	(2,083)	-	-
<i>Anglia Ruskin University</i>	-	8,750	(8,750)	-	-
Total	78,716	869,159	(851,032)	-	96,842

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2022

The Evelyn Trust – An initial two year project to support GP outreach work which finished in July 2018 followed by a further extension grant for two years.

Big Lottery Advice Plus – All funding has been spent and the closing balance consists only of undepreciated fixed assets purchased within the funding.

Big Lottery Awards for All – to provide audio-visual equipment in the training facilities at Devonshire Road for the purpose of generating further income for the bureau.

Big Lottery Help through Crisis – Five year fund to support individuals and key agencies via crisis casework and advocacy. Funding instalments span across the bureau's financial year.

National Lottery Coronavirus Community Support Fund – to provide crisis information and advice to local people impacted by the Coronavirus pandemic.

Cambridge City Council - Core Funding - To deliver core CAB services to the people of Cambridge. The closing fund balance consists only of undepreciated fixed assets purchased with the funding.

Cambridge City Council – Outreach – To provide specialist workshops to community groups on topics such as housing and employment.

Cambridge City Council – Specialist Welfare Rights – To provide casework service 5 days a week including benefits appeals and representation, training and updates to external agencies.

Cambridge City Council - Financial Capability - To support the training of groups and individuals to help them better understand how to manage their money.

Cambridge City Council – Homelessness Prevention – Specialist independent support, advice and representation around housing and debt issues.

Cambridge City Council – Personal Budgeting Support – Money management advice to people receiving Universal Credit.

Cambridge City Council - One-off funding - Funding to support the provision of touch screen kiosks in the City. All funding has been spent and the closing balance consists only of undepreciated fixed assets purchased with the funding.

Citizens Advice - Energy Advice Programme - Funding to deliver 1:1 advice on energy awareness and savings.

Citizens Advice – Help to Claim – grant awarded for 3 year project funding to provide advice to clients on the Universal Credit scheme.

Citizens Advice – BEIS Remote Working Equipment – To fund the purchase of laptops and headsets for use by advisor staff and volunteers working remotely. Funding comes via Citizens Advice from the Department of Business, Energy and Industrial Strategy.

Citizens Advice – BEIS Softphones – To enable the service to increase capacity to respond to the immediate demand for advice arising from Covid-19 in a cost-effective manner. Funding comes via Citizens Advice from the Department of Business, Energy and Industrial Strategy.

Citizens Advice – Money and Pensions Service (MAPS) – To increase debt advice capacity by funding a full time debt advisor.

Citizens Advice – Trussell Trust Foodbank Service – Funding provided from Trussell Trust via Citizens Advice to provide telephone helpline advice to foodbank clients or potential clients.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2022

Greater Cambridge Partnership - Investing in Communities - Finance for capital funding towards the ICT investment of the Advicehub project. All funding has been spent and the closing balance consists only of undepreciated fixed assets purchased with the funding.

John Huntingdon Charity, Sawston - Providing specialist debt casework for the residents of Sawston and the surrounding areas.

South Cambridgeshire District Council Core Funding - Grant to deliver core CAB services to the people of South Cambridgeshire.

South Cambridgeshire District Council – Housing Debt Advice – To provide debt advice to local residents in the Cambourne area.

South Cambridgeshire District Council GP Outreach – Funding to deliver an outreach generalist service at Longstanton and Willingham GP surgeries.

Cambridge Housing Society Winter Fund – To deliver grants to individuals in need on behalf of Cambridgeshire County Council.

Cambridgeshire Community Fund – £1,000 Winter Appeal to provide emergency fuel payments to individuals.

Cambridge City Foodbank – To provide training and support to Foodbank volunteers to engage effectively with their clients to April 2020.

Anglia Ruskin University – To support businesses in the Covid-19 pandemic with support for placement of one student from the University.

16b Unrestricted Funds – current year

	At 1 April 2021 £	Income £	Expenditure £	Transfers £	At 31 March 2022 £
General Fund	130,698	107,027	(129,351)	(2,943)	105,430
Designated funds					
66 Devonshire Road	570,000	24,171	(27,114)	2,943	570,000
Revaluation Reserve	197,000	7,000	-	-	204,000
Development Reserve	80,000	-	-	-	80,000
Building Maintenance	20,000	-	-	-	20,000
Total Designated Funds	867,000	31,171	(27,114)	2,943	874,000
Total Unrestricted funds	997,698	138,198	(156,465)	-	979,430

Unrestricted Funds – prior year

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
General Fund	80,837	125,286	(75,123)	(302)	130,698
Designated funds					
66 Devonshire Road	570,000	25,933	(26,235)	302	570,000
Revaluation Reserve	197,000	-	-	-	197,000
Development Reserve	80,000	-	-	-	80,000
Building Maintenance	20,000	-	-	-	20,000
Total Designated Funds	867,000	25,933	(26,235)	302	867,000
Total Unrestricted funds	947,837	151,219	(101,358)	-	997,698

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Notes to the Financial Statements (continued) For the Year Ended 31 March 2022

The 66 Devonshire Road Fund relates to the property purchased by the bureau when they moved out of rented premises. The fund transfers reflect the updated net book value of the property, including investment part, less mortgage outstanding. The aim is to achieve surpluses on the investment property element to pay off the capital element of the annual mortgage until it is paid off.

