

COMPANY REGISTRATION NUMBER: 04429840
CHARITY REGISTRATION NUMBER: 1094369

Derbyshire Districts Citizens Advice Bureau
Company Limited by Guarantee
Financial Statements
31 March 2021

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2021

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Derbyshire Districts Citizens Advice Bureau
Company Limited by Guarantee
Trustees' Annual Report (Incorporating the Director's Report)
Year ended 31 March 2021

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

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

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

Year ended 31 March 2021

Reference and administrative details

Registered charity name	Derbyshire Districts Citizens Advice Bureau	
Charity registration number	1094369	
Company registration number	04429840	
Principal office	Town Hall Bank Road Matlock DE4 3NN	
Registered office	26 Spring Gardens Buxton Derbyshire SK17 6DE	
The trustees	Robert Allen John Barker (Resigned 22 June 2021) Digby Bown Susan Campbell Anthony McIlveen Elaine Michel Andrew Powell Linda Syson-Nibbs Terri Jones Nigel Smith Elizabeth Evans Dorcas Bunton (Appointed 16 February 2021) Claire Cadogan (Appointed 16 February 2021) Benjamin Green (Appointed 16 February 2021) Sally MacIntyre (Appointed 16 February 2021)	
Chief officer	Chloe Doxey	
Senior operations managers	Melanie Mallinson Simon Richards (resigned 8 May 2020) Robert Southwell (appointed 8 March 2021) Jo Taylor	
Company secretary	Chloe Doxey	
Auditor	MCABA Limited t/a Mitchells Chartered Accountants & Statutory Auditor 91-97 Saltergate Chesterfield Derbyshire S40 1LA	
Bankers	HSBC Bank Plc Market Place Chesterfield Derbyshire S40 1TN	

Derbyshire Districts Citizens Advice Bureau

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

Year ended 31 March 2021

Structure, governance and management

Governing Document

Derbyshire Districts Citizens Advice Bureau (now trading as Citizens Advice Derbyshire Districts) is a company limited by guarantee, incorporated in the United Kingdom, and has obtained exemption with the Companies Act to dispense with the word Limited as part of its name.

The organisation is established under a Memorandum of Association which established the objects and powers of the charity and is governed under its Articles of Association. It was formed by the merger on 1 April 2013 of Derbyshire Dales, Amber Valley & Erewash Citizens Advice Bureau Limited with High Peak Citizens Advice Bureau.

Objectives and activities

Aims and Objectives

The organisation's objectives are to promote any charitable purpose for public benefit by the advancement of education, the protection and presentation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community of Amber Valley, Derbyshire Dales, Erewash, High Peak and surrounding areas.

Principal Activity

To establish, provide and assist in the provision of Citizens Advice services and outlets supplying a free, independent, confidential and impartial service of advice, information and counselling for the general public.

The service aims:

- To provide the advice people need for the problems they face.
- To improve the policies and practices that affect people's lives.

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Public Benefit

Trustees have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing the aims and objectives of the organisation and in planning the future activities. In particular, the trustees consider how planned activities will contribute to the aims and objectives that have been set and ensure services continue to be of benefit to the general public.

The service is run for, and open to, all members of the public. The stated objectives in the governing document, 'are to promote...for the benefit of the community... the advancement of education, the protections and presentation of health and the relief of poverty, sickness and distress'.

Derbyshire Districts Citizens Advice Bureau

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

Year ended 31 March 2021

Objectives and activities *(continued)*

Public Benefit *(continued)*

Citizens Advice Derbyshire Districts meets these objectives in a number of ways.

- By ensuring that all members of the public have easy access to the service in different locations and also by telephone and webchat.
- By providing free, expert advice in most areas of the law and helping people to cope with the pressures and demands of life in the 21st century.
- By advertising the service to the public.
- By advising people about their rights and responsibilities.
- By assisting the poorer members of society about benefits due to them - see above (there is clear evidence that poor health is related to low income).
- By working with GPs to provide services in health settings (there is evidence that effective advice work intervention improves health outcomes).
- By assisting people with large and crippling debts, enabling them to pay for basics such as food and energy (there is a clear relationship between debt and mental health). Anecdotal evidence suggests that debt advice improves mental health.
- By preventing homelessness.
- By helping people to claim health related benefits.
- By helping to keep people in their jobs.
- By providing training and education to volunteers from the local community.
- By providing information to the general public through the media and other channels.
- By using the information gained from thousands of clients to influence and impose policies and practices that affect people's lives.

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

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

Year ended 31 March 2021

Objectives and activities *(continued)*

Day to day operations

Day to day responsibility for the delivery of the service to the community rests with the Chief Officer and her team of 27 full-time and 45 part-time staff (total 72 staff), 55.5 average Full Time Equivalents and 125 volunteers. The team includes two Senior Operations Managers, a Management Accountant, five Service Managers, two Training Officers, two Technical Supervisors and advice centre-based Supervisors who not only manage day to day operations but also develop new advice services and campaigns, ensure service targets are met, liaise with contract providers, meet Citizens Advice quality standards, and most importantly support the volunteers and staff who are dealing directly with clients. The support provided includes individual supervision, training and update on new benefit and legal issues. Salaries for senior managers are reviewed annually in line with policy for the organisation.

