DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

Registered number: 04212031
Charity number: 1089052

DISS, THETFORD AND DISTRICT CITIZENS ADVICE BUREAU

(A company limited by guarantee)

UNAUDITED

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

DISS, THETFORD AND DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

CONTENTS

	Page
Reference and administrative details of the company, its Trustees and advisers	1 - 2
Trustees' report	3 - 8
Independent examiner's report	9 - 10
Statement of financial activities	11
Balance sheet	12
Statement of cash flows	13
Notes to the financial statements	14 - 28

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

DISS, THETFORD AND DISTRICT CITIZENS ADVICE BUREAU

(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2022

Trustees	M Morse MBE, Chair (until 24 February 2022) J Wade, Chair (from 24 February 2022) P Gorman, Treasurer (resigned 31 July 2021) S Beevor (appointed 24 February 2022) S Drake (resigned 10 December 2021) J Glenn H Legge-Bourke, Treasurer (appointed 24 June 2021) C Liggett (resigned 31 March 2022) P Richardson (resigned 15 June 2021) S Jones (resigned 31 May 2022)
Company registered number	04212031
Charity registered number	1089052
Registered office	Diss Thetford and District Citizens Advice Bureau Shelfanger Road Diss Norfolk IP22 4EH
Company secretary	K Joyce
CEO	C Sargisson
Accountants	Larking Gowen LLP Chartered Accountants Faiers House Gilray Road Diss IP22 4WR

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

REFERENCE AND ADMINISTRATIVE DETAILS OF THE COMPANY, ITS TRUSTEES AND ADVISERS (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Bankers

Barclays Bank plc
14 Market Hill
Diss
Norfolk
IP22 4EH

Shawbrook Bank
Lutea House, Warley Hill Business Park
The Drive
Great Warley
Brentwood
Essex
CM13 3BE

Redwood Bank
Suite 101, The Nexus Building
Broadway
Letchworth Garden City
Hertfordshire
SG6 3TA

Nationwide Building Society
Nationwide House
Pipers Way
Swindon
SN38 1NW

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022

The Trustees present their annual report together with the financial statements of the company for the 1 April 2021 to 31 March 2022. The Annual report serves the purposes of both a Trustees' report and a directors' report under company law. The Trustees confirm that the Annual report and financial statements of the charitable company comply with the current statutory requirements, the requirements of the charitable company's governing document and the provisions of the Statement of Recommended Practice (SORP) applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) (effective 1 January 2019).

Since the company qualifies as small under section 382 of the Companies Act 2006, the Strategic report required of medium and large companies under the Companies Act 2006 (Strategic Report and Directors' Report) Regulations 2013 has been omitted.

The company is commonly known as Citizens Advice, Diss Thetford and District, or CADAT.

Objectives and activities

a. Policies and objectives

The charitable company is established to ensure individuals within the Diss, Thetford and surrounding areas, do not suffer through lack of knowledge of their rights and responsibilities or of the service available to them or through an inability to express their needs effectively, and equally to exercise a responsible influence on the development of social policies and services, both locally and nationally. The charity aims to make a positive difference to all people within its area of operation by the provision of quality information, advice and casework support which enables individuals to resolve difficulties, gain confidence and acquire the ability to act for themselves. It further aims to act as a voice and campaigning influence against unfair and damaging practices and for the responsible and beneficial policies and practices.

The objectives for the year have been:

1. To identify new partners and opportunities for further developing our services.
2. To continue to maintain and develop the quality of our advice.
3. To reach out to those groups who do not use our services and making ourselves more accessible especially to those with mental ill-health issues.
4. To be more pro-active in our research and campaigning work.
5. To maintain our financial controls to the appropriate levels.
6. To assess the impact of our advice.

The strategy for achieving these aims is set out in the organisation’s Business and Development Plan, which was updated by the Trustees in March 2021.

Achievements and performance

a. Public benefit

We review our aims, objectives and activities each year. This review looks at what we achieved and the outcomes of our work in the previous 12 months. The review looks at the success of each key activity and the benefits they have brought to those groups of people we are set up to help. The review also helps us ensure our aim, objectives and activities remained focused on our stated purposes. We have referred to the guidance contained in the Charity Commission’s general guidance on public benefit and complied with the duty in Section 4 of the Charities Act 2011 when reviewing our aims and objectives and in planning our future activities. In particular, the Trustees consider how planned activities will contribute to the aims and objectives they have set.

