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**Greenwich Citizens Advice Bureaux Limited**  
(a company limited by guarantee)

**Financial Statements**

**For the year ended 31 March 2022**

Company No. 3346379 (England and Wales)  
Charity No. 1064404

**Greenwich Citizens Advice Bureaux Limited**  
**Index to the Financial Statements**  
**For the year ended 31 March 2022**

**Contents**

Reference and administrative details	2
Report of the Trustee Board	3
Independent auditor's report	11
Statement of financial activities	14
Balance sheet	15
Statement of cash flows	16
Notes to the financial statements	17
Previous reporting period information	29

**Greenwich Citizens Advice Bureaux Limited**  
**For the year ended 31 March 2022**

**REFERENCE AND ADMINISTRATIVE DETAILS**

**Trustees**

The following served as company directors and charity trustees during the year:

		<b>Appointed</b>	<b>Resigned</b>
Thomas Quinn	Chair	14.03.2016	
Robert Craig	Treasurer	09.07.2018	
Marine Andre		17.05.2021	
Daniel Barrett		28.03.2022	
Rachel Dabiri		08.11.2021	
Craig Marsden		17.05.2021	
Oliver Steeple		14.09.2020	
Edward Walker		28.03.2022	
Catherine Webster		14.09.2020	
Maria Parpou		19.03.2014	08.11.2021
Cindi Van Graan		14.01.2008	08.11.2021

All members of the Trustee Board are members of the company and guarantee to contribute to its assets in the event of it being wound up such amounts as may be required not exceeding £1.

The Trustees have no beneficial interest in the company and are not remunerated.

**Auditors**

Goldwins Limited  
75 Maygrove Road  
West Hampstead  
London NW6 2EG

Goldwins were re-appointed as auditors at the AGM in November 2021.

**Bankers**

Unity Bank

## **Report of the Trustee Board**

The Trustees present their Report and the Financial Statements for the year ended 31 March 2022.

The legal and administrative information set out on page 2 forms part of this Report. The Financial Statements comply with statutory requirements, the Memorandum and Articles of Association and the Statement of Recommended Practice – Accounting and Reporting by Charities.

### **OBJECTIVES AND ACTIVITIES**

**Our vision** Everyone will be able to access free advice to find a way forward.

**Our mission**

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

**Our values**

Valuing diversity  
Independent and impartial advice  
Confidentiality  
Free advice  
Working with integrity  
Challenging discrimination  
Promoting equality  
Collaboration and partnership work  
Accessible high quality advice

**Our objectives**

Objective [1] To improve people's quality of life by providing effective high quality information, advice and casework services to people in the Borough of Greenwich, and seafarers and their dependents in the UK.

Objective [2] To create Social Value for the community of local people and for seafarers and their dependents in the UK. This includes working with volunteers, training and support, partnership working, campaigning and influencing work and through our role as part of the national Citizens Advice Service.



**Greenwich Citizens Advice Bureaux Limited**  
**For the year ended 31 March 2022**

**Activities**

**-Advice Services**

- Provide high quality advice services which make a real difference to our clients.
- Welfare benefits and tax credits advice
- Debt advice and financial capability training
- Other advice areas

**-Social Value**

- Training and support for volunteers and people on work placements
- Community engagement and local partnerships
- Campaigning and influencing work

**STRUCTURE, GOVERNANCE AND MANAGEMENT**

Greenwich Citizens Advice Bureaux Ltd (GCAB) is a registered charity and a company limited by guarantee, governed by its Memorandum and Articles of Association. The Trustee Board is responsible for its governance and the Chief Executive for its management. The Trustee Board may comprise up to twelve members. A quorum is three members. Trustees are normally recruited through advertising or following a recommendation. Any suitable candidate is interviewed by the Chair of the Board and the Chief Executive. If they are considered suitable, references will be taken up. After that they will attend a Board meeting, after which the Board decide whether to appoint them.

Once appointed, a Trustee will be trained over a period of approximately six months. This will include spending time with the Chair, the Treasurer and the Chief Executive, reading a number of documents that are fundamental to an understanding of GCAB, going on any relevant courses, being shown the offices, meeting the staff and sitting in on advice sessions. There is a thorough induction process in place.

The Trustee Board currently meets five times a year. Meetings are attended by the Chief Executive, a minute-taker and a staff representative. Various reports and papers are discussed. These are principally prepared by the Chief Executive, but may be prepared by others, including the Chair and the Treasurer. Decisions on any relevant issue are made by the Board. Ad hoc Board meetings may be convened as required. The AGM takes place before the November Trustee Board meeting annually.

The Trustee Board are responsible for setting pay for key management personnel. Pay for key management personnel will always be discussed and agreed during the confidential section of Trustee Board meetings without any staff present. The Board take into account a range of benchmarks and criteria when setting pay, including the Job Description and role, NJC payscales and salaries for equivalent posts in London.

## **Statement on public benefit**

The section below covering the achievements and performance of the charity sets out the activities carried out for public benefit. The Trustees confirm that they have complied with the duty in section 17 of the Charities Act 2011 to have due regard to public benefit guidance published by the Commission in determining the activities undertaken by the charity.

In the interest of transparency the Trustees make the following observations on the two key principles of public benefit.

### **Principle 1: there must be an identifiable benefit or benefits**

- It must be clear what the benefits are — these are set out below.
- The benefits must be related to the aims — the Trustees review the activities of the charity against its aims on an ongoing basis and are satisfied that all activities continue to be related to the aims.
- Benefits must be balanced against any detriment or harm — no specific issues of detriment or harm have been identified.

