

**Citizens Advice Bournemouth, Christchurch and Poole
Financial Statements
Year Ended 31 March 2021**

Charity registration number: 1074727
Company registration number: 03537836

Citizens Advice Bournemouth, Christchurch and Poole

Report and accounts

Year Ended 31 March 2021

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Citizens Advice Bournemouth, Christchurch and Poole

Charity Reference and Administrative Details

Year Ended 31 March 2021

Charity registration number	1074727
Company registration number	03537836
Trustees	Anne Joseph (appointed 28 October 2020) Jane Burrows David Sargent Matthew Moore Marianne Abley Dr Rodney Cooper (appointed 28 October 2020) Andrew Karno (appointed 27 January 2021) Lucy Cooper (resigned 28 October 2020) Anthony Bradley (resigned 26 February 2021) Keith Baggette (resigned 8 May 2021) Graham Colls (appointed 16 September 2021)
Company secretary	David Sargent
Senior Management Team	Zoe Bradley (Chief executive officer) Tom Lund Dan Stannard
Registered office	The West Wing, Town Hall Bourne Avenue Bournemouth BH2 6DX
Statutory Auditors	Schofields Chartered Accountants and Statutory Auditors 5 th Floor, Waverley House 115-119 Holdenhurst Road Bournemouth BH8 8DY
Bankers	Lloyds Bank Plc 45 Old Christchurch Road Bournemouth BH1 1ED

Citizens Advice Bournemouth, Christchurch and Poole

Trustees Annual Report

Year ended 31 March 2021

The Trustee Directors present their report and the audited financial statements of the charity for the period 1st April 2020 to 31st March 2021 which are also prepared to meet the Directors report and accounts for Companies Act purposes. The trustees have adopted the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" in preparing the annual report and financial statements of the charity.

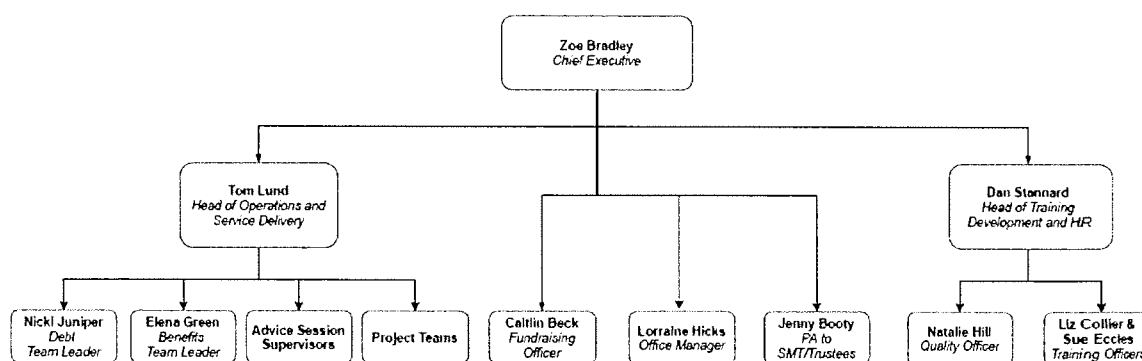
Governance and Management

Citizens Advice Bournemouth, Christchurch and Poole is a registered charity and company limited by guarantee. It is governed by its memorandum and articles of association. A Trustee Board, as constituted in accordance with the provisions set out in the Articles of Association, is responsible for the overall governance of the company. The Trustee Board is responsible for appointing certain of its members to act in an individual capacity, as its representatives, either as directors of the company or as company secretary, in accordance with the requirements of the Companies Acts. As a registered charity, the company is also required by the Charity Commissioners to appoint named individuals to act in a formal capacity as trustees of the charity, with duties and responsibilities as set out in charity law and regulations.

The maximum number of trustees is fifteen, and the minimum is three. Trustees are either, elected at the annual general meeting, nominated by member organisations or co-opted by the Trustee Board, providing that the total of co-opted and nominated trustees does not exceed one third of the total number of trustees. All elected trustees must retire from office at the third annual general meeting following the annual general meeting at which they were elected but may be re-elected. All nominated or co-opted trustees must retire from office at the third annual general meeting following the ordinary meeting of the Trustee Board at which they were appointed but may be re-elected.

The Trustee Board determines the pay and remuneration of key management personnel and staff based on the pay for roles in comparable organisations, the general rate of inflation and affordability. The charity promotes equal pay for work of equal value irrespective of gender or other personal factors.

Organisational Chart:



Trustee Recruitment and Training

Trustees are recruited from member organisations and/or for the specific skills that they can bring to the charity. There is a trustee induction process and new trustees are invited to visit Citizens Advice Bournemouth, Christchurch and Poole to see the work of the charity. New trustees are also able to access relevant training and information in relation to the Citizens Advice Bournemouth, Christchurch and Poole affairs and operations and the role and duties of a trustee.

Principal risks and uncertainties

The Trustee Directors Board actively review on a regular basis, the major risks to which the charity is exposed. The major risks being strategic, compliance, financial, operational and market/environmental risks. A Risk Register for the charity has been agreed by the Board; this defines the risks to the organisation, their likelihood, their effect and mitigation plans. The Trustee Directors are satisfied that systems have been established to enable regular reports to be produced so that they can monitor such risks and, where necessary, steps can be taken to mitigate exposure thereto.

Citizens Advice Bournemouth, Christchurch and Poole

Trustees Annual Report

Year ended 31 March 2021

Principal risks and uncertainties (continued)

The principal risk is the uncertainty of future funding. The management team continue to look for new funding streams and opportunities to collaborate with others to develop new projects. Ongoing funding applications are monitored closely by the Trustees together with the accompanying staff levels so as to maintain sufficient reserves to meet the obligations of the organisation in the event that no future funding is secured. Further monitoring of cashflow against budgets are undertaken to ensure that there is adequate cash flow to meet day to day running costs.

The other main risk is the loss of staffing within the key roles of the charity. To mitigate this risk, roles and skills are shared within the team and staff development/training provided to develop the team's skills. Where we have found shortages this has been addressed by vacancies being fulfilled internally or via the assistance of volunteers.