Governance - The Trustee Board

The organisation has a Trustee Board of up to 15 members who meet as a minimum six times a year and are responsible for the strategic direction and policy of the organisation. The members of the Trustee Board are charity trustees for the purposes of charity law and members and directors of the company for the purposes of company law. They guarantee to contribute an amount not exceeding £10 to the assets of the charitable company in the event of winding up. The total number of guarantees at 31 March 2021 was 15 (2020: 11).

The Chief Officer also attends Board meetings but has no voting rights and occasionally other staff members will be requested to attend.

There is provision for four volunteer representatives (currently 1) and one staff representative (currently 0) who do not have voting rights but attend the Board meetings to ensure the voices of the volunteers and staff are heard at the highest level.

The Board launched a recruitment drive to attract new trustees to the Board from both inside and outside the organisation. This resulted in four new trustees joining the Board in February 2021.

Trustee sub-committees have been established to consider specific aspects of governance in the areas of Finance, Human Resources and Service Delivery. Their roles, responsibilities and limits of authority have been clearly defined and provide a significant contribution to the overall governance of the organisation and its management. In addition to the sub-committees, working parties are also periodically established to deal with other issues such as premises, funding and Board recruitment

Recruitment and Appointment of the Trustee Board

Under the requirements of the Memorandum and Articles of Association the elected members of the Trustee Board shall retire from office at the third annual general meeting following the annual general meeting at which they were elected but may be re-elected for a further 3 years. Due to the nature of advisory services, the Trustee Board seeks to ensure that the needs of the community are appropriately reflected through the diversity of the Trustee body. To enhance the pool of trustees, the organisation advertises for members of the community who would be willing to be considered for nomination and offer their own experience to assist the organisation.

Trustee Induction and Training

New trustees are provided with an induction pack which outlines their roles and responsibilities. Citizens Advice offer specialist training courses for new and existing Trustee Board members, as well as encouraging trustees to take part in local, regional and national forums.

Derbyshire Districts Citizens Advice Bureau

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

Year ended 31 March 2021

Objectives and activities *(continued)*

Risk Management

The Trustee Board is also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities. The basis for this is a review of the major risks to which the organisation could be exposed. This has been translated into a risk register which is updated and reviewed at board meetings. The plan identifies risk that can arise from events or circumstances relating to: strategy and contracts with funders, the service given to clients, staff and volunteers, finance and information.

The register sets out internal controls and procedures which have been established to mitigate the identified risk and safeguard the organisation. The purpose of these controls is to manage the risk efficiently and effectively, having regard to the likelihood of risks being realised and the potential impact. They are designed to manage risk to a reasonable level rather than to eliminate the risk and are subject to periodic review and some independent checking in areas of highest risk. Maintenance of those controls is a joint responsibility of the Chief Officer and The Board of Trustees. Included in external risks is that of the loss of funding. The effects of this have been minimised by the procedures in place, which have resulted in funding being secured from a variety of sources during the year. The charity continues to seek to diversify its funding sources.

National Association of Citizens Advice Bureaux

Derbyshire Districts Citizens Advice Bureau (trading as Citizens Advice Derbyshire Districts) is a member of the National Association of Citizens Advice Bureaux (company number 01436945 and registered charity number 279057) which operates under the name of "Citizens Advice" and provides guidance, encouragement, training and support. Citizens Advice also ensures compliance by the organisation with the membership standards required to retain membership and operate as a Citizens Advice Bureau.

Derbyshire Districts Citizens Advice Bureau

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

Year ended 31 March 2021

Objectives and activities *(continued)*

Covid-19 impact

The arrival of Covid-19 resulted in substantial social disruption which has had an impact on the organisation. It has affected our ability to deliver face to face advice to clients, the demand for our services and the availability of our staff and volunteers to provide advice. A risk register, identifying specific risks which might arise out of the Covid-19 crisis, was prepared at an early stage. This included a review of the potential effect on staff and volunteers, the impact on our ability to deliver advice, the consequent effect on funding and detailed cashflow forecasting to ensure sufficient resources were in place to meet our expected liabilities. This has now been incorporated into the main risk register and is reviewed and updated where necessary by the trustees at each board meeting.

The organisation has continued to build on the decisive action taken in the early days. Advice moved from a primarily face to face offering to provide advice by telephone and video calls. The organisation was lucky to receive funding to enable it to invest in a digital advice platform, providing advice to clients via a video link. We will continue to look at how this can be used to provide advice to our more vulnerable clients. Staff and volunteers have been very well supported to deliver advice from home throughout by the senior and management teams, a fact reflected in our recent very positive people management survey. A well thought through social media campaign has ensured that clients are aware that help is still available. Throughout this difficult year the senior management team kept in close contact with our funders who have been very supportive of the actions we have taken to continue to provide advice remotely to our clients.

At the start of the pandemic, we saw an increase in demand for our advice, in particular in areas such as benefits and employment as clients were placed on furlough or lost their jobs or businesses as a result of lockdown.

The trustees have considered the potential impact on the financial statements as a result of the change in our activities. As a result of the actions of our senior management team who regularly updated our funders, we are happy to say that the impact on our funding situation to date has been positive. During the year we have successfully retained existing funding and secured new funding. In fact, our GP funding has been extended to 2023, Money Advice funding will now continue to 2022 as will our Pension Wise funding. The trustees are aware, however, that some of our funding will be retendered in 2022. The senior management team are focussed on this but there is an acceptance that there may well be a reduction in funding even if these bids are successful. We continue to look for opportunities to diversify our funding.