### **Principle 2: benefit must be to the public or a section of the public**

- The beneficiaries must be appropriate to the aims — the beneficiaries are people from the Royal Borough of Greenwich and surrounding areas and seafarers and their dependants in the UK.
- Where the benefit is to a section of the public, the opportunity to benefit must not be unreasonably restricted by geographical or other restrictions; or by the ability to pay any fees charged.
- People in poverty must not be excluded from the opportunity to benefit — the charity's services are provided free to beneficiaries.
- Any private benefits must be incidental — a number of private benefits do necessarily arise from the activities of the charity. In particular, the charity finds it essential to employ and remunerate staff. These private benefits are, however, incidental as they are a necessary by-product of carrying out the charity's aims.



## **ACHIEVEMENTS AND PERFORMANCE IN THE YEAR 2021-22**

In the year 2021-22 GCAB provided high quality advice services to people in the Royal Borough of Greenwich and to seafarers and their families across the United Kingdom. GCAB advice services benefit the local community and seafarers and their dependents in many ways including tackling poverty, reducing debt, preventing homelessness, promoting equality and challenging discrimination.

In 2021-22 GCAB delivered advice to 3,640 unique clients (this is individual people who are counted once only during the year no matter how many times they came for advice) and dealt with 16,600 issues. £5.5 million in financial outcomes was identified for our clients. This figure includes debt write-offs, benefit and tax credit entitlement (calculated over one year) and lump sums, and charitable grants. 280 cases of homelessness were prevented.

As a member of the National Citizens Advice Service for England and Wales, GCAB must comply with the Citizens Advice Performance Quality Framework which includes continuous checking of quality of advice, a "People Survey", an annual "Leadership Survey", monitoring of client satisfaction and an audit every three years. GCAB has met all required standards and provides high quality advice services.

The services delivered in The Royal Borough of Greenwich include generalist and debt advice services for people living in the Borough and the Citizens Advice Universal Credit Help to Claim service. During 2020-21 most services were provided remotely, primarily by telephone, due to the pandemic and renovation work on our offices.

GCAB is funded by the Royal Borough of Greenwich to provide an unrestricted debt service to people in the borough. GCAB is also funded by the Royal Borough of Greenwich to provide a debt advice service with the aim of preventing homelessness.

GCAB has a contract with We are Digital to provide debt and money management services to L&Q tenants through the "Pound Advice" project. Debt advice is also delivered to University of Greenwich Students, through a project funded by the University which is now in its third year.

GCAB also received funding from The Mercers' Company in 2021-22 to provide advice as part of The Clockhouse Hub, a collaborative project which provides food, advice and support to people in the Woolwich Dockyard area. This project has been expanded to cover other areas in the Borough, initially as a one year pilot in 2022-23, and GCAB now have 1.4FTE advisers as part of this service.

In 2020-21, GCAB was part of the national Citizens Advice's Universal Credit Help to Claim project. This was funded by the DWP via a contract with Citizens Advice. GCAB received funding to provide support to new Universal Credit claimants to help them with the process of claiming Universal Credit up to the point of first payment. GCAB's involvement with this service ended on 31<sup>st</sup> March 2022.



## **Greenwich Citizens Advice Bureaux Limited**

### **For the year ended 31 March 2022**

GCAB runs the The Seafarers' Advice & Information Line (SAIL). This service was set up specifically with the needs of seafarers in mind and is accessible from anywhere in the UK and by people who are at sea. It is principally a telephone advice line, although letter and e-mail advice are also given.

SAIL advisers provide an in-depth casework service for active and retired merchant seafarers, fishers, Royal Navy, Royal Marines and their families. SAIL also provides second tier support on advice issues to other maritime agencies.

SAIL is funded by Seafarers Hospital Society, The Seafarers' Charity and Greenwich Hospital and GCAB very much appreciates their support.

All at GCAB greatly appreciate the continued financial support of the Royal Borough of Greenwich, the Seafarers Hospital Society, The Seafarers' Charity, Greenwich Hospital, Peabody, We are Digital/L&Q, University of Greenwich, The Mercers' Company, Citizens Advice, DWP, Big Lottery and all of our other funders and supporters.

GCAB continues to progress positively and we shall try to meet the needs of seafarers and their dependents and all those in Greenwich who require advice from us. Our aim is to seek appropriate funding to maintain and develop our service over the coming year.

### **Plans for Future Periods**

The GCAB Strategic Plan for 2021 – 2024 sets out in full the charity's plans for the future including our aims and key objectives for the period, together with activities planned to achieve them. The GCAB Strategic Plan is reviewed annually.

The GCAB Strategic Plan states our mission, objectives and activities as set out above.

In 2022-23 we will prioritise developing all advice services to meet demand for advice, which we anticipate will be great due to the current cost of living situation. This will include developing the University of Greenwich advice service with the aim of securing continuation funding; seeking additional funding to expand SAIL and services in Greenwich; Royal Borough of Greenwich commissioning; and developing and delivering the outreach pilot successfully.

## **FINANCIAL REVIEW**

### **Risk Assessment**

The Trustees keep all major risks to the organisation under review. We have a formal risk assessment process in place, the outcomes of which are reported to the Trustees and appropriate action taken.