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

Achievements and performance (continued)

b. Review of activities

Performance

In 2021-22 the reduction in Covid restrictions allowed CADAT to increase in-person support whilst continuing Covid guidelines to protect clients and colleagues. Funded projects operated effectively using a hybrid combination of face to face, telephone and technology. As the UK removed restrictions CADAT increased our outreach services. Allowing us to support people who did feel confident or able to visit our offices.

During 2021/22 our project work continued to underpin the funding of our Core Services in addition to the funding received from Norfolk County Council, Breckland, Public Health England, grants and funds from local charities.

In 2021/22 we increased our Core provision from 2,475 clients in the previous year to 2,640 clients. This increase shows a move back to pre-covid levels as we also increased client numbers through our funded project work and remote support services. The number of activities on behalf of clients was a significant 77% increase from 4,660 to 8,276. We believe this is accounted for by the return to face-to-face consultations whilst increasing adviceline and email.

During December 2021-March 2022 we distributed over £10,000 of Household Support vouchers.

Our Energy Team continued to offer a strong support and outreach events across the region which were integral in providing quality advice during the continuing and deepening energy crisis.

Employment

We saw a 50% increase in employment enquiries totalling some 800 employment issues. This has been a year-on-year increase. We believe this is due to employment issues faced by clients due to the pandemic.

Value for money

We believe our advice represents extremely good value for money. Big C paid CADAT per client and in return the outcome for the client averaged £3,490. From outcomes recorded for Norfolk Warm and Wise provided an average outcome per client of £48. Core services provide an average outcome of £122 per client.

Pension Wise

During the year 5,473 clients were supported by our Pension Wise Team. A small reduction from 5,905 in the previous year. All of our advice was delivered remotely. We will be piloting an increase in face-to-face consultations to reach 20% face-to-face appointments.

Big C

This year we dealt with 678 clients, a slight increase from last year. However, client outcome financial measures increased by more than 15% from £1,889,225 last year to £2,176,255. Client advice has been mostly via telephone with some return to in-person support.

Help to Claim

Funding ended (end of this financial year) and the negative impact is already being reported by our clients who require specialist guidance with Universal Credit. 478 clients were helped this year across multiple channels. The income gain for clients was £18,980

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

Achievements and performance (continued)

Energy Projects

In Spring 2021, Energy Redress funding was secured to establish 'Norfolk Warm and Wise' a 2 year county-wide energy advice project, in partnership with Norfolk Citizens Advice. The funding has allowed us to employ a team of dedicated energy advisers, as well as deliver further training to front line workers and attend events. Members of the energy advice team have all achieve NVQ level 3 Energy Awareness.

We again obtained funding to issue prepayment meter energy vouchers to individuals and families in emergency situation and except referrals from other advice agencies in Norfolk and Suffolk.

Rising energy prices and the cost of living crisis has stimulated lots of local media interest with request for TV and Radio interviews, and quotes for local publications.

We are again being contracted by national Citizens Advice to deliver Energy Advice Programme and Big Energy Saving Network, with additional funding for a new project on Carbon monoxide awareness started in April 2022.

Since the start of the Norfolk Warm and Wise project in May 2021 742 clients have been seen.

Digital Hub

Our expected contribution to Norfolk's telephony Adviceline delivery is 15%. This year we contributed over 30%. Funding continues from Public Health England to meet the increased demands resulting from the pandemic.

Financial review

a. Summary

In the reporting period, CADAT made a deficit of £7,906 with a total income of £634,429 and expenditure of £642,335. CADAT's total funds now carried forward stand at £230,637 of which £36,227 are restricted and £194,410 unrestricted as at 31 March 2022. In the previous year CADAT had a small deficit of £56 resulting from a total income of £493,464 and expenditure of £493,520.

Income decreased from Pensionwise, Help Through Crisis and Help to Claim due to clawbacks from underspend, but increased in MaPs, ESF Chances and Energy. Expenditures were higher in staff costs (£484,109 in 2022 compared with £412,998 in 2021) due to recruiting two new energy advisors and making the Finance Manager/Operation Manager into two separate roles. As a result of Covid restrictions ending in 2022, staff and volunteer expenses have increased (£16,749 in 2022 compared to £7,987 in 2021), however Premises costs have decreased (£17,197 in 2022 compared to £19,249 in 2021) as we are still not consistently using other venues to deliver projects.