Staff and volunteers are gradually starting to return to the office. We are now offering face to face appointments in those offices we consider we can provide advice safely. We are in the process of returning to outreach locations and hope to move towards a full face to face advice service by late 2021. We will continue to provide telephone and virtual advice for those clients who do not wish to attend in person.

Our way of working has changed significantly over the past year. We appreciate the way in which our staff and volunteers have adapted. Our aim is to try to continue to offer a balance of home and office working in a way which will balance the needs of our clients and the organisation against those of our staff and volunteers.

The trustees consider that the organisation is well placed not only to survive the Covid-19 crisis but to emerge as a stronger, more adaptable, innovative organisation.

Derbyshire Districts Citizens Advice Bureau

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Year ended 31 March 2021

Achievements and performance

Citizens Advice Derbyshire Districts works to give people full knowledge of their rights and responsibilities by providing confidential, impartial advice that is free. In 2020/21 the organisation helped over 17,500 people from across Amber Valley, Derbyshire Dales, Erewash, and the High Peak deal with over 85,000 problems. Benefit and debt problems continue to be the most frequent enquiries. In 2020/21 the organisation assisted clients in gaining over £16 million in additional income to which they were entitled and resolved £4.7 million of debt. Where possible the outcome, impact and benefits of the advice are quantified and funders are informed quarterly. Whilst benefits and debt are the two largest areas of enquiry the organisation also advised a number of clients on housing, employment, family and relationship problems. The organisation also undertakes campaigning and influencing work to reform policy, procedures or practices that impact negatively on the organisation's clients' lives. In 2020/21 the organisation has had a particularly successful year resulting in a number of local media appearances enabling the organisation to become more influential as a representative of local people and their needs.

The organisation operates from a number of locations across the districts including offices in Buxton, Glossop, Heanor, Ilkeston, Matlock and New Mills where advice sessions are offered and supported by the organisation's principal funders. These sessions are primarily staffed by the organisation's large and committed team of 125 volunteers who give their time freely to help to deliver this vital service over the year. The organisation acknowledges their contribution, values it greatly and would like to thank them for their continued support. A decision was taken to close the Belper office as it was not considered suitable to provide advice in the current climate. It is intended instead to provide this advice in a community setting.

The organisation also offers advice in the community by holding sessions at 90 separate locations on an outreach basis. This is largely via their partnership with Derbyshire County Council to provide access to advice in GP Surgeries and Children's Centres. The Family Advice & GP service has assisted over 5,500 clients with over 30,500 separate issues in 2020/21. More recently our outreach work has expanded to include sessions at foodbanks and libraries. These sessions enable us to work directly within the community in the more isolated areas of our districts, ensuring we reach the most vulnerable clients.

The organisation's Telephone Advice Line, open daily from 9.00am to 4.00pm serves the whole of the organisation's districts and acts as a gateway into our service for clients needing face to face advice from generalist advisers or specialist caseworkers. In 2020/21 the organisation has handled over 13,600 calls via this service.

The organisation is funded by the Money Advice Service, High Peak Borough Council, Derbyshire Dales District Council and Amber Valley Borough Council to provide specialist money advice and casework services. These services operate across the district and provide ongoing support and specialist help to those in debt. In 2020/21 organisation supported 1,117 clients with specialist casework, managing £4.7 million worth of debt.

The organisation receives funding to deliver projects aimed at helping people with their energy bills and tackle fuel poverty. The organisation manages and coordinates the East Midlands Financial Capability Forum and also provides guidance on pension options as part of the Pension Wise service.

Derbyshire Districts Citizens Advice Bureau

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Year ended 31 March 2021

Financial review

The organisation continues to find itself operating in an extremely tough and uncertain funding climate, and with increased call on its services and pressure on funders. The Trustee Board is keen to ensure that the organisation remains stable and there is no significant reduction in services. It therefore strives to set break even budgets based on known funding and keep reserves available to help the organisation cope with unexpected changes in funding. The trustees monitor performance looking at our actual outturn, taking into consideration the current economic climate (including the effects of the pandemic) and its impact on our income and outgoings. This position is kept under constant review. As part of the risk management process the senior management team has considered the effect of any potential loss of funding and has put in place contingency planning to deal with the consequential impact on the organisation. The organisation currently has a strong cash flow, sufficient reserves, a good relationship with our funders and a proven ability to secure new funding streams.

We have reached the conclusion that there is a reasonable expectation that we have sufficient resources to continue in operational existence for the foreseeable future, being at least 12 months from the date of approval of these financial statements and have therefore adopted the going concern basis of preparation. The financial statements show a surplus of £128,974. In 2019/20 there was a surplus of £66,046.

To ensure that that the organisation was best placed to deliver advice remotely, a significant investment was made in IT equipment funded from our grant income. We received a specific grant of £35,300 to enable us to provide virtual video advice and a further £6,755 to purchase softphones. During the year the organisation purchased IT equipment to the value of £59,135. Although the cost of individual items purchased fell below our capitalisation limit of £2,000, discussions with our auditors led to the conclusion that because the cumulative level of spend is material we should treat these as fixed assets rather than as an expense. The effect of this is that the grant income is recognised in full in 2020/21 but the associated costs are spread over three years.

