

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

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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

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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

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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

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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)

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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.

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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

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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

		Unrestricted funds £	2021 Restricted funds £	Total funds £	2020 Total funds £
	Note				
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
		247,113	213,778
Creditors: amounts falling due within one year	20	83,037	105,353
Net current assets		164,076	108,425
Total assets less current liabilities		403,126	349,316
Net assets		403,126	349,316
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		393,929	340,119
Total charity funds	23	403,126	349,316

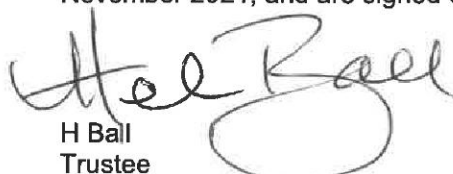
For the year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

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

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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>	—

13. Analysis of grants

	2021 £	2020 £
Grants to individuals		
Grants to individuals	<u>1,701</u>	—
Total grants	<u>1,701</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	233,523	60,086	293,609
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	—	54,559	54,559
Carrying amount			
At 31 March 2021	233,523	5,527	239,050
At 31 March 2020	233,523	7,368	240,891

19. Debtors

	2021 £	2020 £
Trade debtors	90	3,814
Prepayments and accrued income	27,597	2,122
Other debtors	612	2,818
	28,299	8,754

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
	83,037	105,353

21. Deferred income

	2021 £	2020 £
At 1 April 2020	—	89,982
Amount deferred in year	66,797	—
At 31 March 2021	66,797	89,982

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	—	2,825	(2,825)	—	—
Quartet Community Foundation	—	13,700	(13,700)	—	—
St Pauls Advice Centre	—	11,098	(11,098)	—	—
Henry Smith Charity	—	62,650	(62,650)	—	—
MaPS Grant	—	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	—	29,064	(29,064)	—	—
The Clothworkers					
Foundation	—	5,000	(5,000)	—	—
St Monica Trust	—	20,000	(20,000)	—	—
MaPS Grant					
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	—	2,825	(2,825)	—	—
Quartet Community					
Foundation	—	4,417	(4,417)	—	—
St Pauls Advice Centre	—	5,000	(5,000)	—	—
Henry Smith Charity	—	46,825	(46,825)	—	—
MaPS Grant	—	109,462	(109,462)	—	—
Community Justice Fund	—	6,931	(6,931)	—	—
Bristol City Council - Section 106					
Employability	—	—	—	—	—
The Clothworkers					
Foundation	—	—	—	—	—
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>