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

b. Going concern

The Trustees have considered the charity's position at the time of signing the financial statements, and in particular the post pandemic impacts compounded by the continuing and as yet accelerating cost of living crisis which continue impact on the charity and the wider economy and society. The Trustees have taken into account the current financial strength of the charity and consider ourselves to be in secure position to tackle what lies ahead, during such unsure times. Although CADAT didn't secure funds to continue two of the energy projects we ran in 2021-2022, CADAT has been successful in being awarded grants for both BESN/EAP (Carbon monoxide) and a Hardship fund project, both of which will help to ensure CADAT remains in a strong position during a time that the wider community needs their services and support so much. Trustees have a reasonable expectation that there will be a demand for CADAT's diversified services to be delivered in some form. Recent appointment of a new CEO with a focus on increasing awareness and seeking greater financial support in line with our charitable status will endeavour to open up new income streams. CADAT has enough reserves should it have to restructure due to funding challenges. In summary Trustees have concluded that they have a reasonable expectation that the charity will have adequate resources to continue in operational existence for the foreseeable future, and at least twelve months from the date of signing these financial statements, they therefore continue to adopt the going concern basis of accounting in preparing these financial statements

c. Reserves policy

The Trustees set the level of reserves needed for contingencies annually. The Reserves Policy was most recently approved by the Trustee Board on 24 February 2022 when it was decided that the level of unrestricted free reserves should continue to be set to float between the equivalent of 4 and 6 months of forecast core and indirect operating costs and be reviewed each year. As of 31 March 2022 total reserves were £230,637 and this represented the figure the Trustees considered CADAT would need to enable it to continue to operate or restructure in the event of a major loss of funding. The actual value of free unrestricted reserves as of 31 March 2022 was £178,633 after allowing for restricted funds (£36,227) of which £277 was for lease obligations, £5,000 for redundancies and £10,000 IT equipment. By comparison, as of 31 March 2021 free reserves totalled £121,886.

Structure, governance and management

a. Constitution

The charity is a limited company incorporated in England and Wales by guarantee on 8 May 2001 and registered with the Charity Commission on 25 October 2001. The company was established under a Memorandum of Association which set out the objects and powers of the charitable company and is governed by its Articles of Association.

b. Methods of appointment or election of Trustees

Under those Articles, the members of the Trustee Board are elected at the AGM to serve for a period not exceeding three years, but may be re-elected at the Annual General Meeting. The maximum number of Trustees is nine and the minimum is four. New Trustees follow an induction training programme, which covers their roles and responsibilities, the organisational, operational and legal structure of the charity, resources and current financial position, and future plans and objectives. They will also attend training courses and workshops organised by Citizens Advice and will be invited to participate in other relevant courses delivered by external organisations.

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

Structure, governance and management (continued)

c. Organisational structure and decision-making policies

The Trustee Board is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Diss, Thetford & District Citizens Advice Bureau and for ensuring the charity satisfies its legal and contractual obligations.

Trustees meet as a Board four times per year and delegate the day-to-day operation of the organisation to a Management Team, assisted by 26 staff (equivalent to 18.8 FTE) compared to 14 FTE in 2020/2021 and at any one time up to 50 volunteers. The Trustee Board is independent from management and discharges its responsibilities through its established committee structure. All committees meet at least quarterly. Apart from the management team committee, the others are made up of Trustees with special interest and skills and relevant staff and they are the Finance & Fundraising Committee (including remuneration, audit, risk & compliance), the People committee (including recruitment, remuneration, health, safety & wellbeing committee, and the Research & Campaigns Forum. The work of these groups is reported at Trustee Meetings.

CADAT is expertly supported by a large number of volunteers, many who bring specialist skills and experience to the charity. The majority have been trained as generalist advisers, but some are receptionists, help with fund raising, administration, research, campaigning and IT. This contributes to our service delivery, professionalism and is part of our social capital. We estimate our volunteers work a total of 22,620 hours p.a. and if this was undertaken by paid staff it would cost £214,890 based on a living wage. Diss, Thetford & District Citizens Advice Bureau is a member of Citizens Advice, the national umbrella organisation, which sets a framework for standards of advice and casework management, as well as operational and organisational standards and conducts regular audits of the organisation against these. The organisation cooperates and liaises with a number of other charitable and statutory organisations on behalf of its clients. Further details are given in the achievements and performance section.

d. Pay policy for key management personnel

The Trustee Board and Senior Management determine and authorise the pay and remuneration of key management personnel and staff through benchmarking to similar organisations and consideration of current inflation against affordability to the organisation.

e. Risk management

Our primary purpose is to support those most in need yet we are working within a climate where the demand for our services continues to increase against a backdrop of uncertainty around the traditional funding routes we have relied to deliver outstanding free advice therefore, the highest importance must be placed upon the structures needed to identify, analyse and evaluate the risks that may hamper our purpose. Greater importance means we become better able to accurately develop and deploy the required mitigation strategies but also correctly approach, innovate and apply new revenue streams, funding opportunities and productivity transitions.

