

NORTH BRISTOL ADVICE CENTRE

England & Wales · Charity number 1066921

Details

Status Registered

Legal form Charitable company

Company number [03449469](#)

Registered 1997-12-17

Register [View on the Charity Commission register](#)

Contact

Address North Bristol Advice Centre
2 Gainsborough Square
Bristol
BS7 9XA

Phone 01179515751

Email katherine@northbristoladvice.org.uk

Website www.northbristoladvice.org.uk

Activities

Objects: TO ASSIST IN THE PROMOTION OF ANY CHARITABLE PURPOSES FOR THE BENEFIT OF THEINHABITANTS OF NORTH BRISTOL AND SOUTH GLOUCESTERSHIRE AREAS BY THE PROVISION OF FREEAND INDEPENDENT ADVICE AND SUPPORT, ESPECIALLY IN RELATION TO ACCESS TO WELFAREBENEFITS AND MANAGING PERSONAL DEBT; ANDTO ADVANCE EDUCATION AND PROVIDE TRAINING AND OTHER SERVICES THAT SUPPORT ANDSTRENGTHEN THE SKILLS, HEALTH AND WELLBEING OF THE SAID INHABITANTS.

Activities: Providing access to advice and information for all sections of the community.Promoting awareness of statutory rights and encourage people to take up their legal entitlements.Monitoring the effects of social policy and contribute to policy development.

Classification

- **How:** Provides Advocacy/advice/information
- **What:** General Charitable Purposes
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** LOCKLEASE, HORFIELD, SOUTHMEAD, HENBURY, BRENTRY, FILTON
- Bristol City

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£591,970	£556,004	£548,364	19
2024-03-31	£571,810	£539,810	£512,398	17
2023-03-31	£535,798	£480,105	£480,399	17
2022-03-31	£521,832	£500,254	£424,706	21
2021-03-31	£587,598	£533,788	£403,126	23

Trustees

Name	Role	Appointed
Sian Edmunds	Chair	2017-04-05
Bob Walters		2020-01-16
Janine Garel		2022-02-09
Owen Davis		2026-04-29
Samuel Thomas Morley		2025-09-23
Syed Taha Bokhari		2026-03-11

NORTH BRISTOL ADVICE CENTRE

England & Wales - Charity number 1066921

Accounts

COMPANY REGISTRATION NUMBER: 03449469
CHARITY REGISTRATION NUMBER: 1066921

**North Bristol Advice Centre
Company Limited by Guarantee
Unaudited Financial Statements
31 March 2025**

WALTER HUNTER & CO LIMITED

Chartered accountants
24 Bridge Street
Newport
South Wales
NP20 4SF

North Bristol Advice Centre
Company Limited by Guarantee
Financial Statements
Year ended 31 March 2025

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North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2025

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2025.

Reference and administrative details

Registered charity name North Bristol Advice Centre

Charity registration number 1066921

Company registration number 03449469

Principal office and registered office 2 Gainsborough Square
Lockleaze
Bristol
BS7 9XA

The trustees

S Edmunds
R Walters
J Rogers (Resigned 16 July 2025)
J Sankey (Resigned 16 September 2024)
J Garel
C MacDiarmid
C Moore (Appointed 10 July 2024)
R Hey (Served from 11 September 2024 to 16 July 2025)

Independent examiner Mr Jonathan Rhodes BSc BFP FCA
24 Bridge Street
Newport
South Wales
NP20 4SF

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

Structure, governance and management

The trustees are pleased to present their annual Directors' report together with the financial statements of the charity for the year ended 31 March 2025 which are also prepared to meet the requirements for a Directors' report for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to small charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 01 January 2015).

The organisation incorporated as a charitable company limited by guarantee and registered as a charity on 14/10/97. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Organisational Structure

North Bristol Advice Centre has a Management Committee who meet monthly and are responsible for the strategic direction and policy of the charity. This financial year the board had seven members from a variety of backgrounds relevant to the work of the charity.

A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the Director, Head of Services, Welfare Benefits Team Leader and Debt Team Leader. The Director is responsible for ensuring that the charity delivers the services specified and that key targets are met. The Head of Services and Advice Team Leads have responsibility for the day-to-day operational management of the advice service, and individual supervision of the advice team. They also ensure that team members continue to develop their skills and working practices in line with good practice.

Recruitment and Appointment of Management Committee

The Directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Management Committee. North Bristol Advice Centre offers advice to a wide cross section of people within the local community. The Management Committee seeks to ensure that the needs of the local community are appropriately reflected through the diversity of the trustee body. One trustee stepped down, and two new trustees were appointed in 2024/25. The more traditional business and professional skills are well represented on the Management Committee. In the event of particular skills being lost due to retirement, new individuals are approached to offer themselves for election to the Management Committee.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

Trustee Induction and Training

Most trustees familiarise themselves with the practical work of the charity by undertaking a tour of the Advice Centre and the Outreach Work. Additionally, new trustees attend briefing sessions on the Charity and the context within which it operates. These are led by the Chair of the Management Committee and/or the Director of the charity and cover:

- The obligations of Management Committee members
- The main documents which set out the operational framework for the charity including the Memorandum and Articles
- Resourcing and the current financial position as set out in the latest published accounts
- Publications from the Charity Commission relating to the roles and responsibilities of trustees
- Future plans and objectives

Ongoing training is encouraged and regular policy days are held to ensure the Business Plan is delivering and on target. A Trustee Induction Pack is provided.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

Objectives and activities

Purposes and Aims

Located in Lockleaze, Bristol, North Bristol Advice Centre (NBAC) is a community-based advice centre. It is a registered charity and a company limited by guarantee.

Our charity's objects are:

- to assist in the promotion of any charitable purposes for the benefit of the inhabitants of North Bristol and South Gloucestershire areas by the provision of free and independent advice and support, especially in relation to access to welfare benefits and managing personal debt; and
- to advance education and provide training and other services that support and strengthen the skills, health and wellbeing of the said inhabitants.

The aims of the charity are to promote social justice and combat poverty by providing free and independent advice and support that enables people to develop skills, improve wellbeing and make positive changes in their lives and communities.

Our activities

We help people at times of crisis, work to address the causes of deprivation and support people to take practical steps to improve their situation in the longer term. The activities we provided to meet our objectives included:

- Free, confidential and independent advice services, including welfare benefits and debt advice, complex casework and representation at tribunal.
- Digital inclusion work to increase digital skills, improve access to online tools and services and increase financial and social inclusion.
- Home-visiting advice services for older people to maximise income and help them remain independent in their homes.

North Bristol Advice Centre has been serving the communities of North Bristol and South Gloucestershire for 40 years. The hallmark of its work has been high levels of professionalism, delivering a quality service and listening to and responding to community needs. Underpinning the day to day work has been the long term dedication and commitment of the Board of Trustees which has always worked to support the team and try as far as possible to anticipate and prepare for the future. The Board regularly reviews the performance of the various services we offer, as well as monitoring and evaluation data to help us to continually develop, improve and innovate.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

Review of 2024/25

This year, NBAC celebrated its 40th anniversary, though celebrate is perhaps the wrong word. The founding volunteers who set up the Lockleaze Community Advice Service back in 1984 could hardly imagine how this small information point would grow into a professional advice service covering all of North Bristol and South Gloucestershire. Sadly, 40 years on, the need for NBAC's advice services is higher than ever. Cost of living pressures, assaults on benefits entitlements, complex family situations complicated by illness or disability and bureaucratic systems that generate needless suffering have created unprecedented demand for our services. Last year our administrative team handled 2000 more enquiries than the year before and had to turn away 900 people because our appointment slots were all full.

Our anniversary year was a chance to reflect on past work, present need and to plan for the future. In October we launched our 5-year strategic plan "Sustain and Develop". We developed this over 3 years, working with staff and volunteers, trustees, stakeholders, clients and community partners, who all fed into the development of the plan. The plan highlights the ongoing need for community-based advice, while recognising the challenges and constraints of the current funding environment. Our overall aim is to sustain our community-based advice services, while continuing to develop and innovate in order to provide the best outcomes for our clients. NBAC remains committed to being a dynamic and responsive organisation, delivering the services needed in our communities.

We were delighted to be awarded 3-year National Lottery Community Funding this year towards our core services, providing us the stability that long-term core funding brings. We continue to be supported by a number of local and national trusts and foundations (detailed in the financial review section) who share our ethos and are invaluable in enabling NBAC to maintain its advice services. Some 50% of our income now comes from trusts and foundations and we are hugely grateful for their support.

This year we were able to realise a long-standing ambition to reduce our environmental impact with an Energy Efficiency project. We secured funding for an energy audit, and the installation of cavity wall insulation, loft insulation, LED lights throughout the office, and solar panels. This will help us to reduce costs by up to £1500 per year, while also reducing our carbon emissions.

Over the past few years we have worked hard to build up our volunteering programme. This year, NBAC was supported by an amazing team of 29 volunteers who gave their time, expertise and dedication to support our clients and services. Together, they donated 1442 hours, the equivalent £20,044. Through their roles as Tea and Tech volunteers, Advice Support Volunteers, Debt Volunteers and Admin Volunteers, they helped us to deliver high quality, end-to-end and holistic support. Without them, the services we we can deliver would be vastly reduced. NBAC does not have a dedicated Volunteer Coordinator, so our Team Leads and Head of Services work together to provide training, support and supervision to our volunteers to ensure they are well supported and have a positive and meaningful experience with us.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

Working in partnership remains core to NBAC's ethos and our ability to deliver the advice support our communities need. This year we focused on:

Community partnerships - We continued our outreach sessions co-locating with community partners Kingsmeadow@Made4ever, whose support workers can help clients to fill out benefits forms, build confidence and act on our advice. This year we launched a new partnership with Staple Hill Community Hub, supporting their Job Club attendees and local residents at monthly advice sessions.

Advice partnerships - NBAC is part of the Bristol Advice Partnership (BAP) comprised of the main advice agencies in Bristol. This year the partnership delivered the Future of Advice in Bristol event, bringing together over 100 funders, stakeholders and providers together to feed into the development of a VCSE Advice Strategy for Bristol. NBAC is also part of the South Gloucestershire Advice Service (SGAS), working in partnership with other advice agencies to provide advice to communities across South Gloucestershire.

VCSE partnerships - We continued our partnership with Housing Matters, developing our priority referral system to improve client journeys and access specialist housing advice for our clients. NBAC remains a committed partner of WHAM, the Centre for Sustainable Energy's multi-agency project providing holistic support to people in fuel poverty and financial hardship. NBAC is also a member of the VCSE Alliance, which is a key strategic partner in the transformation and delivery of local health and wellbeing through influencing and collaborating with the Bristol, North Somerset and South Gloucestershire Integrated Care System.

Digital Outreach in Communities - Our digital outreach service, Tea and Tech, continued across North Bristol and beyond, hosted by partners in community settings including Avonmouth Community Centre, Shirehampton JTE, Henbury and Brentry Community Centre and St Chad's. We trialled sessions with Bristol Refugee Rights and Bristol Methodist Centre (now Homeless Link) supporting their client groups. We also collaborated with the Mendip Vale Group (MVG) in Sea Mills to support patients to upload, register and use their NHS App, with MVG on hand to rectify any technical issues.

ACFA (The Advice Network) - NBAC is an active member of this network for independent advice agencies across the West of England, with our Director acting as Chair of Trustees. This year ACFA has gone from strength to strength, successfully delivering a range of mental health and wellbeing training for frontline advice workers, developing a strategy and securing onward funding to develop the network. NBAC worked in partnership with BAP, Bristol City Council and ACFA as one of 14 agencies to deliver additional advice services under the Household Support Fund.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

Achievements and performance

How our activities deliver public benefit.

Our main activities and who we support are described below. Full details on how our services benefit clients, including client stories, can be viewed in our Impact Report, available on our website.

Who used and benefited from our services?

We supported 2231 people in communities across North Bristol and South Gloucestershire.

31% of advice clients suffered from mental ill health, 7% had a long-term illness and 21% were physically disabled. 40% were unfit to work and 60% were living in social housing or private rented accommodation. 22% were BAME, speaking 23 different languages.

People sought our support due to the high living costs (with many in "deep poverty", unable to meet their basic needs) as well as unexpected changes of circumstance such as unemployment, long term illness, bereavement or disability which plunge them into sudden and severe financial difficulties. Those on legacy benefits, who are among the most vulnerable, needed support with the transition to Universal Credit (UC), including help to resolve incorrect calculations that led to under and over payments, both triggering financial crisis. Others need access to justice having been denied benefits they're entitled to or need legal support to challenge decisions of the local authority, DWP and HMRC. The demand for complex casework for both welfare benefits and debt remains high. For our digital inclusion work, the majority of drop-in attendees (75%) were over 65. 15% did not have internet access in their homes, while 12% had never used a computer before. Some 10% were from BAME communities.

Advice services

NBAC provides specialist welfare benefits and debt advice. Some 60% of this is specialist legal advice made up of end-to-end casework and appeals support, including representation at tribunal.

- 6109 enquiries handled by our admin team
- 237 people supported at triage with one office advice or to self-help
- 1834 people received one-to-one advice support
- 408 people at risk of homelessness kept in housing
- £1,900,677 was raised for clients
- £4,380,940 in debt was managed
- 95% success rate at appeal

We survey our advice clients at case closed to gain feedback on the impact of our services. This year 98 people completed questionnaire, fewer than previous years. We are reviewing the way we gather this feedback and will trial using an online form, to improve responses. The results of the data are consistent with previous years, with clients reporting that, as a result of our advice and support:

- 86% were in a better financial situation
- 84% were less stressed
- 89% felt better able to manage their affairs
- 86% had improved understanding of their legal rights

North Bristol Advice Centre

Company Limited by Guarantee

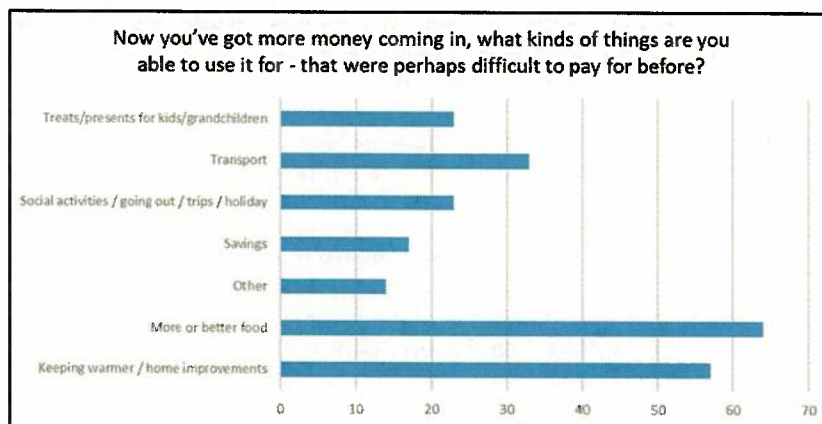
Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

Three months after case closed, we contact clients by phone to get feedback on the long-term impact of our support. 119 people responded, with over half of saying there had been long term changes in their life as a result of our advice:

- 80% have been able to budget and plan their expenditure
- 86% feel more confident about keeping a roof over their head
- 77% feel more in control of their finances now

We also ask our clients what they spend their increased income on, with more/better food and keeping homes warm scoring highest by far.



Our professional advisers were supported by a team of trained and dedicated Advice Support Volunteers who provided one-to-one support to people at the start of their claim journey. They help clients to understand how the claims process works, what sort of evidence they need to gather, appropriate information to include on their application form, and help them to complete complex benefit forms. They also pick up on where clients might need other help and signpost them. This early intervention work helped ensure vulnerable people secured their legal entitlements, preventing financial problems developing or escalating. Volunteers also complete charity applications for white goods/beds/carpets for those most in need.

Home Visiting Advice Service

A total of 67 older people were supported through our home visiting service, with £240,402 in income raised. This service is for older people who cannot access advice services due to disability, poor health conditions or mobility problems.

Our caseworker helps clients to maximise their income so they can access extra support for daily living, increase food and heating and stay independent in their homes. This includes help with applying for Attendance Allowance, PIP and Pension Credit, as well as complex casework, challenging decisions (eg. Carers' Allowance overpayments) or if an award/decision is incorrect, following up with Mandatory Reconsideration application. A home visit allows our adviser to pick up on other issues (e.g. cold homes, adaptation needs) and link clients in with local services.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

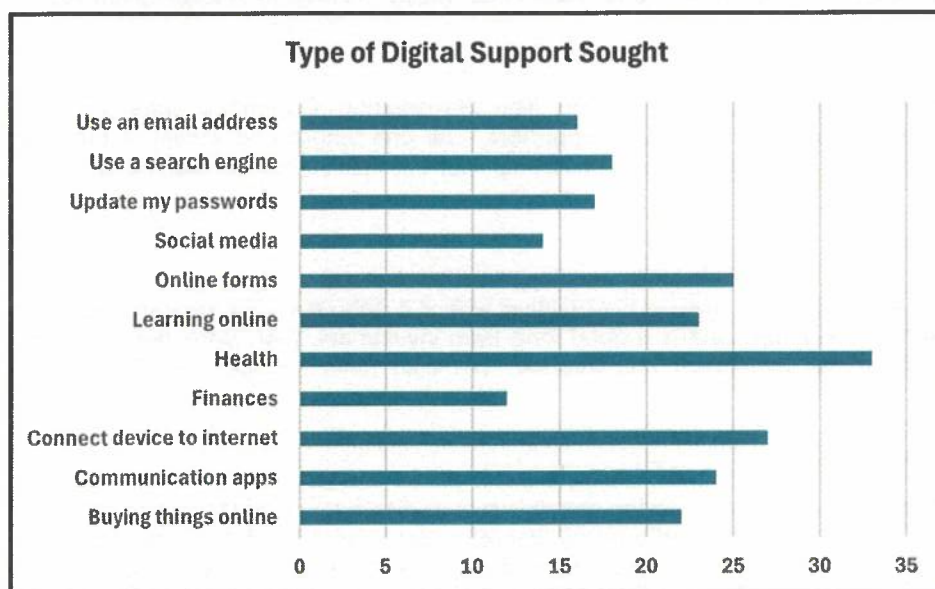
Year ended 31 March 2025

Digital Inclusion

In addition to our weekly Lockleaze drop-in, we delivered 104 "Tea and Tech" outreach sessions in 9 community settings, supporting 130 people. These sessions are supported by our team of Tea and Tech volunteers who give one-to-one help to people to develop their digital skills and knowledge in a way, and at a pace, suitable for them.

- 130 people received one-to-one digital support
- 155 sessions held in Lockleaze and across North Bristol
- 701 foot-fall at drop-in and outreach
- 95% of attendees can get online independently as a result of attending drop-in

Our volunteers keep track of what clients are supported to learn, captured in the chart below:



North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

Financial review

During the year, we were once again successful in raising funds, with income from donations, charitable trusts and grants generating £591,970 (2024: £571,810) while expenditure was £556,004 (2024: £539,810). There was a surplus of £35,966 (2024: £32,000).

Principal Funding Sources

Our main core funding came from Bristol City Council, South Gloucestershire County Council, Money and Pensions Service (MaPS), the Henry Smith Charity, The Nisbet Trust, Garfield Weston Foundation, The Access to Justice Foundation, Quartet Community Foundation, Allen and Overy, The National Lottery Community Fund, John James Bristol Foundation, St Monica Trust and The Dolphin Society. We were also supported by a range of charitable trusts and individual donors. Without their support we would not be able to deliver the current level and quality of services to local communities.

Our fundraising

NBAC does not actively fundraise from the public. The Management Committee were pleased to receive unsolicited donations from clients and supporters. Our one fundraising activity is the Bristol Legal Walk where staff and volunteers raise sponsorship money while raising awareness of the free legal advice sector.

Investment policy

NBAC is in the fortunate position of owning the building where it operates. This property represents the charity's most substantial asset, and is a good long term investment. CAF Bank deposit account provides a source of ethical investment and interest. We also have savings with Cambridge & Counties Bank.

Reserves policy

The Management Committee has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be between 3 and 6 months of the expenditure, which currently equates to £125,000 to £250,000. At this level, the Management Committee feel that they would be able to continue the current activities of the charity in the event of a significant drop in funding, allowing time to secure alternative funding or make changes. The current level of general reserves is £238,276 for running costs. We have further reserves held as capital within the building and other fixed assets totalling £203,690. The charity currently has a designated reserve of £50,000 to cover the cost of potential staff redundancies, sickness and maternity pay. There is a further £10,000 designated reserve for building maintenance. The Management Committee aims to continue building the level of reserves in line with policy, to achieve a level which they feel is adequate to meet the organisational needs. The Management Committee keep the reserves policy under review (it was last revised and approved in December 2023).

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

Priorities for the year ahead

- Develop an action plan to prioritise and deliver on the aims in our strategic plan.
- Work with the Bristol Advice Partnership to submit a bid for the new 4-year advice grant from Bristol City Council, supporting the sustainability of NBAC and advice services in North Bristol.
- Develop our outreach services in North Bristol communities, focusing on Southmead and Lawrence Weston over the next two years.
- Continue to develop our partnerships and collaborations with advice and other partners, to improve access to advice and outcomes for clients.
- Promote wellbeing for all staff and volunteers within NBAC in a proactive way that helps to embed wellbeing in our ethos, culture and ways of working.
- Maintain and develop relationships with local and national trusts and foundations that share our ethos, securing the long-term funding needed to develop and deliver services that help make change.
- Work with ACFA, key agencies and stakeholders to increase strategic engagement and influence policy locally and nationally.

Risk management

The Management Committee has conducted a review of the major risks to which the charity is exposed. A risk register has been established and is updated at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Significant external risks to funding have led to the development of a funding strategy which will allow for the diversification of income streams. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the centre.