Recorded net surplus		£ 128,974
Less:		
Grant income recognised in respect of fixed asset acquisitions in excess of related depreciation costs recognised		£ 39,423
Normalised net surplus		£ 89,551

In addition to the specific grants above, we also received additional grants from existing funders to help us deal with the effects of the pandemic. This is not expected to be forthcoming in future years. As outlined above, the Trustees also expect that there will be significant challenges in terms of funding which may lead to a reduction in reported surpluses going forward.

Balance Sheet Resources

The organisation continues to enjoy a healthy cash position, with £561,529 cash at bank and in hand at 31 March 2021. This is more than enough to pay creditors when they fall due of £189,949. Reserves as at 31 March 2021 stand at £460,075.

Derbyshire Districts Citizens Advice Bureau

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

Year ended 31 March 2021

Financial review *(continued)*

Principal Sources of Funding

Funding of core services is by way of a grant from Derbyshire Dales District Council, High Peak Borough Council, a three-year service level agreement with Amber Valley Borough Council and a three-year service level agreement with Erewash Borough Council; an annual agreement with Belper Town Council and in-kind contributions from the Heanor and Loscoe Town Council.

The organisation also received funding from the Money Advice Service, Derbyshire Dales District Council and Amber Valley Borough Council to continue to provide debt and money advice.

Derbyshire County Council (formerly the Primary Care Trust) originally awarded the organisation a three-year contract for the delivery of outreach services in GP practices to March 2016 and this has subsequently been extended to 2023. The organisation also secured funding to deliver outreach sessions in Wellbeing Hubs until 2023.

In 2015 the organisation won the contract to provide the Pension Wise service through Citizens Advice across Derbyshire and Nottinghamshire. This contract was extended in 2017/18, and the organisation now leads the South Yorkshire and Dales delivery of Pension Wise, in partnership with Citizens Advice Leicestershire, Lincoln and Sheffield. Pension Wise funding is now confirmed through to 2022. The organisation has also been awarded funding to support the roll-out of Universal Credit and to deliver energy advice.

Investment Policy

In order to maximise income, surplus funds (until needed for expenditure) are retained in interest-bearing accounts. The Board of Trustees have established a policy which enables fixed term investments to be made at higher interest rates. These investments are over periods not exceeding 12 months and are regularly reviewed by the Finance Sub-committee.

Derbyshire Districts Citizens Advice Bureau

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

Year ended 31 March 2021

Financial review *(continued)*

Reserves Policy

The Trustee Board has examined the organisation's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the value of financial reserves should take into consideration (where relevant):

- The protection of staff from the effect of a part or total reduction in the provision of organisation services, for pay in lieu of notice and redundancy pay.
- Holding sufficient funds to cover contractual obligations to suppliers in the event of closure.
- Reserves for the continuation of the core service in the event of disruptions to funding streams, unbudgeted but necessary expenditure and seed corn investment in new projects

The level of unrestricted reserves at the balance sheet date is £460,075. Applying the policy, the position as at 31 March 2021 is as follows:

Personnel costs in the event of closure		£ 144,730
Contractual liabilities and associated costs in the event of long-term underfunding/short term continuation		£ 74,995
Balance for future investment/application		£ 240,350

After consideration, the Trustees consider that the above investment policies and current reserves are adequate for the purposes mentioned above. This position and the reserves policy will be reviewed by the Trustee board as a minimum once a year.

Plans for future periods

The organisation undertakes an annual planning cycle to enable the Board to set the strategic direction for the coming 12 months. 2021/22 will see the organisation focus on improving access to advice services and ensuring the quality of our advice remains high. We will be working on the strategy for retaining those significant funding streams which will be retendered in the next year. We will be looking to fully reopening and dealing with any residual organisational issues arising from the Covid-19 pandemic. We will also be strengthening our campaigning work, raising our profile and developing a local fundraising strategy. In addition to this, we are hoping to continue to expand the delivery of digital advice.

Trustees' responsibilities statement

The trustees, who are also directors 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 charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

Derbyshire Districts Citizens Advice Bureau

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

Year ended 31 March 2021

In preparing these financial statements, the trustees are required to:

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the applicable Charities SORP;
- make judgments and accounting estimates that are reasonable and prudent;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charity will continue in business.

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

Disclosure of information to auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

The auditor is deemed to have been re-appointed in accordance with section 487 of the Companies Act 2006.

Small company provisions

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

The trustees' annual report was approved on 24 November 2021 and signed on behalf of the board of trustees by:

Dorcas Bunton
Director

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Independent Auditor's Report to the Members of Derbyshire Districts Citizens Advice Bureau

Year ended 31 March 2021

Opinion

We have audited the financial statements of Derbyshire Districts Citizens Advice Bureau (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 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 charity'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;
- 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 charity 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 charity'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.

Derbyshire Districts Citizens Advice Bureau

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Independent Auditor's Report to the Members of Derbyshire Districts Citizens Advice Bureau (*continued*)

Year ended 31 March 2021

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. 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.

In connection with our audit of the financial statements, 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 audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. 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 for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' 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 trustees' 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.