Moving forward, a greater and more robust approach to risk is underway. We are moving towards a continuous risk assessment with the approach based on the current and developing key risk factors. We are combining future risk assessment updates with our established quarterly finance meetings which will now be known as 'The Finance & Risk Committee'. In doing so a more comprehensive review will take place involving the Senior Management Team and The Trustee Board.

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2022

Statement of Trustees' responsibilities

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

Company law requires the Trustees to prepare financial statements for each financial . 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 company and of its incoming resources and application of resources, including its income and expenditure, for that period. In preparing these financial statements, the Trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles of the Charities SORP (FRS 102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the 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 company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Approved by order of the members of the board of Trustees and signed on their behalf by:

DocuSigned by:
CEC3CF608BB945C...
J Wade
(Chair of Trustees)

Date: 10/10/2022

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

DISS, THETFORD AND DISTRICT CITIZENS ADVICE BUREAU

(A company limited by guarantee)

INDEPENDENT EXAMINER'S REPORT FOR THE YEAR ENDED 31 MARCH 2022

Independent examiner's report to the Trustees of Diss, Thetford and District Citizens Advice Bureau ('the company')

I report to the charity Trustees on my examination of the accounts of the company for the year ended 31 March 2022.

Responsibilities and basis of report

As the Trustees of the company (and its directors for the purposes of company law) you are responsible for the preparation of the accounts 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 company's accounts 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 company'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, 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 company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts 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 accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

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

This report is made solely to the company's Trustees, as a body, in accordance with Part 4 of the Charities (Accounts and Reports) Regulations 2008. My work has been undertaken so that I might state to the company's Trustees those matters I am required to state to them in an Independent examiner's report and for no other purpose. To the fullest extent permitted by law, I do not accept or assume responsibility to anyone other than the company and the company's Trustees as a body, for my work or for this report.

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

Signed: Christopher Yeates Dated: 10 October 2022

Christopher Yeates FCA DChA

Larking Gowen LLP

Chartered Accountants

Diss

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

DISS, THETFORD AND DISTRICT CITIZENS ADVICE BUREAU

(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2022

	Note	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Income from:					
Donations and legacies	3	**4,000**	**1,971**	**5,971**	*3,096*
Charitable activities		**507,269**	**114,566**	**621,835**	*475,844*
Investments	5	**-**	**1,481**	**1,481**	*1,916*
Other income		**-**	**5,142**	**5,142**	*12,608*
Total income		**511,269**	**123,160**	**634,429**	*493,464*
Expenditure on:					
Charitable activities		**492,197**	**150,138**	**642,335**	*493,520*
Total expenditure		**492,197**	**150,138**	**642,335**	*493,520*
Net income/(expenditure)		**19,072**	**(26,978)**	**(7,906)**	*(56)*
Transfers between funds	13	**4,689**	**(4,689)**	**-**	*-*
Net movement in funds		**23,761**	**(31,667)**	**(7,906)**	*(56)*
Reconciliation of funds:					
Total funds brought forward		**12,466**	**226,077**	**238,543**	*238,599*
Net movement in funds		**23,761**	**(31,667)**	**(7,906)**	*(56)*
Total funds carried forward		**36,227**	**194,410**	**230,637**	*238,543*

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

The notes on pages 14 to 28 form part of these financial statements.

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

DISS, THETFORD AND DISTRICT CITIZENS ADVICE BUREAU

(A company limited by guarantee)
REGISTERED NUMBER: 04212031

BALANCE SHEET
AS AT 31 MARCH 2022

	Note		2022 £		*2021 £*
Fixed assets					
Tangible assets	10		**-**		*7,030*
			-		*7,030*
Current assets					
Debtors	11	**89,228**		*17,137*	
Cash at bank and in hand		**234,125**		*255,606*	
		323,353		*272,743*	
Creditors: amounts falling due within one year	12	**(92,716)**		*(41,230)*	
Net current assets			**230,637**		*231,513*
Total assets less current liabilities			**230,637**		*238,543*
Total net assets			**230,637**		*238,543*
Charity funds					
Restricted funds	13		**36,227**		*12,466*
Unrestricted funds	13		**194,410**		*226,077*
Total funds			**230,637**		*238,543*

The company was entitled to exemption from audit under section 477 of the Companies Act 2006.