Covid-19

The longer term impact of the pandemic on the economy shall undoubtedly place further strains on Government and Local Council funding. The charity sought and obtained funding during the year to increase capacity and decisive management action was taken to ensure that staff and volunteers were setup safely to work from home in a timely manner to facilitate continuation of services via telephone, email and webchat, with minimal disruption.

Public Benefit

The Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the charity's aims and objectives and in planning its future activities. They do not consider that the charity's activities include any potential detriment or harm or that they convey any significant incidental private benefit.

Affiliations

Citizens Advice Bournemouth Christchurch and Poole is a member of The National Association of Citizens Advice and is required to comply with the regulations provided by this umbrella organisation.

Fundraising activities

The Charity has no significant fundraising activities and costs in the year. During the year under review, the Charity did not receive any complaints about the fundraising activities it carried out. It is the Trustees' policy that all service users as well as members of the public are protected from unreasonable intrusion into their privacy or unacceptable approaches in procuring funds. The charity does not use professional fundraising entities.

Objectives and Activities

Objectives

The objects of the charity are to promote any charitable purpose for the benefit of the community mainly, but not exclusively, in the area covered by Bournemouth, Christchurch and Poole Council or any successor body to them, by the advancement of education, the protection and preservation of health, and the relief of poverty, sickness and distress. In setting objectives and planning activities the trustees have given careful consideration to the Charity Commission's public benefit guidance.

The principal charitable object of the company is to establish and conduct a free, independent, confidential and impartial service of advice, information and counsel for the benefit of the community and the general public within mainly but not exclusively the area covered by Bournemouth Christchurch and Poole Council.

The Trustees achieve the above aims by following the National Citizens Advice guidelines and through:

- The negotiation and raising of funding agreements with the local council and various bodies;
- The training and development of a diverse range of volunteers and staff ensuring of equal opportunities for all;
- The management of financial operations annually against budget and also against a 3 year strategic plan.

Citizens Advice Bournemouth, Christchurch and Poole

Trustees Annual Report

Year ended 31 March 2021

Activities

In addition to the provision of the core advice service, which is principally financed by service level agreements with Bournemouth, Christchurch and Poole Borough Council, all of which helps the Charity meet its overall aims of providing the advice for the problems people face, the company also operated the below specific material projects and services during the year under review. All of these additional operations assisted Citizens Advice Bournemouth, Christchurch and Poole to rise to the challenge of meeting continuing increased demand in the current economic environment.

NB: The service level agreement for the core advice service we have with BCP Council is a recognition from them of the overall contribution and subsequent positive impact our organisation has had on the lives of those people who have used our services.

Cherry Tree Nursery Outreach - Sheltered Work Opportunities Project (SWOP), funded by Cherry Tree Nursery

This project provides advice (predominantly with benefit issues) to the vulnerable who volunteer at the nursery.

Specialist Benefit Support - Funded by Macmillan Caring Locally based at Christchurch Hospital

Funded by Macmillan Caring Locally to provide specialist benefits advice and guidance ensuring those who have cancer or relatives of those affected are receiving what they are entitled to.

Specialist Debt and Complex Benefits Advice - Funded by Sovereign Housing Association

Providing debt and complex benefit advice to tenants who are struggling to maintain their tenancy due to unmanageable debt.

Specialist Benefit Appeals Project - Funded by the Hospital of St Mary Magdalen, Christchurch

Partially funded project to deliver benefit advice, support and guidance to Christchurch residents needing to appeal a benefit decision.

St Ann's Benefit Specialist – Funded by Bournemouth, Christchurch and Poole Council

This service provides benefit advice to patients of St Ann's Hospital, a facility for those with acute mental illness.

EDAS Outreach Advice Project – Funded by Essential Drugs and Alcohol Services (EDAS)

This service provides appointments to recovering addicts accessing the services EDAS provide to receive advice and guidance on a range of enquiry areas including housing, benefits and debt.

Financial Wellbeing – Funded by Bournemouth, Christchurch and Poole Council

To provide financial and budgeting advice and guidance to those referred by Housing Services at BCP Council who are at risk of losing their home.

Hate Crime (Night-time Economy) Project - Funded by the Office of the Dorset Police and Crime Commissioner

Project to support businesses that operate in the night-time economy across Bournemouth, to raise awareness of hate crime reporting.

EU Settlement Scheme (EUSS) - Funded by the Home Office

Delivered in partnership with Dorset Race Equality Council (DREC), to provide a small team of engagement and case officers, based across Dorset to help, inform and more importantly provide support to anyone who is finding any aspect of the settled status application challenging.

Pension Wise - Money and Pensions Service funding delivered under a National Citizens Advice agreement

This project provides free pensions guidance to people across Dorset aged 50 and over who have a defined contribution pension

Macmillan Specialist Benefit Service – Funded by Macmillan Cancer Support

This service provides a holistic advice service, particularly involving benefits to those affected by cancer that live, work or are treated in Bournemouth, Christchurch and Poole.

Help to Claim - Department for Work and Pensions (DWP) funding delivered under a National Citizens Advice agreement

A nationally funded project in partnership with the DWP that supports people in the early stages of their Universal Credit Claim.

Help to Claim Increased Capacity - Department for Work and Pensions (DWP) funding delivered under a National Citizens Advice agreement

Additional funding to employ a Help to Claim Adviser supporting initial UC claims for those homeless/ at risk of homelessness.

Citizens Advice Bournemouth, Christchurch and Poole

Trustees Annual Report

Year ended 31 March 2021

Activities (continued)

South West Specialist Debt Advice Project - Money and Pensions Service funding delivered under a National Citizens Advice agreement

The project provides advice, support and guidance for Bournemouth, Christchurch and Poole residents facing financial difficulty with debt, insolvency, write offs or negotiations.

South West Increasing Debt Advice Capacity - Money and Pensions Service funding delivered under a National Citizens Advice agreement

A development project to support the training of new debt advisers to court representation level through the Money Advice Service Provision

Water Guru – Funded by Wessex Water & South West Water

This project enables people who are in financial hardship to access social tariffs, reduced rates and grants from both Wessex Water and South West Water.

Money Talks - Funded by J.P. Morgan

The project provides guidance and solutions across Bournemouth, Christchurch and Poole for clients facing life challenges such as loss of income with the aim to improve financial resilience, money management skills and general wellbeing.

Financial Resilience Single Point of Contact - Funded by Dorset Community Fund

Delivery of a campaign project to raise awareness of financial support during the coronavirus pandemic.