Derbyshire Districts Citizens Advice Bureau

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Independent Auditor's Report to the Members of Derbyshire Districts Citizens Advice Bureau *(continued)*

Year ended 31 March 2021

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors 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 charity'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 charity 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 my 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.

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Independent Auditor's Report to the Members of Derbyshire Districts Citizens Advice Bureau (continued)

Year ended 31 March 2021

Auditor's responsibilities for detecting irregularities, including fraud

The objectives of our audit are: to identify and assess the risks of material misstatement of the financial statements due to fraud or error; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud or error; and to respond appropriately to those risks. Owing to the inherent limitations of an audit, there is an unavoidable risk that material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK).

In identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of the legal and regulatory frameworks applicable to the charity and the sector in which they operate. We determined that the following laws and regulations were most significant; the Companies Act 2006, the Charities SORP (FRS 102) and UK corporate taxation law.
- We obtained an understanding of how the charity is complying with those legal and regulatory frameworks by making inquiries to relevant members of the management team. We corroborated our inquiries through our review of board minutes (where applicable) and inquiry into legal fees incurred in the year.
- We assessed the susceptibility of the charity's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the engagement team included:
 - Identifying the controls management has in place to prevent and detect fraud and assessing the operation of these controls
 - Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process
 - Identifying and testing journal entries, in particular any journal entries that were large or unusual in nature
 - Assessing the extent of compliance with the relevant laws and regulations governing the charity and the sector it operates within. This included a review of any potential breaches during and since the year end; and
 - Challenging assumptions and judgements made by management in its significant accounting estimates.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements the less likely we would become aware of it. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error as fraud may involve deliberate concealment by, for example, forgery, intentional misrepresentations or collusion.

A further description of our responsibilities is available on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Independent Auditor's Report to the Members of Derbyshire Districts Citizens Advice Bureau *(continued)*

Year ended 31 March 2021

Use of our report

This report is made solely to the charity'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 charity'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 charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.

Andrew McDaid BFP ACA FCCA (Senior Statutory Auditor)

For and on behalf of
MCABA Limited t/a Mitchells
Chartered Accountants & Statutory Auditor
91-97 Saltergate
Chesterfield
Derbyshire
S40 1LA

Date: _____

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2021

			2021		2020
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
Income and endowments					
Donations and legacies	5	1,448	–	1,448	3,087
Charitable activities	6	869,182	1,381,025	2,250,207	2,320,527
Other trading activities	7	1,698	7,507	9,205	10,321
Investment income	8	880	–	880	1,336
Total income		<u>873,208</u>	<u>1,388,532</u>	<u>2,261,740</u>	<u>2,335,271</u>
Expenditure					
Expenditure on charitable activities	9	(775,368)	(1,357,398)	(2,132,766)	(2,269,225)
Total expenditure		<u>(775,368)</u>	<u>(1,357,398)</u>	<u>(2,132,766)</u>	<u>(2,269,225)</u>
Net income		<u>97,840</u>	<u>31,134</u>	<u>128,974</u>	<u>66,046</u>
Transfers between funds		31,134	(31,134)	–	–
Net movement in funds		<u>128,974</u>	<u>–</u>	<u>128,974</u>	<u>66,046</u>
Reconciliation of funds					
Total funds brought forward		331,101	–	331,101	265,055
Total funds carried forward		<u>460,075</u>	<u>–</u>	<u>460,075</u>	<u>331,101</u>

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

The notes on pages 21 to 32 form part of these financial statements.

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Statement of Financial Position

31 March 2021

	Note	2021 £	£	2020 £
Fixed assets				
Tangible fixed assets	15		39,423	—
Current assets				
Debtors	16	49,072		69,989
Cash at bank and in hand		561,529		368,792
		610,601		438,781
Creditors: amounts falling due within one year	17	(189,949)		(107,680)
Net current assets			420,652	331,101
Total assets less current liabilities			460,075	331,101
Net assets			460,075	331,101
Funds of the charity				
Unrestricted funds			460,075	331,101
Total charity funds	20		460,075	331,101

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

These financial statements were approved by the board of trustees and authorised for issue on 24 November 2021 and are signed on behalf of the board by:

Dorcas Bunton
Director

The notes on pages 21 to 32 form part of these financial statements.

Derbyshire Districts Citizens Advice Bureau**Company Limited by Guarantee****Statement of Cash Flows****Year ended 31 March 2021**

	2021	2020
	£	£
Cash flows from operating activities		
Net income	128,974	66,046
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	19,712	–
Dividends, interest and rents from investments	(880)	(1,336)
Interest payable and similar charges	482	957
<i>Changes in:</i>		
Trade and other debtors	(12,784)	(28,684)
Trade and other creditors	115,970	(11,187)
Cash generated from operations	251,474	25,796
Interest paid	(482)	(957)
Net cash from operating activities	<u>250,992</u>	<u>24,839</u>
Cash flows from investing activities		
Dividends, interest and rents from investments	880	1,336
Purchase of tangible assets	(59,135)	–
Net cash (used in)/from investing activities	<u>(58,255)</u>	<u>1,336</u>
Net increase in cash and cash equivalents	192,737	26,175
Cash and cash equivalents at beginning of year	<u>368,792</u>	<u>342,617</u>
Cash and cash equivalents at end of year	<u>561,529</u>	<u>368,792</u>

The notes on pages 21 to 32 form part of these financial statements.