The members have not required the company to obtain an audit for the year in question in accordance with section 476 of Companies Act 2006.

The Trustees acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and preparation of financial statements.

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

The financial statements were approved and authorised for issue by the Trustees and signed on their behalf by:

DocuSigned by:
Heneage Legge-Bourke
4D144721BB5F4A4...

H Legge-Bourke
(Trustee and Treasurer)
Date: 08/10/2022

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

DISS, THETFORD AND DISTRICT CITIZENS ADVICE BUREAU
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	*2021* *£*
Cash flows from operating activities		
Net cash used in operating activities	**(22,962)**	*40,919*
Cash flows from investing activities		
Dividends, interests and rents from investments	**1,481**	*1,916*
Purchase of tangible fixed assets	**-**	*(2,394)*
Net cash provided by/(used in) investing activities	**1,481**	**(478)**
Cash flows from financing activities		
Net cash provided by financing activities	**-**	**-**
Change in cash and cash equivalents in the year	**(21,481)**	**40,441**
Cash and cash equivalents at the beginning of the year	**255,606**	*215,165*
Cash and cash equivalents at the end of the year	**234,125**	*255,606*

The notes on pages 14 to 28 form part of these financial statements

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2022

1. General information

The company is a company limited by guarantee, incorporated in England and Wales. Members of the charitable company guarantee to contribute an amount not exceeding £1 to the assets of the charitable company in the event of winding up.

2. Accounting policies

2.1 Basis of preparation of financial statements

The financial statements have been prepared in accordance with the Charities SORP (FRS 102) - Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006.

The financial statements are presented in sterling which is the functional currency of the company and rounded to the nearest £.

Diss, Thetford and District Citizens Advice Bureau meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy.

2.2 Going concern

The Trustees have considered the charity's position at the time of signing the financial statements, including the financial resources of the charity, secured funding and the funding landscape. Further details are included in the trustees' report.

Based on this, the Trustees have concluded that they have a reasonable expectation that the charity will have adequate resources to continue in operational existence for the foreseeable future, and at least twelve months from the date of signing these financial statements, they therefore continue to adopt the going concern basis of accounting in preparing these financial statements.

2.3 Income

All income is recognised once the company has entitlement to the income, it is probable that the income will be received and the amount of income receivable can be measured reliably.

Grants are included in the Statement of financial activities on a receivable basis. The balance of income received for specific purposes but not expended during the period is shown in the relevant funds on the Balance sheet. Where income is received in advance of entitlement of receipt, its recognition is deferred and included in creditors as deferred income. Where entitlement occurs before income is received, the income is accrued.

Income tax recoverable in relation to investment income is recognised at the time the investment income is receivable.

Other income is recognised in the period in which it is receivable and to the extent the goods have been provided or on completion of the service.

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

2. Accounting policies (continued)

2.4 Expenditure

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement and the amount of the obligation can be measured reliably. Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges allocated on the portion of the asset's use.

Expenditure on charitable activities is incurred on directly undertaking the activities which further the company's objectives, as well as any associated support costs.

All expenditure is inclusive of irrecoverable VAT.

2.5 Interest receivable

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the company; this is normally upon notification of the interest paid or payable by the institution with whom the funds are deposited.

2.6 Tangible fixed assets and depreciation

Tangible fixed assets costing £500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are initially recognised at cost. After recognition, under the cost model, tangible fixed assets are measured at cost less accumulated depreciation and any accumulated impairment losses. All costs incurred to bring a tangible fixed asset into its intended working condition should be included in the measurement of cost.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives, using the straight-line method.

Depreciation is provided on the following bases:

Long-term leasehold property	- 10% straight line
Fixtures and fittings	- 20% straight line

2.7 Debtors

Trade and other debtors are recognised at the settlement amount after any trade discount offered. Prepayments are valued at the amount prepaid net of any trade discounts due.

2.8 Cash at bank and in hand

Cash at bank and in hand includes cash and short-term highly liquid investments with a short maturity of three months or less from the date of acquisition or opening of the deposit or similar account.

