



**CITIZENS ADVICE EAST BERKSHIRE LIMITED
REPORTING FOR
BRACKELL & DISTRICT CITIZENS ADVICE BUREAU
ANNUAL REPORT AND UNAUDITED FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021**



BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU
TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)
FOR THE YEAR ENDED 31 MARCH 2021

The Trustees (who are also directors of the charity for the purposes of the Companies Act) present their report and independently examined financial statements for the year ended 31 March 2021.

The financial statements have been prepared in accordance with the accounting policies set out in note 1 to the financial statements and comply with the charity's governing document, the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)".

REFERENCE AND ADMINISTRATIVE INFORMATION

Charity number: 1065672

Company number: 3433043

Registered office: Lower Ground Floor, The Columbia Centre
Market Street
Bracknell
RG12 1JG

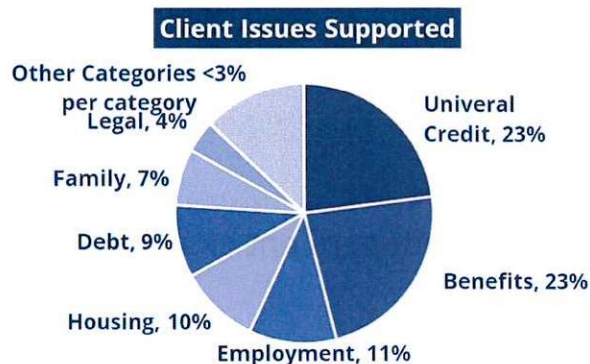
Trustee Directors:	Geoff Smith (Chair)	Appointed 22 November 2018
(as at 31 March 2021)	Jason Rawlings (Treasurer)	Appointed 8 January 2020
	Susan Branchflower	Appointed 19 November 2020
	Cheryl Coppel	Appointed 19 November 2020
	Shivani Kapoor	Appointed 8 March 2021
	Sheila Mooney	Appointed 1 January 2009
	Keith Reed	Appointed 21 November 2019
	Kevyn Stanley	Appointed 19 November 2020
	Colin Gallick	Resigned 6 November 2020
	Mhairi Adams	Resigned 30 December 2020
	Geoff Blewett	Resigned 30 December 2020
	Neil Avery (Vice-Chair)	Resigned 12 January 2020
	Kate Hughes	Resigned 31 March 2021
	Alan Nash	Resigned 31 March 2021
	Jacky Quinn	Resigned 31 March 2021

Senior Team:	Tina Stevenson (until 31 December 2021)	Chief Executive Officer
	Phil Jew (until 31 March 2021)	Interim Chief Executive Officer
	Jeremy Sandell (from 1 April 2021)	Chief Executive Officer
	Tracy Corbett	Operations Manager
	Sheila White (resigned 31 March 2021)	Operations Manager

Independent Examiner: Kirk Rice LLP, The Courtyard, High Street, Ascot, SL5 7HP

Bankers: The Co-Operative Bank, 34 St. Mary's Butts, Reading, RG1, 2LQ

WE BENEFIT CLIENTS AND WIDER SOCIETY ...



Fiscal Value is the financial saving for government, health & other public services
Public Value is the wider wellbeing, productivity and economic societal value
People Value is the value of help to get back-dated benefits, debts and refunds

... THROUGH THE TIRELESS EFFORTS OF OUR BRILLIANT TEAM OF STAFF AND VOLUNTEERS ...



... WITH THE SUPPORT OF OUR AMAZING FUNDERS



We acknowledge and offer our thanks to our public sector funders during the year, including Bracknell Forest Borough Council, Royal Borough of Windsor & Maidenhead, Bracknell Town Council, Crowthorne Parish Council, Sandhurst Parish Council, Sunninghill Parish Council, Binfield Parish Council, Warfield Parish Council and Winkfield Parish Council.

We have also been grateful for the support of individual contractors, companies and trusts during the year, including: Ascot Fire Brigade Trust, Berkshire Community Foundation, Bracknell Methodist Church, Dell, HP, London Legal Support Trust, Mobbs Memorial Trust, National Lottery, Neighbourly Community Fund, One Stop, Prince Philip Trust, Radian, Rotary Clubs, Shanly Foundation, Silva Homes, Sunninghill Trust, Tesco and Waitrose.

	Page
Trustees' report	5
Independent examiner's report	19
Statement of financial activities	20
Balance sheet	21
Notes to the financial statements	23 - 33

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2021



STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing Document

Citizens Advice East Berkshire Limited is a registered charity and a company limited by guarantee and without share capital. Prior to 1 April 2021 and throughout the period covered by the reporting period to 31 March 2021, Citizens Advice East Berkshire Limited was named Bracknell and District Citizens Advice Bureau Limited. Its operating name was known and referred to as Citizens Advice Bracknell & District (CABD), which will be used throughout this report.

On 31 March 2021 the company had 11 members. CABD is governed by its Memorandum and Articles of Association as amended on 28 January 2021.

CABD was established in November 1961 and incorporated as a company limited by guarantee on 12 September 1997 but carried on no activities nor received any income until 1 April 1998 when it succeeded to the assets, liabilities and charitable activities of Bracknell Citizens Advice Bureau which ceased to operate on that day.

Recruitment and Appointment of Trustees

CABD is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of CABD and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet at a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office and is available to the public.