Related Parties

In so far as it is complementary to the charity's objects, the charity is guided by both local and national policy. NBAC works in partnership with other local and city-wide professional agencies to ensure a range of complimentary services. We are aware of national developments which could have an impact on our service, for example ongoing Government changes to social welfare law and the welfare state.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2025

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 5 November 2025 and signed on behalf of the board of trustees by:

A handwritten signature in black ink, appearing to read 'S Edmunds', written in a cursive style.

S Edmunds
Trustee

North Bristol Advice Centre

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of North Bristol Advice Centre

Year ended 31 March 2025

I report to the trustees on my examination of the financial statements of North Bristol Advice Centre ('the charity') for the year ended 31 March 2025.

Responsibilities and basis of report

As the trustees of the company (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 accounts of the company 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 accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since 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 the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

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).

North Bristol Advice Centre

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of North Bristol Advice Centre (continued)

Year ended 31 March 2025

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



Mr Jonathan Rhodes BSc BFP FCA

Independent Examiner

24 Bridge Street
Newport
South Wales
NP20 4SF

5 November 2025

North Bristol Advice Centre

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2025

		Unrestricted funds	2025 Restricted funds	Total funds	2024 Total funds
	Note	£	£	£	£
Income					
Donations and legacies	5	3,328	—	3,328	4,632
Charitable activities	6	147,810	405,173	552,983	543,861
Other trading activities	7	815	—	815	10,054
Investment income	8	15,227	—	15,227	7,021
Other income	9	19,617	—	19,617	6,242
Total income		<u>186,797</u>	<u>405,173</u>	<u>591,970</u>	<u>571,810</u>
Expenditure					
Expenditure on charitable activities	10,11	150,831	405,173	556,004	539,810
Total expenditure		<u>150,831</u>	<u>405,173</u>	<u>556,004</u>	<u>539,810</u>
Net income and net movement in funds		<u>35,966</u>	<u>—</u>	<u>35,966</u>	<u>32,000</u>
Reconciliation of funds					
Total funds brought forward		503,201	9,197	512,398	480,398
Total funds carried forward		<u>539,167</u>	<u>9,197</u>	<u>548,364</u>	<u>512,398</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 18 to 32 form part of these financial statements.

North Bristol Advice Centre

Company Limited by Guarantee

Statement of Financial Position

31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible fixed assets	18	203,690	208,621
Current assets			
Debtors	19	22,772	19,613
Cash at bank and in hand		386,146	361,008
		<u>408,918</u>	<u>380,621</u>
Creditors: amounts falling due within one year	20	<u>64,244</u>	<u>76,844</u>
Net current assets		<u>344,674</u>	<u>303,777</u>
Total assets less current liabilities		<u>548,364</u>	<u>512,398</u>
Net assets		<u>548,364</u>	<u>512,398</u>
Funds of the charity			
Restricted funds		9,197	9,197
Unrestricted funds		<u>539,167</u>	<u>503,201</u>
Total charity funds	23	<u>548,364</u>	<u>512,398</u>

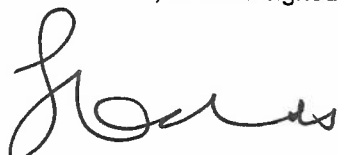
For the year ending 31 March 2025 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

These financial statements were approved by the board of trustees and authorised for issue on 5 November 2025, and are signed on behalf of the board by:



S Edmunds
Trustee

The notes on pages 18 to 32 form part of these financial statements.

North Bristol Advice Centre

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2025

	2025 £	2024 £
Cash flows from operating activities		
Net income	35,966	32,000
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	4,931	8,997
Other interest receivable and similar income	(15,227)	(7,021)
Interest payable and similar charges	11,685	11,165
Accrued expenses/(income)	5,084	(4,917)
<i>Changes in:</i>		
Trade and other debtors	(8,159)	(6,529)
Trade and other creditors	(12,684)	(10,906)
Cash generated from operations	21,596	22,790
Interest paid	(11,685)	(11,165)
Interest received	15,227	7,021
Net cash from operating activities	<u>25,138</u>	<u>18,646</u>
Cash flows from investing activities		
Purchase of tangible assets	—	(1,393)
Net cash used in investing activities	<u>—</u>	<u>(1,393)</u>
Net increase in cash and cash equivalents	25,138	17,252
Cash and cash equivalents at beginning of year	<u>361,008</u>	<u>343,756</u>
Cash and cash equivalents at end of year	<u>386,146</u>	<u>361,008</u>

The notes on pages 18 to 32 form part of these financial statements.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2025

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 2 Gainsborough Square, Lockleaze, Bristol, BS7 9XA.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis. The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

3. Accounting policies *(continued)*

Tangible assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Freehold property	-	2% straight line
Fixtures and fittings	-	25% reducing balance

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

3. Accounting policies *(continued)*

Financial instruments *(continued)*

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

Every member of the Charity undertakes to contribute such amount as may be required (not exceeding £1) to the Charity's assets if it should be wound up while he or she is a member or within one year after he or she ceases to be a member, for payment of the Charity's debts and liabilities contracted before he or she ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributories among themselves.

Number of members of the charity as at 31 March 2025 is 7 (2024: 6).

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Donations				
Donations	<u>3,328</u>	<u>3,328</u>	<u>4,632</u>	<u>4,632</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £
Small Grants	7,126	–	7,126
John James Bristol Foundation	–	11,000	11,000
BNWFB	–	11,758	11,758
Bristol City Funds BCH Health and Wellbeing	–	–	–
Quartet Community Foundation	–	19,167	19,167
Van Neste	–	–	–
WHAM Grant	–	19,180	19,180
IMA Grant	–	–	–
Garfield Weston	–	–	–
The Dolphin Society	–	10,000	10,000
Henry Smith Charity	–	60,000	60,000
Bristol Wessex Billing Services	–	–	–
The Allen & Overy Foundation	10,000	–	10,000
Groundwork	–	12,539	12,539
MaPS Grant	–	125,121	125,121
Shire	12,000	–	12,000
Access to Justice - HALS	–	–	–
Access to Justice - IOTLS	–	71,637	71,637
Access to Justice - CIF	–	–	–
The National Lottery	–	1,667	1,667
Bristol City Council - Cost of Living	–	–	–
Bristol City Council - IAG	57,624	–	57,624
Bristol City Council - HSF	–	42,104	42,104
South Gloucestershire CC - Cost of Living	–	–	–
South Gloucestershire CC	44,560	–	44,560
The Nisbet Trust	16,500	–	16,500
St Monica Trust	–	21,000	21,000
	<u>147,810</u>	<u>405,173</u>	<u>552,983</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

6. Charitable activities *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Small Grants	700	–	700
John James Bristol Foundation	–	833	833
BNWFB	–	19,901	19,901
Bristol City Funds BCH Health and Wellbeing	–	5,340	5,340
Quartet Community Foundation	–	8,333	8,333
Van Neste	–	10,000	10,000
WHAM Grant	–	8,250	8,250
IMA Grant	–	4,011	4,011
Garfield Weston	20,000	–	20,000
The Dolphin Society	–	10,000	10,000
Henry Smith Charity	–	60,000	60,000
Bristol Wessex Billing Services	4,200	–	4,200
The Allen & Overy Foundation	–	–	–
Groundwork	–	–	–
MaPS Grant	–	115,376	115,376
Shire	12,000	–	12,000
Access to Justice - HALS	–	12,500	12,500
Access to Justice - IOTLS	–	51,883	51,883
Access to Justice - CIF	12,196	–	12,196
The National Lottery	–	8,333	8,333
Bristol City Council - Cost of Living	–	14,617	14,617
Bristol City Council - IAG	57,624	–	57,624
Bristol City Council - HSF	–	20,000	20,000
South Gloucestershire CC - Cost of Living	–	20,000	20,000
South Gloucestershire CC	34,604	–	34,604
The Nisbet Trust	16,500	–	16,500
St Monica Trust	–	16,660	16,660
	<u>157,824</u>	<u>386,037</u>	<u>543,861</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

7. Other trading activities

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Room Hire	815	815	10,054	10,054

8. Investment income

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Bank interest receivable	15,227	15,227	7,021	7,021

9. Other income

	Unrestricted Funds £	Total Funds 2025 £	Unrestricted Funds £	Total Funds 2024 £
Advice Services	19,617	19,617	5,368	5,368
Miscellaneous	–	–	874	874
	<u>19,617</u>	<u>19,617</u>	<u>6,242</u>	<u>6,242</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

10. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2025 £	Total Funds 2024 £
Charitable activities	147,158	397,096	544,254	529,880
Support costs	3,673	8,077	11,750	9,930
	<u>150,831</u>	<u>405,173</u>	<u>556,004</u>	<u>539,810</u>

11. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Support costs £	Total funds 2025 £	Total fund 2024 £
Charitable Activities	544,254	–	544,254	529,880
Governance costs	–	11,750	11,750	9,930
	<u>544,254</u>	<u>11,750</u>	<u>556,004</u>	<u>539,810</u>

Activities directly undertaken can be further analysed as:

	2025 £	2024 £
Grants	–	6,183
Wages and salaries	392,397	365,814
Employer's NIC	27,262	23,566
Pension costs	14,137	10,877
Other employment benefits	2,111	5,492
Rates and water	1,751	2,330
Light and heat	10,483	4,837
Repairs and maintenance	21,232	17,515
Insurance	3,461	2,228
Other motor/travel costs	1,783	2,546
Legal and professional fees	15,576	11,978
Telephone	11,090	11,882
Other office costs	32,426	47,933
Depreciation	4,931	8,997
Finance costs	11,685	11,165
Marketing and publicity	1,983	2,010
Subscriptions and membership	2,057	3,845
Sundries	1,639	–
	<u>556,004</u>	<u>539,810</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

12. Analysis of support costs

	Analysis of support costs £	Total 2025 £	Total 2024 £
Finance costs	65	65	62
Governance costs	11,685	11,685	9,868
	<u>11,750</u>	<u>11,750</u>	<u>9,930</u>

13. Analysis of grants

	2025 £	2024 £
Grants to individuals		
Grants to individuals	–	6,183
Total grants	<u>–</u>	<u>6,183</u>

14. Net income

Net income is stated after charging/(crediting):

	2025 £	2024 £
Depreciation of tangible fixed assets	<u>4,931</u>	<u>8,997</u>

15. Independent examination fees

	2025 £	2024 £
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>2,286</u>	<u>2,202</u>

16. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2025 £	2024 £
Wages and salaries	392,397	365,814
Social security costs	27,262	23,566
Employer contributions to pension plans	14,137	10,877
Other employee benefits	2,111	5,492
	<u>435,907</u>	<u>405,749</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

16. Staff costs *(continued)*

The average head count of employees during the year was 19 (2024: 17). The average number of full-time equivalent employees during the year is analysed as follows:

	2025 No.	2024 No.
Number of staff - management	2	2
Number of staff - administration	2	2
Number of staff - support workers	15	13
	<u>19</u>	<u>17</u>

No employee received employee benefits of more than £60,000 during the year (2024: Nil).

17. Trustee remuneration and expenses

No remuneration or expenses or other benefits from employment with the charity or a related entity were received by the trustees

18. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost			
At 1 April 2024 and 31 March 2025	233,523	61,479	295,002
Depreciation			
At 1 April 2024	25,947	60,434	86,381
Charge for the year	4,670	261	4,931
At 31 March 2025	<u>30,617</u>	<u>60,695</u>	<u>91,312</u>
Carrying amount			
At 31 March 2025	<u>202,906</u>	<u>784</u>	<u>203,690</u>
At 31 March 2024	<u>207,576</u>	<u>1,045</u>	<u>208,621</u>

19. Debtors

	2025 £	2024 £
Trade debtors	20,966	13,016
Prepayments and accrued income	1,806	6,597
	<u>22,772</u>	<u>19,613</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

20. Creditors: amounts falling due within one year

	2025	2024
	£	£
Trade creditors	6,769	21,305
Accruals and deferred income	49,336	42,536
Social security and other taxes	6,891	10,633
Other creditors	1,248	2,370
	<u>64,244</u>	<u>76,844</u>

21. Deferred income

	2025	2024
	£	£
Amount deferred in year	<u>47,050</u>	<u>40,334</u>

22. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £14,137 (2024: £10,877).

23. Analysis of charitable funds

Unrestricted funds

	At 1 April 2024	Income	Expenditure	At 31 March 2025
	£	£	£	£
General funds	202,310	186,797	(150,831)	238,276
Reserve for Building Repairs	10,000	–	–	10,000
Reserve for Redundancy and Sickness	50,000	–	–	50,000
Reserve for Capital Expenditure	240,891	–	–	240,891
	<u>503,201</u>	<u>186,797</u>	<u>(150,831)</u>	<u>539,167</u>

	At 1 April 2023	Income	Expenditure	At 31 March 2024
	£	£	£	£
General funds	170,310	185,773	(153,773)	202,310
Reserve for Building Repairs	10,000	–	–	10,000
Reserve for Redundancy and Sickness	50,000	–	–	50,000
Reserve for Capital Expenditure	240,891	–	–	240,891
	<u>471,201</u>	<u>185,773</u>	<u>(153,773)</u>	<u>503,201</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

23. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 April 2024 £	Income £	Expenditure £	At 31 March 2025 £
John James Bristol Foundation	–	11,000	(11,000)	–
BNWFB	–	11,758	(11,758)	–
Bristol City Funds BCH Health and Wellbeing	–	–	–	–
Groundwork	–	12,539	(12,539)	–
Henry Smith Charity	–	60,000	(60,000)	–
MaPS Grant	–	125,121	(125,121)	–
Quartet	–	19,167	(19,167)	–
Van Neste	–	–	–	–
The National Lottery	–	1,667	(1,667)	–
St Monica Trust	–	21,000	(21,000)	–
MaPS Grant Redundancy	9,197	–	–	9,197
South Gloucestershire CC - Cost of Living	–	–	–	–
WHAM Grant	–	19,180	(19,180)	–
IMA Grant	–	–	–	–
Bristol City Council - HSF	–	42,104	(42,104)	–
Bristol City Council - Cost of Living	–	–	–	–
The Dolphin Society	–	10,000	(10,000)	–
Access to Justice - HALS	–	–	–	–
Access to Justice - IOTLS	–	71,637	(71,637)	–
	<u>9,197</u>	<u>405,173</u>	<u>(405,173)</u>	<u>9,197</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

23. Analysis of charitable funds *(continued)*

	At 1 April 2023 £	Income £	Expenditure £	At 31 March 2024 £
John James Bristol Foundation	–	833	(833)	–
BNWFB	–	19,901	(19,901)	–
Bristol City Funds BCH Health and Wellbeing	–	5,340	(5,340)	–
Groundwork	–	–	–	–
Henry Smith Charity	–	60,000	(60,000)	–
MaPS Grant	–	115,376	(115,376)	–
Quartet	–	8,333	(8,333)	–
Van Neste	–	10,000	(10,000)	–
The National Lottery	–	8,333	(8,333)	–
St Monica Trust	–	16,660	(16,660)	–
MaPS Grant Redundancy	9,197	–	–	9,197
South Gloucestershire CC - Cost of Living	–	20,000	(20,000)	–
WHAM Grant	–	8,250	(8,250)	–
IMA Grant	–	4,011	(4,011)	–
Bristol City Council - HSF	–	20,000	(20,000)	–
Bristol City Council - Cost of Living	–	14,617	(14,617)	–
The Dolphin Society	–	10,000	(10,000)	–
Access to Justice - HALS	–	12,500	(12,500)	–
Access to Justice - IOTLS	–	51,883	(51,883)	–
	<u>9,197</u>	<u>386,037</u>	<u>(386,037)</u>	<u>9,197</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

23. Analysis of charitable funds *(continued)*

Purpose of restricted funds 2024/25

The Access to Justice Foundation - IOTLS - towards our triage and outreach services, providing early intervention legal advice support to vulnerable residents.

BNWFB - towards delivery of debt advice services at Bristol Northwest Foodbank in Avonmouth.

BCC Household Support Fund - part of city-wide partnership to increase access to advice services by increasing complex casework capacity and priority referrals with Housing Matters.

The Dolphin Society - towards our Home Visiting Advice Service.

Groundworks - capital funding towards energy efficiency works, including solar panel installation.

Henry Smith Charity - this grant was awarded towards the salary and running costs of our advice services.

IMA - funding towards our debt work and debt relief orders.

John James Bristol Foundation - awarded towards non salary operational costs.

MaPS - funding of our main debt service and the provision of face to face debt advice.

MaPS redundancy reserve - this money is for the provision of redundancy as full and final settlement of all of MAS's obligations under the funding agreement it has with NBAC.

The National Community Lottery - Awards 4 All - towards the running costs of our advice services.

Quartet Community Foundation - towards providing welfare benefits advice support to older people on low incomes to secure legal entitlements and maximise income.

St Monica Trust - grant for our Bristol Tea and Tech Outreach project, working with community partners to take digital support into community settings.

WHAM - Part of a partnership project, providing advice to residents struggling with high fuel bills, referred by the Centre for Sustainable Energy, the lead partner.

Purpose of Designated Funds

Building Repairs Reserve - this reserve has been established to set aside funds for future repairs and maintenance on the building.

Redundancy and Sickness Reserve - this reserve has been set up to cover the cost of potential redundancies, sickness and maternity pay.

Capital Expenditure Reserve - this reserve represents the capital assets value owned by the charity that do not make up part of the charity's free reserves.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2025

24. Analysis of net assets between funds

	Unrestricted Funds £	Total Funds 2025 £
Tangible fixed assets	203,690	203,690
Current assets	408,918	408,918
Creditors less than 1 year	(64,244)	(64,244)
Net assets	548,364	548,364

	Unrestricted Funds £	Total Funds 2024 £
Tangible fixed assets	208,621	208,621
Current assets	380,621	380,621
Creditors less than 1 year	(76,844)	(76,844)
Net assets	512,398	512,398

25. Analysis of changes in net debt

	At 1 Apr 2024 £	Cash flows £	At 31 Mar 2025 £
Cash at bank and in hand	<u>361,008</u>	<u>25,138</u>	<u>386,146</u>

NORTH BRISTOL ADVICE CENTRE

England & Wales - Charity number 1066921

Accounts

COMPANY REGISTRATION NUMBER: 03449469
CHARITY REGISTRATION NUMBER: 1066921

**North Bristol Advice Centre
Company Limited by Guarantee
Unaudited Financial Statements
31 March 2024**

WALTER HUNTER & CO LIMITED

Chartered accountants
24 Bridge Street
Newport
South Wales
NP20 4SF

North Bristol Advice Centre

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2024

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North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2024

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2024.

Reference and administrative details

Registered charity name North Bristol Advice Centre

Charity registration number 1066921

Company registration number 03449469

Principal office and registered office 2 Gainsborough Square
Lockleaze
Bristol
BS7 9XA

The trustees

S Edmunds
R Walters
T Mahari (Resigned 11 October 2023)
J Rogers
J Sankey
J Garel
C MacDiarmid (Appointed 10 May 2023)

Independent examiner Mr Jonathan Rhodes BSc BFP FCA
24 Bridge Street
Newport
South Wales
NP20 4SF

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Structure, governance and management

The trustees are pleased to present their annual Directors' report together with the financial statements of the charity for the year ended 31 March 2024 which are also prepared to meet the requirements for a Directors' report for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to small charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 01 January 2015).

The organisation incorporated as a charitable company limited by guarantee and registered as a charity on 14/10/97. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Organisational Structure

North Bristol Advice Centre has a Management Committee who meet monthly and are responsible for the strategic direction and policy of the charity. This financial year the board had seven members from a variety of backgrounds relevant to the work of the charity.

A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the Director, Head of Services and Welfare Benefits Team Leader. The Director is responsible for ensuring that the charity delivers the services specified and that key targets are met. The Head of Services has responsibility for the day to day operational management of the advice service, and individual supervision of the advice team. They also ensure that team members continue to develop their skills and working practices in line with good practice.

Recruitment and Appointment of Management Committee

The Directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Management Committee. North Bristol Advice Centre offers advice to a wide cross section of people within the local community. The Management Committee seeks to ensure that the needs of the local community are appropriately reflected through the diversity of the trustee body. One trustee stepped down and one new trustee was appointed in 2023/24. The more traditional business and professional skills are well represented on the Management Committee. In the event of particular skills being lost due to retirement, new individuals are approached to offer themselves for election to the Management Committee.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Trustee Induction and Training

Most trustees familiarise themselves with the practical work of the charity by undertaking a tour of the Advice Centre and the Outreach Work. Additionally, new trustees attend briefing sessions on the Charity and the context within which it operates. These are led by the Chair of the Management Committee and/or the Director of the charity and cover:

- The obligations of Management Committee members
- The main documents which set out the operational framework for the charity including the Memorandum and Articles
- Resourcing and the current financial position as set out in the latest published accounts
- Publications from the Charity Commission relating to the roles and responsibilities of trustees
- Future plans and objectives

Ongoing training is encouraged and regular policy days are held to ensure the Business Plan is delivering and on target. A Trustee Induction Pack is provided.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Objectives and activities

Purposes and Aims

Located in Lockleaze, Bristol, North Bristol Advice Centre (NBAC) is a community-based advice centre. It is a registered charity and a company limited by guarantee.

Our charity's objects are:

- to assist in the promotion of any charitable purposes for the benefit of the inhabitants of North Bristol and South Gloucestershire areas by the provision of free and independent advice and support, especially in relation to access to welfare benefits and managing personal debt; and
- to advance education and provide training and other services that support and strengthen the skills, health and wellbeing of the said inhabitants.