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

2. Accounting policies (continued)

2.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably.

Liabilities are recognised at the amount that the company anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide.

Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised in the Statement of financial activities as a finance cost.

2.10 Financial instruments

The company only has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value with the exception of bank loans which are subsequently measured at amortised cost using the effective interest method.

2.11 Operating leases

Rentals paid under operating leases are charged to the Statement of financial activities on a straight line basis over the lease term.

2.12 Pensions

The company operates a defined contribution pension scheme and the pension charge represents the amounts payable by the company to the fund in respect of the year.

2.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the company 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 notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the company for particular purposes. The costs 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 notes to the financial statements.

Investment income, gains and losses are allocated to the appropriate fund.

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

3. Income from donations and legacies

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Donations	3,000	1,971	**4,971**
Grants	1,000	-	**1,000**
	4,000	1,971	**5,971**

	Unrestricted funds 2021 £	*Total funds 2021 £*
Donations	*3,096*	*3,096*

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

4. Income from charitable activities

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
District and County Councils	10,000	45,134	**55,134**
Big C	-	41,705	**41,705**
Pension Wise	186,259	-	**186,259**
BigL HTC (Help Through Crisis)	13,305	-	**13,305**
MaPs Debt	24,197	-	**24,197**
Help To Claim	66,830	-	**66,830**
ESF Chances	57,851	-	**57,851**
Energy	88,144	-	**88,144**
Other	60,684	27,726	**88,410**
Total 2022	507,270	114,565	**621,835**

	Restricted funds 2021 £	*Unrestricted funds 2021 £*	*Total funds 2021 £*
District and County Councils	-	*91,072*	*91,072*
Big C	-	*41,961*	*41,961*
Pension Wise	*193,393*	-	*193,393*
BigL HTC (Help Through Crisis)	*38,691*	-	*38,691*
MaPs Debt	*19,079*	-	*19,079*
Help To Claim	*67,728*	-	*67,728*
ESF Chances	*764*	-	*764*
Energy	*21,157*	*2,000*	*23,157*
Total 2021	*340,812*	*135,033*	*475,845*

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

5. Investment income

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Bank interest	1,481	**1,481**	*1,916*
Total 2021	*1,916*	*1,916*	

6. Analysis of expenditure by activities

	Activities undertaken directly 2022 £	Total funds 2022 £	*Total funds 2021 £*
General Advisory Services	642,335	**642,335**	*493,520*

Analysis of direct costs

	Total funds 2022 £	*Total funds 2021 £*
Staff costs	**484,109**	*412,998*
Depreciation	**7,030**	*8,914*
Volunteer and staff expenses	**16,749**	*7,987*
Office costs	**35,297**	*36,155*
Premises costs	**17,197**	*19,249*
Other costs	**80,310**	*7,091*
Governance costs	**1,643**	*1,126*
	642,335	*493,520*

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

7. Independent examiner's remuneration

	2022 £	*2021* *£*
Fees payable to the company's independent examiner for the independent examination of the company's annual accounts	**2,160**	*485*

8. Staff costs

	2022 £	*2021* *£*
Wages and salaries	**445,925**	*379,273*
Social security costs	**27,601**	*24,348*
Contribution to defined contribution pension schemes	**10,583**	*9,377*
	484,109	*412,998*

The average number of persons employed by the company during the year was as follows:

	2022 No.	*2021* *No.*
	25	*21*

The average headcount expressed as full-time equivalents was:

	2022 No.	*2021* *No.*
	17	*14*

No employee received remuneration amounting to more than £60,000 in either year.

The total remuneration of key management personnel in the year, including employers pension and national insurance, amounted to £33,047 (2021 - £31,380).

9. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2021 - £NIL)*.

During the year ended 31 March 2022, no Trustee expenses have been incurred *(2021 - £NIL)*.