**Greenwich Citizens Advice Bureaux Limited**  
**For the year ended 31 March 2022**

A risk assessment is undertaken annually using the national Citizens Advice service template. This covers the following categories in detail:

- Finance
- Governance
- Management
- Service Delivery
- Social policy (Research and Campaigning)
- Stakeholder relationships
- Engagement with the wider service
- IT/systems
- Premises
- Information Assurance

The risk assessment includes:

- Identification of risks in each of the categories listed above
- Assessment of gross risk
- A statement to show the controls in place to mitigate the risk
- Assessment of net risk after mitigation
- Action to be taken to decrease the risk.

The risk assessment agreed at the Trustee Board meeting of 16 May 2022 showed one area of concern rated amber which we expect to become yellow or green at the July meeting and the rest rated yellow and green. The risk assessment is reviewed at each Board meeting under confidential business.

### **Reserves Policy**

Reserves are held to help the charity operate effectively. The GCAB Trustee Board keeps the reserves policy and the level of reserves held under review. The Trustee Board monitors the level of reserves held throughout the year as part of the normal monitoring and budgetary reporting processes. There is also an annual review of the reserves policy.

When reviewing and monitoring the reserves policy the GCAB Trustee Board ensure that they:

- identify when reserves are drawn on so that they understand the reasons and can consider the corrective action, if any, that needs to be taken;
- identify when reserve levels rise significantly above target so that they understand the reasons and can consider corrective action, if any, that needs to be taken;
- identify where the reserves level is below target, consider whether this is due to short-term circumstance or longer term reasons which might trigger a broader review of finances and reserves;
- regard the ongoing review of the reserves level, target and policy as part of managing the charity;



- 
- ensure the reserves policy continues to be relevant as the charity develops or changes its strategy and activities;
- review the statement on reserves in the trustees' annual report where there have been significant changes in the reserves policy or level of reserves held.

In this way the Trustees are aware of the build up of excess reserves or of reserves being unexpectedly or rapidly depleted.

The GCAB Trustee Board has approved a reserves policy which is based on the findings of the organisational risk assessment, as set out below.

### **Unrestricted reserves**

The trustees believe that the organisation should hold financial reserves in order to ensure that the charity can continue to operate and meet the needs of clients in the event of unforeseen and potentially financially damaging circumstances arising.

The trustees consider that it would be prudent to aim to set aside an amount equivalent to *two months' operating expenditure or £100,000, whichever is the greater. This level of reserves is deemed to be an achievable target.*

### **Designated reserves**

In addition, unrestricted funds have been designated for the following purposes:

***Contractual commitment reserve*** - a reserve to ensure that the organisation is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise. At least £20,000 is agreed as a target.

***Development reserve*** - a reserve to allow the organisation to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such proposals. At least £5,000 recommended.

### **Restricted reserves**

These funds are restricted by the donor or funder and cannot be used for the general purposes of the organisation. 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.



**Greenwich Citizens Advice Bureaux Limited**  
**For the year ended 31 March 2022**

**Financial Position and Available Funds**

The statement of financial activities shows a total deficit for the year of £30,042 (2021: a deficit of £88,660). Reserves at 31 March 2022 were £139,789 (2021: £161,066) of unrestricted reserves and £98,595 (2021: £105,360) of restricted funds required to finance ongoing restricted funded programmes and activities. Included in restricted funds are underspent grants which have been agreed to carry forward for ongoing projects.

**TRUSTEES' RESPONSIBILITIES IN RELATION TO THE FINANCIAL STATEMENTS**

The Trustees are required by company law 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 its financial position at the end of that year. In preparing those Financial Statements the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the policies adopted are in accordance with the Companies Act 2006 and with applicable accounting standards and statements of recommended practice, subject to any material departures disclosed and explained in the Financial Statements;
- prepare the Financial Statements on the going concern basis unless it is inappropriate to assume that the charity will continue in operation.

The Trustees are responsible for keeping proper accounting records which 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

Approved by the Trustee Board on 11<sup>th</sup> July 2022 and signed on its behalf by



.....  
**Tom Quinn**  
Chair

## **Independent auditors' report to the members of Greenwich Citizens Advice Bureaux Limited**

### **Opinion**

We have audited the financial statements of Greenwich Citizens Advice Bureaux Limited for the year ended 31 March 2022 which comprise the Statement of Financial Activities, the Balance Sheet, statement of cash flows and the related notes. 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).

### **Opinion on financial statements**

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021 and of 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 directors with respect to going concern are described in the relevant sections of this report.

### **Other information**

The trustees are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.



### **Opinion on other matter prescribed by the Companies Act 2006**

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

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

### **Matters on which we are required to report by exception**

In the light of the knowledge and understanding of the Charity and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report.

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

- adequate accounting records have not been kept or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

### **Responsibilities of the trustees**

As explained more fully in the Trustees' Responsibilities Statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view and for such internal control as they 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.

### **Our 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 extent to which our procedures are capable of detecting irregularities, including fraud are set out below.

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

- We enquired of management, which included obtaining and reviewing supporting documentation, concerning the charity's policies and procedures relating to the internal controls established to mitigate risks related to fraud or non-compliance with laws and regulations.
- We inspected the minutes of meetings of those charged with governance.
- We reviewed the financial statement disclosures and tested these to supporting documentation to assess compliance with applicable laws and regulations.
- In addressing the risk of fraud through management override of controls, we tested the appropriateness of journal entries and other adjustments, assessed whether the judgements made in making accounting estimates are indicative of a potential bias and tested significant transactions that are unusual or those outside the normal course of business.