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2021

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is 26 Spring Gardens, Buxton, Derbyshire, SK17 6DE.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

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

The charity meets the definition of a public benefit entity under FRS 102.

Going concern

Whilst the global economy has been significantly impacted by the effect of the Covid-19 pandemic, the management and trustees realigned their strategy and working practices to meet the demands arising from an ever-changing environment and continue to adapt in response to change. The trustees have prepared and reviewed forecasts and are confident that these show that the charity is able to operate within its available resources and meet its liabilities as they fall due for the foreseeable future. Accordingly, the trustees consider it appropriate to continue to adopt the going concern basis of accounting in preparing the financial statements.

Judgements and key sources of estimation uncertainty

In the application of the charitable company's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated 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. The trustees do not consider there to be any estimates or associated assumptions that would give rise to a significant risk of causing a material misstatement in the carrying values of assets and liabilities in these financial statements.

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes and general objectives. Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment. Restricted funds are subjected to restrictions on their expenditure imposed by the donors or which have been raised by the charity for a particular purpose.

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Incoming resources

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured.

The following specific policies are applied to particular categories of income:

- Income from donations is recognised when the donation is received.
- Income from donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers. The use of properties occupied by the charity at Heanor and New Mills are donated in full or in part to the charity.
- Investment income is included when it becomes receivable.
- Grant income is recognised when the charity becomes unconditionally entitled to that income. Where entitlement to grant income is subject to performance-related or other conditions, income is recognised in the Statement of Financial Activities in line with the achievement of performance and satisfaction of those conditions.

Resources expended

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

- Expenditure on raising funds includes the costs of all fundraising activities, events and non-charitable trading activities.
- Expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity that are necessary to support those activities.
- Governance costs include those associated with meeting the constitutional and statutory requirements of the charity and include statutory audit fees and costs linked to the strategic management of the charity.
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

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

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Operating leases

Rentals applicable to operating leases where substantially all of the benefits and risks of ownership remain with the lessor are charged against profits on a straight-line basis over the period of the lease.

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

The trustees continue to operate a policy of not capitalising individual items of equipment costing less than £2,000 where the application of this policy does not materially misstate the financial statements.

Depreciation

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

Leasehold improvements	- 10% straight line
Office equipment	- 33% straight line

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date. For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs.

Financial instruments

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 as such in the statement of financial activities.

Pensions

The charity operates a defined contribution pension scheme, the assets of which are held separately from those of the charity. Contributions payable for the year are shown within the statement of financial activities.

4. Limited by guarantee

The charity is limited by guarantee and in the event of it being wound up every member is liable to contribute a sum not exceeding £10. There are no shares of any class, either authorised or allotted.

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

5. Donations and legacies

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Donations				
Donations	1,146	1,146	2,282	2,282
Fundraising	302	302	805	805
	<u>1,448</u>	<u>1,448</u>	<u>3,087</u>	<u>3,087</u>

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

6. Charitable activities

	2021 £	2020 £
Restricted funds		
Pension Wise	689,229	791,528
Money Advice Services /Leicester Money Advice	205,299	177,766
Big Energy Saving Network	21,875	42,575
Chinley Outreach Session	1,000	800
Building Better Opportunities	87,817	87,067
Energy Best Deal Extra	–	14,551
Amber Valley Universal Credits	–	5,000
Foundation Derbyshire Older Peoples Champion	–	4,950
Feeding Britain Lottery	9,167	11,000
Citizens Advice - Help to claim	169,932	155,911
Stop Loan Sharks	–	2,000
Big Energy Saving Week	2,000	2,000
Amber Valley Digital Inclusion	4,409	8,816
Digital & Financial Capability Support - Erewash	–	9,942
Digital & Financial Capability Support - High Peak	–	4,475
Digital & Financial Capability Support - Derbyshire Dales	4,000	8,000
Digital and Older Peoples Champion	1,017	5,083
Western Power - Power Up GP Project	15,458	5,100
Western Power - Power Up Smart	53,655	33,507
Energy Advice Programme	20,905	26,640
Rogue Landlord Project	–	3,000
Advice in the Community	7,920	720
Big Kirkhallam	9,084	6,048
Bare Necessities Glossopdale Food Bank	833	–
Amber Valley Digital Assistance	6,000	–
Western Power Community Fund	5,000	–
Softphones	6,755	–
Western Power COVID-19	13,870	–
National Energy Action	500	–
Amber Valley Health Partnership	10,000	–
Virtual Adviser Service	32,000	–
BEIS remote working	3,300	–
	<u>1,381,025</u>	<u>1,406,479</u>

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

6. Charitable activities *(continued)*

	2021 £	2020 £
Unrestricted funds		
Derbyshire Dales District Council	33,500	33,500
Belper Town Council	10,115	9,917
High Peak Borough Council	75,000	75,000
University of Derby	—	250
Erewash Borough Council	59,592	59,592
Derbyshire Dales District Council	23,285	23,285
Derbyshire County Council	105,950	150,930
Derbyshire County Council (was PCT)	450,834	450,834
Amber Valley Borough Council	102,440	102,440
Ripley Town Council	8,466	8,300
	<hr/> 869,182 <hr/>	<hr/> 914,048 <hr/>
Total income from charitable activities	<hr/> 2,250,207 <hr/>	<hr/> 2,320,527 <hr/>

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

6. Charitable activities *(continued)*

Grant funding for advice services expended in the year included the following projects:

General Advice Services

Funding awarded by Amber Valley Borough Council, Erewash Borough Council, Derbyshire Dales District Council, High Peak Borough Council and Belper Town Council to provide general advice services from Belper, Heanor, Ilkeston, Matlock and the High Peak offices and a number of outreach centres.