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

10. Tangible fixed assets

	Long-term leasehold property £	Fixtures and fittings £	Total £
Cost or valuation			
At 1 April 2021	**162,129**	**26,739**	**188,868**
At 31 March 2022	**162,129**	**26,739**	**188,868**
Depreciation			
At 1 April 2021	**162,129**	**19,709**	**181,838**
Charge for the year	**-**	**7,030**	**7,030**
At 31 March 2022	**162,129**	**26,739**	**188,868**
Net book value			
At 31 March 2022	**-**	**-**	**-**
At 31 March 2021	*-*	*7,030*	*7,030*

11. Debtors

	2022 £	*2021 £*
Due within one year		
Prepayments and accrued income	**89,228**	*17,137*
	89,228	*17,137*

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

12. Creditors: Amounts falling due within one year

	2022 £	*2021 £*
Other taxation and social security	**8,115**	-
Other creditors	**50,595**	*2,388*
Accruals and deferred income	**34,006**	*38,842*
	92,716	*41,230*

	2022 £	*2021 £*
Deferred income at 1 April 2021	**3,059**	-
Resources deferred during the year	**-**	*3,059*
Amounts released from previous periods	**(3,059)**	-
	-	*3,059*

13. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Unrestricted funds					
Designated funds					
Unrestricted Fixed Assets	**7,030**	**-**	**(7,030)**	**-**	**-**
Equipment Fund	**10,000**	**-**	**-**	**-**	**10,000**
Redundancy	**5,500**	**-**	**-**	**-**	**5,500**
Lease obligations	**1,661**	**-**	**(1,384)**	**-**	**277**
COVID 19 Recovery Fund	**80,000**	**-**	**-**	**(80,000)**	**-**
	104,191	**-**	**(8,414)**	**(80,000)**	**15,777**
General funds					
General Fund	**121,886**	**123,160**	**(141,724)**	**75,311**	**178,633**

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

13. Statement of funds (continued)

Statement of funds - current year (continued)

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Total Unrestricted funds	**226,077**	**123,160**	**(150,138)**	**(4,689)**	**194,410**
Restricted funds					
BigL (Help Through Crisis)	**14**	**13,305**	**(13,075)**	**-**	**244**
Pension Wise	**12,000**	**186,259**	**(185,203)**	**-**	**13,056**
Help To Claim	**101**	**66,830**	**(63,850)**	**-**	**3,081**
Energy	**-**	**88,144**	**(86,741)**	**-**	**1,403**
MaPS Debt	**-**	**24,197**	**(23,014)**	**-**	**1,183**
ESF Chances	**-**	**57,851**	**(62,891)**	**5,040**	**-**
BEIS funding for softphones	**351**	**-**	**-**	**(351)**	**-**
Smart Meter GB	**-**	**5,732**	**(5,714)**	**-**	**18**
Fuel Vouchers	**-**	**29,594**	**(29,516)**	**-**	**78**
Hardship Fund	**-**	**25,357**	**(14,693)**	**-**	**10,664**
Volunteer Fund	**-**	**4,000**	**(4,000)**	**-**	**-**
Household support	**-**	**10,000**	**(3,500)**	**-**	**6,500**
	12,466	**511,269**	**(492,197)**	**4,689**	**36,227**
Total of funds	**238,543**	**634,429**	**(642,335)**	**-**	**230,637**

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

13. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2020 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*Balance at 31 March 2021 £*
Unrestricted funds					
Designated funds					
Unrestricted Fixed Assets	*13,551*	-	-	*(6,521)*	*7,030*
Equipment Fund	*5,000*	-	-	*5,000*	*10,000*
Service Development	*25,000*	-	-	*(25,000)*	-
Premises	*10,000*	-	-	*(10,000)*	-
Redundancy	*18,949*	-	-	*(13,449)*	*5,500*
Lease obligations	*2,769*	-	-	*(1,108)*	*1,661*
COVID 19 Recovery Fund	-	-	-	*80,000*	*80,000*
	75,269	-	-	*28,922*	*104,191*
General funds					
General Fund	*162,595*	*152,652*	*(152,058)*	*(41,303)*	*121,886*
Total Unrestricted funds	*237,864*	*152,652*	*(152,058)*	*(12,381)*	*226,077*
Restricted funds					
BigL (Help Through Crisis)	*313*	*38,691*	*(38,990)*	-	*14*
Pension Wise	-	*193,393*	*(193,393)*	*12,000*	*12,000*
Help To Claim	*422*	*67,728*	*(68,049)*	-	*101*
Energy	-	*21,157*	*(21,187)*	*30*	-
MaPS Debt	-	*19,079*	*(19,079)*	-	-
ESF Chances	-	*764*	*(764)*	-	-
BEIS funding for softphones	-	-	-	*351*	*351*
	735	*340,812*	*(341,462)*	*12,381*	*12,466*

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

13. Statement of funds (continued)

Designated Funds:

Unrestricted Fixed Assets:
This fund represents the unrestricted fixed assets as these amounts are not readily available to spend on the charitable objects of the organisation. This is as recommended by the Charity Commission to be held in the event of closure to meet all our financial commitments.