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. 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 for the audit of the financial statements is located on the Financial Reporting Council's website at: [[www.frc.org.uk/auditorsresponsibilities](http://www.frc.org.uk/auditorsresponsibilities)]. This description forms part of our auditor's report.

#### **Use of our report**

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

.....  
**Anthony Epton (Senior Statutory Auditor)**  
**for and on behalf of**

Goldwins Limited  
Statutory Auditor  
Chartered Accountants  
75 Maygrove Road  
West Hampstead  
London NW6 2EG



**Greenwich Citizens Advice Bureaux Limited**  
**Statement of Financial Activities (incorporating an income and expenditure account)**  
**For the year ended 31 March 2022**

		Unrestricted Funds £	Restricted Funds £	2022 Total Funds £	2021 Total Funds £
	Notes				
<b>Income from</b>					
Charitable activities	2				
Bureaux services		4,000	405,836	<b>409,836</b>	513,888
Debt advice services		62,711	107,000	<b>169,711</b>	173,640
Seafarers advice & information line		-	401,363	<b>401,363</b>	321,560
Service development		-	-	-	8,182
Other	3	-	-	-	11,334
<b>Total income</b>		<b>66,711</b>	<b>914,199</b>	<b>980,910</b>	1,028,604
<b>Expenditure on</b>					
Charitable activities					
Bureaux services		5,852	393,016	<b>398,868</b>	486,941
Debt advice services		53,473	124,954	<b>178,427</b>	147,193
Seafarers advice & information line		6,489	427,168	<b>433,657</b>	432,730
<b>Total expenditure</b>	4	<b>65,814</b>	<b>945,138</b>	<b>1,010,952</b>	1,066,864
<b>Net (expenditure)/income for the year before transfers</b>		897	(30,939)	<b>(30,042)</b>	(38,260)
Transfer Between Funds	14	(24,174)	24,174	-	-
<b>Net (expenditure)/income before other recognised gains/(losses)</b>		(23,277)	(6,765)	<b>(30,042)</b>	(38,260)
Actuarial gains / (losses) on defined benefit pension schemes		-	-	-	(50,400)
<b>Net movements in funds</b>		<b>(23,277)</b>	<b>(6,765)</b>	<b>(30,042)</b>	<b>(88,660)</b>
<b>Reconciliation of funds</b>					
Total funds brought forward		163,066	105,360	<b>268,426</b>	357,086
<b>Total funds carried forward</b>		<b>139,789</b>	<b>98,595</b>	<b>238,384</b>	268,426

The Statement of Financial Activities includes all gains and losses recognised in the year. All incoming resources and resources expended derive from continuing activities.

**Greenwich Citizens Advice Bureaux Limited**  
**Balance Sheet**  
**As at 31 March 2022**

		2022	2021
		£	£
	Notes		
<b>Fixed assets</b>			
Tangible assets	9	-	-
<b>Current assets</b>			
Debtors	10	83,278	63,878
Cash at bank and in hand	16	<u>371,261</u>	<u>390,410</u>
		<b>454,539</b>	<b>454,288</b>
<b>Liabilities</b>			
Creditors: amounts falling due within one year	11	<u>(81,155)</u>	<u>(41,862)</u>
<b>Net current assets</b>		<u><b>373,384</b></u>	<u><b>412,426</b></u>
<b>Net assets excluding pension liability</b>		<b>373,384</b>	<b>412,426</b>
Defined benefit pension scheme liability		<u><b>(135,000)</b></u>	<u><b>(144,000)</b></u>
<b>Total net assets</b>		<u><u><b>238,384</b></u></u>	<u><u><b>268,426</b></u></u>
<b>The funds of the charity</b>	14		
Restricted funds		98,595	105,360
Unrestricted funds:			
Designated funds		25,000	25,000
General funds		249,789	282,066
Pension deficit fund		<u>(135,000)</u>	<u>(144,000)</u>
Total unrestricted funds		<u><b>139,789</b></u>	<u><b>163,066</b></u>
<b>Total funds</b>		<u><u><b>238,384</b></u></u>	<u><u><b>268,426</b></u></u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime within Part 15 of the Companies Act 2006. In the opinion of the trustees, the Company is entitled to these exemptions as a small company.

The financial statements were approved by the Board of Trustees on 11 July, 2022 and signed on their behalf by:

Robert Craig  
Treasurer

  
Tom Quinn  
Chair

Company Registration No.3346379

The attached notes form part of the financial statements.



Greenwich Citizens Advice Bureaux Limited  
Statement of cash flows  
For the year ended 31 March 2022

	Note	2022 £	2021 £
Net cash provided by / (used in) operating activities	15	<u>(19,149)</u>	<u>(106,323)</u>
Change in cash and cash equivalents in the year		(19,149)	(106,323)
Cash and cash equivalents at the beginning of the year		<u>390,410</u>	<u>496,733</u>
Cash and cash equivalents at the end of the year	16	<u><u>371,261</u></u>	<u><u>390,410</u></u>

## **1 Accounting policies**

### **a Basis of preparation of financial statements**

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

The charitable company 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 or note.

### **b Going concern**

The trustees consider that there are no material uncertainties about the charitable company's ability to continue as a going concern. In reaching that conclusion, the trustees have considered the impact of the COVID -19 pandemic on future activities and cash flows. There has been a significant change to service delivery in the move from face to face work with clients to other methods of provision of advice services, but any additional expenditure as a result of this has been covered by funders. Funding is secured and the trustees are confident that it will not be affected by the pandemic.