Trustees were drawn from interested residents from Bracknell Forest and the surrounding district. New trustees are appointed for a term of three years, at which point they must resign. Outgoing members may elect to stand for an additional three-year term, subject to Board approval. Council representatives and a committee member representing the volunteers attend Board meetings when their views are actively sought although they have no voting rights.

The Charity Commission's Governance Code recommends that if a trustee has served for more than nine years, their reappointment is subject to a particularly rigorous review taking into account the need for progressive refreshing of the board and should also be explained in the annual Trustees' Report.

At the November 2019 AGM, it was agreed, following an extensive period of discussion evaluation, that CABD would merge with Citizens Advice Maidenhead & Windsor (CAMW) and three trustees from Citizens Advice Maidenhead & Windsor (CAMW) were proposed and accepted for co-option to the Board. The form of merger was to transfer all assets and liabilities of CAMW into CABD, with a name change to Citizens Advice East Berkshire Limited (CAEB) from 1 April 2021. Three long-serving CABD trustees resigned to pursue other opportunities from this date.

The Chief Executive resigned with effect from 31 December 2020, to be appointed as CEO of Citizens Advice Reading. An interim CEO was appointed until 31 March 2021, following a period of handover from the previous incumbent.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2021



From 1 April 2021, Cheryl Coppel was appointed Chair of CAEB and Geoff Smith Vice-Chair. Geoff Smith was previously Chair of CABD. Jason Rawlings continued as Treasurer. Shivani Kapoor was appointed as a trustee on 8 March 2021 and from 1 April 2021 has undertaken Company Secretary duties for CAEB.

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

Management sub-committees were made up of trustees and members of senior management. These include Strategy & Development, Finance & Operations, and Fundraising, Communications, Research & Campaigns. The sub-committees were scheduled to meet at least quarterly and report their activities to the full Trustee Board. All sub-committees had Terms of Reference approved by the Trustee Board.

Trustee Induction and Training

New trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making processes, the business plan and recent financial performance of the charity. They also meet staff, volunteers and other trustees and are offered a day to shadow a volunteer in their advisory role, with client consent.

Trustees are included in an annual training needs assessment and skills audit and are offered training in response to that and encouraged to attend appropriate external training events where these will facilitate the understanding of their role. All trustee training is logged through the Training Administrator.

Organisation Structure

CABD is a member of Citizens Advice, the operating name for the National Association of Citizens Advice Bureaux (NACAB), which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of CABD to fulfil its charitable objectives and comply with the national membership requirements.

The Chief Executive Officer (CEO) of the organisation has been appointed by the trustees to manage the day-to-day operations of the charity. In addition, there is an experienced team of paid staff and volunteers who deliver the service offered by the charity.

Trustees and the senior management team (SMT) meet to review progress against targets, the charity's financial position and to discuss issues referred to them by the Trustee Board. Their implementation is organised by the CEO and the staff team. There are regular staff, volunteer meetings and SMT meetings which ensure that progress is being made against targets. A Business Plan is reviewed by the Trustee Board at least annually and provides a three-year planning outlook. Reports and recommendations are taken to the full board for approval.

There is an Annual General Meeting (AGM) which is usually held in November. The membership and proceedings of the AGM are defined in CABD's Memorandum and Articles of Association. The AGM is a public meeting and can involve the staff team, trustee board, members and other stakeholders

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2021



although only members have voting rights.

The charity also co-operates and liaises with several other advisory services, local charities and local authority departments on behalf of clients.

*"Citizens Advice delivered an outstanding service in 2020/21 in the face of many challenges. It is truly a team effort delivering a great service to the community."
Geoff Smith, Chair of Trustees, Citizens Advice Bracknell & District*

Pay and Remuneration of Key Management Personnel

The trustees consider that the board of trustees and the senior management team (SMT) comprise the key management personnel of the charity. Trustees are unpaid but can claim reasonable out-of-pocket expenses.

Staff receive both pay and reasonable expenses. CABD ended the direct link between staff pay and National Joint Council (NJC) agreements in 2014. In its place, the trustees balance pay rates and pay rises according to:

- Market rate for the voluntary sector in the local area
- Affordability and sustainability
- NJC agreement/offer and key funders' pay reviews
- Consumer Prices Index

Future Risks and Uncertainties

CABD has established a system of internal control that is designed to manage risk at a reasonable level. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects of the charitable company.

The most significant risks faced by CABD were identified and relate to the following:

- The challenge presented by COVID pandemic, numerous lockdowns throughout the year and the resulting increase in demand for our services, resulting in loss of support and credibility within our advice service.
- Insufficient funds to cover core expenditure from the resulting revised operating model resulting in reduced services and/or reduction in resources.
- Insufficient funds to maintain/improve service levels or regenerate exhausted assets.
- Lack of management resource with undue reliance on a particular individual affects service delivery and administration.
- Inability to cope with increased demand from clients and/or insufficient numbers of advisers to meet demand.
- Loss of funding resulting in inability to sustain the future needs of CABD and its activities.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2021



Examples of work undertaken or underway to address and mitigate these risks include:

- Business continuity leadership and significant effort from staff & volunteers to enable secure home working throughout the year, with fundraising efforts to match increased expenditure for equipment and support to enable home working.
- Collaboration with Bracknell Forest Council & lobbying key stakeholders to demonstrate value of service.
- Regular reviews of quality of advice & advisor feedback and maintain training resource to support volunteer recruitment.
- Significant evaluation and discussion to enable a merger with CAMW to share expertise, costs and leadership to deliver long-term financial security and further opportunities to increase reach and an increase in clients.