Funding enabled the provision of a single point of contact helpline and contribution to the development of a web app under the campaign brand of Let's Talk Money.

Increasing Advice Capacity - Technology and Equipment - Department for Business, Energy & Industrial Strategy (BEIS) funding delivered under a National Citizens Advice agreement

Grant funding to increase resources for the provision of remote advice during the period of the pandemic lockdown

Coronavirus Emergency Project (Increasing Advice Capacity - Part Funded) - Funded by the Charities Aid Foundation

Match funding during the Covid-19 pandemic to meet increased client demand for digital and telephone advice. Funding was allocated to the purchasing of additional equipment and increasing adviser capacity.

Coronavirus Emergency Project (Increasing Advice Capacity - Part Funded) - Funded by the BH Coastal Lottery Community Fund

Match funding during the Covid-19 pandemic to meet increased client demand for digital and telephone advice. Funding was allocated to the purchasing of additional equipment and increasing adviser capacity.

Coronavirus Emergency Project (Increasing Advice Capacity - Part Funded) - Funded by the Talbot Village Trust Covid-19 Support Fund

Match funding during the Covid-19 pandemic to meet increased client demand for digital and telephone advice. Funding was allocated to the purchasing of additional equipment and increasing adviser capacity.

Coronavirus Emergency Project (Increasing Advice Capacity - Part Funded) - Funded by Dorset Coronavirus Community Fund

Match funding during the Covid-19 pandemic to meet increased client demand for digital and telephone advice. Funding was allocated to the purchasing of additional equipment and increasing adviser capacity.

Coronavirus Emergency Project (Increasing Advice Capacity - Part Funded) - Funded by the Dorset Police and Crime Commissioner

Match funding during the Covid-19 pandemic to meet increased client demand for digital and telephone advice. Funding was allocated to the purchasing of additional equipment and increasing adviser capacity.

Justice Advice and Litigant in Person Project - Funded by Citizens Advice Central Dorset and delivered on behalf of the Access to Justice Foundation

Project providing advice for people who may need to access court and the provision of a Litigant in Person Family Caseworker covering Bournemouth Court and Yeovil Court (where applicable, through remote advice).

Winter Warmth Support Fund (BCP Covid-19 Response) - Funded by Bournemouth, Christchurch and Poole Council

Covid-19 response project delivered on behalf of BCP Council to administer and deliver a Winter Warmth Support Grant Scheme, enabling residents on low incomes to access grant support for utility bills, warmth items and food.

Urban Advice Van - Funded by BCP Council

Funded by BCP Council to provide an outreach service with effect from 1 September 2021.

Citizens Advice Bournemouth, Christchurch and Poole

Trustees Annual Report

Year ended 31 March 2021

Activities (continued)

Street Support

Remaining funds held in respect of connecting people and organisations locally, to end homelessness in Bournemouth, Christchurch and Poole.

Census Support Service - Funded by the Good Things Foundation

Providing advice to Bournemouth, Christchurch and Poole residents requiring support to complete the 2021 Census.

Helping More People Together (National Overflow and Single Queue) - Department for Business, Energy & Industrial Strategy (BEIS) funding delivered under a National Citizens Advice agreement

Support to increase capacity for responding to national demand (i.e. enquiries not originating from BCP) via Adviceline, email and Webchat.

Achievements and performance

During the year ended 31 March 2021, we helped 12,071 people and dealt with 26,262 different issues for these people, with 4 in 5 clients we support saying we helped them find a way forward. Our work has supported our clients gain an extra £1,888,359 of income and supported clients to write off £331,951 worth of debt.

Due to coronavirus pandemic restrictions during the 2020/2021 year, the majority of our advice during the year was provided via telephone (59%), email (27%), Webchat (3%) and letter (6%). 5% of advice was provided in-person, either immediately prior to the pandemic outbreak or during the pandemic under strict Covid-19 safety requirements.

Delivery of our services during the year was supported by 86 dedicated volunteers, equating to an estimated total public value of volunteering of over £462,000.

The breakdown of the areas of work was as follows, together with comparatives for the previous year:

	<u>2020/2021</u>	<u>2019/2020</u>
Welfare Benefits	31%	39%
Consumer	2%	4%
Debt & Finance	33%	20%
Employment	7%	7%
Housing	6%	8%
Immigration	4%	5%
Legal	3%	4%
Other	11%	7%
Relationships	3%	6%

The senior management team and trustees continue to monitor the number of enquiries and breakdown of areas of work to ensure resources are appropriately allocated. In addition, client feedback continues to be sought which provides information about methods of contact, waiting times and levels of satisfaction in relation to the advice offered.

Volunteers

Operational activities are supported to a significant extent by a team of unpaid volunteers, either acting as trained advisers or providing additional clerical and administrative support. Without the assistance of such volunteers, it would not be possible for us to provide the range of services currently made available to clients. The Trustee Directors once again wish to express their appreciation of the invaluable contribution made by the volunteers during the year under review.

Plans for future periods

We will continue to provide our free, independent and impartial general advice service and will look for new ways to provide more in depth support to those with more complex problems.

Citizens Advice Bournemouth, Christchurch and Poole

Trustees Annual Report

Year ended 31 March 2021

Financial review

The financial statements of the company for the year ended 31 March 2021 are as set out on pages 15 to 31. The financial statements are presented in accordance with the Companies Act 2006 and Accounting and Reporting by Charities Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) issued in October 2019.

Total income for the year ended 31 March 2021 was £1,456,765 (2020: £1,187,035) and total expenditure was £1,241,597 (2020: £1,214,955) thereby generating a surplus for the year of £215,168 (2020: deficit £27,920). Total charity funds at 31 March 2021 were £281,332 (2020: £66,164).

Following the previous two years difficulties when reserves were depleted, strict financial controls and cost savings were introduced and started to show improvements from July 2020. Projects are now fully costed and approved before acceptance as well as being more closely managed. Coupled with the surge in income during the last quarter, mostly related to Covid associated activities, the charity achieved a surplus which increased free reserves to £216,632, much closer to the level set out and approved by the Trustees in the Reserves Policy. The trustees' focus in 2021-2022 is to maintain this level of reserves and seek to maintain a similar level of income in a year where there are greater uncertainties around achieving project income levels.