### **c Income**

Income is recognised when the charity has entitlement to the funds, any performance conditions attached to the income have been met, it is probable that the income will be received and that the amount can be measured reliably.

Income from government and other grants, whether 'capital' grants or 'revenue' grants, is recognised when the charity has entitlement to the funds, any performance conditions attached to the grants have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Income received in advance for the provision of specified service is deferred until the criteria for income recognition are met.

### **d Donations of gifts, services and facilities**

Donated professional services and donated facilities are recognised as income when the charity has control over the item or received the service, any conditions associated with the donation have been met, the receipt of economic benefit from the use by the charity of the item is probable and that economic benefit can be measured reliably. In accordance with the Charities SORP (FRS 102), volunteer time is not recognised so refer to the trustees' annual report for more information about their contribution.

On receipt, donated gifts, professional services and donated facilities are recognised on the basis of the value of the gift to the charity which is the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market; a corresponding amount is then recognised in expenditure in the period of receipt.

### **e Interest receivable**

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the charity; this is normally upon notification of the interest paid or payable by the bank.

## 1 Accounting policies (continued)

### f 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. Restricted funds are donations which the donor has specified are to be solely used for particular areas of the charity's work or for specific projects being undertaken by the charity.

### g 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. Expenditure is classified under the following activity headings:

- Costs of raising funds comprise of trading costs and the costs incurred by the charitable company in inducing third parties to make voluntary contributions to it, as well as the cost of any activities with a fundraising purpose.
- Expenditure on charitable activities includes the costs of delivering services and other activities undertaken to further the purposes of the charity and their associated support costs. Where costs cannot be directly attributed, they have been allocated to activities on a basis consistent with their use of resources.

Premises costs by desk space as follows:

Bureaux services	66.3%
Money advice services	32.6%
Governance	0.4%
Support costs	0.7%

Other costs of administration are allocated on a per capita basis as follows:

Bureaux services	38.2%
Money advice services	16.5%
Seafarers' advice & information line	44.7%
Governance	0.2%
Support costs	0.4%

- Other expenditure represents those items not falling into any other heading.
- Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

### h Allocation of support costs

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities. Support costs comprise the salary and overhead costs of the central function.

Governance costs are the costs associated with the governance arrangements of the charity. These costs are associated with constitutional and statutory requirements and include any costs associated with the strategic management of the charity's activities.

Support and governance costs are re-allocated to each of the activities on the following basis which is an estimate, based on staff time, of the amount attributable to each activity

Bureaux services	38.4%
Money advice services	18.3%
Seafarers' advice & information line	43.3%



**1 Accounting policies (continued)**

**i Operating leases**

Rental charges are charged on a straight line basis over the term of the lease.

**j Tangible fixed assets**

Items of equipment are capitalised where the purchase price exceeds £1,000. Depreciation is provided at rates calculated to write down the cost of each asset to its estimated residual value over its expected useful life. The depreciation rates in use are as follows:

Computer and office equipment	33% straight line basis
Fixtures and fittings	33% straight line basis

**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.

**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 and provisions**

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

**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.

**o Pension funds**

The charitable company operated a defined contribution scheme which was a funded scheme and the assets were held externally of the charity. The company contributed 5.1% of gross pay to the scheme for anyone who transferred from the previous scheme. Stakeholder pension arrangements were also in place for employees not in the NACAB scheme.

From July 2016, the charitable company replaced these pension schemes with an auto enrolment pension scheme offered to all employees to which they make contributions unless they choose to opt out. The pension cost charge represents contributions payable by the charitable company to the scheme. The charitable company has no liability under the scheme other than for the payment of those contributions.

Greenwich Citizens Advice Bureaux Limited  
Notes to the Financial Statements  
For the year ended 31 March 2022

**2 Income from charitable activities**

	Unrestricted £	Restricted £	2022 Total £	2021 Total £
<b>Bureaux services</b>				
Bureaux staff & running costs (RB Greenwich)	-	200,000	200,000	200,000
Help to Claim (CitA)	-	205,836	205,836	283,875
Outreach work (Clockhouse)	4,000	-	4,000	5,000
Covid-19 support (Big Lottery)	-	-	-	25,013
<b>Total bureau services 2022</b>	<b>4,000</b>	<b>405,836</b>	<b>409,836</b>	<b>513,888</b>
Total bureau services 2021	5,000	508,888		
<b>Debt advice services</b>				
Greenwich money advice service (RB Greenwich)	-	40,000	40,000	40,000
Outreach money advice service (RB Greenwich)	-	63,000	63,000	63,000
Outreach money advice service (Peabody)	-	4,000	4,000	4,000
Debt advice service (University of Greenwich)	48,525	-	48,525	48,525
Fees	14,186	-	14,186	18,115
<b>Total debt advice services 2022</b>	<b>62,711</b>	<b>107,000</b>	<b>169,711</b>	<b>173,640</b>
Total debt advice services 2021	66,640	107,000		
<b>Seafarers' advice &amp; information line</b>				
Seafarers Hospital Society	-	148,795	148,795	135,520
Greenwich Hospital	-	134,985	134,985	40,683
The Seafarers' Charity	-	117,583	117,583	145,357
<b>Total seafarers' advice &amp; information line 2022</b>	<b>-</b>	<b>401,363</b>	<b>401,363</b>	<b>321,560</b>
Total seafarers' advice & information line 2021	-	321,560		
<b>Service development</b>				
Equipment grant (CitA)	-	-	-	8,182
<b>Total service development 2022</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>8,182</b>
Total service development 2021	8,182	-		
<b>Total income from charitable activities 2022</b>	<b>66,711</b>	<b>914,199</b>	<b>980,910</b>	<b>1,017,270</b>
Total income from charitable activities 2021	79,822	937,448		