Information Security and Client Confidentiality

CABD's Trustee Board oversaw the information security of all personal information of our clients, staff, funders and strategic partners that is processed. CABD holds joint responsibility for client data that is held in our case management system, with the national Citizens Advice Service. An information assurance management team exists to ensure the confidentiality, integrity and availability of all personal and sensitive data is maintained to a level which is compliant with the requirements of the General Data Protection Regulations and Data Protection Act 2018 (GDPR).

To ensure compliance with the GDPR we have a proactive and organised approach to data protection and we can evidence the steps we take to comply including:

- Ensuring a good level of understanding and awareness of data protection amongst our staff
- Implementation of comprehensive, risk based, proportionate policies and procedures for handling personal data
- Maintenance of records of what we do in relation to data protection and why

Safeguarding

Safeguarding has attained a high profile because of incidents reported at major charities in recent years. Safeguarding is a key governance priority for all charities and the Charity Commission has set clear expectations of trustees. These are to:

- provide a safe and trusted environment
- set an organisational culture that prioritises safeguarding
- have adequate safeguarding policies, procedures and measures to protect people and make sure these are made public, reviewed regularly and kept up to date
- handle incidents as they arise and learn from any mistakes

CABD carried out a thorough review of its safeguarding governance and management arrangements. All policies and procedures are up to date and appropriate training has been made available to those volunteers, staff and Trustees where a need has been identified. Trustees and the Chief Executive provide the necessary leadership to demonstrate our commitment and establish a clear organisational culture. No safeguarding issues, or serious safeguarding incidents, complaints or allegations were identified during the year.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDING 31 MARCH 2021



IMPACT of COVID-19

Business Continuity

As reporting in the 2019/20 Trustee Report, the safety, security and well-being of our staff, volunteers and clients is of primary concern to the trustees. The COVID-19 pandemic was being monitored throughout February and March 2020. Business continuity was invoked in March 2020.

The business continuity team included the Chair, Vice-Chair, Treasurer, HR-lead trustee, IT-lead trustee, CEO and operations managers. Business continuity meetings were held every two or three weeks from 25 March 2020 to 10 June 2020. The meetings covered all service aspects including well-being of staff and volunteers, client services, back office operations, home working arrangements, any suspended activities and communications with staff, volunteers, funders and stakeholders.

Operations

Following government advice on 16 March 2020 to stop non-essential contact and work from home wherever possible, we decided to close the office for staff, volunteers and clients, including both client services and back office administration from 17 March 2020. We were also aware that a significant number of colleagues and clients are in vulnerable categories and continuing the face-to-face service would put them at risk.

Whilst we closed for face-to-face client service, our telephone service continued throughout.

Action was taken to deliver the client service as comprehensively as possible using home working. Through a combination of relocating existing and new IT equipment, new telephony and revised ways of working, the comprehensive service was running entirely from homes within two weeks of office closure.

Information security and client confidentiality has been maintained through the dedication of staff and volunteers who assessed needs and ensured that any kit provided in homes had the same security standards as though it had been office-based. GDPR compliance has been maintained throughout this time.

New ways of interacting with clients, including an online self-referral form, was introduced to reach the broadest client base possible as face-to-face client services were suspended.

There was an immediate increase in clients and queries following lockdown, with an increase in calls up by over 20% year-on-year in March 2020. Volunteers increased their hours to meet demand and all client needs were met. Almost 50% of calls were issues relating to COVID-19.

"I cannot find the words to thank you for not giving up on me when I had tears streaming down my face. My future is looking better after your advice and support. THANK YOU, THANK YOU, THANK YOU A MILLION TIMES."

Client feedback

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2021



Some essential management and staff had limited use of the office during COVID-19 restrictions to run finance, payroll, IT and administration, taking necessary precautions of social distancing. Whilst we believe that longer-term home working will feature heavily in our future service offering, options to responsibly return to the office either for management and administrative purposes and potentially re-open a limited client face-to-face service are being developed.

All committees and management meetings were maintained using video conferencing.

Funding

As funding was secured ahead of the pandemic, COVID-19 did not have a significant effect on grant or contract funding. This included funding from Bracknell Forest Council, Royal Borough of Windsor & Maidenhead, Bracknell Town Council, parish councils and Department of Work and Pensions (for Universal Credit service).

Due to the inability to hold fundraising events, this funding stream was impacted significantly. Additionally, numerous schemes and fundraising opportunities were established through national government, local government, local charities and foundations and private companies to support the third sector on establishing support for existing services and developing new services and ways to serve. Following the closure of our office and the delivery of our comprehensive service from home we received some funds and donated equipment, such as laptops and telephony, specifically to modify our service delivery to clients. All funds received and donations of equipment are reflected in 2020/21 financial statements.

As restrictions start to ease in 2021 and the ability to return to the office, it is likely that we will continue to operate with a mixture of office and home working. This will allow a return of face-to-face client support as well as allowing staff and volunteers to continue to work from home, as some have found this more convenient. The office is being modified and relayed to support social distancing measures and to operate safely for the well-being of our staff, volunteers and clients.

"Not only are you there to help and support people, but the way you reconfigured your service during the Covid lockdown was really commendable."