The aims of the charity are to promote social justice and combat poverty by providing free and independent advice and support that enables people to develop skills, improve wellbeing and make positive changes in their lives and communities.

Our activities

We help people at times of crisis, work to address the causes of deprivation and support people to take practical steps to improve their situation in the longer term. The activities we provided to meet our objectives included:

- Free, confidential and independent advice services, including welfare benefits and debt advice, complex casework and representation at tribunal.
- Digital inclusion work to increase digital skills, improve access to online tools and services and increase financial and social inclusion.
- Home-visiting advice services for older people to maximise income and help them remain independent in their homes.

North Bristol Advice Centre has been serving the communities of North Bristol and South Gloucestershire for 40 years. The hallmark of its work has been high levels of professionalism, delivering a quality service and listening to and responding to community needs. Underpinning the day to day work has been the long term dedication and commitment of the Board of Trustees which has always worked to support the team and try as far as possible to anticipate and prepare for the future. The Board regularly reviews the performance of the various services we offer, as well as monitoring and evaluation data to help us to continually develop, improve and innovate.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Review of 2023/24

Demand for advice services remained high as people impacted by the continued high cost of living sought help to manage their financial difficulties. Clients continue to present with complex issues requiring multiple interventions and longer-term support. Our priority was to maintain quality services and do all we could to support people in financial hardship.

In order to meet the challenge of managing high demand with limited resources, we looked toward innovation and collaboration to develop our advice services in a way that is sustainable and meets the needs of people in our communities.

Innovation to develop our community-based advice services

- NBAC ran a pilot project working with Kingsmeadow@Made4ever in South Gloucestershire to co-locate our Welfare Benefits advice worker within their setting. Staff were trained to identify advice issues and help with form filling, as well as provide confidence-building support to clients to act on advice. A mini evaluation of the pilot shows it was successful in reaching vulnerable people who would not otherwise access advice.
- We delivered tailored talks to 10 older people's groups, going into communities where there was low take up of benefits, responding to feedback from community leaders and workers. Over 165 people attended. The aim was to empower older people reluctant to claim benefits to better understand the benefits system, their entitlements, understand where they can get help and support them to apply for benefits that will improve their financial situation.

Collaboration and Partnerships

- NBAC is part of the Bristol Advice Partnership (BAP) and the South Gloucestershire Advice Service (SGAS), comprised of the main advice agencies in Bristol and South Gloucestershire respectively, working in partnership to provide advice across communities.
- Through BAP NBAC worked in partnership with Bristol City Council and other advice agencies in the city to deliver additional advice under the Household Support Fund. The funding enabled us to increase our complex casework capacity.
- We worked with Housing Matters to develop our priority referral system. This improved the client journey for NBAC welfare benefits and debt clients with a housing issue, as well as Housing Matters clients needing specialist advice.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

- We continued to work in partnership with Bristol Northwest Foodbank, delivering weekly face-to-face debt advice in Avonmouth, the most isolated ward in north Bristol.
- NBAC continued to work with the Centre for Sustainable Energy as part of the multi-agency WHAM project providing, holistic support to people in fuel poverty and financial hardship.
- We developed a Digital Outreach Service (Bristol Tea and Tech) working with partners in community settings across north Bristol to bring digital support into communities to combat digital exclusion.

NBAC continued to be a key partner in ACFA (The Advice Network), the network for independent advice agencies across the West of England. This year ACFA focused on the improvement of infrastructure support (eg training and networks) and the development ACFA's strategic plan, in particular engaging with health services and the Integrated Care System.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Achievements and performance

How our activities deliver public benefit.

Our main activities and who we support are described below. Full details on how our services benefit clients, including client stories, can be viewed in our Impact Report, available on our website.

Who used and benefited from our services?

We supported 2114 people living in deprived communities across North Bristol and South Gloucestershire.

29% of advice clients suffered from mental ill health and one quarter were physically disabled. Just under half were unfit to work and 65% were living in social housing or rented accommodation. One third were BAME, speaking 28 different languages. People sought our support due to the Cost of Living Crisis as well as unexpected changes of circumstance such as unemployment, long term illness, bereavement or disability which plunge them into sudden and severe financial difficulties. Others need access to justice having been denied benefits they're entitled to or need legal support to challenge decisions of the local authority, DWP and HMRC. The demand for complex casework for both welfare benefits and debt remains high.

For our digital inclusion work, the majority of Get Online attendees (71%) were over 55, with 25% from BAME communities and 37% disclosing a physical and/or mental disability. 22% did not have internet access in their homes, while 15% had never used the internet before.

Advice services

NBAC provides specialist welfare benefits and debt advice. Some 60% of this is specialist legal advice made up of end-to-end casework and appeals support, including representation at tribunal.

- 4451 enquiries handled by our admin team
- 1992 people received one-to-one advice support
- 362 people at risk of homelessness kept in housing
- £1,823,070 was raised for clients
- £4,073,882 in debt was managed
- 94% success rate at appeal

Advice clients (143 questionnaires completed at case closed) reported that, as a result of our advice and support:

- 87% were in a better financial situation
- 83% were less stressed
- 84% felt better able to manage their affairs
- 78% had improved understanding of their legal rights

Over half of clients contacted three months after case closed (108 replies) said there had been long term changes in their life as a result of our advice:

- 78% have been able to budget and plan their expenditure
 - 30% spent increased income on more or better food
 - 68% feel more in control of their finances now
-

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Our professional advisers were supported by a team of trained and dedicated Advice Support Volunteers who provided one-to-one support to people at the start of their claim journey. They help clients to understand how the claims process works, what sort of evidence they need to gather, appropriate information to include on their application form, and help them to complete complex benefit forms. They also pick up on where clients might need other help and signpost them. This early intervention work helped ensure vulnerable people secured their legal entitlements, preventing financial problems developing or escalating. Volunteers also complete charity applications for white goods/beds/carpets for those most in need.

Home Visiting Advice Service

A total of 61 older people were supported through our home visiting service, with £118,792 in income raised. This service is for those who cannot access advice services due to disability, poor health conditions or mobility problems. Our caseworker helps clients to maximise their income so they can access extra support for daily living, increase food and heating and stay independent in their homes. Home visits allows our adviser to pick up on other issues (e.g. cold homes, adaptation needs) and link them with local services.

Get Online

In addition to our weekly Lockleaze drop-in, our Bristol Tea and Tech pilot project delivered 46 outreach sessions in 8 community settings, supporting 138 people. We've continued this outreach work from January, enabling us to continue reaching the most excluded across north Bristol. Clients were supported to fill out forms; use Microsoft office; set up and use email; transfer data; solve issues with their own devices; download and/or remove apps; use search engines; access government websites; learn to shop online; use translation tools; access online learning.

- 122 people received digital support
- 133 sessions held in Lockleaze and across North Bristol
- 559 foot-fall at drop-in and outreach
- 90% of attendees can get online independently as a result of attending drop-in

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Financial review

During the year, we were once again successful in raising funds, with income from donations, charitable trusts and grants generating £571,810 (2023: £535,798) while expenditure was £539,810 (2023: 480,105). There was a surplus of £32,000 (2023: £55,693).

Principal Funding Sources

Our main core funding came from Bristol City Council, South Gloucestershire County Council, Money and Pensions Service (MaPS), the Henry Smith Charity, Nisbet Trust, Garfield Weston, The Access to Justice Foundation and Quartet Community Foundation. We were also supported by a range of charitable trusts and individual donors. Without their support we would not be able to deliver the current level and quality of services to local communities.

Our fundraising

NBAC does not actively fundraise from the public. The Management Committee were pleased to receive unsolicited donations from clients and supporters. Our one fundraising activity is the Bristol Legal Walk; staff and volunteers raise sponsorship money while raising awareness of the free legal advice sector, though this did not take place this year.

Investment policy

NBAC is in the fortunate position of owning its building. This property represents the charity's most substantial asset, and is a good long term investment. CAF Bank deposit account provides a source of ethical investment and interest. We also have savings with Cambridge & Counties Bank.

Reserves policy

The Management Committee has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be between 3 and 6 months of the expenditure, which currently equates to £125,000 to £250,000. At this level, the Management Committee feel that they would be able to continue the current activities of the charity in the event of a significant drop in funding, allowing time to secure alternative funding or make changes. The current level of general reserves is £202,310 for running costs. We have further reserves held as capital within the building and other fixed assets totalling £208,621.

The charity currently has a designated reserve of £50,000 to cover the cost of potential staff redundancies, sickness and maternity pay. There is a further £10,000 designated reserve for building maintenance. The Management Committee aims to continue building the level of reserves in line with policy, to achieve a level which they feel is adequate to meet the organisational needs. The Management Committee keep the reserves policy under review (it was last revised and approved in December 2023).

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Priorities for the year ahead

- Use learning from External Evaluation to develop and improve advice services.
- Increase outreach work in communities, working closely with community partners.
- Improve access to advice for the most vulnerable by increasing face-to-face access through drop-ins.
- Use learning from our digital outreach pilot to develop our digital inclusion work and reach more people across north Bristol.
- Be a data curious organisation, working with data partners to learn more from the data we collect to improve services and promote evidence-based decision making and development.
- Promote wellbeing for all staff and volunteers within NBAC in a proactive way that helps to embed wellbeing in our ethos, culture and ways of working.
- Maintain and develop relationships with local and national trusts and foundations that share our ethos, securing the long term funding needed to develop and deliver services that help make change.
- Use learning, research and engagement to develop our long term strategic plan from 2024.
- Work with ACFA, key agencies and stakeholders to increase strategic engagement and influence policy locally and nationally

Risk management

The Management Committee has conducted a review of the major risks to which the charity is exposed. A risk register has been established and is updated at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Significant external risks to funding have led to the development of a funding strategy which will allow for the diversification of income streams. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the centre.

Related Parties

In so far as it is complementary to the charity's objects, the charity is guided by both local and national policy. NBAC works in partnership with other local and city wide professional agencies to ensure a range of complimentary services. We are aware of national developments which could have an impact on our service, for example ongoing Government changes to social welfare law and the welfare state.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2024

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 22 October 2024 and signed on behalf of the board of trustees by:



S Edmonds
Trustee

North Bristol Advice Centre

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of North Bristol Advice Centre

Year ended 31 March 2024

I report to the trustees on my examination of the financial statements of North Bristol Advice Centre ('the charity') for the year ended 31 March 2024.

Responsibilities and basis of report

As the trustees of the company (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 accounts of the company 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 accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since 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 the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

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).

North Bristol Advice Centre

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of North Bristol Advice Centre *(continued)*

Year ended 31 March 2024

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



Mr Jonathan Rhodes BSc BFP FCA

Independent Examiner

24 Bridge Street
Newport
South Wales
NP20 4SF

22 October 2024

North Bristol Advice Centre

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2024

		Unrestricted funds £	2024 Restricted funds £	Total funds £	2023 Total funds £
	Note				
Income					
Donations and legacies	5	4,632	–	4,632	5,113
Charitable activities	6	157,824	386,037	543,861	515,738
Other trading activities	7	10,054	–	10,054	8,900
Investment income	8	7,021	–	7,021	2,728
Other income	9	6,242	–	6,242	3,319
Total income		<u>185,773</u>	<u>386,037</u>	<u>571,810</u>	<u>535,798</u>
Expenditure					
Expenditure on charitable activities	10,11	153,773	386,037	539,810	480,105
Total expenditure		<u>153,773</u>	<u>386,037</u>	<u>539,810</u>	<u>480,105</u>
Net income and net movement in funds		<u>32,000</u>	<u>–</u>	<u>32,000</u>	<u>55,693</u>
Reconciliation of funds					
Total funds brought forward		471,201	9,197	480,398	424,706
Total funds carried forward		<u>503,201</u>	<u>9,197</u>	<u>512,398</u>	<u>480,398</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 18 to 31 form part of these financial statements.

North Bristol Advice Centre

Company Limited by Guarantee

Statement of Financial Position

31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible fixed assets	18	208,621	216,225
Current assets			
Debtors	19	19,613	8,084
Cash at bank and in hand		361,008	343,756
		<u>380,621</u>	<u>351,840</u>
Creditors: amounts falling due within one year	20	<u>76,844</u>	<u>87,666</u>
Net current assets		<u>303,777</u>	<u>264,174</u>
Total assets less current liabilities		<u>512,398</u>	<u>480,399</u>
Net assets		<u>512,398</u>	<u>480,399</u>
Funds of the charity			
Restricted funds		9,197	9,197
Unrestricted funds:			
Revaluation reserve		10,000	10,000
Other unrestricted income funds		493,201	461,201
Total unrestricted funds		<u>503,201</u>	<u>471,201</u>
Total charity funds	23	<u>512,398</u>	<u>480,398</u>

For the year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

The statement of financial position
continues on the following page.

The notes on pages 18 to 31 form part of these financial statements.

North Bristol Advice Centre

Company Limited by Guarantee

Statement of Financial Position *(continued)*

31 March 2024

These financial statements were approved by the board of trustees and authorised for issue on 22 October 2024, and are signed on behalf of the board by:



S Edmunds
Trustee

The notes on pages 18 to 31 form part of these financial statements.

North Bristol Advice Centre

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2024

	2024 £	2023 £
Cash flows from operating activities		
Net income	32,000	55,693
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	8,997	8,649
Other interest receivable and similar income	(7,021)	(2,728)
Interest payable and similar charges	11,165	6,595
Accrued (income)/expenses	(4,917)	4,778
<i>Changes in:</i>		
Trade and other debtors	(6,529)	6,370
Trade and other creditors	(10,906)	13,736
Cash generated from operations	22,789	93,093
Interest paid	(11,165)	(6,595)
Interest received	7,021	2,728
Net cash from operating activities	<u>18,645</u>	<u>89,226</u>
Cash flows from investing activities		
Purchase of tangible assets	(1,393)	—
Net cash used in investing activities	<u>(1,393)</u>	<u>—</u>
Net increase in cash and cash equivalents	17,252	89,226
Cash and cash equivalents at beginning of year	<u>343,756</u>	<u>254,530</u>
Cash and cash equivalents at end of year	<u>361,008</u>	<u>343,756</u>

The notes on pages 18 to 31 form part of these financial statements.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2024

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 2 Gainsborough Square, Lockleaze, Bristol, BS7 9XA.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Tangible assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Freehold property	-	2% straight line
Fixtures and fittings	-	25% reducing balance

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

3. Accounting policies *(continued)*

Financial instruments *(continued)*

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

Every member of the Charity undertakes to contribute such amount as may be required (not exceeding £1) to the Charity's assets if it should be wound up while he or she is a member or within one year after he or she ceases to be a member, for payment of the Charity's debts and liabilities contracted before he or she ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributories among themselves.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Donations				
Donations	4,632	4,632	1,894	1,894
Local Giving	–	–	3,219	3,219
	<u>4,632</u>	<u>4,632</u>	<u>5,113</u>	<u>5,113</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2023 £
Small Grants	700	–	700	11,189
John James Bristol Foundation	–	833	833	9,167
Henry Smith Charity	–	60,000	60,000	60,000
Garfield Weston	20,000	–	20,000	–
MaPS Grant	–	115,376	115,376	138,829
Quartet Community Foundation	–	8,333	8,333	12,024
Van Neste	–	10,000	10,000	–
Shire	12,000	–	12,000	12,000
Bristol Wessex Billing	4,200	–	4,200	–
WHAM Grant	–	8,250	8,250	13,725
Access to Justice – CIF	12,196	–	12,196	–
IMA Grant	–	4,011	4,011	8,319
The National Lottery	–	8,333	8,333	–
Bristol City Council – IAG	57,624	–	57,624	57,624
Bristol City Council – Cost of Living	–	14,617	14,617	17,979
Bristol City Council – HSF	–	20,000	20,000	–
Bristol City Funds BCH Health and Wellbeing	–	5,340	5,340	17,347
The Dolphin Society	–	10,000	10,000	5,000
South Gloucestershire CC - COL	–	20,000	20,000	–
South Gloucestershire CC	34,604	–	34,604	34,593
The Nisbet Trust	16,500	–	16,500	20,000
St Monica Trust	–	16,660	16,660	3,340
BNWFB	–	19,901	19,901	11,408
Access to Justice – HALS	–	12,500	12,500	25,000
Access to Justice – IOTLS	–	51,883	51,883	–
Society of Merchant Venturers	–	–	–	4,167
Thrive Bristol Community Grant	–	–	–	5,850
Forrester Family Trust	–	–	–	16,667
BW Prom	–	–	–	3,000
Society of Holy Child Jesus	–	–	–	20,000
SGC Area Wide	–	–	–	1,500
Bristol CPA	–	–	–	7,010
	<u>157,824</u>	<u>386,037</u>	<u>543,861</u>	<u>515,738</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

7. Other trading activities

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Room Hire	<u>10,054</u>	<u>10,054</u>	<u>8,900</u>	<u>8,900</u>

8. Investment income

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Bank interest receivable	<u>7,021</u>	<u>7,021</u>	<u>2,728</u>	<u>2,728</u>

9. Other income

	Unrestricted Funds £	Total Funds 2024 £	Unrestricted Funds £	Total Funds 2023 £
Advice Services	5,368	5,368	2,045	2,045
Miscellaneous	874	874	1,274	1,274
	<u>6,242</u>	<u>6,242</u>	<u>3,319</u>	<u>3,319</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

10. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £	Total Funds 2024 £
Charitable activities	150,611	379,269	529,880	473,510
Support costs	3,162	6,768	9,930	6,595
	<u>153,773</u>	<u>386,037</u>	<u>539,810</u>	<u>480,105</u>

11. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Grant funding of activities £	Support costs £	Total funds 2024 £	Total fund 2023 £
Charitable activities	523,697	6,183	–	529,880	473,510
Governance costs	–	–	9,930	9,930	6,595
	<u>523,697</u>	<u>6,183</u>	<u>9,930</u>	<u>539,810</u>	<u>480,105</u>

Activities directly undertaken can be further analysed as:

	2024 £	2023 £
Grants	6,183	6,792
Wages and salaries	365,814	326,138
Employer's NIC	23,566	20,512
Pension costs	10,877	10,318
Other employment benefits	5,492	7,271
Rates and water	2,330	1,553
Light and heat	4,837	4,350
Repairs and maintenance	17,515	28,592
Insurance	2,228	2,585
Other motor/travel costs	2,546	3,113
Legal and professional fees	11,978	16,538
Telephone	11,882	10,726
Other office costs	47,933	22,993
Depreciation	8,997	8,649
Finance costs	11,165	6,595
Marketing and publicity	2,010	1,450
Subscriptions and membership	3,845	1,930
	<u>539,810</u>	<u>480,105</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

12. Analysis of support costs

	Analysis of support costs activity 1	Total 2024	Total 2023
	£	£	£
Finance costs	62	62	77
Governance costs	9,868	9,868	6,518
	<u>9,930</u>	<u>9,930</u>	<u>6,595</u>

13. Analysis of grants

	2024	2023
	£	£
Grants to individuals		
Grants to individuals	6,183	6,792
Total grants	<u>6,183</u>	<u>6,792</u>

14. Net income

Net income is stated after charging/(crediting):

	2024	2023
	£	£
Depreciation of tangible fixed assets	<u>8,997</u>	<u>8,649</u>

15. Independent examination fees

	2024	2023
	£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>2,202</u>	<u>2,118</u>

16. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2024	2023
	£	£
Wages and salaries	365,814	326,102
Social security costs	23,566	20,512
Employer contributions to pension plans	10,877	10,319
Other employee benefits	<u>5,492</u>	<u>7,271</u>
	<u>405,749</u>	<u>364,204</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

16. Staff costs *(continued)*

The average head count of employees during the year was 17 (2023: 17). The average number of full-time equivalent employees during the year is analysed as follows:

	2024 No.	2023 No.
Number of staff - management	2	3
Number of staff - administration	2	2
Number of staff - support workers	13	12
	<u>17</u>	<u>17</u>

No employee received employee benefits of more than £60,000 during the year (2023: Nil).

17. Trustee remuneration and expenses

No remuneration or expenses or other benefits from employment with the charity or a related entity were received by the trustees

18. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost			
At 1 April 2023	233,523	60,086	293,609
Additions	—	1,393	1,393
At 31 March 2024	<u>233,523</u>	<u>61,479</u>	<u>295,002</u>
Depreciation			
At 1 April 2023	17,298	60,086	77,384
Charge for the year	8,649	348	8,997
At 31 March 2024	<u>25,947</u>	<u>60,434</u>	<u>86,381</u>
Carrying amount			
At 31 March 2024	<u>207,576</u>	<u>1,045</u>	<u>208,621</u>
At 31 March 2023	<u>216,225</u>	—	<u>216,225</u>

19. Debtors

	2024 £	2023 £
Trade debtors	13,016	4,557
Prepayments and accrued income	6,597	3,527
	<u>19,613</u>	<u>8,084</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

20. Creditors: amounts falling due within one year

	2024	2023
	£	£
Trade creditors	21,305	4,215
Accruals and deferred income	42,536	73,042
Social security and other taxes	10,633	6,282
Other creditors	2,370	4,127
	<u>76,844</u>	<u>87,666</u>

21. Deferred income

	2024	2023
	£	£
Amount deferred in year	<u>40,334</u>	<u>70,924</u>

22. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £10,877 (2023: £10,319).