**Greenwich Citizens Advice Bureaux Limited**  
**Notes to the Financial Statements**  
**For the year ended 31 March 2022**

**3 Other income**

	Unrestricted £	Restricted £	2022 Total £	2021 Total £
Additonal Restrictions Grant supporting Greenwich businesses through Covid-19 (RB)	-	-	-	11,334
<b>Total other income 2022</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>11,334</b>
Total other income 2021	11,334	-		



#### 4 Analysis of expenditure

	Charitable activities					Support costs £	2022 Total £	2021 Total £
	Bureaux services £	Debt advice services £	Seafarers' advice & information line £	Governance £				
Salaries	338,764	154,171	348,502	970	8,911	851,318	892,599	
Finance service	6,174	2,653	8,063	34	68	16,992	14,929	
Recruitment	-	472	580	-	-	1,052	-	
Other staff costs	1,716	395	5,367	475	759	8,712	4,425	
Volunteer expenses and training	149	73	-	1	2	225	187	
Premises and equipment	23,266	10,397	27,105	123	572	61,463	66,139	
Depreciation	-	-	-	-	-	-	1,680	
Office overheads	9,818	3,883	17,315	45	116	31,177	38,044	
Project costs	9,546	2,015	3,073	15	33	14,682	9,867	
Partnerships	-	-	-	-	2,500	2,500	18,333	
Indemnity insurance	1,192	512	1,396	7	13	3,120	2,280	
Information system	551	187	1,034	2	4	1,778	915	
Marketing	-	-	12,577	-	-	12,577	12,450	
AGM and Annual Report	-	-	-	90	-	90	96	
Audit and compliance	-	-	-	5,266	-	5,266	4,920	
	<b>391,176</b>	<b>174,758</b>	<b>425,012</b>	<b>7,028</b>	<b>12,978</b>	<b>1,010,952</b>	<b>1,066,864</b>	
Support costs	4,990	2,454	5,534	-	(12,978)	-	-	
Governance costs	2,702	1,215	3,111	(7,028)	-	-	-	
<b>Total expenditure 2022</b>	<b>398,868</b>	<b>178,427</b>	<b>433,657</b>	<b>-</b>	<b>-</b>	<b>1,010,952</b>	<b>1,066,864</b>	

#### Prior year

Unrestricted direct expenditure	-	30,400	-	842	15,018	
Restricted direct expenditure	477,152	114,346	424,253	4,853	-	
Unrestricted support & governance costs allocated	7,479	1,996	6,385	(842)	(15,018)	
Restricted support & governance costs allocated	2,310	451	2,092	(4,853)	-	
<b>Total expenditure 2021</b>	<b>486,941</b>	<b>147,193</b>	<b>432,730</b>	<b>-</b>	<b>-</b>	

Of the total expenditure in 2022, £65,814 was unrestricted (2021: £46,260) and £945,138 was restricted (2021: £1,020,604)

**Greenwich Citizens Advice Bureaux Limited**  
**Notes to the Financial Statements**  
**For the year ended 31 March 2022**

**5 Net (expenditure)/income for the year before transfers**

This is stated after charging/(crediting):

	2022 £	2021 £
Depreciation	-	1,680
Operating lease rentals:		
Equipment	720	1,200
Auditor's remuneration (excluding VAT)		
Audit fees	3,167	3,083
Under accrual in prior year	-	25
	<u>          </u>	<u>          </u>

**6 Analysis of staff costs, trustee remuneration and expenses, and the cost of key management personnel**

Staff costs were as follows:

	2022 £	2021 £
Salaries and wages	773,749	814,332
Social security costs	61,040	61,414
Employer's contribution to defined contribution pension schemes	16,529	16,853
	<u>851,318</u>	<u>892,599</u>

No employee earned greater than £60,000 during the year (2021: nil).

The total employee benefits including employer National Insurance and pension contributions of the key management personnel were £152,911 (2021: £150,944).

The charity trustees were not paid or received any other benefits from employment with the charity in the year (2021: £nil) neither were they reimbursed expenses during the year (2021: £nil). No charity trustee received payment for professional or other services supplied to the charity (2021: £nil).

**7 Staff numbers**

The average number of employees (head count based on number of staff employed) during the year was 27.6 (2021: 28.3).

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

	2022 <u>No</u>	2021 <u>No</u>
Bureaux services	9.1	12.3
Money advice services	4.5	3.2
Seafarers' Advice and Information Line	10.1	10.5
Support and governance	0.2	0.2
	<u>23.9</u>	<u>26.2</u>

**Greenwich Citizens Advice Bureaux Limited**  
**Notes to the Financial Statements**  
**For the year ended 31 March 2022**

**8 Taxation**

Greenwich Citizens Advice Bureaux Ltd is exempt from corporation tax liability as all its income is charitable and is applied for charitable purposes.