Reserves Policy

The balance carried forward on the General Fund represents unrestricted funds arising from past operating results which are available to finance future activities. Such funds also represent the free reserves of the charity, as all fixed assets are separately designated within the Capital Equipment Fund. The level of free reserves is vital to the ongoing stability of the company's financial position, and should be judged in relative terms with the level of operating activities and the degree of financial commitment and risk inherent therein. The Trustee Board's aim, notwithstanding the constraints inherent in the present funding arrangements, is to maintain the balance of free reserves at a level which would enable the closure costs of the charity to be met. The level set by the Board amounts to £250,000 representing 3 month's normal operating expenditure.

The level of free reserves maintained within the Designated Core Continuity Fund, excluding fixed assets of £9,551 stood at £216,632 (2020: £50,198) as at 31 March 2021 and the reserve level is anticipated to be achieved in the following financial period. Restricted funds totalled £55,149 (2020: £149) as at 31 March 2021.

Investments Policy

We do not invest our funds. Cash funds held by the charity that exceed its immediate requirements to finance its charitable activities are held in savings accounts with Lloyds Bank plc, Teachers Building Society, Nationwide Building Society and Bath Building Society.

Research and Campaigns

Research and Campaigns (R&C) are essential to improving the lives of Bournemouth, Christchurch and Poole residents. Our advisors help clients with the problems that they face at time critical points. However, R&C allows us to take this one step further. Using the evidence collected, trends can be recognised that allow us to tackle clients' problems at the root cause of their issues. This allows us to work in a way that is preventative, in addition to helping clients on a one to one basis. This is beneficial in terms of our own time and resources, but also allows us to make the conurbation of Bournemouth, Christchurch and Poole a fairer and more inclusive community. A strong and established R&C strategy therefore, can improve residents' lives.

The Trustee Board has a trustee with responsibility for R&C, whose task it is to raise the level and impact of the work undertaken by Citizens Advice Bournemouth Christchurch and Poole and maintain Trustee Board input into this important aspect of our work. In 2020/2021 our R&C work was predominantly undertaken in response to the Covid-19 pandemic and the associated issues raised by our clients. The top 3 issues presented by clients during the year were Debt and Finance, Welfare Benefits and Other (which includes charitable support, such as issuing foodbank vouchers and grant support). All of these issues were incorporated in a number of research and campaign activities over the year, including financial resilience, access to benefits and financial support to manage the impact of the pandemic.

Citizens Advice Bournemouth, Christchurch and Poole

Trustees Annual Report

Year ended 31 March 2021

Trustees' responsibilities

The trustees (who are also directors of the charitable company for the purposes of company law) are responsible for preparing the Trustees' Annual Report and the financial statements in accordance with applicable law and United Kingdom Accounting Standards (UK Generally Accepted Accounting Practice).

Company law requires the trustees to prepare financial statements for each financial year. Under company law the trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of the incoming resources and application of resources, including the income and expenditure, of the charitable company for that period. In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and apply them consistently;
- observe the methods and principles in the Charities SORP 2019 (FRS102);
- make judgements and estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

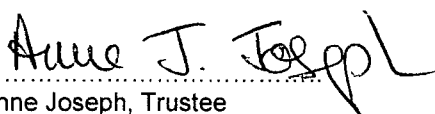
The trustees are responsible for keeping adequate accounting records that disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the charitable company and hence taking reasonable steps for the prevention and detection of fraud and other irregularities.

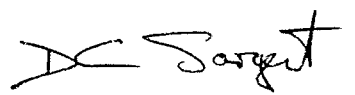
In so far as the trustees are aware:

- there is no relevant audit information of which the charitable company's auditor is unaware; and
- the trustees have taken all steps that they ought to have taken to make themselves aware of any relevant audit information and to establish that the auditor is aware of that information.

This report has been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

On behalf of the board


Anne Joseph, Trustee


David Sargent, Trustee

Date: 29/11/21

Independent Auditor's Report to the Members of Citizens Advice Bournemouth, Christchurch and Poole

Opinion

We have audited the financial statements of Citizens Advice Bournemouth, Christchurch and Poole (the 'charitable company') for the year ended 31 March 2021 which comprise the statement of financial activities, the balance sheet, the cash flow statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 March 2021, and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate. Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue. Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The other information comprises the information included in the trustees annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information contained within the Trustees report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon. Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the course of the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

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

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

Independent Auditor's Report to the Members of Citizens Advice Bournemouth, Christchurch and Poole

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Directors' Report.

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

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of Directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the Directors' report and from the requirement to prepare a strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 10 the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

- An understanding of the legal and regulatory framework the charitable company operates in was obtained through discussions with the Trustees and other management in addition to our general sector experience. The most significant laws and regulations identified, being those that have a direct effect on material amounts and disclosures in the financial statements, are the Accounting and Reporting by Charities: Statement of Recommended Practice (FRS 102) issued in October 2019, FRS 102, Companies Act 2006, Charities Act 2011 and HM Revenue & Customs (HMRC) Tax Legislation.
- We also considered other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the company's ability to operate, or to avoid material penalty. These included the requirements of the national citizens advice regulations, employment law and the company's obligations under Coronavirus legislation.

Independent Auditor's Report to the Members of Citizens Advice Bournemouth, Christchurch and Poole

- Audit procedures were performed by the engagement team to:
 - obtain sufficient evidence regarding compliance. These procedures include making enquiries to Trustees and other management in addition to the inspection of applicable regulatory and legal correspondence. Financial statement disclosures were reviewed and tested to supporting documentation;
 - identify and assess the design effectiveness of controls management has put in place to prevent and detect fraud. The company's systems and controls were documented, and audit procedures were designed to test these controls;
 - challenge the assumptions and judgments made by management in its significant accounting estimates and
 - identify and test journal entries, in particular any journal entries posted with unusual account combinations
 - assess the extent of compliance with the relevant laws and regulations
- We have properly planned and performed the audit in accordance with auditing standards and all members of the engagement team have the appropriate competence and capabilities to identify or recognise non-compliance with laws and regulations. However, the inherent nature of the audit, and the limited procedures performed, means there is an unavoidable risk that some irregularities may have gone undetected. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

As part of an audit in accordance with ISAs (UK), we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

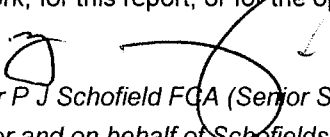
- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the charitable company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.
- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charitable company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charitable company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation (i.e. gives a true and fair view).