Money Advice

Funding from the Money Advice Service has been supplemented by continued funding from Amber Valley Borough Council, High Peak Borough Council and Derbyshire Dales District Council to enable the bureaux to provide debt and money advice to a wide range of clients.

GP Surgeries

Derbyshire County Council (was PCT) maintained their funding levels this year to enable advice sessions to be held in every GP surgery in Derbyshire Dales, Amber Valley, High Peak and Erewash. If a surgery is unable to accommodate the service, then alternative arrangements are made to ensure that the service is available to as many people as possible.

Children and Families

Funding was awarded by Derbyshire County Council to provide specialist advice services to families with children across the four local authority areas.

Pension Wise

This project commenced in January 2015 to give pension guidance to individuals over 50.

Energy Advice

Small grant funding has been received from a number of sources to deliver energy-related advice to clients across Amber Valley, Derbyshire Dales, Erewash and High Peak.

Universal Credit

Funding has been received as part of the "Help to Claim" service, designed to support people in the early stages of their Universal credit claim, helping them through to their first payment.

7. Other trading activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Other income	1,698	7,507	9,205
Rental income	—	—	—
	<u>1,698</u>	<u>7,507</u>	<u>9,205</u>

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

7. Other trading activities *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Other income	9,921	—	9,921
Rental income	400	—	400
	<u>10,321</u>	<u>—</u>	<u>10,321</u>

8. Investment income

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Short term deposits	<u>880</u>	<u>880</u>	<u>1,336</u>	<u>1,336</u>

9. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Total Funds 2021 £	Restricted Funds £	Total Funds 2021 £
Advice Service	665,519		1,255,708	1,921,227
Support costs (Note 10)	109,849		101,690	211,539
	<u>775,368</u>		<u>1,357,398</u>	<u>2,132,766</u>

	Unrestricted Funds £	Total Funds 2021 £	Restricted Funds £	Total Funds 2020 £
Advice Service	739,200		1,313,517	2,052,717
Support costs (Note 10)	104,838		111,670	216,508
	<u>844,038</u>		<u>1,425,187</u>	<u>2,269,225</u>

10. Analysis of support costs

	Advice services £	Total 2021 £	Total 2020 £
Premises	83,510	83,510	91,272
Communications and IT	104,614	104,614	92,817
General office	13,285	13,285	17,703
Governance costs	10,130	10,130	14,716
	<u>211,539</u>	<u>211,539</u>	<u>216,508</u>

11. Taxation

The whole of the company's income is exempt from taxation and is used entirely for charitable purposes and therefore no tax charge has been provided for in these accounts.

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

12. Net income

Net income is stated after charging/(crediting):

	2021	2020
	£	£
Depreciation of tangible fixed assets	19,712	–
Fees payable for the audit of the financial statements	<u>7,580</u>	<u>7,440</u>

Fees payable in respect of non-audit services provided by the statutory auditor amounted to £1,960 (2020: £1,860).

13. Staff costs

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

	2021	2020
	£	£
Wages and salaries	1,292,271	1,292,443
Social security costs	95,596	100,109
Employer contributions to pension plans	<u>70,880</u>	<u>73,136</u>
	<u>1,458,747</u>	<u>1,465,688</u>

The average head count of employees during the year was 68 (2020: 70).

The number of employees to whom retirement benefits were accruing under a defined contribution scheme during the year was 65 (2020: 62).

No employee received employee benefits of more than £60,000 during the year (2020: None).

Key Management Personnel

The key management personnel of the charity consist of the Chief Officer and Senior Operations Managers, as listed on page 2. The total employee benefits (including employer pension contributions) of the key management personnel of the charity were £97,887 (2020: £126,308).

14. Trustee remuneration and expenses

No trustees received any remuneration during the year.

Trustees' expenses paid in the year totalled £nil (2020: £100 (1 Trustee)).

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

15. Tangible fixed assets

	Leasehold Improvements £	Office Equipment £	Total £
Cost			
At 1 April 2020	42,003	63,160	105,163
Additions	–	59,135	59,135
Disposals	(38,114)	(63,160)	(101,274)
At 31 March 2021	<u>3,889</u>	<u>59,135</u>	<u>63,024</u>
Depreciation			
At 1 April 2020	42,003	63,160	105,163
Charge for the year	–	19,712	19,712
Disposals	(38,114)	(63,160)	(101,274)
At 31 March 2021	<u>3,889</u>	<u>19,712</u>	<u>23,601</u>
Carrying amount			
At 31 March 2021	<u>–</u>	<u>39,423</u>	<u>39,423</u>
At 31 March 2020	<u>–</u>	<u>–</u>	<u>–</u>

16. Debtors

	2021 £	2020 £
Due within one year:		
Prepayments and accrued income	34,574	61,489
Other debtors	14,498	8,500
	<u>49,072</u>	<u>69,989</u>

17. Creditors: amounts falling due within one year

	2021 £	2020 £
Deferred income	82,774	22,996
Social security and other taxes	22,932	25,079
Other creditors and accruals	84,243	59,605
	<u>189,949</u>	<u>107,680</u>

18. Deferred income

	2021 £	2020 £
At 1 April 2020	22,996	37,761
Amount released to income	(22,996)	(37,761)
Amount deferred in year	82,774	22,996
At 31 March 2021	<u>82,774</u>	<u>22,996</u>

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

19. Pensions and other post-retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £70,880 (2020: £73,136).

20. Analysis of charitable funds

Unrestricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
General funds	331,101	873,208	(775,368)	31,134	460,075
	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
General funds	246,347	928,792	(844,038)	—	331,101

The general fund represents funds that management are free to utilise in furtherance of the charity's objectives.