The Revaluation Reserve is made up of the accumulated gain on value of the property at 66 Devonshire Road.

The Development Fund was created from an award from the JP Getty Foundation. This is being held to prepare for expenditure on projects where the bureau requires to match-fund contributions from other organisations or donors.

The Building Maintenance Fund was created to set aside essential upgrade and replacement of building infrastructure.

17 Analysis of net assets between funds

	General £	Designated £	Restricted £	Total £
As at 31 March 2022				
Fixed Assets – Tangible Assets	-	527,695	50,325	578,020
Fixed Assets - Investments	500	774,000	-	774,500
Net Current Assets	104,930	211,073	29,882	345,885
Long Term Liabilities	-	(638,768)	-	(638,768)
	<u>105,430</u>	<u>874,000</u>	<u>80,207</u>	<u>1,059,637</u>
As at 31 March 2021				
Fixed Assets – Tangible Assets	2,101	527,695	65,401	595,198
Fixed Assets - Investments	500	767,000	-	767,500
Net Current Assets	128,097	239,268	31,441	398,805
Long Term Liabilities	-	(666,963)	-	(666,963)
	<u>130,698</u>	<u>867,000</u>	<u>96,842</u>	<u>1,094,540</u>

18 Related Party Transactions

During the year, there were no other related party transactions (2021: £nil).

19 Contingent Liabilities

There is a potential VAT liability under the Capital Goods Scheme, due over the next 3 years estimated at a present value of £7,000 (2021: £7,000). This has arisen due to the level of taxable supplies falling in comparison to those levels made when the Devonshire Road building project was being undertaken.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report – Structure, Governance & Management

Governing Document

The bureau was originally set up as a charity in September 1939 but subsequently changed its status to a charitable company limited by guarantee by incorporation on 26 April 1996 and was registered under a new charity number on 13 June 1996. The company is established under a Memorandum of Association which identifies its objects and powers and is governed under its Articles of Association. In the event of the company being wound up every member (including members who ceased to be members within one year prior to such winding up) would be required to contribute to the company's assets an amount not exceeding £1.

The Charity's objects are to promote any charitable purpose for the benefit of the community in the area of the City of Cambridge, South Cambridgeshire District Council and elsewhere ("the area of benefit") by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Recruitment and Appointment of New Trustees

The maximum number of trustees is 21 and the minimum is 4. Trustees are either elected at the annual general meeting, or nominated by member organisations or co-opted by the trustee board (provided that the number of co-opted trustees does not exceed one third of the total number of trustees). All elected and nominated trustees shall retire from office at the third annual general meeting following their election or appointment respectively but may be re-elected or reappointed for a further term.

In addition to the above trustees, the following attend the board meetings as non-voting members:

Rachel Talbot - Chief Executive
Richard Curtis, Morice Mendoza - representing the staff
Stephen Thornton, Robin Young – representing the volunteers
Cllr Jose Hales - representing South Cambridgeshire District Council
Jackie Hanson - observer from Cambridge City Council
Rachid El Oualet – Business Support Manager from Citizens Advice

Organisational Structure

Governance

The organisation has role descriptions for the trustees, the chairman, the vice chairmen, the honorary treasurer and the company secretary and these are reviewed from time to time.

Good governance is achieved through the following subcommittee and group structure. The organisation has an Operations Committee, a Staff/Personnel Committee, an Appeals Committee and a Research and Campaigns Group. Each of these report to the trustee board. The Chief Executive attends all meetings of the sub committees and some of the working groups.

- 1 Operations Committee
 Functions: Monitoring, challenging and approval of all budgets/end of year accounts/projects/contracts, strategic and business planning/salaries.

 There is a standing invitation to all Board Members to attend the meetings of this committee if they so wish.
- 2 Staff/Personnel Committee
 Functions: Annual review of HR matters and review of changes in staff and volunteer issues as and when needed. This committee leads on salary and remuneration reviews.
- 3 Appeals Committee
 Functions: To process disciplinary and grievance issues at the appropriate stage of the procedure.
- 4 Research and Campaigns Group
 Functions: To determine the Research and Campaigns strategy and to oversee the quality of this work.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report – Structure, Governance & Management (continued)

The Chief Executive is responsible to the Board:

- for management, development and strategic planning
- to show vision and leadership in the continuing development of CCAB
- to serve and advise the trustee board of Directors in carrying out their responsibilities, in maintaining an overview of the organisation and in making appropriate strategic, policy and financial decisions.