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Independent Auditor's Report to the Members of Citizens Advice Bournemouth, Christchurch and Poole

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Mr P J Schofield FCA (Senior Statutory Auditor)

*For and on behalf of Schofields Chartered
Accountants and Statutory Auditors*

5th Floor

Waverley House

115-119 Holdenhurst Road

Bournemouth

BH8 8DY

29 November 2021

Citizens Advice Bournemouth, Christchurch and Poole

Statement of Financial Activities (Including Income and Expenditure Account)

Year Ended 31 March 2021

		2021			2020
		Unrestricted funds		Restricted funds	Total
		General funds	Designated funds		
Note		£	£	£	£
Income and endowments from:					
Donations and legacies	2	114,598	-	23,098	137,696
Charitable activities	3	327,897	-	990,753	1,318,650
Other trading activities	4	63	-	-	63
Investments	5	356	-	-	356
Total income and endowments		442,914	-	1,013,851	1,456,765
Expenditure on:					
Charitable activities	6	(217,975)	-	(1,023,622)	(1,241,597)
Total expenditure		(217,975)	-	(1,023,622)	(1,241,597)
Net income / (expenditure)		224,939	-	(9,771)	215,168
Transfers between funds		(224,939)	160,172	64,767	-
Net movement in funds		-	160,172	54,996	215,168
Reconciliation of funds:					
Total funds brought forward		-	66,011	153	66,164
Total funds carried forward		-	226,183	55,149	281,332

All income and expenditure derive from continuing activities.

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

Notes 1 to 27 form part of these financial statements.

Citizens Advice Bournemouth, Christchurch and Poole

Balance Sheet

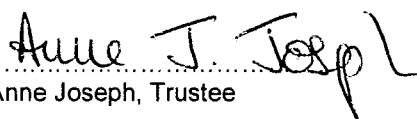
Year Ended 31 March 2021


	Note	2021 £	2020 £
Fixed assets			
Tangible assets	13	45,756	15,817
		<hr/>	<hr/>
		45,756	15,817
Current assets			
Debtors	14	78,848	78,869
Cash at bank and in hand		353,949	85,096
		<hr/>	<hr/>
		432,797	163,965
Creditors: amounts falling due within one year	16	(197,221)	(113,618)
		<hr/>	<hr/>
Net current assets		235,576	50,347
		<hr/>	<hr/>
Total assets less current liabilities		281,332	66,164
		<hr/>	<hr/>
Net assets		281,332	66,164
		<hr/>	<hr/>
Charity Funds			
Restricted funds	19a	55,149	153
Unrestricted funds	19b	-	-
Designated funds	19b	226,183	66,011
		<hr/>	<hr/>
Total charity funds		281,332	66,164
		<hr/>	<hr/>

These financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006.

The financial statements were approved and authorised for issue by the Board on 29 November 2021.....

Signed on behalf of the board of trustees


Anne Joseph, Trustee


David Sargent, Trustee

Date: 29/11/21

Notes 1 to 27 form part of these financial statements.

Company registration number: 03537836

Citizens Advice Bournemouth, Christchurch and Poole

Cash Flow Statement

Year Ended 31 March 2021

	Note	2021 £	2020 £
Cash flow from operating activities	21	254,702	(9,786)
Net cash flow from operating activities		254,702	(9,786)
Cash flow from investing activities			
Payments to acquire tangible fixed assets		(36,205)	(8,409)
Interest received		356	604
Net cash flow from investing activities		(35,849)	(7,805)
Cash flow from financing activities		-	-
Bank loans received		50,000	-
Net cash flow from financing activities		50,000	-
Net increase / (decrease) in cash and cash equivalents		268,853	(17,591)
Cash and cash equivalents at the beginning of the reporting period		85,096	102,687
Cash and cash equivalents at end the end of the reporting period		353,949	85,096
Cash and cash equivalents consists of:			
Cash at bank and in hand		268,481	85,096
Short term deposits		85,468	-
Total Cash and cash equivalents		353,949	85,096

Notes 1 to 27 form part of these financial statements.

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2021

1 Summary of significant accounting policies

(a) General information and basis of preparation

Citizens Advice Bournemouth, Christchurch and Poole is a private company limited by guarantee in England and Wales. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The address of the registered office is given in the charity information on page 3 of these financial statements. The nature of the charity's operations and principal activities are set out in the Trustees' Annual Report.

The charity constitutes a public benefit entity as defined by FRS 102. The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the United Kingdom and Republic of Ireland (FRS 102), the Companies Act 2006 and UK Generally Accepted Accounting Practice.

The financial statements are prepared on a going concern basis under the historical cost convention, modified to include certain items at fair value. The financial statements are presented in sterling which is the functional currency of the charity.

The significant accounting policies applied in the preparation of these financial statements are set out below. These policies have been consistently applied to all years presented unless otherwise stated.

(b) Funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the trustees for particular purposes. The aim and use of each designated fund is set out in the Trustees' Annual Report.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The cost of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the Trustees' Annual Report.

(c) Income recognition

All incoming resources are included in the Statement of Financial Activities (SoFA) when the charity is legally entitled to the income after any performance conditions have been met, the amount can be measured reliably and it is probable that the income will be received.

For donations to be recognised the charity will have been notified of the amounts and the settlement date in writing. If there are conditions attached to the donation and this requires a level of performance before entitlement can be obtained, then income is deferred until those conditions are fully met or the fulfilment of those conditions is within the control of the charity and it is probable that they will be fulfilled.

Donated facilities are recognised in income at their fair value when their economic benefit is probable, it can be measured reliably and the charity has control over the item. Fair value is determined on the basis of the value of the gift to the charity. For example, the amount the charity would be willing to pay in the open market for such facilities and services. A corresponding amount is recognised in expenditure.

No amount is included in the financial statements for volunteer time in line with the SORP. Further detail is given in the Trustees' Annual Report.

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2021

(c) Income recognition (continued)

Income from government and other grants are recognised at fair value when the charity has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. If entitlement is not met, then these amounts are deferred.