23. Analysis of charitable funds

Unrestricted funds

	At 1 April 2023	Income	Expenditure	At 31 March 2024
	£	£	£	£
General funds	170,311	185,773	(153,773)	202,310
Reserve for Redundancy and Sickness	50,000	–	–	50,000
Reserve for Capital Expenditure	240,891	–	–	240,891
Reserve for Building Repairs	10,000	–	–	10,000
	<u>471,201</u>	<u>185,773</u>	<u>(153,773)</u>	<u>503,201</u>

	At 1 April 2022	Income	Expenditure	At 31 March 2023
	£	£	£	£
General funds	114,618	199,143	(143,45)	170,310
Reserve for Redundancy and Sickness	50,000	–	–	50,000
Reserve for Capital Expenditure	240,891	–	–	240,891
Reserve for Building Repairs	10,000	–	–	10,000
	<u>415,509</u>	<u>199,143</u>	<u>(143,451)</u>	<u>471,201</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

23. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 April 2023	Income	Expenditure	At
	£	£	£	31 March 2024
				£
John James Bristol Foundation	–	833	(833)	–
BNWFB	–	19,901	(19,901)	–
Bristol City Funds BCH Health and Wellbeing	–	5,340	(5,340)	–
Henry Smith Charity	–	60,000	(60,000)	–
MaPS Grant	–	115,376	(115,376)	–
Quartet Community Foundation	–	8,333	(8,333)	–
Van Neste	–	10,000	(10,000)	–
The National Lottery	–	8,333	(8,333)	–
St Monica Trust	–	16,660	(16,660)	–
MaPS Grant Redundancy	9,197	–	–	9,197
South Gloucestershire CC - Cost of Living	–	20,000	(20,000)	–
Thrive Bristol Community Grant	–	–	–	–
WHAM Grant	–	8,250	(8,250)	–
IMA Grant	–	4,011	(4,011)	–
Bristol City Council - HSF	–	20,000	(20,000)	–
Bristol City Council - Cost of Living	–	14,617	(14,617)	–
SGC Area Wide	–	–	–	–
BW Prom	–	–	–	–
The Dolphin Society	–	10,000	(10,000)	–
Access to Justice - HALS	–	12,500	(12,500)	–
Access to Justice - IOTLS	–	51,883	(51,883)	–
	<u>9,197</u>	<u>386,037</u>	<u>(386,037)</u>	<u>9,197</u>

	At 1 April 2022	Income	Expenditure	At
	£	£	£	31 March 2023
				£
John James Bristol Foundation	–	13,334	(13,334)	–
BNWFB	–	11,408	(11,408)	–
Bristol City Funds BCH Health and Wellbeing	–	29,371	(29,371)	–
Henry Smith Charity	–	60,000	(60,000)	–
MaPS Grant	–	138,829	(138,829)	–
Quartet Community Foundation	–	–	–	–
Van Neste	–	–	–	–
The National Lottery	–	–	–	–
St Monica Trust	–	3,340	(3,340)	–

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

23. Analysis of charitable funds *(continued)*

MaPS Grant Redundancy	9,197	–	–	9,197
South Gloucestershire CC - Cost of Living	–	–	–	–
Thrive Bristol Community Grant	–	5,850	(5,850)	–
WHAM Grant	–	13,725	(13,725)	–
IMA Grant	–	8,319	(8,319)	–
Bristol City Council - HSF	–	–	–	–
Bristol City Council - Cost of Living	–	17,979	(17,979)	–
SGC Area Wide	–	1,500	(1,500)	–
BW Prom	–	3,000	(3,000)	–
The Dolphin Society	–	5,000	(5,000)	–
Access to Justice - HALS	–	25,000	(25,000)	–
Access to Justice - IOTLS	–	–	–	–
	<u>9,197</u>	<u>336,655</u>	<u>(336,655)</u>	<u>9,197</u>

Purpose of restricted funds 2023/24

BNWFB – towards delivery of debt advice services at Bristol Northwest Foodbank in Avonmouth.

BCC Cost of Living – extension of COL project, increasing complex casework capacity.

BCC Household Support Fund - part of city-wide partnership to increase access to advice services by increasing complex casework capacity and priority referrals with Housing Matters.

The Dolphin Society – 3-year grant supporting our Home Visiting Advice Service.

Henry Smith Charity - this grant was awarded towards the salary and running costs of our advice services.

IMA – funding towards our debt work and debt relief orders.

John James Bristol Foundation - awarded towards non salary operational costs.

MaPS – funding of our main debt service and the provision of face to face debt advice.

MaPS redundancy reserve - this money is for the provision of redundancy as full and final settlement of all of MAS's obligations under the funding agreement it has with NBAC.

The National Community Lottery – Awards 4 All - towards the core costs of our advice services, supporting people in response to the cost of living crisis.

South Gloucestershire CC – Cost of Living Grant - to increase advice capacity to support more South Gloucestershire residents impacted by the cost of living crisis.

Bristol City Funds/BCH Health and Wellbeing – towards our Get Online project to develop our digital inclusion work while creating new income streams to improve resilience.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

23. Analysis of charitable funds *(continued)*

Quartet Community Foundation – Catalyst Grant - towards our project providing advice support to older people on low incomes through outreach sessions and direct support to secure legal entitlements and maximise income.

The Access to Justice Foundation - HALS – towards the core costs of our legal advice services.

The Access to Justice Foundation - IOTLS – towards our triage and outreach services, providing early intervention legal advice support to vulnerable residents.

St Monica Trust – grant for our Bristol Tea and Tech Outreach project, working with community partners to take digital support into community settings.

Van Neste Foundation – towards our specialist advice services to help people in north Bristol facing a cost of living crisis.

WHAM - part of a partnership project, providing advice to residents struggling with high fuel bills, referred by the Centre for Sustainable Energy, the lead partner.

Purpose of Designated Funds

Building Repairs Reserve - this reserve has been established to set aside funds for future repairs and maintenance on the building.

Redundancy and Sickness Reserve - this reserve has been set up to cover the cost of potential redundancies, sickness and maternity pay.

Capital Expenditure Reserve - this reserve represents the capital assets value owned by the charity that do not make up part of the charity's free reserves.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2024

24. Analysis of net assets between funds

	Unrestricted Funds £	Total Funds 2024 £
Tangible fixed assets	208,621	208,621
Current assets	380,621	380,621
Creditors less than 1 year	(76,844)	(76,844)
Net assets	512,398	512,398

	Unrestricted Funds £	Total Funds 2023 £
Tangible fixed assets	216,225	216,225
Current assets	351,840	351,840
Creditors less than 1 year	(87,666)	(87,666)
Net assets	480,399	480,399

25. Analysis of changes in net debt

	At 1 Apr 2023 £	Cash flows £	At 31 Mar 2024 £
Cash at bank and in hand	343,756	17,252	361,008

NORTH BRISTOL ADVICE CENTRE

England & Wales - Charity number 1066921

Accounts

COMPANY REGISTRATION NUMBER: 03449469
CHARITY REGISTRATION NUMBER: 1066921

**North Bristol Advice Centre
Company Limited by Guarantee
Unaudited Financial Statements
31 March 2023**

WALTER HUNTER & CO LIMITED

Chartered accountants
24 Bridge Street
Newport
South Wales
NP20 4SF

North Bristol Advice Centre

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2023

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North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2023

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2023.

Reference and administrative details

Registered charity name North Bristol Advice Centre

Charity registration number 1066921

Company registration number 03449469

Principal office and registered office
2 Gainsborough Square
Lockleaze
Bristol
BS7 9XA

The trustees

S Edmunds

K Goudge

R Walters

T Mahari

J Rogers

J Sankey

J Garel

(Resigned 24 March 2023)

Independent examiner
Mr Jonathan Rhodes BSc BFP FCA
24 Bridge Street
Newport
South Wales
NP20 4SF

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

Structure, governance and management

The trustees are pleased to present their annual Directors' report together with the financial statements of the charity for the year ended 31 March 2023 which are also prepared to meet the requirements for a Directors' report for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to small charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 01 January 2015).

The organisation incorporated as a charitable company limited by guarantee and registered as a charity on 14/10/97. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Organisational Structure

North Bristol Advice Centre has a Management Committee who meet monthly and are responsible for the strategic direction and policy of the charity. This financial year the board had seven members from a variety of backgrounds relevant to the work of the charity.

A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the Director, Advice Service Manager and Finance and Operations Manager. The Director is responsible for ensuring that the charity delivers the services specified and that key targets are met. The Advice Service Manager has responsibility for the day to day operational management of the advice service, and individual supervision of the advice team. They also ensure that team members continue to develop their skills and working practices in line with good practice.

Recruitment and Appointment of Management Committee

The Directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Management Committee. North Bristol Advice Centre offers advice to a wide cross section of people within the local community. The Management Committee seeks to ensure that the needs of the local community are appropriately reflected through the diversity of the trustee body. One trustee stepped down in 2022/23. The more traditional business and professional skills are well represented on the Management Committee. In the event of particular skills being lost due to retirement, new individuals are approached to offer themselves for election to the Management Committee.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

Trustee Induction and Training

Most trustees familiarise themselves with the practical work of the charity by undertaking a tour of the Advice Centre and the Outreach Work. Additionally, new trustees attend briefing sessions on the Charity and the context within which it operates. These are led by the Chair of the Management Committee and/or the Director of the charity and cover:

- The obligations of Management Committee members
- The main documents which set out the operational framework for the charity including the Memorandum and Articles
- Resourcing and the current financial position as set out in the latest published accounts
- Publications from the Charity Commission relating to the roles and responsibilities of trustees
- Future plans and objectives

Ongoing training is encouraged and regular policy days are held to ensure the Business Plan is delivering and on target. A Trustee Induction Pack is provided.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

Objectives and activities

Purposes and Aims

Located in Lockleaze, Bristol, North Bristol Advice Centre (NBAC) is a community-based advice centre. It is a registered charity and a company limited by guarantee.

Our charity's objects are:

- to assist in the promotion of any charitable purposes for the benefit of the inhabitants of North Bristol and South Gloucestershire areas by the provision of free and independent advice and support, especially in relation to access to welfare benefits and managing personal debt; and
- to advance education and provide training and other services that support and strengthen the skills, health and wellbeing of the said inhabitants.

The aims of the charity are to promote social justice and combat poverty by providing free and independent advice and support that enables people to develop skills, improve wellbeing and make positive changes in their lives and communities.

Our activities

We help people at times of crisis, work to address the causes of deprivation and support people to take practical steps to improve their situation in the longer term. The activities we provided to meet our objectives included:

- Free, confidential and independent advice services, including welfare benefits and debt advice, complex casework and representation at tribunal.
- Digital inclusion work to increase digital skills, improve access to online tools and services and increase financial and social inclusion.
- Home-visiting advice services for older people to maximise income and help them remain independent in their homes.
- Providing volunteering opportunities to support and expand the delivery of services across areas of need and to involve and empower local people and communities.

North Bristol Advice Centre has been serving the communities of North Bristol and South Gloucestershire for 39 years. The hallmark of its work has been high levels of professionalism, delivering a quality service and listening to and responding to community needs. Underpinning the day to day work has been the long term dedication and commitment of the Board of Trustees which has always worked to support the team and try as far as possible to anticipate and prepare for the future. The Board regularly reviews the performance of the various services we offer, as well as monitoring and evaluation data to help us to continually develop, improve and innovate.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

Review of 2022/23

The year was dominated by the cost of living crisis. Demand for advice services increased from summer 2022, as people proactively tried to put resources in place to cope. Demand continued to climb over winter; often our list was closed within hours of opening and we occasionally had to pause taking referrals to keep services from being overwhelmed.

Staff too faced the challenge of rising costs, plus the stress of managing high demand, and supporting clients who were sometimes angry or emotional. Clients are presenting with multiple complex issues requiring multiple interventions and longer term support.

Our priority was to maintain quality services and do all we could to support people in financial hardship, while also supporting the wellbeing of our staff and volunteers.

We continued to develop our community-based advice services in partnerships with other agencies:

- We worked in partnership with Bristol City Council and other advice agencies in the city to deliver a Cost of Living outreach project. Volunteers were recruited to deliver advice support in welcoming and warm spaces across the city, with direct referrals into our service for complex welfare benefits and debt advice. The funding enabled us to increase our advice support, so we were able to help an additional 83 people and raise £289,000 in income.
- Since September 2022, we've work in partnership with Bristol Northwest Foodbank to bring weekly face-to-face debt advice to the most isolated ward in north Bristol.
- We partnered with Housing Matters to pilot an improved referral system for NBAC clients with housing issues. 19 clients were referred in total, most with issues relating to unaffordability, homelessness and rehousing. This improved the client journey, ensured advice for housing issues was accessed early on, and improved understanding and joint-working between advisers. We hope to continue to develop this work, increasing access to community-based housing advice in north Bristol.
- NBAC developed its long-time partnership working with UWE law faculty to recruit and train volunteer law student volunteers to do appeals work through our SHARP project. Last year UWE recruited and funded their own worker to manage the project, working closely with NBAC to support clients and students.

NBAC had a victory in the High Court with a case our Advice Service Manager referred to the Public Law Project (PLP) on behalf of a client. The case involved a Universal Credit overpayment caused by DWP error where they refused to waive the debt: *K v Secretary of State for Work and Pensions (SSWP) 2,023 EWHC 233 (Admin)*. We worked closely with PLP throughout the pre-trial proceedings. The judge found in our client's favour setting a precedent that could be significant for other cases of official error overpayments. It was a great example of how a small agency like ours can have a big impact by working in partnership.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

For our digital work, we developed an Outreach Pilot project to trial taking digital support into community settings, working with community partners. This launched in March and is being done on a "test and learn" basis and to research need and barriers. We'll use the learning to plan how we take our digital inclusion work forward.

NBAC has continued to work with ACFA (The Advice Network) and other advice providers to improve joint working across the area. This last year has focused on developing our strategic work and voice, and engagement with the Integrated Care System.

The loss of our Volunteer Coordinator in March 2022 has impacted on the number of volunteers we are able to recruit and support. The staff team has been fantastic in helping our volunteers day to day, making sure they feel valued and part of the team. Last year we had 22 volunteers helping across 6 roles. They contributed 1998 hours, the equivalent of £27,772, and are vital to helping us deliver the holistic support our clients need. Without additional resource, we will not be able to recruit, train and support this number of volunteers in future.

In September we commissioned an external evaluation of the Advice Service involving in-depth phone interviews with 30 clients, an online survey for another 18, as well as interviews with staff, volunteers and stakeholders. The learning and recommendations will be used to improve and develop the service in 2023/24.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

Achievements and performance

How our activities deliver public benefit.

Our main activities and who we support are described below. Full details on how our services benefit clients, including client stories, can be viewed in our Impact Report, available on our website.

Who used and benefited from our services?

We supported 2165 people living in deprived communities across North Bristol and South Gloucestershire.

33% of advice clients suffered from mental ill health, 28% had a long term illness and one quarter were physically disabled. Just under half were unfit to work and 75% were living in social housing or rented accommodation. One third were BAME, speaking 28 different languages. People sought our support due to the Cost of Living Crisis as well as unexpected changes of circumstance such as unemployment, long term illness, bereavement or disability which plunge them into sudden and severe financial difficulties. Others need access to justice having been denied benefits they're entitled to or need legal support to challenge decisions of the local authority, DWP and HMRC. The demand for complex casework for both welfare benefits and debt continues to increase.

For our digital inclusion work, the majority of Get Online attendees (80%) were over 55, with 35% from BAME communities and 29% disclosing a physical and/or mental disability. 27% did not have internet access in their homes, while 14% had never used the internet before.

Advice services

NBAC provides specialist welfare benefits and debt advice. Some 60% of this is specialist legal advice made up of end-to-end casework and appeals support, including representation at tribunal.

- 4770 enquiries handled by our admin team
- 318 people supported at triage with one office advice or to self-help
- 1796 people received one-to-one advice support
- 237 people at risk of homelessness kept in housing
- £1,740,830 was raised for clients
- £3,165,845 in debt was managed
- 81% success rate at appeal

Advice clients (129 questionnaires completed at case closed) reported that, as a result of our advice and support:

- 84% were in a better financial situation
- 83% were less stressed
- 86% felt better able to manage their affairs
- 83% had improved understanding of their legal rights

Over half of clients contacted three months after case closed (116 replies) said there had been long term changes in their life as a result of our advice:

- 78% have been able to budget and plan their expenditure
 - 35% spent increased income on more or better food
 - 68% feel more in control of their finances now
-

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

Our in-depth triage system enabled us to support 30% of clients to self-help at first contact, with appointments reserved for the most vulnerable and those with complex cases. Our online Advice Tool enables clients and referrers to directly book a call back with a triage worker and was used by 1472 people in its first year.

Our professional advisers were supported by a team of trained and dedicated Advice Support Volunteers who provided one-to-one support to people at the start of their claim journey. They help clients to understand how the claims process works, what sort of evidence they need to gather, appropriate information to include on their application form, and help them to complete complex benefit forms. They also pick up on where clients might need other help and signpost them. This early intervention work helped ensure vulnerable people secured their legal entitlements, preventing financial problems developing or escalating. Volunteers also complete charity applications for white goods/beds/carpets for those most in need.

Home Visiting Advice Service

A total of 67 older people were supported through our home visiting service, with £245,380 in income raised. This service is for those who cannot access advice services due to disability, poor health conditions or mobility problems. Our caseworker helps clients to maximise their income so they can access extra support for daily living, increase food and heating and stay independent in their homes. Home visits allows our adviser to pick up on other issues (e.g. cold homes, adaptation needs) and link them with local services.

Get Online

Attendance at our weekly digital drop-in has not returned to pre-Covid levels. We did some promotion which saw a small increase. A number of regulars attend, with some traveling long distances. Clients were supported to fill out forms; use Microsoft office; set up and use email; transfer data; solve issues with their own devices; download and/or remove apps; use search engines; access government websites; learn to shop online; access online learning.

- 62 people received digital support
- 301 foot-fall at drop-in
- 70% of attendees can get online independently as a result of attending drop-in

We planned and developed an Outreach pilot project to take digital support into communities, which launched in March. The aim is to increase awareness of the drop-in, research need and barriers and learn how to make digital upskilling more accessible, helping us to plan how to take this work forward.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

Financial review

During the year, we were once again successful in raising funds, with income from donations, charitable trusts and grants generating £535,798 (2021: £521,832) while expenditure was £480,105 (2021: 500,254). There was a surplus of £55,693 (2021: £21,578).

Principal Funding Sources

Our main core funding came from Bristol City Council, South Gloucestershire County Council, Money and Pensions Service (MaPS), the Henry Smith Charity, Nisbet Trust, Garfield Weston, Society of the Holy Child Jesus, The Access to Justice Foundation and Quartet Community Foundation. We were also supported by a range of charitable trusts and individual donors. Without their support we would not be able to deliver the current level and quality of services to local communities.

Our fundraising

NBAC does not actively fundraise from the public. The Management Committee were pleased to receive unsolicited donations from clients and supporters. Our one fundraising activity is the Bristol Legal Walk; staff and volunteers raise sponsorship money while raising awareness of the free legal advice sector, though this did not take place this year.

Investment policy

NBAC is in the fortunate position of owning its building. This property represents the charity's most substantial asset, and is a good long term investment. CAF Bank deposit account provides a source of ethical investment and interest. We also have savings with Cambridge & Counties Bank.

Reserves policy

The Management Committee has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be between 3 and 6 months of the expenditure, which currently equates to £125,000 to £250,000. At this level, the Management Committee feel that they would be able to continue the current activities of the charity in the event of a significant drop in funding, allowing time to secure alternative funding or make changes. The current level of general reserves is £170,311 for running costs. We have further reserves held as capital within the building and other fixed assets totalling £240,891.

The charity currently has a designated reserve of £50,000 to cover the cost of potential staff redundancies, sickness and maternity pay. There is a further £10,000 designated reserve for building maintenance. The Management Committee aims to continue building the level of reserves in line with policy, to achieve a level which they feel is adequate to meet the organisational needs. The Management Committee keep the reserves policy under review (it was last revised and approved in September 2022).

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

Priorities for the year ahead

- Use learning from External Evaluation to develop and improve advice services.
- Increase outreach work in communities, working closely with community partners.
- Improve access to advice for the most vulnerable by increasing face-to-face access through drop-ins.
- Use learning from our digital outreach pilot to develop our digital inclusion work and reach more people across north Bristol.
- Be a data curious organisation, working with data partners to learn more from the data we collect to improve services and promote evidence-based decision making and development.
- Promote wellbeing for all staff and volunteers within NBAC in a proactive way that helps to embed wellbeing in our ethos, culture and ways of working.
- Maintain and develop relationships with local and national trusts and foundations that share our ethos, securing the long term funding needed to develop and deliver services that help make change.
- Use learning, research and engagement to develop our long term strategic plan from 2024.
- Work with ACFA, key agencies and stakeholders to increase strategic engagement and influence policy locally and nationally

Risk management

The Management Committee has conducted a review of the major risks to which the charity is exposed. A risk register has been established and is updated at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Significant external risks to funding have led to the development of a funding strategy which will allow for the diversification of income streams. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the centre.

Related Parties

In so far as it is complementary to the charity's objects, the charity is guided by both local and national policy. NBAC works in partnership with other local and city wide professional agencies to ensure a range of complimentary services. We are aware of national developments which could have an impact on our service, for example ongoing Government changes to social welfare law and the welfare state.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2023

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 12 July 2023 and signed on behalf of the board of trustees by:



S Edmunds
Trustee

North Bristol Advice Centre

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of North Bristol Advice Centre

Year ended 31 March 2023

I report to the trustees on my examination of the financial statements of North Bristol Advice Centre ('the charity') for the year ended 31 March 2023.

Responsibilities and basis of report

As the trustees of the company (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 accounts of the company 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 accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since 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 the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

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).