Harjit Hunjan, Policy & Engagement Manager, Bracknell Forest Council

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2021



OBJECTIVES AND ACTIVITIES

Objectives

CABD was established in November 1961 for the promotion of any charitable purpose for the benefit of the community of Bracknell & District, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress. CABD aims to provide free, confidential, impartial and independent advice and information for the benefit of the local community; to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

The Trustees have paid due regard to guidance issued by the Charity Commission on public benefit when reviewing the aims and objectives and setting strategy in the year.

"I was delighted to join Citizens Advice as CEO on 1 April 2021. We are building on the great achievements and reputation of both Bracknell & District and Maidenhead & Windsor for the best possible opportunity to deliver a first-class service to the public. Our amazing staff and volunteers delivered superbly in 2020/21. I look forward to leading them to expand our future services."

Jeremy Sandell, CEO from 1 April 2021

Monitoring

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

Our main objectives for the year have been developing our service so that it really meets the needs of the clients we are trying to support. Achievements in 2020/21 include:

- Delivery of a comprehensive service following the impact of COVID-19 and lockdown.
- Growing diversity of funding routes and generating new funding to support the impact of COVID-19 and secure future funding in 2021/22 for continuing contracts.
- Significant evaluation and discussion to enable the merger with CAMW from 1 April 2021 and establishing the combine financial, operational and service model to deliver the joint service.
- Creating more efficiency of management and staff through providing extra services by enabling the service to extend the breadth of the offer to fulfil strong growth in both clients and issues.

Fundraising

The Fundraising Regulator has reporting requirements so that trustees can demonstrate compliance with recognised fundraising standards. These requirements are not mandatory for CABD. However,

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2021



as a matter of good practice and to provide our donors and contributors with confidence in our approach to fundraising we summarise below the arrangements we have in place.

CABD has robust governance arrangements in place, including those for overseeing our fundraising through the Fundraising, Communications, Research & Campaigns Committee, with the Trustee Board retaining ultimate responsibility for overseeing these arrangements, business is usually transacted through one or more Committees.

Due to the importance of fundraising to CABD long term financial sustainability the Finance & Operations Committee also reviews activities on a quarterly basis providing a further layer of scrutiny.

CABD has a comprehensive range of policies and procedures in place to protect vulnerable people and other members of the public whilst undertaking all its activities, including fundraising. Fundraising is undertaken by volunteers, staff and trustees. Whilst CABD is not required to comply with any fundraising scheme or standards, we adopt the highest standards and no complaints have been received about our fundraising activities.

Responsibility for compliance with these policies and procedures on a day to day basis rests with the Chief Executive with trustee oversight. These arrangements ensure there is:

- No unreasonable intrusion on a person's privacy
- No unreasonably persistent approaches for the purposes of soliciting or otherwise procuring money or other property on behalf of Citizens Advice Bracknell & District
- No undue pressure is placed on a person to give money or other property

"2020/21 was truly a year of challenge and community. The demand for our services increased whilst huge changes were required in the way that we work. There was a heroic effort to maintain our services, delivered through a renewed community spirit of our generous funders, dedicated staff and indispensable volunteers. I was proud to be named Chair on 1 April 2021 and look forward to continuing to build our community spirit and belonging."

Cheryl Coppel, Chair of Board of Trustees from 1 April

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2021



ACHIEVEMENTS AND PERFORMANCE

Our Advice and Information Services

The charity's core activities are advice on benefits, debt, consumer matters, employment, housing, relationships and personal problems, tax, immigration and education. These advisory services were provided through video conferencing, telephone, email and webchat. In addition to generalist advice, specialist welfare benefit, employment and debt advisory services were provided, including Universal Credit Help to Claim and Best Practice Lead.

We operated across 11 locations, with 60 volunteers (12.0 FTE – full time equivalent), 23 (10.7 FTE) staff and 11 trustees to deliver our service.

Our Volunteers and Paid Staff

Our success is only achieved through the hard work and dedication of volunteers and staff. The trustee board and SMT recognise the tremendous contribution made by the charity's volunteers who provide the majority of advisory services and related support activities. Our staff and volunteers have performed an outstanding and professional job during the year whilst working from home, which resulted in 13% more clients and 33% more issues being resolved over the previous year, supporting the demand of our clients with free and independent advice during the unprecedented demand due to the pandemic.

Volunteers provided over 23,210 hours (2019/20: over 18,160 hours) of their time during the year, equivalent to 12.1 FTE staff (2019/20: 9.4 FTE) and an estimated worth of £510,738.

Volunteers represent the indispensable core of the service. Without them, there would not be a Citizens Advice service. We estimate that the value of our volunteer hours was £510,738 in 2020/21, which included £320,927 of general advice volunteer service and £189,811 of pro bono consultancy and financial expertise. However, it is wholly inadequate to express volunteer value in merely monetary terms as they bring many skills, experience, personality and culture to enrich both our service and our local community.

We continue to work hard on our approach to attracting and keeping volunteers, especially through our partnership with Reading University. As we develop our service and delivery model, we will monitor our approach to provide an accessible and welcoming place to volunteer.

Our paid staff are the backbone of our service working to deliver a unique and comprehensive service within our community. There have been significant challenges especially given the impact of Covid-19. The ingenuity, resilience and dedication of our staff delivered a comprehensive and secure service, it also maintained our people-centric culture of teamwork with good humour and positivity.

We had 23 paid staff (10.7 FTE).