(d) Expenditure recognition

All expenditure is accounted for on an accruals basis and has been classified under headings that aggregate all costs related to the category. Expenditure is recognised where there is a legal or constructive obligation to make payments to third parties, it is probable that the settlement will be required, and the amount of the obligation can be measured reliably.

Irrecoverable VAT is charged as an expense against the activity for which expenditure arose.

Grants payable to third parties are within the charitable objectives. Where unconditional grants are offered, this is accrued as soon as the recipient is notified of the grant, as this gives rise to a reasonable expectation that the recipient will receive the grants. Where grants are conditional relating to performance then the grant is only accrued when any unfulfilled conditions are outside of the control of the charity.

(e) Support costs allocation

Support costs are those that assist the work of the charity but do not directly represent charitable activities and include expenditure on governance, general administration, finance, human resources, and information technology. They are incurred directly in support of expenditure on the objects of the charity and include project management carried out centrally. The support costs are apportioned between activities on a basis consistent with the use of resources.

The analysis of these costs is set out in note 7.

(f) Tangible fixed assets

Tangible fixed assets costing more than £5,000 are capitalised at cost less accumulated depreciation. Cost includes costs directly attributable to making the asset capable of operating as intended.

Depreciation is provided on all tangible fixed assets, at rates calculated to write off the cost, less estimated residual value, of each asset on a systematic basis over its expected useful life as follows:

Computer hardware and software	Straight line over 4 years
Fixtures and fittings	Straight line over 5 years
Assets under construction	No depreciation charge

(g) Debtors and creditors receivable / payable within one year

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised in expenditure.

(h) Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks and other short term liquid investments with original maturities of three months or less.

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2021

(i) Financial instruments

The Charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently remeasures at their settlement value with the exception of loans which are subsequently measured at the carrying value plus accrued interest less repayments. The financing charge to expenditure is at a consistent rate using the effective interest method.

(j) Leases

Rentals payable under operating leases are charged to the SoFA on a straight line basis over the period of the lease.

(k) Employee benefits

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

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

(l) Retirement benefits

The charity operates a defined contribution scheme for the benefit of its employees. Contributions are expensed as they become payable.

(m) Tax

The charity is an exempt charity within the meaning of schedule 3 of the Charities Act 2011 and is considered to pass the tests set out in Paragraph 1 Schedule 6 Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes.

(n) Going concern

The financial statements have been prepared on a going concern basis as the trustees believe that no material uncertainties exist. The trustees have considered the level of funds held and the expected level of income and expenditure for 12 months from authorising these financial statements. The budgeted income and expenditure is sufficient with the level of reserves for the charity to be able to continue as a going concern.

(o) Judgements and key sources of estimation uncertainty

In preparing the financial statements, the trustees are required to make estimates and assumptions which affect reported income, expenses, assets and liabilities together with the disclosure of contingent assets and liabilities. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis.

In the view of the Trustees, there are no significant areas of key judgement or estimation uncertainty that are likely to result in a material adjustment in the next financial year.

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2021

2 Income from donations and legacies

	2021 £	2020 £
Voluntary donations	3,405	7,937
Donated facilities	85,000	85,000
Government grants	<u>49,291</u>	<u>-</u>
	<u>137,696</u>	<u>92,937</u>

Donated facilities comprise office accommodation provided by Bournemouth Borough Council

Income from donations and legacies totalled £137,696 (2020: £92,937), of which £114,598 (2020: £92,937) was attributable to unrestricted funds and £23,098 (2020: £Nil) was attributable to restricted funds.

Government grants comprise Coronavirus Job Retention Scheme furlough claims.

3 Income from charitable activities

	2021 £	2020 £
Grants	327,897	296,009
Grants and contracts – Restricted Projects	990,753	792,114
	<u>1,318,650</u>	<u>1,088,123</u>

Income from charitable activities was £1,318,650 (2020 - £1,088,123), of which £327,897 (2020 - £296,009) was attributable to unrestricted funds and £990,753 (2020 - £792,114) was attributable to restricted funds.

Government grants included within income from charitable activities totalled £585,221 (2020: £458,841)

4 Income from other trading activities

	2021 £	2020 £
Other miscellaneous income	<u>63</u>	<u>5,371</u>

All miscellaneous income for the years ended 31 March 2021 and 31 March 2020 was unrestricted.

5 Income from investments

	2021 £	2020 £
Interest – bank deposits	<u>356</u>	<u>604</u>

All income from investments for the years ended 31 March 2021 and 31 March 2020 was unrestricted.

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2021

6 Analysis of expenditure on charitable activities

Charitable activities 2021	Activities undertaken directly 2021 £	Grant funding of activities 2021 £	Support costs 2021 £	Total 2021 £
Core service delivery	196,301	-	21,674	217,975
Restricted projects	606,392	-	417,230	1,023,622
	802,693	-	438,904	1,241,597

Charitable activities 2020	Activities undertaken directly 2020 £	Grant funding of activities 2020 £	Support costs 2020 £	Total 2020 £
Core service delivery	212,688	1,940	205,898	420,526
Restricted projects	506,122	-	288,307	794,429
	718,810	1,940	494,205	1,214,955

Charitable activity costs totalled £1,241,597 (2020: £1,214,955) of which £217,975 (2020: £420,526) were attributable to unrestricted funds and £1,023,622 (2020: £794,429) were attributable to restricted funds.

7 Allocation of support costs

Support costs representing expenditure on governance, general administration, finance, human resources and information technology have been allocated on the basis of time expended as follows:

	Core service delivery 2021 £	Restricted projects 2021 £	Total 2021 £	Core service delivery 2020 £	Restricted projects 2020 £	Total 2020 £
Salaries	12,405	238,807	251,212	111,228	178,083	289,311
Staff and volunteer	283	5,448	5,731	10,050	14,014	24,064
Office	4,296	82,698	86,994	42,866	37,584	80,450
Premises	4,231	81,447	85,678	40,000	50,135	90,135
Governance	406	7,813	8,219	996	5,219	6,215
Other	53	1,017	1,070	758	3,272	4,030
Total	21,674	417,230	438,904	205,898	288,307	494,205

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2021

8 Grants paid

	2021 £	2020 £
Core Service Delivery		
Grants paid to individuals	-	1,940

9 Governance costs

	2021 £	2020 £
Trustee expense	190	294
Fees payable to the charity's auditor for the audit of the charity's annual accounts	6,494	4,500
Legal fees	1,535	-
Annual report and AGM costs	-	1,421
	<u>8,219</u>	<u>6,215</u>

10 Net income / (expenditure) for the year

Net income / (expenditure) is stated after charging:

	2021 £	2020 £
Depreciation of tangible fixed assets	6,266	6,652
Operating lease rentals	2,520	8,283

11 Trustees' and key management personnel remuneration and expenses

The trustees neither received nor waived any remuneration during the year (2020: £Nil).

