

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

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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

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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

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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

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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.

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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.

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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

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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

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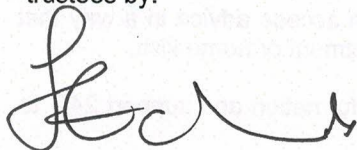
Trustees' Annual Report (Incorporating the Director's Report) *(continued)*

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

		Unrestricted funds £	2022 Restricted funds £	Total funds £	2021 Total funds £
	Note				
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	73,738	83,037
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.

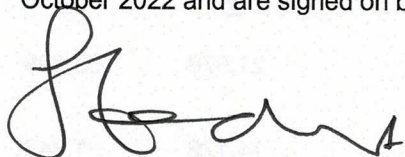
North Bristol Advice Centre

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

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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	765	765	500	500

8. Investment income

	Unrestricted Funds £	Total Funds 2022 £	Unrestricted Funds £	Total Funds 2021 £
Bank interest receivable	53	53	404	404

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	<u>2,599</u>	<u>2,599</u>	<u>1,864</u>

13. Analysis of grants

	2022 £	2021 £
Grants to individuals		
Grants to individuals	<u>899</u>	<u>1,701</u>
Total grants	<u>899</u>	<u>1,701</u>

14. Net income

Net income is stated after charging/(crediting):

	2022 £	2021 £
Depreciation of tangible fixed assets	<u>14,176</u>	<u>1,842</u>

15. Independent examination fees

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

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>—</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