North Bristol Advice Centre

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of North Bristol Advice Centre
(continued)

Year ended 31 March 2023

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



Mr Jonathan Rhodes BSc BFP FCA

Independent Examiner

24 Bridge Street
Newport
South Wales
NP20 4SF

12 July 2023

North Bristol Advice Centre

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2023

		Unrestricted funds £	2023 Restricted funds £	Total funds £	2022 Total funds £
Income	Note				
Donations and legacies	5	5,113	–	5,113	6,423
Charitable activities	6	179,083	336,655	515,738	508,446
Other trading activities	7	8,900	–	8,900	765
Investment income	8	2,728	–	2,728	53
Other income	9	3,319	–	3,319	6,145
Total income		<u>199,143</u>	<u>336,655</u>	<u>535,798</u>	<u>521,832</u>
Expenditure					
Expenditure on charitable activities	10,11	143,450	336,655	480,105	500,254
Total expenditure		<u>143,450</u>	<u>336,655</u>	<u>480,105</u>	<u>500,254</u>
Net income and net movement in funds		<u>55,693</u>	<u>–</u>	<u>55,693</u>	<u>21,578</u>
Reconciliation of funds					
Total funds brought forward		415,509	9,197	424,706	403,128
Total funds carried forward		<u>471,202</u>	<u>9,197</u>	<u>480,399</u>	<u>424,706</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 18 to 32 form part of these financial statements.

North Bristol Advice Centre

Company Limited by Guarantee

Statement of Financial Position

31 March 2023

	Note	2023 £	2022 £
Fixed assets			
Tangible fixed assets	18	216,225	224,874
Current assets			
Debtors	19	8,084	19,040
Cash at bank and in hand		<u>343,756</u>	<u>254,530</u>
		351,840	273,570
Creditors: amounts falling due within one year	20	<u>87,666</u>	<u>73,738</u>
Net current assets		264,174	199,832
Total assets less current liabilities		<u>480,399</u>	<u>424,706</u>
Net assets		<u>480,399</u>	<u>424,706</u>
Funds of the charity			
Restricted funds		9,197	9,197
Unrestricted funds:			
Revaluation reserve		10,000	10,000
Other unrestricted income funds		<u>461,202</u>	<u>405,509</u>
Total unrestricted funds		<u>471,202</u>	<u>415,509</u>
Total charity funds	23	<u>480,399</u>	<u>424,706</u>

For the year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

The statement of financial position
continues on the following page.

The notes on pages 18 to 32 form part of these financial statements.

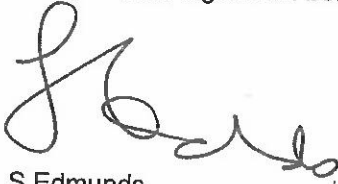
North Bristol Advice Centre

Company Limited by Guarantee

Statement of Financial Position *(continued)*

31 March 2023

These financial statements were approved by the board of trustees and authorised for issue on 12 July 2023, and are signed on behalf of the board by:



S Edmunds
Trustee

The notes on pages 18 to 32 form part of these financial statements.

North Bristol Advice Centre

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2023

	2023	2022
	£	£
Cash flows from operating activities		
Net income	55,693	21,578
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	8,649	14,176
Other interest receivable and similar income	(2,728)	(53)
Finance charges payable	6,595	2,698
Accrued expenses	4,778	12,652
<i>Changes in:</i>		
Trade and other debtors	6,370	(3,266)
Trade and other creditors	13,736	(9,424)
Cash generated from operations	93,093	38,361
Interest paid	(6,595)	(2,698)
Interest received	2,728	53
Net cash from operating activities	89,226	35,716
Net increase in cash and cash equivalents	89,226	35,716
Cash and cash equivalents at beginning of year	254,530	218,814
Cash and cash equivalents at end of year	343,756	254,530

The notes on pages 18 to 32 form part of these financial statements.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2023

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 2 Gainsborough Square, Lockleaze, Bristol, BS7 9XA.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

3. Accounting policies *(continued)*

Tangible assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Freehold property	-	2% p.a. straight line
Fixtures and fittings	-	25% p.a. reducing balance

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

3. Accounting policies *(continued)*

Financial instruments *(continued)*

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

Every member of the Charity undertakes to contribute such amount as may be required (not exceeding £1) to the Charity's assets if it should be wound up while he or she is a member or within one year after he or she ceases to be a member, for payment of the Charity's debts and liabilities contracted before he or she ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributories among themselves.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

5. Donations and legacies

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
	£	£	£	£
Donations	1,894	1,894	1,945	1,945
Local Giving	3,219	3,219	4,478	4,478
	<u>5,113</u>	<u>5,113</u>	<u>6,423</u>	<u>6,423</u>

6. Charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds 2023	Total Funds 2022
	£	£	£	£
Small Grants	11,189	–	11,189	19,947
John James Bristol Foundation	–	9,167	9,167	8,231
Garfield Weston Foundation	–	–	–	25,000
Bristol Wessex Billing Services	–	–	–	3,679
Quartet Community Foundation	–	12,024	12,024	7,264
Henry Smith Charity	–	60,000	60,000	39,200
MaPS Grant	–	138,829	138,829	155,965
Shire	12,000	–	12,000	10,833
Access to Justice - HALS	–	25,000	25,000	–
The National Lottery Community Fund	–	–	–	10,000
Bristol City Council – Cost of Living	–	17,979	17,979	–
Bristol City Council – IAG	57,624	–	57,624	57,624
Bristol City Council – Section 106 Employability	–	–	–	19,800
South Gloucestershire CC	34,593	–	34,593	69,054
The Nisbet Trust	20,000	–	20,000	15,000
St Monica Trust	–	3,340	3,340	–
EU Settlement Scheme	–	–	–	5,800
Peoples Postcode	–	–	–	11,893
Society of Merchant Venturers	–	4,167	4,167	833
Thrive Bristol Community Grant	–	5,850	5,850	650
WHAM Grant	–	13,725	13,725	8,775
IMA Grant	–	8,319	8,319	1,551
Van Neste Foundation	–	–	–	8,121
Wesleyan Foundation	–	–	–	6,310
Bristol City Funds: BCH Health & Wellbeing Fund	–	17,347	17,347	13,333
Edward Gosling Foundation	–	–	–	2,500
Grocers' Charity	–	–	–	3,750
Forrester Family Trust	16,667	–	16,667	3,333
BNWFB	–	11,408	11,408	–
The Dolphin Society	–	5,000	5,000	–
BW Prom	–	3,000	3,000	–
Society of the Holy Child Jesus	20,000	–	20,000	–
SGC Area Wide	–	1,500	1,500	–
Bristol CPA	7,010	–	7,010	–
	<u>179,083</u>	<u>336,655</u>	<u>515,738</u>	<u>508,446</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

7. Other trading activities

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
	£	£	£	£
Room Hire	<u>8,900</u>	<u>8,900</u>	<u>765</u>	<u>765</u>

8. Investment income

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
	£	£	£	£
Bank interest receivable	<u>2,728</u>	<u>2,728</u>	<u>53</u>	<u>53</u>

9. Other income

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
	£	£	£	£
Advice Services	2,045	2,045	2,353	2,353
Miscellaneous	1,274	1,274	1,620	1,620
Refunds Received	–	–	954	954
Government Grants CJRS	–	–	1,218	1,218
	<u>3,319</u>	<u>3,319</u>	<u>6,145</u>	<u>6,145</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

10. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £	Total Funds 2022 £
Charitable activities	140,218	333,292	473,510	497,655
Support costs	3,232	3,363	6,595	2,599
	<u>143,450</u>	<u>336,655</u>	<u>480,105</u>	<u>500,254</u>

11. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Grant funding of activities £	Support costs £	Total funds 2023 £	Total fund 2022 £
Charitable activities	466,718	6,792	–	473,510	497,655
Governance costs	–	–	6,595	6,595	2,599
	<u>466,718</u>	<u>6,792</u>	<u>6,595</u>	<u>480,105</u>	<u>500,254</u>

Activities directly undertaken can be further analysed as:

	2023 £	2022 £
Grants	6,792	899
Wages and salaries	326,138	334,992
Employer's NIC	20,512	57,195
Pension costs	10,318	6,934
Other employment benefits	7,271	1,570
Rates and water	1,553	1,474
Light and heat	4,350	7,715
Repairs and maintenance	28,592	6,967
Insurance	2,585	3,010
Other motor/travel costs	3,113	1,185
Legal and professional fees	16,538	510
Telephone	10,726	9,333
Other office costs	22,993	28,064
Depreciation	8,649	14,176
Finance costs	6,595	2,700
Marketing and publicity	1,450	13,154
Freelance and self employed	–	6,131
Subscriptions and membership	1,930	4,245
	<u>480,105</u>	<u>500,254</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

12. Analysis of support costs

	Analysis of support costs	Total 2023	Total 2022
	£	£	£
Finance costs	77	77	–
Governance costs	6,518	6,518	2,599
	<u>6,595</u>	<u>6,595</u>	<u>2,599</u>

13. Analysis of grants

	2023	2022
	£	£
Grants to individuals		
Grants to individuals	6,792	899
Total grants	<u>6,792</u>	<u>899</u>

14. Net income

Net income is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation of tangible fixed assets	<u>8,649</u>	<u>14,176</u>

15. Independent examination fees

	2023	2022
	£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>2,118</u>	<u>1,926</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

16. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2023	2022
	£	£
Wages and salaries	326,138	334,992
Social security costs	20,512	57,195
Employer contributions to pension plans	10,318	6,934
Other employee benefits	7,271	1,570
	<u>364,239</u>	<u>400,691</u>

The average head count of employees during the year was 17 (2022: 21). The average number of full-time equivalent employees during the year is analysed as follows:

	2023	2022
	No.	No.
Number of staff - management	3	3
Number of staff - administration	2	5
Number of staff - support workers	12	13
	<u>17</u>	<u>21</u>

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

17. Trustee remuneration and expenses

No remuneration or expenses or other benefits from employment with the charity or a related entity were received by the trustees

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

18. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost			
At 1 April 2022 and 31 March 2023	<u>233,523</u>	<u>60,086</u>	<u>293,609</u>
Depreciation			
At 1 April 2022	8,649	60,086	68,735
Charge for the year	<u>8,649</u>	<u>–</u>	<u>8,649</u>
At 31 March 2023	<u>17,298</u>	<u>60,086</u>	<u>77,384</u>
Carrying amount			
At 31 March 2023	<u>216,225</u>	<u>–</u>	<u>216,225</u>
At 31 March 2022	<u>224,874</u>	<u>–</u>	<u>224,874</u>

19. Debtors

	2023 £	2022 £
Trade debtors	4,557	6,238
Prepayments and accrued income	<u>3,527</u>	<u>12,802</u>
	<u>8,084</u>	<u>19,040</u>

20. Creditors: amounts falling due within one year

	2023 £	2022 £
Trade creditors	4,215	4,956
Accruals and deferred income	73,042	59,041
Social security and other taxes	6,282	8,149
Other creditors	<u>4,127</u>	<u>1,592</u>
	<u>87,666</u>	<u>73,738</u>

21. Deferred income

	2023 £	2022 £
Amount deferred in year	<u>70,924</u>	<u>57,115</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

22. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £10,318 (2022: £6,934).

23. Analysis of charitable funds

Unrestricted funds

	At 1 April 2022 £	Income £	Expenditure £	At 31 March 2023 £
General funds	114,618	199,143	(143,450)	170,311
Reserve for Redundancy and Sickness	50,000	–	–	50,000
Reserve for Capital Expenditure	240,891	–	–	240,891
Reserve for Building Repairs	10,000	–	–	10,000
	<u>415,509</u>	<u>224,143</u>	<u>(168,451)</u>	<u>471,202</u>

	At 1 April 2021 £	Income £	Expenditure £	At 31 March 2022 £
General funds	93,040	205,856	(184,278)	114,618
Reserve for Redundancy and Sickness	50,000	–	–	50,000
Reserve for Capital Expenditure	240,891	–	–	240,891
Reserve for Building Repairs	10,000	–	–	10,000
	<u>393,931</u>	<u>205,856</u>	<u>(184,278)</u>	<u>415,509</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

23. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 April 2022	Income	Expenditure	At 31 March 2023
	£	£	£	£
John James Bristol Foundation	–	9,167	(9,167)	–
BNWFB	–	11,408	(11,408)	–
Quartet Community Foundation	–	12,024	(12,024)	–
Henry Smith Charity	–	60,000	(60,000)	–
MaPS Grant	–	138,829	(138,829)	–
Bristol City Council - Section 106 Employability	–	–	–	–
EU Settlement Scheme	–	–	–	–
St Monica Trust	–	3,340	(3,340)	–
MaPS Grant Redundancy	9,197	–	–	9,197
Big Lottery	–	–	–	–
South Gloucestershire CC	–	–	–	–
Peoples Postcode	–	–	–	–
Society of Merchant Venturers	–	4,167	(4,167)	–
Thrive Bristol Community Grant	–	5,850	(5,850)	–
WHAM Grant	–	13,725	(13,725)	–
IMA Grant	–	8,319	(8,319)	–
Van Neste Foundation	–	–	–	–
Wesleyan Foundation	–	–	–	–
Bristol City Funds: BCH Health & Wellbeing	–	17,347	(17,347)	–
Edward Gosling Foundation	–	–	–	–
Grocers' Charity	–	–	–	–
Bristol City Council - Cost of Living	–	17,979	(17,979)	–
SGC Area Wide	–	1,500	(1,500)	–
BW Prom	–	3,000	(3,000)	–
The Dolphin Society	–	5,000	(5,000)	–
Access to Justice - HALS	–	25,000	(25,000)	–
	<u>9,197</u>	<u>336,655</u>	<u>(336,655)</u>	<u>9,197</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

23. Analysis of charitable funds *(continued)*

	At 1 April 2021 £	Income £	Expenditure £	At 31 March 2022 £
John James Bristol Foundation	–	(11,412)	11,412	–
BNWFB	–	–	–	–
Quartet Community Foundation	–	26,907	(26,907)	–
Henry Smith Charity	–	39,200	(39,200)	–
MaPS Grant	–	155,965	(155,965)	–
Bristol City Council - Section 106 Employability	–	19,800	(19,800)	–
EU Settlement Scheme	–	5,800	(5,800)	–
St Monica Trust	–	–	–	–
MaPS Grant Redundancy	9,197	–	–	9,197
Big Lottery	–	10,000	(10,000)	–
South Gloucestershire CC	–	12,000	(12,000)	–
Peoples Postcode	–	11,893	(11,893)	–
Society of Merchant Venturers	–	833	(833)	–
Thrive Bristol Community Grant	–	650	(650)	–
WHAM Grant	–	8,775	(8,775)	–
IMA Grant	–	1,551	(1,551)	–
Van Neste Foundation	–	8,121	(8,121)	–
Wesleyan Foundation	–	6,310	(6,310)	–
Bristol City Funds: BCH Health & Wellbeing	–	13,333	(13,333)	–
Edward Gosling Foundation	–	2,500	(2,500)	–
Grocers' Charity	–	3,750	(3,750)	–
Bristol City Council - Cost of Living	–	–	–	–
SGC Area Wide	–	–	–	–
BW Prom	–	–	–	–
The Dolphin Society	–	–	–	–
Access to Justice - HALS	–	–	–	–
	<u>9,197</u>	<u>315,976</u>	<u>(315,976)</u>	<u>9,197</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

23. Analysis of charitable funds *(continued)*

Purpose of restricted funds 2022/23

BNWFB – towards delivery of debt advice services at Bristol Northwest Foodbank in Avonmouth.

BCC Cost of Living – part of city-wide partnership increasing access to advice services and linking in with welcoming spaces in response to cost of living crisis.

The Dolphin Society – 3-year grant supporting our Home Visiting Advice Service.

Henry Smith Charity - this grant was awarded towards the salary and running costs of our advice services.

IMA – funding towards our debt work and debt relief orders.

John James Bristol Foundation - awarded towards non salary operational costs.

MaPS – part of partnership with other advice providers, funding our debt service and the provision of face to face debt advice.

MaPS redundancy reserve - this money is for the provision of redundancy as full and final settlement of all of MAS's obligations under the funding agreement it has with NBAC.

Bristol Water Hard to Reach Fund - towards increasing community and agency engagement and to raise awareness of advice services and water schemes.

South Gloucestershire Council Area Wide Grant - Targeted community engagement to reach marginalised people in financial hardship due to Covid.

Quartet - Bristol City Funds/BCH Health and Wellbeing – towards our Get Online project to develop our digital inclusion work while creating new income streams to improve resilience.

Quartet – Donor Advised Grant - towards recruitment, training and support of Advice Support Volunteers to increase support for people who are struggling due to the cost of living crisis.

Quartet - Resilience Fund – this grant supported NBAC to consolidate and embed client-focused services and deliver a succession plan to strengthen the organisation and promote sustainability.

Quartet - Wesleyan Foundation – grant to develop our Get Online services to meet the needs of digitally excluded people impacted by Covid-19.

Society of Merchant Venturers – funding towards revenue and project costs of our specialist advice services and complex casework.

St Monica Trust – grant for our Get Online Outreach pilot project, working with community partners to take digital support into community settings.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2023

23. Analysis of charitable funds *(continued)*

Thrive Bristol Community Grants – funding to increase access to advice support and information for equalities groups, particularly around form filling for welfare benefits, appeals and complex casework.

WHAM - part of a partnership project, providing advice to residents struggling with high fuel bills, referred by the Centre for Sustainable Energy, the lead partner.

The Access to Justice - HALS - Towards the core costs of our legal advice services.

Purpose of Designated Funds

Building Repairs Reserve - this reserve has been established to set aside funds for future repairs and maintenance on the building.

Redundancy and Sickness Reserve - this reserve has been set up to cover the cost of potential redundancies, sickness and maternity pay.

Capital Expenditure Reserve - this reserve represents the capital assets value owned by the charity that do not make up part of the charity's free reserves.

24. Analysis of net assets between funds

	Unrestricted Funds	Total Funds
	£	£
Tangible fixed assets	216,225	216,225
Current assets	351,840	351,840
Creditors less than 1 year	(87,666)	(87,666)
Net assets	<u>480,399</u>	<u>480,399</u>

	Unrestricted Funds	Total Funds
	£	£
Tangible fixed assets	224,874	224,874
Current assets	273,570	273,570
Creditors less than 1 year	(73,738)	(73,738)
Net assets	<u>424,706</u>	<u>424,706</u>

25. Analysis of changes in net debt

	At 1 Apr 2022	Cash flows	At 31 Mar 2023
	£	£	£
Cash at bank and in hand	<u>254,530</u>	<u>89,226</u>	<u>343,756</u>

NORTH BRISTOL ADVICE CENTRE

England & Wales - Charity number 1066921

Accounts

COMPANY REGISTRATION NUMBER: 03449469
CHARITY REGISTRATION NUMBER: 1066921

North Bristol Advice Centre
Company Limited by Guarantee
Unaudited Financial Statements
31 March 2022

WALTER HUNTER & CO LIMITED

Chartered accountants
24 Bridge Street
Newport
South Wales
NP20 4SF

North Bristol Advice Centre

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2022

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North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2022

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2022.

Reference and administrative details

Registered charity name North Bristol Advice Centre

Charity registration number 1066921

Company registration number 03449469

Principal office and registered office 2 Gainsborough Square
Lockleaze
Bristol
BS7 9XA

The trustees

H Ball (Resigned 9 March 2022)

S Edmunds

K Goudge

R Walters

T Mahari

J Rogers

J Garel

(Appointed 9 February 2022)

Independent examiner Mr Jonathan Rhodes BSc BFP FCA
24 Bridge Street
Newport
South Wales
NP20 4SF

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

Structure, governance and management

The trustees are pleased to present their annual Directors' report together with the financial statements of the charity for the year ended 31 March 2022 which are also prepared to meet the requirements for a Directors' report for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to small charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 01 January 2015).

The organisation incorporated as a charitable company limited by guarantee and registered as a charity on 14/10/97. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Organisational Structure

North Bristol Advice Centre has a Management Committee who meet monthly and are responsible for the strategic direction and policy of the charity. This financial year the board had seven members from a variety of backgrounds relevant to the work of the charity.

A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the Director, Advice Service Manager and Finance and Operations Manager. The Director is responsible for ensuring that the charity delivers the services specified and that key targets are met. The Advice Service Manager has responsibility for the day to day operational management of the advice workers, and individual supervision of the advice team. They also ensure that team members continue to develop their skills and working practices in line with good practice.

Recruitment and Appointment of Management Committee

The Directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Management Committee. North Bristol Advice Centre offers advice to a wide cross section of people within the local community. The Management Committee seeks to ensure that the needs of the local community are appropriately reflected through the diversity of the trustee body. We recruited one new Trustee in 2021/22. The more traditional business and professional skills are well represented on the Management Committee. In the event of particular skills being lost due to retirement, new individuals are approached to offer themselves for election to the Management Committee.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

Trustee Induction and Training

Most trustees familiarise themselves with the practical work of the charity by undertaking a tour of the Advice Centre and the Outreach Work. Additionally, new trustees attend briefing sessions on the Charity and the context within which it operates. These are led by the Chair of the Management Committee and/or the Director of the charity and cover:

- The obligations of Management Committee members
- The main documents which set out the operational framework for the charity including the Memorandum and Articles
- Resourcing and the current financial position as set out in the latest published accounts
- Publications from the Charity Commission relating to the roles and responsibilities of trustees
- Future plans and objectives

Ongoing training is encouraged and regular policy days are held to ensure the Business Plan is delivering and on target. A Trustee Induction Pack is provided.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

Objectives and activities

Purposes and Aims

Located in Lockleaze, Bristol, North Bristol Advice Centre (NBAC) is a community-based advice centre. It is a registered charity and a company limited by guarantee.