The senior management team (SMT) including the chief executive are regarded as the Charity's key management personnel under FRS102. The total amount of employee benefits received by the SMT is £148,632 (2020 - £175,457). Employee benefits comprise salaries, employer pension costs and employer NI costs.

The reimbursement of trustees expenses was as follows:

	2021 Number	2020 Number	2021 £	2020 £
Travel	-	3	-	272
IT	1	-	180	-
Training	2	2	10	22
	<u>3</u>	<u>5</u>	<u>190</u>	<u>294</u>

12 Staff costs and employee benefits

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

	2021 Number	2021 FTE	2020 Number	2020 FTE
Charitable activities	53	34	52	34

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2021

12 Staff costs and employee benefits (continued)

The total staff costs and employee benefits were as follows:

	2021 £	2020 £
Wages and salaries	916,625	844,142
Social security	56,385	54,215
Defined contribution pension costs	18,508	17,376
Severance pay	5,297	-
	<u>996,815</u>	<u>915,733</u>

The number of employees who received total employee benefits (excluding employer NI and employer pension costs) of more than £60,000 is as follows:

	2021 Number	2020 Number
£60,001 - £70,000	<u>1</u>	<u>1</u>
	<u>1</u>	<u>1</u>

13 Tangible fixed assets

	Computer equipment £	Fixtures and fittings £	Assets under construction £	Total £
Cost or valuation:				
At 1 April 2020	35,220	22,061	-	57,281
Additions	-	-	36,205	36,205
Disposals	-	-	-	-
At 31 March 2021	<u>35,220</u>	<u>22,061</u>	<u>36,205</u>	<u>93,486</u>
Depreciation:				
At 1 April 2020	26,141	15,323	-	41,464
Charge for the year	4,573	1,693	-	6,266
Eliminated on disposals	-	-	-	-
At 31 March 2021	<u>30,714</u>	<u>17,016</u>	<u>-</u>	<u>47,730</u>
Net book value:				
At 31 March 2021	<u>4,506</u>	<u>5,045</u>	<u>36,205</u>	<u>45,756</u>
At 31 March 2020	<u>9,079</u>	<u>6,738</u>	<u>-</u>	<u>15,817</u>

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2021

14 Debtors

	2021 £	2020 £
Prepayments and accrued income	78,848	78,869

15 Funds received as agent

During the year the charity received funds of £155,000 acting as agent in respect of the Winter Warmth Support Fund (2020: £Nil). All of the £155,000 received was paid out to the participating Citizens Advice office. No balances were held as agent at the reporting date.

16 Creditors: amounts falling due within one year

	2021 £	2020 £
Bank loans and overdrafts	50,000	-
Other tax and social security	16,996	16,983
Pension creditor	3,458	3,295
Accruals	66,459	14,656
Payments received on account for programme related grants	60,308	78,684
	197,221	113,618

Bank loans and overdrafts reflect a Bounce Back Loan facility, accruing an interest rate of 2.5% per annum with the first twelve months interest and repayment free. The Bounce Back loan was fully repaid on 17 May 2021.

Accruals include an estimate of the cost of holiday pay arising from the carrying forward of untaken holiday during the Covid-19 pandemic, amounting to £36,826.

17 Leases

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

	2021 £	2020 £
Not later than one year	2,520	1,429
Later than one and not later than five years	4,410	2,423
	6,930	3,852

18 Deferred income

	2021 £	2020 £
At 1 April 2020	78,684	25,484
(Released)/additions during the year	(18,376)	53,200
	60,308	78,684

Deferred income represents grants that have either been prepaid or are returnable (if performance criteria is not achieved).

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2021

19 Fund reconciliation

(a) Restricted funds

	Opening balance 2021 £	Income £	Expenditure £	Transfers £	Closing balance 2021 £
Cherry Tree Nursery	-	9,518	(14,104)	4,586	-
MacMillan Care Locally	-	6,568	(6,568)	-	-
Sovereign Housing	-	15,608	(18,741)	3,133	-
Mary Magdelene	-	1,552	(4,818)	3,266	-
St Ann's Benefits	-	19,223	(19,223)	-	-
EDAS	-	2,925	(4,235)	1,310	-
Financial wellbeing Poole	-	34,768	(44,502)	9,734	-
Hate crimes	-	16,618	(35,286)	18,668	-
EUSS	-	115,548	(115,548)	-	-
Pensionwise	-	116,526	(133,169)	16,643	-
Macmillan welfare	-	84,928	(90,036)	5,108	-
Help to claim	-	121,768	(121,768)	-	-
MAPS	-	112,305	(112,305)	-	-
Water Guru	-	32,038	(32,038)	-	-
JP Morgan Money Talks	-	101,135	(101,135)	-	-
Financial Resilience	-	33,951	(33,951)	-	-
BEIS	-	9,666	(9,666)	-	-
Covid 19	-	49,223	(49,223)	-	-
Justice advice	-	16,845	(19,168)	2,323	-
Winter Warmth Support Fund	-	58,138	(58,138)	-	-
Urban Advice van	-	55,000	-	-	55,000
Street support	149	-	-	-	149
Restricted capital equipment	4	-	-	(4)	-
	153	1,013,851	(1,023,622)	64,767	55,149

Fund descriptions

The purpose of each fund is set out in the Trustees' Annual Report.

Fund transfers

With the exception of the restricted capital equipment fund, all transfers to restricted funds represents transfers from unrestricted funds to cover the deficits arising on the restricted fund activities during the year.

The transfer from the restricted capital equipment fund represented the depreciation charge on those assets which have been fully written down in the year.