In the 2019/20 report, we proudly reported that Ethel, one of our volunteers with over 30 years of service, won Volunteer of the Year at the National Citizens Advice Awards. Sadly, this year we note the passing of Ethel. In memory of Ethel and the huge contribution she gave to our service and clients

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2021



over the years, we will be renaming the reopened Bracknell office as the "Ethel Heyes Centre" later in 2021.

Our Clients

Between April 2020 and March 2021, we registered 3,639 new local clients (2019/20: 3,228), had 13,625 individual contacts (2019/20: 10,359) and dealt with 25,485 issues (2019/20: 25,970) of which 23% related to Universal Credit, 23% to benefits, 11% employment, 10% housing, 9% debt, and 7% relationships and family and 4% legal. All other categories were less than 3% of issues supported.

In total, our service negotiated £414,011 worth of debt by rescheduling or reducing the debts to make people's lives more sustainable. Our service generated a total of £1,633,741 in additional income, reimbursements or other financial gain for our clients.

We expect a considerable increase in client demand for help and assistance as restrictions are reduced and ultimately eliminated in all areas and particularly debt, housing and employment.

Client satisfaction remains high with 98% of clients surveyed being happy or very happy with the service they received.

Our Public Benefit

At Citizens Advice, we help people to solve their problems. In doing so, we create financial value. This means that we save government and society money by stopping issues that are, or will become, costly to fix. It's impossible to put a £ value on all the crucial work that we do. However, using Treasury-approved modelling tools, we can estimate the financial value of the service we provide.

Using the Treasury-approved modelling tools, we estimate that the value of the service we provide to our community and wider society in 2020/21 was as follows:

- £2,009,962 savings for government, health and other public services due to fewer payments for out-of-work benefits, costly evictions, re-housing evicted tenants and less demand on the NHS.
- £9,471,796 in wider social and economic benefits due to resolving client problems resulting in higher wellbeing, society participation and productivity.
- £6,409,054 value to the people we help through achieving individual financial outcomes such as getting back-dated benefits, writing-off debts and refunds for consumer issues.

As we are dependent on funding from local councils, corporate sponsorship and grants and donations from individuals, it is important that we demonstrate value for every £1 entrusted to us. Using the Treasury-approved model, we can show that for every £1 invested, we return:

- £4.78 in fiscal benefits for government, health and other public services.
- £22.52 in wider social and economic benefits.
- £15.24 value through financial outcomes for the people we serve.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2021



FINANCIAL REVIEW

CABD is focused on providing added value to its funders from a base of sound financial management and ensuring that our services remain relevant to the strategic objectives of stakeholders at local and national level. We work hard to deliver a cost-effective service that genuinely meets the needs of our clients. It remains a challenging prospect to meet the ever-increasing demand with funding sources not growing at the same rate. We continue to review alternative funding routes to diversify our funding sources.

Our total surplus in 2020/21 was £16,035 (£18,164 in 2019/20), which was entirely unrestricted funds.

The total surplus was higher than originally budgeted in 2020/21 because, even though there was significant expenditure, some planned IT infrastructure costs to provide the services from home were delayed into H1 2021/22.

Total income for the year was £420,644 which represents an increase of £80,315 from £340,329 in 2019/20. Of the total income, the split was as follows:

- Unrestricted fund income was £235,407 (£208,501 in 2019/20)
- Restricted fund income was £185,237 (£131,828 in 2019/20)

This increase in restricted funding income is mainly due to the generous funding to support operational activities to support post-COVID operations and 4 contracts to support debt counselling (Money and Pension Service), local support for those facing financial hardship (Financial Inclusion), local support for those requiring EU settled status and funding to enable and support the introduction of a single national single queue for calls. All 4 contracts will end during 2021/22, although some may be recommissioned. We are additionally expecting the Help to Claim and Best Practice Lead contracts to be recommissioned at the end of 31 March 2022.

Principal Funding Sources

CABD is significantly dependent upon funding from local authorities, mainly Bracknell Forest Borough Council, to enable it to provide services to clients.

We acknowledge and offer our thanks to our public sector funders during the year, including Bracknell Forest Borough Council, Royal Borough of Windsor & Maidenhead, Bracknell Town Council, Binfield Parish Council, Crowthorne Parish Council, Sandhurst Parish Council, Sunninghill Parish Council, Warfield Parish Council and Winkfield Parish Council.

We have also been grateful for the support of individual contractors, companies and trusts during the year, including Ascot Fire Brigade Trust, Berkshire Community Foundation, Bracknell Methodist Church, Dell, HP, London Legal Support Trust, Mobbs Memorial Trust, National Lottery, Neighbourly Community Fund, One Stop, Prince Philip Trust, Radian, Rotary Clubs, Shanly Foundation, Silva Homes, Sunninghill Trust, Tesco and Waitrose.

Where equipment and services have been provided to the charity without charge, the appropriate value has been estimated, in total £14,250, and included in both income and the relevant expense category in the accounts.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2021



Reserves Policy

CABD maintains a level of reserves to ensure it remains financially viable for the foreseeable future. In setting the level of reserves Trustees have regard to Charity Commission guidance and the national Citizens Advice Membership Agreement. Reserves are held to cover:

- The unexpected withdrawal of grant funding
- Unforeseen or emergency expenditure
- The cost of moving to new premises
- The costs associated with modernising operations e.g. redundancy
- Liabilities arising from past pension commitments

Trustees review the Reserves Policy annually to reflect current circumstances on actual and target reserve levels. In 2020/21, trustees have agreed that the target range for reserves should be between £116,000 and £175,000. General unrestricted reserves and designated funds, excluding the negative pension reserve of £18,428, on 31 March 2021 were £165,035 (£151,985 as of 31 March 2020).