Restricted funds

	At 1 April 2020 £	Income £	Expenditure £	Transfers £	At 31 March 2021 £
Pension Wise	—	689,229	(689,545)	316	—
Foundation Derbyshire					
Older Peoples					
Champion	—	—	—	—	—
Other restricted funds	—	699,303	(667,853)	(31,450)	—
	—	1,388,532	(1,357,398)	(31,134)	—
	At 1 April 2019 £	Income £	Expenditure £	Transfers £	At 31 March 2020 £
Pension Wise	—	791,528	(791,528)	—	—
Foundation Derbyshire					
Older Peoples					
Champion	18,708	4,950	(23,658)	—	—
Other restricted funds	—	610,001	(610,001)	—	—
	18,708	1,406,479	(1,425,187)	—	—

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

21. Analysis of net assets between funds

	Unrestricted Funds £	Total Funds 2021 £
Tangible fixed assets	39,423	39,423
Current assets	610,601	610,601
Creditors less than 1 year	(189,949)	(189,949)
Net assets	<u>460,075</u>	<u>460,075</u>

	Unrestricted Funds £	Total Funds 2020 £
Tangible fixed assets	—	—
Current assets	438,781	438,781
Creditors less than 1 year	(107,680)	(107,680)
Net assets	<u>331,101</u>	<u>331,101</u>

22. Analysis of changes in net debt

	At 1 Apr 2020 £	Cash flows £	At 31 Mar 2021 £
Cash at bank and in hand	<u>368,792</u>	<u>192,737</u>	<u>561,529</u>

23. Operating lease commitments

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

	2021 £	2020 £
Not later than 1 year	20,140	13,168
Later than 1 year and not later than 5 years	21,482	24,547
	<u>41,622</u>	<u>37,715</u>

24. Related parties

There are no related party transactions which require disclosure in the financial statements.

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Management Information

Year ended 31 March 2021

The following pages do not form part of the financial statements.

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Detailed Statement of Financial Activities *(continued)*

Year ended 31 March 2021

	2021 £	2020 £
Brought forward	2,065,760	2,245,512
Western Power - Power Up GP Project	15,458	5,100
Western Power - Power Up Smart	53,655	33,507
Energy Advice Programme	20,905	26,640
Rogue Landlord Project	—	3,000
Advice in the Community	7,920	720
Big Kirkhallam	9,084	6,048
Amber Valley Digital Assistance	6,000	—
Western Power Community Fund	5,000	—
Softphones	6,755	—
Western Power COVID-19	13,870	—
National Energy Action	500	—
Amber Valley Health Partnership	10,000	—
Virtual Adviser Service	32,000	—
BEIS remote working	3,300	—
	<u>2,250,207</u>	<u>2,320,527</u>
Other trading activities		
Other income	9,205	9,921
Rental income	—	400
	<u>9,205</u>	<u>10,321</u>
Investment income		
Short term deposits	880	1,336
	<u>880</u>	<u>1,336</u>
Total income	<u>2,261,740</u>	<u>2,335,271</u>

Derbyshire Districts Citizens Advice Bureau

Company Limited by Guarantee

Detailed Statement of Financial Activities *(continued)*

Year ended 31 March 2021

	2021 £	2020 £
Expenditure		
Expenditure on charitable activities		
Wages and salaries	(1,292,271)	(1,292,443)
Employer's NIC	(95,596)	(100,109)
Pension costs	(70,880)	(73,136)
Rent	(68,170)	(76,688)
Light and heat	(5,274)	(6,123)
Repairs and maintenance	(78,306)	(63,743)
Insurance	(4,493)	(4,159)
Motor vehicle expenses	(17,606)	(41,748)
Other motor/travel costs	(352)	(18,607)
Legal and professional fees	(15,183)	(18,076)
Telephone	(25,645)	(27,455)
Other office costs	(9,004)	(14,916)
Depreciation	(19,712)	—
Other interest payable and similar charges	(482)	(957)
Advertising and PR costs	(664)	(1,719)
Information system costs and subscriptions	(15,352)	(13,179)
Reference literature	—	(2,016)
Cleaning	(5,573)	(4,302)
Cost of meetings and conferences	(4,406)	(7,304)
Disbursements	(4,281)	(6,786)
Funding allocated to other bureaux	(399,516)	(495,759)
	<u>(2,132,766)</u>	<u>(2,269,225)</u>
Total expenditure	<u>(2,132,766)</u>	<u>(2,269,225)</u>
Net income	<u>128,974</u>	<u>66,046</u>