

**COMPANY REGISTRATION NUMBER: 04429840**  
**CHARITY REGISTRATION NUMBER: 1094369**

**Derbyshire Districts Citizens Advice Bureau**  
**Company Limited by Guarantee**  
**Financial Statements**  
**31 March 2023**

MCABA Limited t/a Mitchells  
Chartered accountants & Statutory Auditor  
91-97 Saltergate  
Chesterfield  
Derbyshire  
S40 1LA

# **Derbyshire Districts Citizens Advice Bureau**

## **Company Limited by Guarantee**

### **Financial Statements**

**Year ended 31 March 2023**

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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 2023**

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 2023.

# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

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

**Year ended 31 March 2023**

#### Reference and administrative details

<b>Registered charity name</b>	Derbyshire Districts Citizens Advice Bureau	
<b>Charity registration number</b>	1094369	
<b>Company registration number</b>	04429840	
<b>Principal office</b>	Town Hall Bank Road Matlock DE4 3NN	
<b>Registered office</b>	26 Spring Gardens Buxton Derbyshire SK17 6DE	
<b>The trustees</b>	Susan Campbell Anthony McIlveen Elaine Michel Linda Syson-Nibbs Terri Jones Nigel Smith Elizabeth Evans Dorcas Bunton Claire Cadogan Benjamin Green Sally MacIntyre Steven Watt Julie Hirst Susan Allard	
		(Appointed 29 March 2023) (Appointed 29 March 2023) (Appointed 28 June 2023)
<b>Chief officer</b>	Chloe Doxey	
<b>Senior operations managers</b>	Melanie Mallinson, Robert Southwell, Jo Taylor	
<b>Company secretary</b>	Chloe Doxey	
<b>Auditor</b>	MCABA Limited t/a Mitchells Chartered Accountants & Statutory Auditor 91-97 Saltergate Chesterfield Derbyshire S40 1LA	
<b>Bankers</b>	HSBC Bank Plc Market Place Chesterfield Derbyshire S40 1TN	Unity Trust Bank Plc 4 Brindley Place Birmingham B1 2JB

# **Derbyshire Districts Citizens Advice Bureau**

## **Company Limited by Guarantee**

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

**Year ended 31 March 2023**

#### **Structure, governance and management**

##### **Governing Document**

Derbyshire Districts Citizens Advice Bureau (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. The Memorandum and Articles were updated in 2023.

#### **Objectives and activities**

##### **Aims and Objectives**

The organisation's objectives are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but not limited to, for the benefit of the community in 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 any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but not limited to, for the benefit of the community in Amber Valley, Derbyshire Dales, Erewash, High Peak and surrounding areas.'

# **Derbyshire Districts Citizens Advice Bureau**

## **Company Limited by Guarantee**

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

#### **Year ended 31 March 2023**

##### **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 2023

#### 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 29 full-time and 47 part-time staff (total 76 staff), 58.3 average Full Time Equivalents, 85 volunteers and 14 trustees. The team includes two Senior Operations Managers, a Management Accountant, five Service Managers, three Training Officers, 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 a minimum of four 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 2023 was 13 (2022: 11). The Chief Officer and Senior Operations Managers also attend Board meetings but have no voting rights. Occasionally other staff members will be requested to attend. The Board launched a recruitment drive to attract new trustees to the Board. The Board continues to look for new trustees to increase the members to 15.

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 Equity, Diversity and Inclusion, 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.

##### 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.

# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

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

#### Year ended 31 March 2023

#### Objectives and activities *(continued)*

##### Risk Management *(continued)*

This has been translated into a risk register which is updated and reviewed at board meetings. The plan identifies risks 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 technology. 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. The Trustees have also approved a new reserves policy to ensure that the organisation makes the best use of its resources whilst also protecting the organisation's future financial stability.

We were also pleased to receive Cyber Essentials Plus accreditation which puts us in a very strong position to protect against the risk of online security threats.

##### 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.

##### Clients and their needs

The organisation continues to demonstrate that it can take decisive action to ensure that our clients receive the quality advice they need in a timely manner. We have continued to offer a high-quality service to our clients and consistently score green on quality of advice assessment. Money advice quality continues to score consistently high. We have continued to embrace the return to face-to-face advice whilst retaining some of the very valuable experience gained in delivering advice remotely during the pandemic.