**9 Tangible fixed assets**

	Computer & office equipment £	Fixtures & fittings £	Total £
<b>Cost</b>			
At 1 April 2021	10,407	2,678	13,085
Additions in year	-	-	-
At 31 March 2022	10,407	2,678	13,085
<b>Depreciation</b>			
At 1 April 2021	10,407	2,678	13,085
Charge for year	-	-	-
At 31 March 2022	10,407	2,678	13,085
<b>Net book value</b>			
At 31 March 2022	-	-	-
At 31 March 2021	-	-	-

All of the above assets are used for charitable purposes.

**10 Debtors**

	2022 £	2021 £
Trade debtors	72,953	50,906
Other debtors	5,247	6,940
Prepayments	5,078	6,032
	<u>83,278</u>	<u>63,878</u>

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

	2022 £	2021 £
Trade creditors	67,636	15,010
Taxation & social security	-	18,308
Accruals	13,324	7,376
Other creditors	195	1,168
	<u>81,155</u>	<u>41,862</u>



## **12 Pension scheme**

Greenwich Citizens Advice Bureaux Limited participated in the National Association of Citizens Advice Bureaux Pension and Assurance Plan (1991) which was a defined benefit scheme. It operated in the UK and was closed on 31 March 2008. More than one employer participated in the scheme and Greenwich Citizens Advice Bureaux Limited is unable to identify its share of the underlying assets and liabilities in the Scheme.

In accordance with the schedule of contributions in force over the 2022/23 accounting year, the contributions to the Plan for the year ending 31 March 2023 are expected to be £2,579,000, which includes £2,279,000 towards the deficit and £300,000 as an allowance for administration expenses and all scheme levies. The 31 March 2022 valuation is currently underway and a new schedule of contributions will be put in place at its completion.

The Plan is a registered scheme under UK legislation. The Plan is subject to the scheme funding requirements outlined in UK legislation. The Plan is governed by the Plan's Trust Deed and Rules dated 4 April 2011. The Trustee is responsible for the operation and the governance of the Plan, including making decisions regarding the Plan's funding investment strategy (although they are required to consult the Principal Employer).

A full actuarial valuation of the Plan was carried out as at 31 March 2022 by a qualified independent actuary, based upon membership data as at 31 March 2019, allowing for assumed membership movements over the period from this date, as well as any actual transfers out or trivial commutations over the period.

The most recent formal actuarial valuation of the Plan was as at 31 March 2019 and revealed a funding deficit of £68,501,000. In the recovery plan agreed following the valuation, the Principal Employer and other participating employers agreed to pay deficit reduction contributions of £2,279,000 per annum with the view to eliminating the deficit by 31 March 2037.

The liabilities of the Plan are based on the current value of expected benefit payment cashflows to members of the Plan over the next 60 or more years. The average duration of the liabilities is approximately 15 years.

## **13 Analysis of net assets between funds**

	<b>Unrestricted funds £</b>	<b>Designated funds £</b>	<b>Restricted funds £</b>	<b>Total funds £</b>
Fund balances at 31 March 2022 are represented by:				
Current assets	258,002	25,000	171,537	<b>454,539</b>
Current liabilities	(8,213)	-	(72,942)	<b>(81,155)</b>
Defined benefit pension asset / (liability)	(135,000)	-	-	<b>(135,000)</b>
<b>Total net assets at 31 March 2022</b>	<b>114,789</b>	<b>25,000</b>	<b>98,595</b>	<b>238,384</b>

Greenwich Citizens Advice Bureaux Limited  
Notes to the Financial Statements  
For the year ended 31 March 2022

14 Movements in funds

	At 1 April 2021 £	Income and gains £	Expenditure and losses £	Transfers £	At 31 March 2022 £
<b>Restricted funds</b>					
RB Greenwich: Bureaux services	31,427	200,000	(250,128)	18,701	-
CitA Help to Claim	-	205,836	(132,126)	(575)	73,135
Big Lottery: Covid support	10,408	-	(10,763)	355	-
RB Greenwich: Debt advice services	1,701	40,000	(45,977)	4,276	-
RB Greenwich outreach debt advice services	10,560	63,000	(74,977)	1,417	-
Mosaic Family Homes: Charlton Triangle debt service	-	4,000	(4,000)	-	-
Seafarers' Advice & Information Line					
--The Seafarers' Hospital Society	3,921	126,614	(127,665)	-	2,870
--Greenwich Hospital	3,921	134,985	(127,665)	-	11,241
--The Seafarers' Charity	37,934	100,973	(127,666)	-	11,241
Fishing specialist					
--The Seafarers' Hospital Society	(40)	22,180	(22,086)	-	54
--The Seafarers' Charity	5,528	16,611	(22,085)	-	54
<b>Total restricted funds</b>	<b>105,360</b>	<b>914,199</b>	<b>(945,138)</b>	<b>24,174</b>	<b>98,595</b>
<b>Unrestricted funds</b>					
<i>Designated Funds</i>					
Contractual commitment	20,000	-	-	-	20,000
Development	5,000	-	-	-	5,000
	25,000	-	-	-	25,000
General funds	282,066	66,711	(65,814)	(33,174)	249,789
Pension deficit fund	(144,000)	-	-	9,000	(135,000)
<b>Total unrestricted funds</b>	<b>163,066</b>	<b>66,711</b>	<b>(65,814)</b>	<b>(24,174)</b>	<b>139,789</b>
<b>Total funds</b>	<b>268,426</b>	<b>980,910</b>	<b>(1,010,952)</b>	<b>-</b>	<b>238,384</b>

Transfers between funds

Transfers are made from the general fund to cover deficits on restricted projects.

Transfers are also made from restricted projects to the general fund to reflect their contribution to the defined benefit pension scheme liability.