Going Concern

After making further appropriate enquiries, the trustees have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. For this reason, they continue to adopt the going concern basis in preparing the financial statements.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT) FOR THE YEAR ENDING 31 MARCH 2021



FUTURE PLANS

As we celebrate our significant achievements in 2020/21, overcoming significant challenges, whilst continuing to grow our service for the benefit of our clients, we continue to challenge our service to deliver more for our local community.

We completed our three organisational priorities in 2020/21:

1. a "root and branch" strategic review of services and developed a Business Plan for 2021-2024.
2. reviewed operations, back office and finance processes alongside our experience of remote working from home due to Covid19, to review our service model with the objective to deliver a more efficient operation and improved client service.
3. upgraded and upscaled our IT infrastructure to support future working from home.

In addition, we completed extensive discussions with CAMW to review collaboration options. This resulted in the merger of both services into a renamed Citizens Advice East Berkshire with effect from the 1 April 2021.

The merger considerations have centred on how to best provide benefits for our clients, meeting as much demand as possible and providing a high quality and sustainable service into the future. Current capacity and potential funding into the future have combined to convince us that a larger, more robust and sustainable charity is in the best position to respond to these challenges and best serve our beneficiaries. Both organisations wanted to change their service model to meet more client demand and invest in new methods of service delivery and support infrastructure.

The work of our Joint Working Group demonstrated that our closely aligned visions for the future could be best delivered through building on the best from each of our organizations and pooling our resources. Accordingly, both Boards of Trustees endorsed the Merger Business Case of "Stronger Together" and approved the merger in November 2020 with effect from 1st April 2021.

Accordingly, our future plan is:

1. Serving 23% more clients on the currently funded combined base in the geographical area of Bracknell Forest, Windsor and Maidenhead and eliminate client waiting time for services.
2. Invest in front line services through efficiency savings in the management and support functions.
3. Resolving the capacity issues of taking on more volunteers by investing in more paid supervisory staff.
4. Creating more robustness in office functions through sharing expertise and resources and implementing new processes.
5. Continue to provide services to clients in a seamless way to avoid misunderstanding from the change of name to Citizens Advice East Berkshire.

The strategic plan for 2021/22 builds on the history, experience and skills of both organisations whilst continuing to develop a sustainable service that befits the current and future challenges facing the clients we serve.

CAEB will measure its success against these ambitions in 12 months' time against the following criteria:

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU

TRUSTEES' REPORT (INCLUDING DIRECTORS' REPORT)

FOR THE YEAR ENDING 31 MARCH 2021



- A 3-year vision and strategy has been developed and engaged creating compelling excitement internally and externally
- Client capacity has increased by over one-fifth and service and quality standards have been raised or at least maintained
- Improved operational strength that enables and empowers staff and volunteers to deliver more for our increased client demand
- An agreed funding strategy is in place creating more long-term sustainable funding sources
- Successful bids for services outside of the existing services geographies are in process, capitalising on the East Berkshire coverage
- A unified operating model is implemented with simple back office processes, creating motivating and worthwhile tasks and job roles for all colleagues
- Staff and volunteers feel well led in an open and harmonious environment with a high sentiment that the new working environment is better than the old
- A dynamic, can-do, continuous improvement and family culture has been developed with a strong sense of commonality
- A Trustee Board that is a well-liked influencer and a bridge between the strategic ambition and the operational challenges of balancing high demands with the service capacity and capabilities
- Strong and effective relationships with local councils, parish councils and funders with persuasive reports and statistics demonstrating social value
- An exciting traditional and social media presence growing relevance and engagement with our community and clients, and brand and fundraising opportunities with stakeholders and local residents

DECLARATION

The annual Trustees' Report was approved by the Trustee Board of Citizens Advice Bracknell & District on 26 August 2021 and signed on its behalf by

A handwritten signature in black ink, which appears to read "Cheryl Coppel". Below the signature is a dotted line.

Cheryl Coppel
Chair of Trustees
26 August 2021

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU

INDEPENDENT EXAMINER'S REPORT

TO THE TRUSTEES OF BRACKNELL & DISTRICT CITIZENS ADVICE



I report to the trustees on my examination of the financial statements of Citizens Advice East Berkshire Limited, reporting for Bracknell & District Citizens Advice Bureau (the charity) for the year ended 31 March 2021.

Responsibilities and Basis of Report

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

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

Independent Examiner's Statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of FCCA CTA, which is one of the listed bodies.