We have been looking closely at the impact of the cost-of-living crisis on our clients, the additional stresses they are under and the consequent effect on our staff. We have made use of the new analytical tools on our case recording system to monitor trends. We have prepared and distributed reports to all MPs and Councillors in the region to highlight the issues our clients are facing.

Working with our partners we have delivered financial capability sessions to 16-25 year olds and hope to continue to expand this service with the rollout of financial capability videos aimed at 16-19 year olds.

We delivered financial capability training to Deaf-initely Women, a specialist deaf charity and plan to expand this service as we work with partners to increase the reach of our service to deaf clients.

The older peoples service is now operation in all 4 districts. We have also recently been successful in winning a bid to work in partnership with a major gas distribution network to expand our service to older people, particularly those who are unable to travel to our offices.



# **Derbyshire Districts Citizens Advice Bureau**

## **Company Limited by Guarantee**

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

#### **Year ended 31 March 2023**

##### **Objectives and activities *(continued)***

###### **Service delivery**

The cost of living crisis has led to an increase in the demand for our services, in particular from clients who have not needed to contact us previously but who are no longer able to manage financially.

We have identified that data poverty is a growing issue and have run several pop-up events handing out sim cards to clients at risk of data poverty.

Our volunteers are provided with additional training to help them provide a more flexible service. They can offer face to face, telephone or virtual advice to clients. We have recruited a multi skilled adviser and are currently looking for another. In addition, following the decision by DWP to discontinue funding to provide face to face advice for Help to Claim we have increased our training to our advisers to enable them to help our more vulnerable clients make and manage a claim for Universal Credit.

We have expanded our foodbank provision which has led to three new outreach advice venues in Amber Valley and Erewash.

The website launched in July 2021 has increased our digital offering. Clients can submit email queries. There is a special page for deaf clients with information on accessing advice. In addition, generalist advice, money advice and Help to Claim (Universal Credit) advice can be provided via webchat.

The student volunteering programme with Nottingham University has been reintroduced and expanded. We have also assumed the responsibility for ensuring the quality of the Pension Wise Partnership in the region and quality scores have been 100%.

###### **Communications and Campaigns**

We have communicated with local MPs highlighting the cost of living crisis and setting out ways in which they can support local people. We have also run several meetings with local councils which have served to inform them of the issues we are presented with and our responses to those issues. Our social media campaigns are well planned to ensure that they are focussed to our client needs. This year we have run campaigns on energy prices, savings advice and national consumer week. We communicate regularly with our stakeholders. We consider one of the most effective ways we do this is our delivery of impact reports which clearly demonstrate the effect of our advice on clients.

Internally we have reinstated regular face to face workers meetings where staff and volunteers are kept up to date on latest developments. As part of our internal communications plan each team shares regular updates with staff and volunteers. We ensure that Research and Campaigns are included on the agenda at each workers meeting and have launched a Research and Campaigns newsletter.

###### **Partnership working**

Several successful working partnerships are now well established and continue to work well.

We have re-established our working relationship with Nottingham University and student placements restarted in October 2022.

We have continued to build on the DCHS relationship and now provide staff wellbeing advice and advice in long COVID clinics. We were pleased that the project was shortlisted for the National HSJ awards as the most impactful project addressing health inequalities.

# **Derbyshire Districts Citizens Advice Bureau**

## **Company Limited by Guarantee**

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

#### **Year ended 31 March 2023**

##### **Objectives and activities *(continued)***

###### **Partnership working *(continued)***

We have established a strong working relationship with the British Deaf Association and continue to look for opportunities and funding to expand our advice service to deaf and hard of hearing clients.

Our membership of the Derbyshire Hate Crime Practitioners Group (which includes the Derbyshire Multifaith team, Derbyshire LGBT+, Police and other diverse partners) see us submit a regular newsletter article.

We have recently been successful in renewing funding from a major electricity distributor to provide energy advice to clients. In addition, we have also been successful in bidding for funding from a major gas distributor to provide income maximisation and energy advice to over 65s, including those who are unable to attend our offices thereby reaching more vulnerable members of society.