Purposes of restricted funds

LB Greenwich: Bureaux services and debt services      The core services of Greenwich Citizens Advice Bureau, funded by the Royal Borough of Greenwich (£303,000).

Citizens Advice: Help to Claim      The grant was for the running and staffing costs of the Universal Credit Help to Claim service.

**Purposes of restricted funds (continued)**

Big Lottery: Covid support	A grant was awarded via the Coronavirus Community Support Fund to enable the organisation to increase the capacity to provide advice to local people during the pandemic.
Seafarers' Hospital Society/ Greenwich Hospital/The Seafarers' Charity: Seafarers' Advice & Information Line	The three funders jointly provide funds for the provision of a telephone advice line for the relief of seafarers and their families who are in need. Two of the funders have agreed to the funds being carried forward to use in the year following the year under review. Seafarers' Hospital Society has recouped part of the underspend within the year under review..
Seafarers' Hospital Society/The Seafarers' Charity: Fishing specialist caseworker	Funds have been provided to cover the cost of a specialist fishing caseworker to to provide extra support for fishers and to raise awareness of the service amongst the fishing industry.

**Purposes of designated funds**

Contractual commitments	A reserve to ensure that the organisation is able to cover contracted payments to staff such as redundancy, provision of locum maternity cover, and the costs of any disciplinary and/or grievance procedures which may arise.
Development	Funds to allow the organisation to undertake the development of new projects and areas of work and to conduct full feasibility studies on the advisability of such proposals.



**15 Reconciliation of net income / (expenditure) to net cash flow from operating activities**

	2022 £	2021 £
Net income for the reporting period (as per the statement of financial activities)	(30,042)	(88,660)
Depreciation	-	1,680
(Increase) in debtors	(19,400)	(9,898)
Increase/(decrease) in creditors	<u>30,293</u>	<u>(9,445)</u>
Net cash provided by / (used in) operating activities	<u>(19,149)</u>	<u>(106,323)</u>

**16 Analysis of cash and cash equivalents**

	2022 £	2021 £
Cash at bank and in hand	<u>371,261</u>	<u>390,410</u>
	<u>371,261</u>	<u>390,410</u>

**17 Operating lease commitments**

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

	Equipment 2022 £	2021 £
Less than 1 year	480	480
1 - 5 years	<u>240</u>	<u>720</u>
	<u>720</u>	<u>1,200</u>

**18 Legal status of the charity**

The charity is a company limited by guarantee and has no share capital. Each member is liable to contribute a sum not exceeding £1 in the event of the charity being wound up.

**19 Related party transactions**

There are no related party transactions to disclose for 2022 (2021: none).

There are no donations from related parties which are outside the normal course of business and no restricted donations from related parties.

Greenwich Citizens Advice Bureaux Limited  
Notes to the Financial Statements  
For the year ended 31 March 2022

20 Previous reporting period information

20a Analysis of net assets between funds of previous reporting period

	Unrestricted funds £	Designated funds £	Restricted funds £	Total funds £
Fund balances at 31 March 2021 are represented by:				
Tangible fixed assets	-	-	-	-
Current assets	311,668	25,000	117,620	454,288
Current liabilities	(29,602)	-	(12,260)	(41,862)
Defined benefit pension asset / (liability)	(144,000)	-	-	(144,000)
<b>Total net assets at 31 March 2021</b>	<b>138,066</b>	<b>25,000</b>	<b>105,360</b>	<b>268,426</b>

20b Details of movements in funds during the previous reporting period

	At 1 April 2020 £	Incoming resources & gains £	Outgoing resources & losses £	Transfers £	At 31 March 2021 £
<b>Restricted funds</b>					
RB Greenwich: Bureaux services	19,607	200,000	(182,717)	(5,463)	31,427
CitA Help to Claim	-	283,875	(282,141)	(1,734)	-
Big Lottery: Covid support	-	25,013	(14,605)	-	10,408
RB Greenwich: Debt advice services	9,355	40,000	(47,654)	-	1,701
RB Greenwich outreach debt advice services	10,703	63,000	(63,143)	-	10,560
Mosaic Family Homes: Charlton Triangle debt	-	4,000	(4,000)	-	-
Seafarers' Hospital Society/Greenwich Hospital/The Seafarers' Charity: Seafarers' Advice & Information Line	135,382	304,851	(388,162)	(6,295)	45,776
Seafarers' Hospital Society/The Seafarers' Charity: Fishing specialist caseworker	20,666	16,709	(38,182)	6,295	5,488
<b>Total restricted funds</b>	<b>195,713</b>	<b>937,448</b>	<b>(1,020,604)</b>	<b>(7,197)</b>	<b>105,360</b>
<b>Unrestricted funds</b>					
<i>Designated Funds</i>					
Contractual commitment	20,000	-	-	-	20,000
Development	5,000	-	-	-	5,000
Depreciation Fund	1,680	-	(1,680)	-	-
	26,680	-	(1,680)	-	25,000
General funds	235,493	91,156	(44,580)	(3)	282,066
Pension deficit fund	(100,800)	-	(50,400)	7,200	(144,000)
<b>Total unrestricted funds</b>	<b>161,373</b>	<b>91,156</b>	<b>(96,660)</b>	<b>7,197</b>	<b>163,066</b>
<b>Total funds</b>	<b>357,086</b>	<b>1,028,604</b>	<b>(1,117,264)</b>	<b>-</b>	<b>268,426</b>