Remuneration Policy.

Salaries follow the NJC guidelines and this sets the cost of living rises each year. The CEO salary is reviewed by a sub group of the board which is led by the Chair of the Personnel committee and consists of the Chair of the Board, the 2 Vice Chair and the Treasurer.

Regulation

CCAB is regulated by the Financial Conduct Authority FRN: 617537

CCAB is a qualified Living Wage employer

CCAB is regulated under the Advice Quality Standard and the Money Advice Service quality framework

Induction and Training of New Trustees

New trustees are provided with an 'Induction Pack' covering such topics as legal status and governance, structure, organisation and staffing, finances, policy and strategy. They are invited to attend the bureau and observe service delivery. In addition, to familiarise themselves with the charity and the context within which it operates, new trustees are invited and encouraged to attend training courses organised by Citizens Advice and to attend specialised training where it is considered to be appropriate.

Citizens Advice

The charity is a member of Citizens Advice (CA) and is regulated by its membership requirements and its aims, principles and policies.

Risk management

The Trustee Board has approved the risk management strategy and reviews the risk assessment regularly. CCAB has identified high and medium level operational level risks in IT, HR and Finance.

Risks are identified and evaluated in the following ways:

Regular reviews are performed by the Trustee Board in order to assess the likelihood and impact, relevance of risks, current strategies applied and the strength of the strategies. The residual risk is identified and action plans are created to further mitigate risk.

The Trustee Board is responsible for monitoring external developments that may impact on the organisation.

Comprehensive budgeting systems and financial reporting, which indicate financial performance against the budget, and forecasts are reviewed and agreed by the Operations Committee and the Trustee Board.

The most significant risks faced by CCAB have been identified by the Trustee Board and relate to the following:

- CEO on long term sickness or dies
- Cuts to Local Authority funding
- Lack of the right quality of volunteers to fill advice rotas
- Information breach

These risks are mitigated by:

- a Deputy CEO Post
- diversifying our funding streams
- changing our selection and training system
- rigorous training, new policies, spot checking under GDPR.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Trustees' Report – Structure, Governance & Management (continued)

Information assurance

An Information Assurance Accounting Officer at Board level has been identified as Dr George Reid to ensure that the confidentiality, integrity and availability of all our sensitive data assets are maintained to a level which is consistent with the requirements of our clients and our funding/strategic partners.

In addition to the internal risk analysis, CCAB has taken an active part in the CA membership scheme review which has involved new Financial Health Monitoring, Leadership Self-Assessment and Quality of Advice Assessment.

Public Benefit

The Trustees have complied with the duty in Section 4 of the 2006 Charities Act to have due regard to guidance published by the Charity Commission when exercising any powers or duties to which the guidance is relevant. CCAB provides free advice services to the general public of Cambridge and surrounding areas by the means of face-to-face, phone, email and remote (web based) systems. The issue of public benefit was reviewed at the trustees meeting on 2nd November 2020. During this and the previous year a qualifying third party indemnity provision was in force for the benefit of the Trustees.

CAMBRIDGE & DISTRICT CITIZENS ADVICE BUREAU

Reference & Administrative Details

COMPANY NUMBER	03191085 (England & Wales)	
CHARITY NUMBER	1056102	
TRUSTEES	Mr A K Arain	(appointed 19.07.21)
	Ms J C Belman	
	Mr A Bridges	Hon Treasurer
	Dr N W Brown OBE	Chairman (resigned 1.11.21)
	Ms Marion Cable	(appointed 19.07.21)
	Mr C Claxton-Shirley	
	Dr P M Gray	
	Mr B Humphrey	Vice Chairman
	Mr R Hunting-Jones	(resigned 24.09.21)
	Ms A Jackson	Chair (appointed 6.1.22)
	Mr R Johnson	(appointed 9.08.21)
	Ms Linda Jones	(appointed 17.5.21)
	Dr D A Livesey	
	Mrs C Lloyd-Evans	
	Dr C Powell	(appointed 14.03.22)
	Dr G A Reid	Vice Chairman
	Mr K Stonell	
	Mr G E D Wilson	

Dr Mia Gray is nominated by the University of Cambridge.

COMPANY SECRETARY	A Abraham
SENIOR STATUTORY AUDITOR	Helena Wilkinson
PRINCIPAL OFFICE	66 Devonshire Road Cambridge Cambridgeshire CB1 2BL
AUDITORS	Price Bailey LLP Tennyson House Cambridge Business Park Cambridge CB4 0WZ
BANKERS	Barclays Bank plc 11 St Andrews Street Cambridge CB2 3AA
SOLICITORS	Tees Law Titan House Castle Park Cambridge CB3 0AY
PATRONS	Lady Cass Lady Chadwyck-Healey Dr Pamela Raspe Cazzy Walshe