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2021

19 Fund reconciliation

(a) Restricted funds (continued)

	Opening balance 2020 £	Income £	Expenditure £	Transfers £	Closing balance 2020 £
SWOP Contract	-	9,837	(9,837)	-	-
MacMillan Care Locally	-	14,971	(14,971)	-	-
Sovereign Housing	-	18,000	(18,000)	-	-
Mary Magdelene	-	6,474	(6,474)	-	-
St Ann's Benefits	-	14,819	(14,819)	-	-
EDAS	-	3,575	(3,575)	-	-
Financial Wellbeing	-	35,925	(35,925)	-	-
Hate crimes	-	59,854	(59,854)	-	-
EUSS	-	117,346	(117,346)	-	-
Pensionwise	-	129,630	(129,630)	-	-
Macmillan welfare	-	76,055	(76,055)	-	-
Help to Claim	-	109,883	(109,883)	-	-
MAPS	-	79,219	(72,219)	-	-
Water Guru	-	24,267	(24,267)	-	-
JP Morgan Money Talks	-	78,750	(78,750)	-	-
Income Maximisation	-	7,365	(7,365)	-	-
Poole Housing Partnership	-	5,895	(5,895)	-	-
Street support	2,464	249	(2,564)	-	149
Restricted capital equipment	106	-	-	(102)	4
	2,570	792,114	(794,429)	(102)	153

(b) Unrestricted funds

	Opening balance 2021 £	Income £	Expenditure £	Transfers £	Closing balance 2021 £
Unrestricted funds	-	442,914	(217,975)	(224,939)	-
Designated Core Continuity Fund	66,004	-	-	160,172	226,176
Designated Capital equipment	7	-	-	-	7
	66,011	442,914	(217,975)	(64,767)	226,183

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2021

19 Fund reconciliation

(b) Unrestricted funds (continued)

	Opening balance 2020 £	Income £	Expenditure £	Transfers £	Closing balance 2020 £
Unrestricted funds	-	394,921	(420,526)	25,605	-
Designated Core Continuity Fund	91,082	-	-	(25,078)	66,004
Designated Capital equipment	432	-	-	(425)	7
	91,514	394,921	(420,526)	102	66,011

20 Analysis of net assets between funds

	Unrestricted funds 2021 £	Designated funds 2021 £	Restricted funds 2021 £	Total 2021 £
Fixed assets	-	9,551	36,205	45,756
Cash and cash equivalents	-	320,937	33,012	353,949
Other current assets /(liabilities)	-	(104,305)	(14,068)	(118,373)
Total	-	226,183	55,149	281,332

	Unrestricted funds 2020 £	Designated funds 2020 £	Restricted funds 2020 £	Total 2020 £
Fixed assets	-	15,813	4	15,817
Cash and current investments	-	71,946	13,150	85,096
Other current assets / (liabilities)	-	(21,748)	(13,001)	(34,749)
Total	-	66,011	153	66,164

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2021

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

	2021 £	2020 £
Net income / (expenditure) for the year	215,168	(27,920)
Interest receivable	(356)	(604)
Depreciation of tangible fixed assets	6,266	6,652
Decrease / (increase) in debtors	21	(34,730)
Increase in creditors	33,603	46,816
Net cash flow from operating activities	<u>254,702</u>	<u>(9,786)</u>

22 Analysis of changes in net cash/(debt)

	1 April 2020 £	Cash flows £	31 March 2021 £
Cash	85,096	183,385	268,481
Cash equivalents	-	85,468	85,468
	<u>85,096</u>	<u>268,853</u>	<u>353,949</u>
Loans falling due within one year	-	(50,000)	(50,000)
Total	<u>85,096</u>	<u>218,853</u>	<u>303,949</u>

23 Pensions and other post-retirement benefits

The charity operates a defined contribution pension scheme for its employees. The amount recognised as an expense in the year was £18,508 (2020 - £17,376).

The defined contribution pension expense is allocated to charitable expenditure in accordance with the related salary cost.

Citizens Advice Bournemouth, Christchurch and Poole

Notes to the Financial Statements

Year Ended 31 March 2021

24 Financial commitments

Contractual commitments for the acquisition of tangible fixed assets contracted for but not provided in the financial statements amounted to £10,991 (2020 - £Nil).

25 Related party transactions

During the year legal fees, charged at market rate, totalling £1,535 (2020: £Nil) were paid to Gales Solicitors in connection with employment law advice. Matthew Moore, Trustee, is a joint partner at Gales Solicitors.

26 Financial instruments

The carrying amounts of the charity's financial instruments are as follows:

	2021 £	2020 £
<i>Financial assets</i>		
Debt instruments measured at amortised cost:		
- Prepayments and accrued income (note 14)	<u>78,848</u>	<u>78,869</u>
<i>Financial liabilities</i>		
Measured at amortised cost		
- Bank loans and overdraft (note 16)	50,000	-
- Other tax and social security (note 16)	16,996	16,983
- Pension creditor (note 16)	3,458	3,295
- Accruals (note 16)	66,459	14,656
- Payments received on account for programme related grants (note 16)	<u>60,308</u>	<u>78,684</u>
	<u>197,221</u>	<u>113,618</u>

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Notes to the Financial Statements

Year Ended 31 March 2021

27 Prior year Statement of Financial Activities (including Income and Expenditure Account)

	2020			2019	
	Unrestricted funds				
	General funds	Designated funds	Restricted funds	Total	Total
	£	£	£	£	£
Income and endowments from:					
Donations and legacies	92,937	-	-	92,937	162,039
Charitable activities	296,009	-	792,114	1,088,123	738,396
Other trading activities	5,371	-	-	5,371	1,600
Investments	604	-	-	604	1,110
Total income and endowments	394,921	-	792,114	1,187,035	903,145
Expenditure on:					
Charitable activities	(420,526)	-	(794,429)	(1,214,955)	(947,418)
Total expenditure	(420,526)	-	(794,429)	(1,214,955)	(947,418)
Net income / (expenditure)	(25,605)	-	(2,315)	(27,920)	(44,273)
Transfers between funds	(25,605)	(25,503)	(102)	-	-
Net movement in funds	-	(25,503)	(2,417)	(27,920)	(44,273)
Reconciliation of funds:					
Total funds brought forward	-	91,514	2,570	94,084	138,357
Total funds carried forward	-	66,011	153	66,164	94,084