Equipment Fund:
A designated fund of £10,000 has been set up to ensure that there is sufficient money to replace equipment when it becomes obsolete or beyond economic repair.

Redundancy Fund:
This represents funds to cover potential redundancy costs.

Lease obligations:
This represents funds set aside to fund the remainder of operating leases.

Covid 19 Recovery Fund:
In light of the pandemic, this fund represents funds to allow CADAT to continue the core service over the next twelve months. It incorporates the Service Development and Premises funds held previously. The designation was removed in the period.

Restricted funds:

BigL (Help Through Crisis):
Tailored support to people in immediate crisis, through planning to improve their future situation and through working with partner agencies.

Pension Wise:
The organisation was appointed as a delivery centre for Norfolk and Suffolk for the Government's Pension Wise guidance service.

Help To Claim:
The Help To Claim Pilot supports people to submit Universal Credit claims either online or by phone, and helps people to prepare for receiving a single monthly payment.

Energy:
Funding awarded to deliver energy advice on a range of topics, from saving money on bills to smart meters.

MaPS Debt:
The service provides free debt advice to people in the local area surrounding Diss and Thetford.

ESF Chances:
ESF Chances supports people back into work by helping them overcome any challenges they are facing.

Smart meter (Funded by Smart meter in Communities fund)
Raise awareness and provide information about smart meters to low income groups through publicity, one-to-one advice and attending events.

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

13. Statement of funds (continued)

Fuel Voucher
Funding awarded by Energy Redress to provide emergency prepayment meter fuel vouchers to eligible clients in Norfolk and Suffolk in fuel poverty and at risk of disconnection from their domestic energy supply.

Hardship Fund
The delivery of hardship information, advice and support with an overall objective to reduce hardship for Norfolk residents, including FCA accredited help to reduce debt.

Volunteer Fund:
This is to support the costs of volunteer expenses and supervision.

Household Support
The Household Support Funds is provided by Norfolk Community Foundation to provide support in the form of Supermarket Vouchers. These were distributed to over 250 separate households between November 2021 to April 2022.

14. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Restricted funds 2022 £	Unrestricted funds 2022 £	Total funds 2022 £
Current assets	112,526	210,827	**323,353**
Creditors due within one year	(76,299)	(16,417)	**(92,716)**
Total	36,227	194,410	**230,637**

Analysis of net assets between funds - prior year

	Restricted funds 2021 £	*Unrestricted funds 2021 £*	*Total funds 2021 £*
Tangible fixed assets	*-*	*7,030*	*7,030*
Current assets	*24,466*	*248,277*	*272,743*
Creditors due within one year	*(12,000)*	*(29,230)*	*(41,230)*
Total	*12,466*	*226,077*	*238,543*

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

15. Reconciliation of net movement in funds to net cash flow from operating activities

	2022 £	*2021 £*
Net expenditure for the year (as per Statement of Financial Activities)	**(7,906)**	*(56)*
Adjustments for:		
Depreciation charges	**7,030**	*8,914*
Dividends, interests and rents from investments	**(1,481)**	*(1,916)*
Decrease/(increase) in debtors	**(72,091)**	*6,457*
Increase in creditors	**51,486**	*27,520*
Net cash provided by/(used in) operating activities	**(22,962)**	*40,919*

16. Analysis of cash and cash equivalents

	2022 £	*2021 £*
Cash in hand	**234,125**	*255,606*
Total cash and cash equivalents	**234,125**	*255,606*

17. Analysis of changes in net debt

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	**255,606**	**(21,481)**	**234,125**
	255,606	**(21,481)**	**234,125**

18. Pension commitments

The charity operates a defined contribution pension scheme. The assets of the scheme are held separately from those of the charity in an independently administered fund. The pension cost charge represents contributions payable by the charity to the fund and amounted to £10,583 (2021 - £9,377). Contributions totalling £2,196 (2021 - £2,388) were payable to the fund at the balance sheet date and are included in creditors.

DocuSign Envelope ID: B399CE8C-37C5-4FB6-81AB-EF3FFCD43E13

19. Operating lease commitments

At 31 March 2022 the company had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2022	*2021*
	£	*£*
Not later than 1 year	**277**	*1,108*
Later than 1 year and not later than 5 years	**-**	*554*
	277	*1,662*

20. Related party transactions

There are no related party transactions in the year requiring disclosure.