Our charity's objects are:

- to assist in the promotion of any charitable purposes for the benefit of the inhabitants of North Bristol and South Gloucestershire areas by the provision of free and independent advice and support, especially in relation to access to welfare benefits and managing personal debt; and
- to advance education and provide training and other services that support and strengthen the skills, health and wellbeing of the said inhabitants.

The aims of the charity are to promote social justice and combat poverty by providing free and independent advice and support that enables people to develop skills, improve wellbeing and make positive changes in their lives and communities.

Our activities

We help people at times of crisis, work to address the causes of deprivation and support people to take practical steps to improve their situation in the longer term. The activities we provided to meet our objectives included:

- Free, confidential and independent advice services, including welfare benefits and debt advice, complex casework and representation at tribunal.
- Digital inclusion work to increase digital skills, improve access to online tools and services and increase financial and social inclusion.
- Home-visiting advice services for older people to maximise income and help them remain independent in their homes.
- Money management support for people with mental health problems.
- Future Me employability project supporting women into training and skills development to improve job prospects and avoid a low-income poverty trap.
- Providing volunteering opportunities to support and expand the delivery of services across areas of need and to involve and empower local people and communities.

North Bristol Advice Centre has been serving the communities of North Bristol and South Gloucestershire for 38 years. The hallmark of its work has been high levels of professionalism, delivering a quality service and listening to and responding to community needs. Underpinning the day to day work has been the long term dedication and commitment of the Board of Trustees which has always worked to support the team and try as far as possible to anticipate and prepare for the future. The Board regularly reviews the performance of the various services we offer, as well as monitoring and evaluation data to help us to continually develop, improve and innovate.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

This past year we faced yet more challenges and uncertainty with the fallout from Brexit, Covid recovery, economic downturn and the war in Ukraine. In addition, we saw a 35% cut to our South Gloucestershire council funding going forward, and our debt advice funding was put at risk with the national recommissioning by the Money and Pensions Service (MaPS). Throughout, North Bristol Advice Centre has demonstrated its ability to be a responsive and resilient organisation, to tackle challenges head on with positivity and innovation. Our priority remains ensuring a stable, secure and sustainable organisation able to continue serving our community in the long term.

As we ended the year, the threat of a Cost of Living Crisis was already looming. Amidst the future uncertainty one thing was clear; North Bristol Advice Centre's services will continue to be needed, now more than ever.

Review of 2021/22

The year was dominated by the challenges of recovery from the Covid-19 pandemic. Our priority was to maintain quality services and do all we could to support staff, volunteers and people in need in our communities. Highlights of the year:

Resumption of face-to-face services once Covid restrictions were lifted. We re-opened the doors of our Lockleaze office and resumed outreach sessions in Patchway, Kingswood and Shirehampton. Our Get Online drop-in started up again in October 2021.

Development of our digital services, co-produced with clients and stakeholders, to increase access to advice for the digitally able:

- Launch of our new online Advice Tool in November 2021. This provides basic information and guidance 24/7 for those who can self-help, and a call-back booking form for those who need further support. The tool provides access out of hours; improves back office efficiency; and has increased our phone response rate from 78% to 93%.
- Development of our new website, to improve the client journey, provide more self-help information and integrate the Advice Tool.

Launch of The Gain Space, at No 6 Gainsborough Square, was opened as a learning and training venue in October 2021. The site (formerly housing our social enterprise Buzz Lockleaze + café) is leased by NBAC under Community Asset Transfer from Bristol City Council. The shopfront houses our Get Online drop-in and is available for other community events or activities.

In August 2021 we wound down Future Me, supporting women into training and skills development to improve job prospects. This service aimed to help women avoid a low-income poverty trap and those impacted by Covid-19's "female recession". We had a huge response from women, grateful for support designed around their particular needs, barriers and challenges. Despite a strong first year in which we supported 60 women, the funding for this was not extended.

We delivered the Mindful Money project, providing money management support for people with mental health problems, in partnership with Citizen's Advice South Gloucestershire. This work, funded by the CCG, enabled us to demonstrate that dedicated support around finances has positive impacts on people with mental ill health in particular, and mental health and wellbeing more generally. The funding for this project ended in March 2022.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

NBAC, along with other advice centres nationally, faced a huge challenge with the recommissioning of the MaPS service for community-based debt advice. The potential loss of face-to-face provision and the increased financial risk the contract would expose providers to, led to campaigns nationally and the eventual suspension of the recommissioning process. In response to this threat to core funding, NBAC underwent a restructuring process. Frontline services were preserved/prioritised, and back office/management streamlined. We lost 2 posts, including our CEO Sally Gapper, who had dedicated many years of service to NBAC, and our Volunteer Coordinator. A new senior management team was in place from 1 April 2022. By taking this action, trustees have ensured NBAC is a strong, lean and resilient organisation ready to face the future.

We ended the year with the Cost of Living Crisis looming. On the heels of the global pandemic, and against a decade of austerity and funding cuts, this crisis brings real fear and risk to vulnerable people and low income families in our communities.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

Achievements and performance

How our activities deliver public benefit.

Our main activities and who we support are described below. Full details on how our services benefit clients, including client stories, can be viewed in our Impact Report, available on our website.

Who used and benefited from our services?

We supported 1716 people living in deprived communities across North Bristol and South Gloucestershire. 32% of advice clients suffered from mental ill health, 22% had a long term illness and 17% were physically disabled. Almost half were unfit to work and 70% were living in social housing or rented accommodation, while one third were BAME. Many people seek our support due to unexpected changes of circumstance such as unemployment, long term illness, bereavement or disability which plunge them into sudden and severe financial difficulties. Others need access to justice having been denied benefits they're entitled to or need legal support to challenge decisions of the local authority, DWP and HMRC. We saw an increase in complex casework for both welfare benefits and debt.

Advice services

NBAC provides specialist welfare benefits and debt advice. Some 60% of this is specialist legal advice made up of end-to-end casework and appeals support, including representation at tribunal.

- 1627 people received one-to-one advice
- 123 people at risk of homelessness kept in housing
- £1,714,447 was raised for clients
- £2,286,788 in debt was managed
- 83% success rate at appeal

Advice clients (129 questionnaires completed at case closed) reported that, as a result of our advice and support:

- 98% were in a better financial situation
- 88% were less stressed
- 92% felt better able to manage their affairs
- 77% had improved understanding of their legal rights

Over half of clients contacted three months after case closed (139 replies) said there had been long term changes in their life as a result of our advice:

- 81% have been able to budget and plan their expenditure
- 31% spent increased income on more or better food
- 73% feel more in control of their finances now

Our professional advisers were supported by a team of trained and dedicated volunteers who provide advice support through the following projects:

SHARP - law student volunteers provided advice, support and representation in ESA and PIP appeals. This project helped us to handle a higher volume of appeals, provide clients with person-centred and dedicated support. Student law volunteers gained valuable experience of welfare rights law, increasing their skills and knowledge.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

Advice Support Volunteers - provided one-to-one support to people at the start of their claim journey. They help clients to understand how the claims process works, what sort of evidence they need to gather, appropriate information to include on their application form, and help them to complete complex benefit forms. They also pick up on where clients might need other help and signpost them. This early intervention work helped ensure vulnerable people secured their legal entitlements, preventing financial problems developing or escalating. They also complete charity applications for white goods/beds/carpets for those most in need.

Home Visiting Advice Service

We were able to resume our home visiting advice service for over 50s by summer of 2021 (with some disruption over winter). A total of 35 vulnerable older people were supported in this way, with £107,014 in income raised. This service is for those who cannot access advice services due to disability, poor health conditions or mobility problems. Our caseworker helps clients to maximise their income so they can access extra support for daily living, increase food and heating and stay independent in their homes. Home visits allow our adviser to pick up on other issues (e.g. cold homes, adaptation needs) and link them with local services.

Get Online

In October 2021 we re-launched our digital drop-in, where volunteers provide one-to-one support to help people to improve their digital skills and confidence. These sessions are held twice per week (with a pause over Dec/Jan due to Covid). 37% of attendees reported having no internet access at their home.

Getting the drop-in up and running again has been slow, largely due to ongoing disruption to services over winter due to Covid restrictions and staff illness.

From Oct 2021 to 31 March 2022:

- 42 drop-in sessions held
- 29 people attended
- 102 footfall
- 4 clients supported by phone during the Covid shut down

Get Online clients used the drop-in to access online learning, manage their Universal Credit accounts, apply or search for a job, fill in online forms, set up and use social media, set up and use email, online shopping, comparison sites, welfare benefits checks and to learn how to use their IT device.

In addition, our specially trained Advice Support volunteer supported an additional 35 clients with online benefits applications for Council Tax Reduction. These were done by appointment due to the confidential nature of the work, and specialist knowledge required by our volunteer.

A donor generously provided funding for 10 tablets with data to be given to people with no digital access at home. This was done at our advisers' discretion and proved very successful, particularly for those who felt there was "no point" in learning as they didn't have internet at home. Once trained to use the device, recipients were able to get ongoing support at drop-in.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

We discovered that people are attending the drop-in from across north Bristol (not just Lockleaze area). Often there was one key community worker or health professional who knew about the service who was responsible for signposting to us. We began doing some development work to raise awareness of the service across the north of city and to reach out to other digital providers to link in with similar work city-wide.

Future Me

This project ran from August 2020 to August 2021 and provided long-term support specifically designed for women. The project supported women not in full time work, particularly those with small children, older women and those affected by Covid-19, to access skills and training and improve employment prospects. We learned that most women needed long-term, intensive support; low confidence was a barrier for virtually all; there were high levels of poor mental and physical health; carers and parents of Special Needs children faced particular barriers; and high numbers of women who had children young had little/no formal work experience.

- 60 women supported
- 33% went into meaningful employment
- 38% going on to Vocational Training

Volunteering

Our volunteering programme slowly recovered over the year, with old volunteers returning after a Covid hiatus, and new volunteers recruited. Volunteers were supported to do "hybrid" working with some partly based at home.

- 21 volunteers supported across 9 different roles
- 2003 volunteer hours worked, the equivalent of £27,841

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

Financial review

During the year, we were once again successful in raising funds, with income from donations, charitable trusts and grants generating £521,832 (2021: £587,598) while expenditure was £500,254 (2021: £533,788). There was a surplus of £21,578 (2021: £53,810).

Principal Funding Sources

Our main core funding came from Bristol City Council, South Gloucestershire County Council, Money and Pensions Service (MaPS), the Henry Smith Charity, Nisbet Trust, The National Lottery Community Fund and Bristol Wessex Billing Service. We were also supported by a range of charitable trusts and individual donors. Without their support we would not be able to continue.

Our fundraising

NBAC does not actively fundraise from the public. The Management Committee were pleased to receive unsolicited donations from clients and supporters. Our one fundraising activity is the Bristol Legal Walk; staff and volunteers raise sponsorship money while raising awareness of the free legal advice sector.

Investment policy

NBAC is in the fortunate position of owning its building. This property represents the charity's most substantial asset, and is a good long term investment. CAF Bank deposit account provides a source of ethical investment and interest. We also have savings with Triodos.

Reserves policy

The Management Committee has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be between 3 and 6 months of the expenditure, which currently equates to £125,000 to £250,000. At this level, the Management Committee feel that they would be able to continue the current activities of the charity in the event of a significant drop in funding, allowing time to secure alternative funding or make changes. The current level of general reserves is £114,618 for running costs. We have further reserves held as capital within the building and other fixed assets totalling £240,891.

The charity currently has a designated reserve of £50,000 to cover the cost of potential staff redundancies, sickness and maternity pay. There is a further £10,000 designated reserve for building maintenance. The Management Committee aims to continue building the level of reserves in line with policy, to achieve a level which they feel is adequate to meet the organisational needs. The Management Committee keep the reserves policy under review (it was last revised and approved in September 2022).

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

Priorities for the year ahead

- Consolidate NBAC services, prioritising welfare benefits and debt advice and digital inclusion.
- Deliver services and increase resources to help local people deal with the Cost of Living Crisis, working closely with other advice providers, community partners and statutory agencies.
- Increase access by providing a "blended" service so people can access advice in a way that best meets their needs: by phone, video-call, face-to-face appointment or home visit.
- Continue to develop our digital services, increasing access to information and support 24/7 to the digitally able.
- Work with partner organisations to further develop how we work in communities to reach the most excluded, learning from successful work as well as championing innovation.
- Promote and develop our digital inclusion work to reach more people across north Bristol.
- Promote wellbeing for all staff and volunteers within NBAC in a proactive way that helps to embed wellbeing in our ethos, culture and ways of working.
- Be a data curious organisation, using evidence and research data to better understand our clients' journey, improve services and promote evidence-based decision making and development.
- Work with key agencies and stakeholders to increase strategic engagement and influence policy locally and nationally.
- Maintain and develop relationships with local and national trusts and foundations that share our ethos, securing the long term funding needed to develop and deliver services that help make change.
- Prioritise stability, sustainability and resilience as we begin to develop our long term strategic plan.

Risk management

The Management Committee has conducted a review of the major risks to which the charity is exposed. A risk register has been established and is updated at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Significant external risks to funding have led to the development of a funding strategy which will allow for the diversification of income streams. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the centre.

Related Parties

In so far as it is complementary to the charity's objects, the charity is guided by both local and national policy. NBAC works in partnership with other local and city wide professional agencies to ensure a range of complimentary services. We are aware of national developments which could have an impact on our service, for example ongoing Government changes to social welfare law and the welfare state.

North Bristol Advice Centre

Company Limited by Guarantee

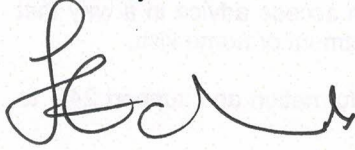
Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2022

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 12th October 2022 and signed on behalf of the board of trustees by:



S Edmunds
Trustee

North Bristol Advice Centre

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of North Bristol Advice Centre

Year ended 31 March 2022

I report to the trustees on my examination of the financial statements of North Bristol Advice Centre ('the charity') for the year ended 31 March 2022.

Responsibilities and basis of report

As the trustees of the company (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 accounts of the company 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 accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since 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 the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

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).

North Bristol Advice Centre

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of North Bristol Advice Centre (continued)

Year ended 31 March 2022

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



Mr Jonathan Rhodes BSc BFP FCA

Independent Examiner

24 Bridge Street
Newport
South Wales
NP20 4SF

North Bristol Advice Centre

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2022

		2022	2021		
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income					
Donations and legacies	5	6,423	–	6,423	7,732
Charitable activities	6	192,470	315,976	508,446	558,989
Other trading activities	7	765	–	765	500
Investment income	8	53	–	53	404
Other income	9	6,145	–	6,145	19,973
Total income		<u>205,856</u>	<u>315,976</u>	<u>521,832</u>	<u>587,598</u>
Expenditure					
Expenditure on charitable activities	10,11	184,278	315,976	500,254	533,788
Total expenditure		<u>184,278</u>	<u>315,976</u>	<u>500,254</u>	<u>533,788</u>
Net income and net movement in funds		<u>21,578</u>	<u>–</u>	<u>21,578</u>	<u>53,810</u>
Reconciliation of funds					
Total funds brought forward		393,929	9,197	403,126	349,316
Total funds carried forward		<u>415,509</u>	<u>9,197</u>	<u>424,706</u>	<u>403,126</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 19 to 32 form part of these financial statements.

North Bristol Advice Centre

Company Limited by Guarantee

Statement of Financial Position

31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible fixed assets	18	224,874	239,050
Current assets			
Debtors	19	19,040	28,299
Cash at bank and in hand		254,530	218,814
		<u>273,570</u>	<u>247,113</u>
Creditors: amounts falling due within one year	20	<u>73,738</u>	<u>83,037</u>
Net current assets		<u>199,832</u>	<u>164,076</u>
Total assets less current liabilities		<u>424,706</u>	<u>403,126</u>
Net assets		<u>424,706</u>	<u>403,126</u>
Funds of the charity			
Restricted funds		9,197	9,197
Unrestricted funds:			
Revaluation reserve		10,000	10,000
Other unrestricted income funds		<u>405,509</u>	<u>383,929</u>
Total unrestricted funds		<u>415,509</u>	<u>393,929</u>
Total charity funds	23	<u>424,706</u>	<u>403,126</u>

For the year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

The statement of financial position
continues on the following page.

The notes on pages 19 to 32 form part of these financial statements.

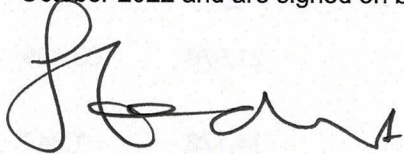
North Bristol Advice Centre

Company Limited by Guarantee

Statement of Financial Position *(continued)*

31 March 2022

These financial statements were approved by the board of trustees and authorised for issue on 12th October 2022 and are signed on behalf of the board by:



S Edmunds
Trustee

The notes on pages 19 to 32 form part of these financial statements.

North Bristol Advice Centre

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2022

	2022 £	2021 £
Cash flows from operating activities		
Net income	21,578	53,809
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	14,176	1,842
Other interest receivable and similar income	(53)	(404)
Interest payable and similar charges	2,698	64
Accrued expenses/(income)	12,652	(16,440)
<i>Changes in:</i>		
Trade and other debtors	(3,266)	(2,433)
Trade and other creditors	(9,424)	(22,988)
Cash generated from operations	38,361	13,450
Interest paid	(2,698)	(64)
Interest received	53	404
Net cash from operating activities	<u>35,716</u>	<u>13,790</u>
Net increase in cash and cash equivalents	35,716	13,790
Cash and cash equivalents at beginning of year	<u>218,814</u>	<u>205,024</u>
Cash and cash equivalents at end of year	<u>254,530</u>	<u>218,814</u>

The notes on pages 19 to 32 form part of these financial statements.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2022

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 2 Gainsborough Square, Lockleaze, Bristol, BS7 9XA.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

3. Accounting policies *(continued)*

Tangible assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Freehold property	-	2% straight line
Fixtures and fittings	-	25% reducing balance

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

3. Accounting policies *(continued)*

Financial instruments *(continued)*

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

Every member of the Charity undertakes to contribute such amount as may be required (not exceeding £1) to the Charity's assets if it should be wound up while he or she is a member or within one year after he or she ceases to be a member, for payment of the Charity's debts and liabilities contracted before he or she ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributories among themselves.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Donations				
Donations	1,945	1,945	6,443	6,443
Local Giving	4,478	4,478	1,289	1,289
	<u>6,423</u>	<u>6,423</u>	<u>7,732</u>	<u>7,732</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Small Grants	19,947	–	19,947	16,036
John James Bristol Foundation	–	8,231	8,231	1,794
Matrix Chambers	–	–	–	2,825
Garfield Weston Foundation	25,000	–	25,000	7,500
Bristol Wessex Billing Services	3,679	–	3,679	2,700
Quartet Community Foundation	–	7,264	7,264	13,700
Henry Smith Charity	–	39,200	39,200	62,650
MaPS Grant	–	155,965	155,965	143,360
Shire	10,833	–	10,833	10,000
Community Justice Fund	–	–	–	41,950
The National Lottery Community Fund	–	10,000	10,000	43,533
Bristol City Council	–	–	–	10,000
Bristol City Council – IAG	57,624	–	57,624	63,459
Bristol City Council – Section 106	–	–	–	–
Employability	–	19,800	19,800	29,064
South Gloucestershire CC	57,054	12,000	69,054	64,320
The Nisbet Trust	15,000	–	15,000	10,000
The Clothworkers Foundation	–	–	–	5,000
St Monica Trust	–	–	–	20,000
EU Settlement Scheme	–	5,800	5,800	11,098
Peoples Postcode	–	11,893	11,893	–
Society of Merchant Venturers	–	833	833	–
Thrive Bristol Community Grant	–	650	650	–
WHAM Grant	–	8,775	8,775	–
IMA Grant	–	1,551	1,551	–
Van Neste Foundation	–	8,121	8,121	–
Wesleyan Foundation	–	6,310	6,310	–
Bristol City Funds: BCH Health & Wellbeing Fund	–	13,333	13,333	–
Edward Gosling Foundation	–	2,500	2,500	–
Grocers' Charity	–	3,750	3,750	–
Forrester Family Trust	3,333	–	3,333	–
	<u>192,470</u>	<u>315,976</u>	<u>508,446</u>	<u>558,989</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

7. Other trading activities

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Room Hire	<u>765</u>	<u>765</u>	<u>500</u>	<u>500</u>

8. Investment income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	<u>53</u>	<u>53</u>	<u>404</u>	<u>404</u>

9. Other income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Advice Services	2,353	2,353	5,056	5,056
Miscellaneous	1,620	1,620	4,852	4,852
Refunds Received	954	954	732	732
Government Grants CJRS	1,218	1,218	9,333	9,333
	<u>6,145</u>	<u>6,145</u>	<u>19,973</u>	<u>19,973</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

10. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £	Total Funds 2021 £
Charitable activities	183,758	313,897	497,655	531,924
Support costs	520	2,079	2,599	1,864
	<u>184,278</u>	<u>315,976</u>	<u>500,254</u>	<u>533,788</u>

11. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Grant funding of activities £	Support costs £	Total funds 2022 £	Total fund 2021 £
Charitable activities	496,756	899	–	497,655	531,987
Governance costs	–	–	2,599	2,599	1,801
	<u>496,756</u>	<u>899</u>	<u>2,599</u>	<u>500,254</u>	<u>533,788</u>

Activities directly undertaken can be further analysed as:

	2022 £	2021 £
Grants	899	1,701
Wages and salaries	334,992	389,048
Employer's NIC	57,195	19,191
Pension costs	6,934	3,948
Other employment benefits	1,570	4,812
Rates and water	1,474	1,357
Light and heat	7,715	3,897
Repairs and maintenance	6,967	6,633
Insurance	3,010	2,234
Other motor/travel costs	1,185	661
Legal and professional fees	510	4,051
Telephone	9,333	10,148
Other office costs	28,064	72,689
Depreciation	14,176	1,842
Finance costs	2,700	64
Marketing and publicity	13,154	1,206
Freelance and self employed	6,131	9,022
Subscriptions and membership	4,245	1,284
	<u>500,254</u>	<u>533,788</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year ended 31 March 2022

12. Analysis of support costs

	Analysis of support costs activity 1 £	Total 2022 £	Total 2021 £
Governance costs	2,599	2,599	1,864

13. Analysis of grants

	2022 £	2021 £
Grants to individuals		
Grants to individuals	899	1,701
Total grants	899	1,701

14. Net income

Net income is stated after charging/(crediting):	2022 £	2021 £
Depreciation of tangible fixed assets	14,176	1,842

15. Independent examination fees

	2022 £	2021 £
Fees payable to the independent examiner for: Independent examination of the financial statements	1,926	1,800

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

16. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022	2021
	£	£
Wages and salaries	334,992	389,048
Social security costs	57,195	19,191
Employer contributions to pension plans	6,934	3,948
Other employee benefits	1,570	4,812
	<u>400,691</u>	<u>416,999</u>

The average head count of employees during the year was 21 (2021: 23). The average number of full-time equivalent employees during the year is analysed as follows:

	2022	2021
	No.	No.
Number of staff - management	3	2
Number of staff - administration	5	4
Number of staff - support workers	13	17
	<u>21</u>	<u>23</u>

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

17. Trustee remuneration and expenses

No remuneration or expenses or other benefits from employment with the charity or a related entity were received by the trustees

18. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost			
At 1 April 2021 and 31 March 2022	<u>233,523</u>	<u>60,086</u>	<u>293,609</u>
Depreciation			
At 1 April 2021	–	54,559	54,559
Charge for the year	8,649	5,527	14,176
At 31 March 2022	<u>8,649</u>	<u>60,086</u>	<u>68,735</u>
Carrying amount			
At 31 March 2022	<u>224,874</u>	–	<u>224,874</u>
At 31 March 2021	<u>233,523</u>	<u>5,527</u>	<u>239,050</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

19. Debtors

	2022	2021
	£	£
Trade debtors	6,238	90
Prepayments and accrued income	12,802	27,597
Other debtors	–	612
	<u>19,040</u>	<u>28,299</u>

20. Creditors: amounts falling due within one year

	2022	2021
	£	£
Trade creditors	4,956	6,053
Accruals and deferred income	59,041	68,597
Social security and other taxes	8,149	6,029
Other creditors	1,592	2,358
	<u>73,738</u>	<u>83,037</u>

21. Deferred income

	2022	2021
	£	£
Amount deferred in year	<u>57,115</u>	<u>66,797</u>

22. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £6,934 (2021: £3,948).