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

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

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

Mr GMD Jennings FCCA CTA
Kirk Rice LLP
The Courtyard, High Street
Ascot
Berkshire
SL5 7HP

Dated: 23/09/21

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU
STATEMENT OF FINANCIAL ACTIVITIES
INCLUDING INCOME AND EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31 MARCH 2021



		Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Notes							
Income and endowments from:							
Donations and legacies	3	211,845	1,500	213,345	194,792	-	194,792
Charitable activities	4	-	183,737	183,737	-	129,093	129,093
Other trading activities	5	21,045	-	21,045	12,580	2,636	15,216
Investments	6	1,319	-	1,319	1,129	-	1,129
Other income	7	1,198	-	1,198	-	99	99
Total income		235,407	185,237	420,644	208,501	131,828	340,329
Expenditure on:							
Charitable activities	8	213,670	189,819	403,489	180,616	141,805	322,421
Other	12	1,120	-	1,120	(256)	-	(256)
Total resources expended		214,790	189,819	404,609	180,360	141,805	322,165
Net incoming/(outgoing) resources before transfers		20,617	(4,582)	16,035	28,141	(9,977)	18,164
Gross transfers between funds		(4,160)	4,160	-	(10,399)	10,399	-
Net income/(expenditure) for the year/							
Net movement in funds		16,457	(422)	16,035	17,742	422	18,164
Fund balances at 1 April 2020		130,150	422	130,572	112,408	-	112,408
Fund balances at 31 March 2021		146,607	-	146,607	130,150	422	130,572

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

All income and expenditure derive from continuing activities.

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

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU
BALANCE SHEET
AS AT 31 MARCH 2021



	Notes	2021 £	£	2020 £	£
Current assets					
Debtors	14	8,347		10,148	
Cash at bank and in hand		331,650		175,074	
		<u>339,997</u>		<u>185,222</u>	
Creditors: amounts falling due within one year	15	(179,625)		(37,342)	
Net current assets			160,372		147,880
Creditors: amounts falling due after more than one year	16		(13,765)		(17,308)
Net assets			<u>146,607</u>		<u>130,572</u>
Income funds					
Restricted funds	19		-		422
<u>Unrestricted funds</u>					
Designated funds	20	97,466		97,466	
General unrestricted funds		67,569		54,519	
Pension reserve		<u>(18,428)</u>		<u>(21,835)</u>	
			146,607		130,150
			<u>146,607</u>		<u>130,572</u>

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU
BALANCE SHEET (CONTINUED)
AS AT 31 MARCH 2021



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

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

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

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

The financial statements were approved by the Trustees on 26 August 2021

A handwritten signature in black ink, appearing to read "J Rawlings", written over a dotted line.

Mr J Rawlings
Trustee

Company Registration No. 03433043

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021



1 Accounting policies

Charity information

Bracknell & District Citizens Advice Bureau is a private company limited by guarantee incorporated in England and Wales. The registered office is The Columbia Centre, Lower Ground Floor, Market Street, Bracknell, Berkshire, RG12 1JG.

1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's [governing document], the Companies Act 2006 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

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

The financial statements have been prepared under the historical cost convention. The principal accounting policies adopted are set out below.

1.2 Going concern

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

1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purposes and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

1.4 Income

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

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.

1.5 Expenditure

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. Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Support costs are those functions that assist the work of the charity but do not directly undertake charitable activities.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021



1 Accounting policies

1.6 Tangible fixed assets

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

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Leasehold improvements	5 years straight line
Plant and equipment	3 years straight line
Fixtures and fittings	5 years straight line

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

1.7 Cash and cash equivalents

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

Basic financial assets

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

Basic financial liabilities

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

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

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

Derecognition of financial liabilities

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

1.8 Employee benefits

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

1.9 Retirement benefits

The company operates a defined contribution pension scheme for employers. Some former employees were members of a defined benefit scheme which is closed to new employees and new contributions. Employer contributions are charged in the accounts as they become payable in accordance with the rules of the scheme.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021



2 Critical accounting estimates and judgements

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

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

3 Donations and legacies

	Unrestricted funds	Restricted funds	Total	Unrestricted funds
	2021 £	2021 £	2021 £	2020 £
Donations and gifts	14,916	-	14,916	6,383
Grants receivable for core activities	196,929	1,500	198,429	188,409
	<u>211,845</u>	<u>1,500</u>	<u>213,345</u>	<u>194,792</u>
Grants receivable for core activities				
Bracknell Forest Borough Council	192,642	-	192,642	167,250
Royal Borough of Windsor and Maidenhead	-	-	-	8,000
Bracknell Town Council	-	-	-	6,500
Sandhurst Town Council	2,787	-	2,787	2,759
Sunninghill & Ascot Parish Council	1,500	-	1,500	1,000
Binfield Parish Council	-	-	-	1,544
Warfield Parish Council	-	-	-	1,000
Citizens Advice	-	-	-	356
Crowthorne Town Council	-	1,500	1,500	-
	<u>196,929</u>	<u>1,500</u>	<u>198,429</u>	<u>188,409</u>

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021



4 Charitable activities

	Charitable Activities 2021 £	Charitable Activities 2020 £
Performance related grants	183,737	129,093
Performance related grants		
Crowthorne Parish Council	-	1,500
Silva Homes	17,205	16,868
Children Centre Outreaches	4,575	4,123
Universal Credit Best Practise Lead	39,648	39,000
Universal Credit Help to Claim	39,959	35,892
Ascot Outreach	11,828	9,092
Friday Opening	23,267	21,651
Generalist Town Centre	-	967
Department for Business, Energy & Industrial Strategy	12,667	-
Money and Pension Service	16,005	-
Other	18,583	-
	183,737	129,093

Other performance related grants is made up of £10,166 from Bracknell Forest Council Financial Inclusion and £8,417 from Bracknell Forest Council Settle Status.