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year ended 31 March 2022

23. Analysis of charitable funds

Unrestricted funds

	At 1 April 2021	Income	Expenditure	At 31 March 2022
	£	£	£	£
General funds	93,038	205,856	(184,278)	114,618
Reserve for Redundancy and Sickness	50,000	–	–	50,000
Reserve for Capital Expenditure	240,891	–	–	240,891
Reserve for Building Repairs	10,000	–	–	10,000
	<u>393,929</u>	<u>220,227</u>	<u>(199,514)</u>	<u>415,509</u>

	At 1 April 2020	Income	Expenditure	At 31 March 2021
	£	£	£	£
General funds	39,228	212,624	(158,814)	93,038
Reserve for Redundancy and Sickness	50,000	–	–	50,000
Reserve for Capital Expenditure	240,891	–	–	240,891
Reserve for Building Repairs	10,000	–	–	10,000
	<u>340,119</u>	<u>212,624</u>	<u>(158,814)</u>	<u>393,929</u>

Purpose of Designated Funds

Building Repairs Reserve - this reserve has been established to set aside funds for future repairs and maintenance on the building.

Redundancy and Sickness Reserve - this reserve has been set up to cover the cost of potential redundancies, sickness and maternity pay.

Capital Expenditure Reserve - this reserve represents the capital assets value owned by the charity that do not make up part of the charity's free reserves.

Restricted funds

	At 1 April 2021	Income	Expenditure	At 31 March 2022
	£	£	£	£
John James Bristol Foundation	–	8,231	(8,231)	–
Matrix Chambers	–	–	–	–
Quartet Community Foundation	–	7,264	(7,264)	–
Henry Smith Charity	–	39,200	(39,200)	–
MaPS Grant	–	155,965	(155,965)	–
Access to Justice	–	–	–	–
Bristol City Council - Section 106 Employability	–	19,800	(19,800)	–
The Clothworkers Foundation	–	–	–	–
EU Settlement Scheme	–	5,800	(5,800)	–

Company Limited by Guarantee

Notes to the Financial Statements (continued)

Year ended 31 March 2022

23. Analysis of charitable funds (continued)

St Monica Trust	–	–	–	–
MaPS Grant Redundancy	9,197	–	–	9,197
Big Lottery	–	10,000	(10,000)	–
South Gloucestershire CC	–	12,000	(12,000)	–
Peoples Postcode	–	11,893	(11,893)	–
Society of Merchant Venturers	–	833	(833)	–
Thrive Bristol Community Grant	–	650	(650)	–
WHAM Grant	–	8,775	(8,775)	–
IMA Grant	–	1,551	(1,551)	–
Van Neste Foundation	–	8,121	(8,121)	–
Wesleyan Foundation	–	6,310	(6,310)	–
Bristol City Funds: BCH Health & Wellbeing	–	13,333	(13,333)	–
Edward Gosling Foundation	–	2,500	(2,500)	–
Grocers' Charity	–	3,750	(3,750)	–
	<u>9,197</u>	<u>315,976</u>	<u>(315,976)</u>	<u>9,197</u>

	At 1 April 2020 £	Income £	Expenditure £	At 31 March 2021 £
John James Bristol Foundation	–	1,794	(1,794)	–
Matrix Chambers	–	2,825	(2,825)	–
Quartet Community Foundation	–	13,700	(13,700)	–
Henry Smith Charity	–	62,650	(62,650)	–
MaPS Grant	–	143,360	(143,360)	–
Access to Justice	–	41,950	(41,950)	–
Bristol City Council - Section 106 Employability	–	29,064	(29,064)	–
The Clothworkers Foundation	–	5,000	(5,000)	–
EU Settlement Scheme	–	11,098	(11,098)	–
St Monica Trust	–	20,000	(20,000)	–
MaPS Grant Redundancy	9,197	–	–	9,197
The National Lottery Community Fund	–	43,533	(43,533)	–
South Gloucestershire CC	–	–	–	–
Peoples Postcode	–	–	–	–
Society of Merchant Venturers	–	–	–	–
Thrive Bristol Community Grant	–	–	–	–
WHAM Grant	–	–	–	–
IMA Grant	–	–	–	–
Van Neste Foundation	–	–	–	–
Wesleyan Foundation	–	–	–	–
Bristol City Funds: BCH Health & Wellbeing	–	–	–	–
Edward Gosling Foundation	–	–	–	–
Grocers' Charity	–	–	–	–
	<u>9,197</u>	<u>374,974</u>	<u>(374,974)</u>	<u>9,197</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

23. Analysis of charitable funds *(continued)*

Purpose of restricted funds

BCC Section 106 Employability - towards the Future Me project, supporting women into skills and training development to improve employment prospects.

Bristol City Funds: BCH Health and Wellbeing - towards our Get Online project to develop our digital inclusion work while creating new income streams to improve resilience.

Edward Gostling Foundation - towards the salary of our specialist welfare rights caseworker.

Grocers' Charity - towards core costs of our advice service supporting people impacted by Covid-19.

EU Settlement Scheme - part of partnership project led by St Paul's Advice Centre, providing support to vulnerable people applying for settled status.

Henry Smith Charity - this grant was awarded to help with the salary and on costs of our Community Advice Services.

IMA - funding towards our debt work and debt relief orders.

John James Bristol Foundation - awarded towards non salary operational costs.

MaPS - part of partnership with other advice providers, funding our debt service and the provision of face to face debt advice.

MaPS redundancy reserve - this money is for the provision of redundancy as full and final settlement of all of MAS's obligations under the funding agreement it has with NBAC.

The National Lottery Community Fund - towards core funding for our advice services.

People's Postcode Neighbourhood Trust - towards the costs of developing and building a new interactive website.

Quartet Resilience Fund - this grant supported NBAC to consolidate and embed client-focused services and deliver a succession plan to strengthen the organisation and promote sustainability.

Society of Merchant Venturers - funding towards revenue and project costs of our specialist advice services and complex casework.

South Gloucester Council - towards Mindful Money project, supporting people with poor mental health to better manage their money.

Thrive Bristol Community Grants - funding to increase access to advice support and information for equalities groups, particularly around form filling for welfare benefits, appeals and complex casework.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2022

23. Analysis of charitable funds *(continued)*

Van Neste Foundation - towards our specialist advice services supporting people with complex benefits casework due to Covid-19.

Wesleyan Foundation - grant to develop our Get Online services to meet the needs of digitally excluded people impacted by Covid-19.

WHAM - Part of a partnership project, providing advice to residents struggling with high fuel bills, referred by the Centre for Sustainable Energy, the lead partner.

24. Analysis of changes in net debt

	At 1 Apr 2021	Cash flows	At 31 Mar 2022
	£	£	£
Cash at bank and in hand	218,814	35,716	254,530

NORTH BRISTOL ADVICE CENTRE

England & Wales - Charity number 1066921

Accounts

COMPANY REGISTRATION NUMBER: 03449469

CHARITY REGISTRATION NUMBER: 1066921

**North Bristol Advice Centre
Company Limited by Guarantee
Unaudited Financial Statements
31 March 2021**

WALTER HUNTER & CO LIMITED

Chartered accountants

24 Bridge Street

Newport

South Wales

NP20 4SF

North Bristol Advice Centre
Company Limited by Guarantee
Financial Statements
Year ended 31 March 2021

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North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2021

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2021.

Reference and administrative details

Registered charity name North Bristol Advice Centre

Charity registration number 1066921

Company registration number 03449469

Principal office and registered office 2 Gainsborough Square
Lockleaze
Bristol
BS7 9XA

The trustees

H Ball
S Edmunds
K Goudge
R Walters
T Mahari (Appointed 7 July 2020)
J Rogers (Appointed 21 October 2020)
J Sankey (Appointed 10 March 2021)

Independent examiner Mr Jonathan Rhodes BSc BFP FCA
24 Bridge Street
Newport
South Wales
NP20 4SF

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Structure, governance and management

The trustees are pleased to present their annual directors' report together with the financial statements of the charity for the year ended 31 March 2021 which are also prepared to meet the requirements for a directors' report for Companies Act purposes.

The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to small charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 01 January 2015).

The organisation incorporated as a charitable company limited by guarantee and registered as a charity on 14/10/97. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Organisational Structure

North Bristol Advice Centre has a Management Committee who meet monthly and are responsible for the strategic direction and policy of the charity. This financial year the board had seven members from a variety of backgrounds relevant to the work of the charity.

A scheme of delegation is in place and day to day responsibility for the provision of the services rests with the CEO, Advice Team Manager and Finance Manager. The CEO is responsible for ensuring that the charity delivers the services specified and that key targets are met. The Advice Team Manager has responsibility for the day to day operational management of the advice workers, and individual supervision of the advice team. They also ensure that team members continue to develop their skills and working practices in line with good practice.

Recruitment and Appointment of Management Committee

The directors of the company are also charity trustees for the purposes of charity law and under the company's Articles are known as members of the Management Committee. North Bristol Advice Centre offers advice to a wide cross section of people within the local community. The Management Committee seeks to ensure that the needs of the local community are appropriately reflected through the diversity of the trustee body. We recruited three new Trustees in 2020/21. The more traditional business and professional skills are well represented on the Management Committee. In the event of particular skills being lost due to retirement, new individuals are approached to offer themselves for election to the Management Committee.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Trustee Induction and Training

Most trustees familiarise themselves with the practical work of the charity by undertaking a tour of the Advice Centre and the Outreach Work. Additionally, new trustees attend briefing sessions on the Charity and the context within which it operates. These are led by the Chair of the Management Committee and/or the CEO of the charity and cover:

- The obligations of Management Committee members
- The main documents which set out the operational framework for the charity including the Memorandum and Articles
- Resourcing and the current financial position as set out in the latest published accounts
- Publications from the Charity Commission relating to the roles and responsibilities of trustees
- Future plans and objectives

Ongoing training is encouraged and regular policy days are held to ensure the Business Plan is delivering and on target. A Trustee Induction Pack is provided.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Objectives and activities

Purposes and Aims

Located in Lockleaze, Bristol, North Bristol Advice Centre (NBAC) is a community-based advice centre. It is a registered charity and a company limited by guarantee.

Our charity's objects are:

- to assist in the promotion of any charitable purposes for the benefit of the inhabitants of North Bristol and South Gloucestershire areas by the provision of free and independent advice and support, especially in relation to access to welfare benefits and managing personal debt; and
- to advance education and provide training and other services that support and strengthen the skills, health and wellbeing of the said inhabitants.

The aims of the charity are to promote social justice and combat poverty by providing free and independent advice and support that enables people to develop skills, improve wellbeing and make positive changes in their lives and communities.

Our activities

We help people at times of crisis, work to address the causes of deprivation and support people to take practical steps to improve their situation in the longer term. The activities we provided to meet our objectives included:

- Free, confidential and independent advice services, including welfare benefits and debt advice, complex casework and representation at tribunal.
- Digital inclusion work to increase digital skills, improve access to online tools and services and increase financial and social inclusion.
- Home-visiting advice services for older people to help them remain independent in their homes.
- Future Me project supporting women into training and skills development to improve job prospects and avoid a low-income poverty trap.
- Developing a range of volunteering opportunities to support and expand the delivery of services across areas of need and to involve and empower local people and communities.

North Bristol Advice Centre has been serving the communities of North Bristol and South Gloucestershire for 37 years. The hallmark of its work has been high levels of professionalism; delivering a quality service and listening to and responding to community needs. Underpinning the day to day work has been the long term dedication and commitment of the Board of Trustees which has always worked to support the team and try as far as possible to anticipate and prepare for the future. This past year has proved to be one of the most challenging we have faced: however, in our immediate response and in reviewing our accounts and writing our 3-year Business Plan. North Bristol Advice Centre is again demonstrating its ability to innovate, to be here for the long term, and to be willing to face up to challenges positively. The Board regularly reviews the performance of the various services we offer, and has detailed reports from our service leads.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

As always, funding our services is an ongoing challenge: none more so in the coming year. North Bristol Advice Centre's services are needed more than ever. It would be ideal if we had secure, longer term funding in place. The time and energy we spend bidding for different pots of short-term funding could be better used to develop and deliver services. However, this is the reality, and we will do our best to secure funding to deliver our core services.

Review of 2019/20

The year was dominated by the Covid-19 pandemic, creating unprecedented challenges for our services, which have always been provided face-to-face at community outreach or home visits. Our priority was to maintain quality services and do all we could to support staff, volunteers and people in need in our communities:

- Closed all our face-to-face provision and moved quickly to providing a telephone advice service, with all staff working from home.
- Community Navigators were redeployed to provide emotional and practical support and daily phone check-ins to older people shielding locally. We partnered with Age UK Bristol to provide support to older people referred through the Bristol Support Hub.
- Worked in partnership with ACFA, North Bristol Foodbank, and others to publicise advice services to those affected by Covid-19 with focus on the digitally excluded.
- Scaled back our volunteering programme. We surveyed volunteers to ask what they would need in place to feel confident to resume their roles.
- Surveyed clients for feedback on their experiences of telephone advice.
- Conducted individual risk assessments for staff and volunteers.
- Developed and implemented a range of Covid-19 secure policies.
- Adapted our main offices to be Covid-safe, future proofing our services.

In addition to many challenges, the pandemic also provided an opportunity to innovate. We ran a pilot project successfully providing telephone support to help the most excluded improve their digital skills and confidence; partnered with Bristol Law Centre and Manchester Law Centre to test the effectiveness of remote systems to train law student volunteers to deliver complex appeals work (which has the potential to vastly expand this work); and developed an online Advice Tool, co-produced with clients, to increase access to advice and make services more efficient.

In August we launched Future Me, supporting women into training and skills development to improve job prospects. This service aimed to help women avoid a low-income poverty trap and those impacted by Covid-19's "female recession". We had a huge response from women, grateful for support designed around their particular needs, barriers and challenges.

At the end of the year, we took the difficult decision to wind down our Community Navigators service after four years. The navigator team did an outstanding job supporting vulnerable people throughout the pandemic. However, due to changes in the services landscape, funding constraints and the need to prioritise Covid-recovery services, the project was wound down in March.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Achievements and performance

How our activities deliver public benefit.

Our main activities and who we support are described below. Full details on how our services benefit clients can be viewed in our Impact Report, available on our website.

Who used and benefited from our services?

We supported 1602 people living in deprived communities across North Bristol and South Gloucestershire. 84% of advice clients had a physical or mental health problem, a quarter higher than previous years, with 30% reporting ill mental health. Almost half were unfit to work and 79% were living in social housing or rented accommodation, while one quarter were BAME. Many people seek our support due to unexpected changes of circumstance such as unemployment, long term illness, bereavement or disability which plunge them into sudden and severe financial difficulties. Others need access to justice having been denied benefits they're entitled to or need legal support to challenge decisions of the local authority, DWP and HMRC. Due to Covid-19 there's been an increased demand from women fleeing domestic violence; disability benefits appeals for people with mental health problems; and complex casework related to new UC claims. Clients are presenting with high levels of ill mental health.

Advice services

NBAC provides specialist welfare benefits and debt advice. Some 40% of this is specialist legal advice made up of end-to-end casework and appeals support, including representation at tribunal.

- 1227 people received one-to-one advice
- 119 appeals supported with 87% success rate
- 178 people at risk of homelessness kept in housing
- £2,056,449 was raised for clients
- £1,724,493 in debt was managed

Due to Covid disruption, the number of clients who completed questionnaires is down, but results are consistent with previous years.

Advice clients (112 questionnaires completed at case closed) reported that, as a result of our advice and support:

- 86% were in a better financial situation
- 82% were less stressed
- 90% felt better able to manage their affairs

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Over half of clients contacted three months after case closed (50 replies) said there had been long term changes in their life:

- 81% have been able to budget and plan their expenditure
- 33% spent increased income on more or better food
- 75% feel more in control of their finances now

Our professional advisers were supported by a team of trained and dedicated volunteers who provide advice support through the following projects:

SHARP - law student volunteers provided advice, support and representation in ESA and PIP appeals. This project helped us to handle a higher volume of appeals, provide clients with person-centred and dedicated support and resulted in a success rate of around 90%. Student law volunteers gained valuable experience of welfare rights law and all reported increases in skills and knowledge.

Advice Support Volunteers - provided one-to-one support to people needing help to navigate the benefits system and process, particularly around form filling. Volunteers supported clients to fill in complex forms, both on paper and online. This early intervention work helped ensure vulnerable people secured their legal entitlements, preventing financial problems developing or escalating.

Get Online

We continued to provide digital support throughout the year, supporting 74 people to increase digital skills and confidence using phone support and Covid-safe face-to-face appointments when possible.

Over summer 2020 we ran a pilot project providing phone advice to help people to get online during lockdown. 10 digitally excluded people with no devices or connectivity at home, were given free tablets (donated by The Good Things Foundation) and 2 x 45 minute phone calls weekly over 12 weeks to help them develop digital skills and confidence. By the end, seven clients could get online independently. We supported them to identify affordable data packages so they could continue to use their tablets after our support ended. Full report here: bit.ly/2L3xGOH

Home Visiting Advice Service

We were unable to provide a full home visiting service for over 50s due to Covid-19. Clients were supported using phone advice during lockdowns, safe document drop and exchange systems, and Covid-safe home visits when possible. A total of 49 vulnerable older people were supported in this way, with 135 over 50s receiving advice support. This service is for those cannot access advice services due to disability or mobility problems. We help them to maximise their income and link them with local services.

Older people supported through this service (11 surveyed) reported a variety of positive outcomes as a result of our advice:

- 90% said their financial situation had improved
- 26% used their extra income for heating to keep warmer
- 73% reported feeling happier and more positive as a result of our support (down on previous years)

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Community Navigators

Our Community Navigators project, providing one-to-one support to isolated over 50s to help them connect with their community, was suspended at first lockdown. Navigators were redeployed to provide practical and emotional support to 281 older people including:

- Emotional support calls, urgent shopping and doorstep visits to continue the human connection through lockdown for people facing extreme isolation.
- Supporting clients to access relevant charities and support groups who offered regular help (e.g. National Food Service) and support services such as counselling, care assessments, OT referrals and financial support.
- Referrals into virtual activities and non-tech activities for clients who were digitally excluded (e.g. regular newsletter, telephone reading group).
- Partnering with the Support Hub with Age UK to provide additional support to older people in Bristol.

We conducted in-depth phone interviews with 29 clients as a sample (13%) to seek feedback on the service:

- 58% lived alone and 35% had to shield.
- 51% felt very lonely all the time and 24% were lonely sometimes.

What did your navigator help with?

- 86% made you feel you weren't alone;
- 32% build your confidence;
- 6% access meal deliveries;
- 31% emergency food shop;
- 24% link into virtual activities.

Change to your emotional wellbeing as a result of our support?

- 13% feel much happier and more positive;
- 52% yes, a bit;
- 10% no, not really;
- 10% no, my emotional wellbeing is still poor because of other factors.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Future Me

Future Me was launched in August and provided long-term support to 60 women in its first year. The project supported women not in full time work, particularly those with small children, older women and those affected by Covid-19, to access skills and training and improve employment prospects. We learned that most women needed long-term, intensive support; low confidence was a barrier for virtually all; there were high levels of poor mental and physical health; carers and parents of Special Needs children faced particular barriers; and women who had children young had little/no formal work experience.

Volunteering

At first lockdown our volunteering programme was suspended with many stepping back due to health concerns. We supported people still able to volunteer with us to adapt their roles and overhaul our policies, particularly our SHARP volunteers, rebuilding our programme over the year.

- 27 volunteers supported across 9 different roles
- 1523 volunteer hours worked, the equivalent of £21,322

We weren't able to gather our usual monitoring data due to Covid disruption (in previous years, volunteers consistently reported significant improvements in skills, confidence and knowledge with up to 1/3 moving on to paid work). We did conduct our annual volunteer survey, soliciting feedback from volunteers on their experience:

"I have felt much more a part of the NBAC team than I had expected. It is good to feel valued and appreciated by the organisation, not just seen as someone who turns up once a week for a few hours and is then forgotten about. I have become more aware of certain skills and abilities I possess, which I either took for granted or didn't even consider as such, but which other people view as valuable assets to have. That has been a boost to my self-esteem."

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

Financial review

Despite limited resources and uncertainties over funding, NBAC has continued to plan and develop services.

Principal Funding Sources

Our main core funding came from Bristol City Council, South Gloucestershire County Council, Money and Pensions Service (MaPS), Bristol Aging Better (Big Lottery), the Henry Smith Charity, Nisbet Trust, The National Lottery Community Fund and Bristol Wessex Billing Service. We were also supported by a range of charitable trusts and individual donors. Without their support we would not be able to continue.

Investment policy

NBAC is in the fortunate position of owning its building. This property represents the charity's most substantial asset, and is a good long term investment. CAF Bank deposit account provides a source of ethical investment and interest. We also have savings with Tridos.

Reserves policy

The Management Committee has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be between 3 and 6 months of the expenditure. The current level of general reserves is £93,038 for running costs. We have further reserves held as capital within the building and other fixed assets totalling £240,891.

The charity currently has a designated reserve of £50,000 to cover the cost of potential staff redundancies, sickness and maternity pay. There is a further £10,000 designated reserve for building maintenance. The Management Committee aims to continue building the level of reserves in line with policy, to achieve a level which they feel is adequate to meet the organisational needs.

Priorities for the year ahead

- Deliver services that help local people deal with the long term impact of Covid-19 and rebuild their lives.
- Shape our advice and support service model to be adaptable and responsive to changing client needs.
- Provide a "blended" service using a variety of approaches from face to face to online in order to streamline advice services, save costs and improve efficiencies.
- Install a shared team ethos and culture which consistently focuses on providing an excellent service to clients through staff development, training, innovation and trialing new approaches.
- Work with staff, volunteers and clients to embed digital inclusion within NBAC's way of working. Use evidence and research data to better understand how digital platforms can enhance a client's journey.
- Work with key agencies and stakeholders to influence policy locally and nationally.
- Be a 'generous' partner and share learning and resources.

North Bristol Advice Centre

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

Year ended 31 March 2021

- Develop a strong and innovative volunteer base supported and valued in a wide range of activities.
- Maintain and develop relationships with local and national trusts and foundations that share our ethos, securing the funding needed to develop and deliver services that help make change.

Risk management

The Management Committee has conducted a review of the major risks to which the charity is exposed. A risk register has been established and is updated at least annually. Where appropriate, systems or procedures have been established to mitigate the risks the charity faces. Significant external risks to funding have led to the development of a funding strategy which will allow for the diversification of income streams. Internal control risks are minimised by the implementation of procedures for authorisation of all transactions and projects. Procedures are in place to ensure compliance with health and safety of staff, volunteers, clients and visitors to the centre.

Related Parties

In so far as it is complementary to the charity's objects, the charity is guided by both local and national policy. NBAC works in partnership with other local and city wide professional agencies to ensure a range of complimentary services. We are aware of national developments which could have an impact on our service, for example ongoing Government changes to social welfare law and the welfare state.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 10 November 2021 and signed on behalf of the board of trustees by:



H Ball
Trustee

North Bristol Advice Centre

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of North Bristol Advice Centre

Year ended 31 March 2021

I report to the trustees on my examination of the financial statements of North Bristol Advice Centre ('the charity') for the year ended 31 March 2021.

Responsibilities and basis of report

As the trustees of the company (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 accounts of the company 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 accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since 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 the Institute of Chartered Accountants in England and Wales (ICAEW), which is one of the listed bodies.

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

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).

North Bristol Advice Centre

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of North Bristol Advice Centre *(continued)*

Year ended 31 March 2021

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



Mr Jonathan Rhodes BSc BFP FCA

Independent Examiner

24 Bridge Street
Newport
South Wales
NP20 4SF

10 November 2021

North Bristol Advice Centre

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2021

		2021	2020		
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income					
Donations and legacies	5	7,732	–	7,732	10,093
Charitable activities	6	184,015	374,974	558,989	439,055
Other trading activities	7	500	–	500	650
Investment income	8	404	–	404	394
Other income	9	19,973	–	19,973	16,297
Total income		<u>212,624</u>	<u>374,974</u>	<u>587,598</u>	<u>466,489</u>
Expenditure					
Expenditure on charitable activities	10,11,25	158,814	374,974	533,788	472,656
Total expenditure		<u>158,814</u>	<u>374,974</u>	<u>533,788</u>	<u>472,656</u>
Net income/(expenditure) and net movement in funds		<u>53,810</u>	<u>–</u>	<u>53,810</u>	<u>(6,167)</u>
Reconciliation of funds					
Total funds brought forward		340,119	9,197	349,316	355,483
Total funds carried forward		<u>393,929</u>	<u>9,197</u>	<u>403,126</u>	<u>349,316</u>

The statement of financial activities includes all gains and losses recognised in the year. All income and expenditure derive from continuing activities.

The notes on pages 17 to 29 form part of these financial statements.

North Bristol Advice Centre
Company Limited by Guarantee
Statement of Financial Position
31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible fixed assets	18	239,050	240,891
Current assets			
Debtors	19	28,299	8,754
Cash at bank and in hand		218,814	205,024
		<u>247,113</u>	<u>213,778</u>
Creditors: amounts falling due within one year	20	83,037	105,353
Net current assets		<u>164,076</u>	<u>108,425</u>
Total assets less current liabilities		<u>403,126</u>	<u>349,316</u>
Net assets		<u>403,126</u>	<u>349,316</u>
Funds of the charity			
Restricted funds		9,197	9,197
Unrestricted funds:			
Revaluation reserve		10,000	10,000
Other unrestricted income funds		383,929	330,119
Total unrestricted funds		<u>393,929</u>	<u>340,119</u>
Total charity funds	23	<u>403,126</u>	<u>349,316</u>

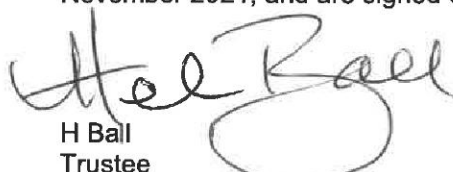
For the year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

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

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

These financial statements were approved by the board of trustees and authorised for issue on 10 November 2021, and are signed on behalf of the board by:


H Ball
Trustee

The notes on pages 17 to 29 form part of these financial statements.

North Bristol Advice Centre

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2021

	2021 £	2020 £
Cash flows from operating activities		
Net income/(expenditure)	53,809	(6,168)
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	1,842	2,456
Other interest receivable and similar income	(404)	(394)
Interest payable and similar charges	64	60
Accrued (income)/expenses	(16,440)	1,128
<i>Changes in:</i>		
Trade and other debtors	(2,433)	(8,754)
Trade and other creditors	(22,988)	104,225
Cash generated from operations	13,450	92,553
Interest paid	(64)	(60)
Interest received	404	394
Net cash from operating activities	<u>13,790</u>	<u>92,887</u>
Cash flows from investing activities		
Purchase of tangible assets	—	(836)
Net cash used in investing activities	<u>—</u>	<u>(836)</u>
Net increase in cash and cash equivalents	13,790	92,051
Cash and cash equivalents at beginning of year	205,024	—
Cash and cash equivalents at end of year	<u>218,814</u>	<u>92,051</u>

The notes on pages 17 to 29 form part of these financial statements.

North Bristol Advice Centre
Company Limited by Guarantee
Notes to the Financial Statements
Year ended 31 March 2021

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 2 Gainsborough Square, Lockleaze, Bristol, BS7 9XA.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the 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) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Incoming resources

All incoming resources are included in the statement of financial activities when entitlement has passed to the charity; it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured. The following specific policies are applied to particular categories of income:

- income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- legacy income is recognised when receipt is probable and entitlement is established.
- income from donated goods is measured at the fair value of the goods unless this is impractical to measure reliably, in which case the value is derived from the cost to the donor or the estimated resale value. Donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from contracts for the supply of services is recognised with the delivery of the contracted service. This is classified as unrestricted funds unless there is a contractual requirement for it to be spent on a particular purpose and returned if unspent, in which case it may be regarded as restricted.

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses. Any tangible assets carried at revalued amounts are recorded at the fair value at the date of revaluation less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Tangible assets *(continued)*

An increase in the carrying amount of an asset as a result of a revaluation, is recognised in other recognised gains and losses, unless it reverses a charge for impairment that has previously been recognised as expenditure within the statement of financial activities. A decrease in the carrying amount of an asset as a result of revaluation, is recognised in other recognised gains and losses, except to which it offsets any previous revaluation gain, in which case the loss is shown within other recognised gains and losses on the statement of financial activities.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

Fixtures and fittings - 25% reducing balance

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Financial instruments *(continued)*

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

Every member of the Charity undertakes to contribute such amount as may be required (not exceeding £1) to the Charity's assets if it should be wound up while he or she is a member or within one year after he or she ceases to be a member, for payment of the Charity's debts and liabilities contracted before he or she ceases to be a member, and of the costs, charges and expenses of winding up, and for the adjustment of the rights of the contributories among themselves.

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Donations				
Donations	6,443	6,443	7,608	7,608
The Langley Centre	–	–	1,600	1,600
Local Giving	1,289	1,289	885	885
	<u>7,732</u>	<u>7,732</u>	<u>10,093</u>	<u>10,093</u>

6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Small Grants	16,036	–	16,036	4,333
John James Bristol Foundation	–	1,794	1,794	7,078
Matrix Chambers	–	2,825	2,825	2,825
Henacre Charitable Fund	–	–	–	110
Garfield Weston Foundation	7,500	–	7,500	2,500
Bristol Wessex Billing Services	2,700	–	2,700	10,400
George Muller Charitable Trust	–	–	–	9,950
MSE Charity	–	–	–	3,608
Quartet Community Foundation	–	13,700	13,700	2,917
UWE Community Fund	–	–	–	1,500
St Pauls Advice Centre	–	11,098	11,098	5,000
Henry Smith Charity	–	62,650	62,650	46,825
MaPS Grant	–	143,360	143,360	109,462
Shire	10,000	–	10,000	10,000
Community Justice Fund	–	41,950	41,950	6,931
Big Lottery (Age UK BAB)	–	13,745	13,745	69,528
Big Lottery - Community Fund	–	29,788	29,788	–
Bristol City Council	10,000	–	10,000	–
Bristol City Council – IAG	63,459	–	63,459	57,623
Bristol City Council – Trailblazer	–	–	–	4,445
Bristol City Council – Section 106	–	–	–	–
Employability	–	29,064	29,064	–
South Gloucestershire CC	64,320	–	64,320	64,020
The Nisbet Trust	10,000	–	10,000	20,000
The Clothworkers Foundation	–	5,000	5,000	–
St Monica Trust	–	20,000	20,000	–
	<u>184,015</u>	<u>374,974</u>	<u>558,989</u>	<u>439,055</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

7. Other trading activities

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Room Hire	500	500	650	650

8. Investment income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Bank interest receivable	404	404	394	394

9. Other income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Advice Services	5,056	5,056	2,838	2,838
Miscellaneous	4,852	4,852	12,950	12,950
Refunds Received	732	732	509	509
Government Grants CJRS	9,333	9,333	—	—
	<u>19,973</u>	<u>19,973</u>	<u>16,297</u>	<u>16,297</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

10. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £	Total Funds 2020 £
Small Grants	45,355	–	45,355	256,953
Henry Smith Charity	–	62,650	62,650	46,825
John James Bristol Foundation	–	1,794	1,794	7,078
MaPS Grant	–	143,360	143,360	109,462
Matrix Chambers	–	2,825	2,825	2,825
Henacre Charitable Fund	–	–	–	110
Community Justice Fund	–	41,950	41,950	6,931
Garfield Weston	7,500	–	7,500	–
Big Lottery	11,519	43,533	55,052	23,140
Bristol City Council	18,256	29,064	47,320	120
Bristol Wessex Billing Services	–	–	–	5,000
MSE Charity	–	–	–	3,608
Quartet	–	13,700	13,700	4,417
South Gloucester CC	64,320	–	64,320	–
St Pauls Advice Centre	–	11,098	11,098	5,000
The Nisbet Trust	10,000	–	10,000	–
The Clothworkers Foundation	–	5,000	5,000	–
St Monica Trust	–	20,000	20,000	–
Support costs	1,864	–	1,864	1,188
	<u>158,814</u>	<u>374,974</u>	<u>533,788</u>	<u>472,657</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

11. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Grant funding of activities £	Support costs £	Total funds 2021 £	Total funds 2020 £
Small Grants	43,674	1,681	64	45,419	257,013
Henry Smith Charity	62,650	–	–	62,650	46,825
John James Bristol Foundation	1,794	–	–	1,794	7,078
MaPS Grant	143,360	–	–	143,360	109,462
Matrix Chambers	2,825	–	–	2,825	2,825
Henacre Charitable Fund	–	–	–	–	110
Community Justice Fund	41,950	–	–	41,950	6,931
Garfield Weston	7,500	–	–	7,500	–
Big Lottery	55,052	–	–	55,052	23,140
Bristol City Council	47,300	20	–	47,320	120
Bristol Wessex Billing Services	–	–	–	–	5,000
MSE Charity	–	–	–	–	3,608
Quartet	13,700	–	–	13,700	4,417
South Gloucester CC	64,320	–	–	64,320	–
St Pauls Advice Centre	11,098	–	–	11,098	5,000
The Nisbet Trust	10,000	–	–	10,000	–
The Clothworkers Foundation	5,000	–	–	5,000	–
St Monica Trust	20,000	–	–	20,000	–
Governance costs	–	–	1,800	1,800	1,128
	<u>530,223</u>	<u>1,701</u>	<u>1,864</u>	<u>533,788</u>	<u>472,657</u>

12. Analysis of support costs

	Analysis of support costs £	Total 2021 £	Total 2020 £
Governance costs	<u>1,864</u>	<u>1,864</u>	<u>–</u>

13. Analysis of grants

	2021 £	2020 £
Grants to individuals		
Grants to individuals	<u>1,701</u>	<u>–</u>
Total grants	<u>1,701</u>	<u>–</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

14. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2021	2020
	£	£
Depreciation of tangible fixed assets	<u>1,842</u>	<u>2,456</u>

15. Independent examination fees

	2021	2020
	£	£
Fees payable to the independent examiner for: Independent examination of the financial statements	<u>1,800</u>	<u>1,128</u>

16. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021	2020
	£	£
Wages and salaries	389,048	325,312
Social security costs	19,191	21,516
Employer contributions to pension plans	3,948	9,811
Other employee benefits	<u>4,812</u>	<u>5,746</u>
	<u>416,999</u>	<u>362,385</u>

The average head count of employees during the year was 23 (2020: Nil). The average number of full-time equivalent employees during the year is analysed as follows:

	2021	2020
	No.	No.
Number of staff - management	2	2
Number of staff - administration	4	4
Number of staff - support workers	<u>17</u>	<u>16</u>
	<u>23</u>	<u>22</u>

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

17. Trustee remuneration and expenses

No remuneration or expenses or other benefits from employment with the charity or a related entity were received by the trustees

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

18. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Total £
Cost			
At 1 April 2020	233,523	61,661	295,184
Disposals	–	(1,575)	(1,575)
At 31 March 2021	<u>233,523</u>	<u>60,086</u>	<u>293,609</u>
Depreciation			
At 1 April 2020	–	54,292	54,292
Charge for the year	–	1,842	1,842
Disposals	–	(1,575)	(1,575)
At 31 March 2021	<u>–</u>	<u>54,559</u>	<u>54,559</u>
Carrying amount			
At 31 March 2021	<u>233,523</u>	<u>5,527</u>	<u>239,050</u>
At 31 March 2020	<u>233,523</u>	<u>7,368</u>	<u>240,891</u>

19. Debtors

	2021 £	2020 £
Trade debtors	90	3,814
Prepayments and accrued income	27,597	2,122
Other debtors	612	2,818
	<u>28,299</u>	<u>8,754</u>

20. Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	6,053	1,252
Accruals and deferred income	68,597	91,110
Social security and other taxes	6,029	5,745
Other creditors	2,358	7,246
	<u>83,037</u>	<u>105,353</u>

21. Deferred income

	2021 £	2020 £
At 1 April 2020	–	89,982
Amount deferred in year	66,797	–
At 31 March 2021	<u>66,797</u>	<u>89,982</u>

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

22. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £9,919 (2020: £9,811).

23. Analysis of charitable funds

Unrestricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
General funds	39,228	212,624	(158,814)	–	93,038
Reserve for Redundancy and Sickness	50,000	–	–	–	50,000
Reserve for Capital Expenditure	240,891	–	–	–	240,891
Reserve for Building Repairs	10,000	–	–	–	10,000
	<u>340,119</u>	<u>212,624</u>	<u>(158,814)</u>	<u>–</u>	<u>393,929</u>

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
General funds	43,775	275,233	(281,400)	1,620	39,228
Reserve for Redundancy and Sickness	50,000	–	–	–	50,000
Reserve for Capital Expenditure	242,511	–	–	(1,620)	240,891
Reserve for Building Repairs	10,000	–	–	–	10,000
	<u>346,286</u>	<u>275,233</u>	<u>(281,400)</u>	<u>–</u>	<u>340,119</u>

Restricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
John James Bristol Foundation	–	1,794	(1,794)	–	–
Matrix Chambers Quartet Community Foundation	–	2,825	(2,825)	–	–
St Pauls Advice Centre	–	13,700	(13,700)	–	–
Henry Smith Charity	–	11,098	(11,098)	–	–
MaPS Grant	–	62,650	(62,650)	–	–
	–	143,360	(143,360)	–	–

North Bristol Advice Centre

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

23. Analysis of charitable funds *(continued)*

Community Justice Fund	–	41,950	(41,950)	–	–
Bristol City Council - Section 106 Employability The Clothworkers Foundation	–	29,064	(29,064)	–	–
St Monica Trust	–	5,000	(5,000)	–	–
MaPS Grant	–	20,000	(20,000)	–	–
Redundancy	9,197	–	–	–	9,197
Big Lottery	–	43,433	(43,533)	–	–
	<u>9,197</u>	<u>374,974</u>	<u>(374,974)</u>	<u>–</u>	<u>9,197</u>

	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
John James Bristol Foundation	–	15,796	(15,796)	–	–
Matrix Chambers Quartet Community Foundation	–	2,825	(2,825)	–	–
St Pauls Advice Centre	–	4,417	(4,417)	–	–
Henry Smith Charity	–	5,000	(5,000)	–	–
MaPS Grant	–	46,825	(46,825)	–	–
Community Justice Fund	–	109,462	(109,462)	–	–
Bristol City Council - Section 106 Employability The Clothworkers Foundation	–	6,931	(6,931)	–	–
St Monica Trust	–	–	–	–	–
MaPS Grant	–	–	–	–	–
Redundancy	9,197	–	–	–	9,197
Big Lottery	–	–	–	–	–
	<u>9,197</u>	<u>191,256</u>	<u>(191,256)</u>	<u>–</u>	<u>9,197</u>

24. Analysis of changes in net debt

	At 1 Apr 2020 £	Cash flows £	At 31 Mar 2021 £
Cash at bank and in hand	<u>205,024</u>	<u>13,790</u>	<u>218,814</u>

North Bristol Advice Centre

Company Limited by Guarantee

Detailed Statement of Financial Activities - Expenditure

Year ended 31 March 2021

	2021	2020
	£	£
25. Expenditure		
Expenditure on charitable activities		
Purchases	1,701	15,806
Wages and salaries	389,048	325,312
Employer's NIC	19,191	21,516
Pension costs	3,948	9,811
Other employment benefits	4,812	5,746
Rates and water	1,357	1,539
Light and heat	3,897	4,913
Repairs and maintenance	6,633	4,781
Insurance	2,234	3,448
Other establishment	—	3,930
Other motor/travel costs	661	6,206
Legal and professional fees	4,051	3,890
Telephone	10,148	10,731
Other office costs	72,689	24,888
Depreciation	1,842	2,456
Finance costs	64	60
Marketing and publicity	1,206	2,185
Freelance and self employed	9,022	13,983
Subscriptions and membership	1,284	11,456
	<u>533,788</u>	<u>472,657</u>
Total expenditure	<u>533,788</u>	<u>472,657</u>