5 Other trading activities

	Unrestricted funds 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Fundraising events	21,045	12,580	2,636	15,216

6 Investments

	Unrestricted funds 2021 £	Unrestricted funds 2020 £
Interest receivable	1,319	1,129

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



7 Other income

	Unrestricted funds	Restricted funds
	2021	2020
	£	£
Other income	1,198	99

8 Charitable activities

	Charitable Activities 2021	Charitable Activities 2020
	£	£
Staff costs	224,423	182,660
Other direct costs	18,459	20,943
	242,882	203,603
Share of support costs (see note 9)	158,531	116,201
Share of governance costs (see note 9)	2,076	2,617
	403,489	322,421
Analysis by fund		
Unrestricted funds	213,670	180,616
Restricted funds	189,819	141,805
	403,489	322,421

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021



9 Support costs

	Support costs	Governance costs	2021	Support costs	Governance costs	2020
	£	£	£	£	£	£
Staff costs	67,978	-	67,978	59,329	-	59,329
Management, admin and premises - restricted fund	90,553	-	90,553	56,872	-	56,872
Trustee expenses	-	16	16	-	67	67
Independent Review	-	2,060	2,060	-	1,842	1,842
Legal and professional fees	-	-	-	-	708	708
	<u>158,531</u>	<u>2,076</u>	<u>160,607</u>	<u>116,201</u>	<u>2,617</u>	<u>118,818</u>
Analysed between Charitable activities	<u>158,531</u>	<u>2,076</u>	<u>160,607</u>	<u>116,201</u>	<u>2,617</u>	<u>118,818</u>

10 Trustees

Trustee expenses totalled £16 during the year (2020: £67).

11 Employees

The average monthly number of employees during the year was:

	2021 Number	2020 Number
	<u>11</u>	<u>8</u>
Employment costs	2021	2020
	£	£
Wages and salaries	270,817	223,594
Social security costs	9,276	8,138
Other pension costs	12,308	10,257
	<u>292,401</u>	<u>241,989</u>

Staff numbers represent the full time equivalent including part-time staff, but excluding contractors and volunteers. There were 23 (2020: 18) part-time employees making up 11 (2020: 8) full time equivalents. There were also 60 volunteers who completed 23,210 hours of work, making up 12 full time equivalents.

Wages and salaries includes contract staff, the amount of which varies year to year.

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

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



12 Other

	Unrestricted funds	Unrestricted funds
	2021	2020
Financing costs	1,120	(256)
	<u> </u>	<u> </u>

Financing costs relate to the unwinding of the discount factor used to value the present value of the deficit reduction contributions payable under the agreement with TPT Retirement Solutions that relates to the deficit.

13 Tangible fixed assets

	Leasehold improvements £	Plant and equipment £	Fixtures and fittings £	Total £
Cost				
At 1 April 2020	31,037	8,048	11,110	50,195
At 31 March 2021	31,037	8,048	11,110	50,195
Depreciation and impairment				
At 1 April 2020	31,037	8,048	11,110	50,195
At 31 March 2021	31,037	8,048	11,110	50,195
Carrying amount				
At 31 March 2021	-	-	-	-
At 31 March 2020	-	-	-	-

14 Debtors

	2021 £	2020 £
Amounts falling due within one year:		
Prepayments and accrued income	8,347	10,148
	<u> </u>	<u> </u>

15 Creditors: amounts falling due within one year

	2021 £	2020 £
Other taxation and social security	-	3,332
Accruals and deferred income	179,625	34,010
	<u>179,625</u>	<u>37,342</u>

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021



16 Creditors: amounts falling due after more than one year

	2021	2020
	£	£
Accruals and deferred income	13,765	17,308

18 Defined benefit schemes

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

Valuation

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 31 January 2025: £11,243,000 per annum (payable monthly and increasing by 3% each on 1st April)

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2016 to 30 September 2025: £12,945,440 per annum (payable monthly and increasing by 3% each on 1st April)

From 1 April 2016 to 30 September 2028: £54,560 per annum (payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Funding policy

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021



18 Defined benefit schemes (continued)

Key assumptions

	2021 %	2020 %
Discount rate	0.66	2.53
Expected rate of increase of pensions in payment	3%	3%
Movement in pension fund liability:		
		2021 £
Provision at 1 April 2020		21,835
Unwinding of the discount factor		490
Deficit contribution paid		(4,527)
Remeasurements - impact of any change in assumptions		630
Provision at 31 March 2021		18,428

citizens
advice
Bracknell
& District

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

- 32 -

BRACKNELL & DISTRICT CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)

FOR THE YEAR ENDED 31 MARCH 2021



20 Designated funds

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds		Movement in funds		
	Balance at 1 April 2019 £	Incoming resources £	Balance at 1 April 2020 £	Incoming resources £	Balance at 31 March £
Future Provisions Fund	97,466	-	97,466	-	97,466
	97,466	-	97,466	-	97,466

21 Analysis of net assets between funds

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total 2021 £	Unrestricted funds 2020 £	Restricted funds 2020 £	Total 2020 £
Fund balances at 31 March 2021 are represented by:						
Current assets/(liabilities)	62,906	-	160,372	50,414	-	147,880
Long term liabilities	(13,765)	-	(13,765)	(17,308)	-	(17,308)
	49,141	-	146,607	33,106	-	130,572

22 Operating lease commitments

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

	2021 £	2020 £
Within one year	34,110	34,110
Between two and five years	76,748	110,858
	110,858	144,968

Operating lease payments represents rentals payable by the company for certain of its properties. The lease is for five years and was renewed on 1 July 2019. The remaining lease commitment is £110,858.

23 Related party transactions

There were no disclosable related party transactions during the year (2020 - none).