We have expanded our work with foodbank charities and offer sessions in foodbanks in all 4 districts. We have delivered several events concentrating on energy and the cost of living. The focus has also been on young people and families, financial capability and working with the deaf community. There is ongoing work with local partnerships, councillors and MPs. We are also involved in national campaigns, including the recent scams awareness week.

###### **Sustainability**

As an organisation we rely on funding from a variety of sources to enable us to provide our services. We are grateful to our funders for their continued support.

During the year we have successfully retained existing funding and secured new funding. Our bid to retain GP funding now Public Health Advisory Service (PHAS) has been successful, and we will now take the lead on this project, which will run from 1 October 2023 to 30 September 2026 with a potential extension for up to 8 years subject to performance. Money Advice funding has been confirmed to 2025. Our current contract to deliver Help to Claim advice runs until March 2024. Funding has been secured from National Grid to deliver income maximisation and energy advice in the East Midlands until 2025, with a possibility of further extensions. We were also successful in securing funding to expand our over 65s advice project, funding begins August 2023 for two years, with a possibility of further extensions. The trustees acknowledge, however, that some of our funding will be retendered in 2024. The senior management team will be working hard to win these bids but there is an acceptance that there may well be a reduction in funding even if they are successful. We continue to look for opportunities to diversify our funding.

###### **Culture**

We have continued to focus on equity, diversity and inclusion ("EDI"). We established an EDI steering group made up of 2 trustees, 1 senior manager and 8 staff/volunteer EDI champions. The group has been instrumental in raising awareness of EDI in the organisation via a newly launched quarterly newsletter. They are evaluating our current EDI policies with a view to updating and continue to progress our rainbow accreditation. As part of this all staff and volunteers have completed mandatory EDI training. We have applied to join a board apprenticeship scheme with a view to increasing the diversity on our board of trustees.

# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

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

#### Year ended 31 March 2023

#### Objectives and activities *(continued)*

##### Culture *(continued)*

Our way of working has changed significantly over the past couple of years. We appreciate the way in which our staff and volunteers have adapted. We aim to recruit and retain the best people (both staff and volunteers) and have put in place a number of new initiatives to enhance our reputation as a good employer. We also strive to be an inclusive employer. The Wellbeing initiatives working group has implemented three initiatives suggested - annual leave purchase and sale, a buddy scheme and mental health first aiders. Training and support is a priority including vicarious trauma training for our frontline workers who are faced with increasing demands from our clients. With these steps we are nearer to our ultimate aim of achieving "Investors in Diversity" status in the next couple of years.

Our intention is to continue to offer a choice 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 audit process known as Leadership Self-Assessment is a key condition of our Membership Agreement with Citizens Advice. In May 2023 we were visited by the National organisation and were extremely pleased to achieve the maximum score in all areas: governance, strategic business planning; risk management; financial management; people management; operation performance; partnership working; research and campaigns and equality leadership. This means that the organisation demonstrates good or excellent leadership in all areas and compliance with the AQS Debt Advice Quality Framework.

The trustees consider that the organisation is well placed to continue to provide advice in the traditional way to local clients but also to enhance its reputation as an adaptable, innovative organisation in delivering advice via other delivery channels to a wide range of clients on the many issues facing them in the current economy.

#### 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 2022/23 the organisation helped over 22,600 people deal with over 109,800 problems. Benefit and debt problems continue to be the most frequent enquiries, with the total financial outcome achieved for clients in 2022/23 being £20.3 million. Where possible the outcome, impact and benefits of the advice are quantified, and funders are informed quarterly. Whilst benefits and debt remain the two largest areas of enquiry the organisation also advised a number of clients on financial services and capability issues, utilities (energy, gas and water) and housing 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 2022/23 the organisation had numerous campaigns on cost of living and energy cost issues, young people and families, financial capability and working with the deaf community. There is ongoing work with local partnerships, councillors and MPs. We are also involved in national campaigns, including the recent scams awareness week.

The organisation operates from a number of locations across the districts including offices in Buxton, Glossop, Heanor, Ilkeston and Matlock 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 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.

# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

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

#### Year ended 31 March 2023

##### **Achievements and performance** *(continued)*

The organisation also offers advice in the community by holding sessions at over 70 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 5,075 clients with over 27,151 separate issues in 2022/23. 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 Adviceline, 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 2022/23 the organisation has handled over 14,000 calls via this service. We also offer advice via email and webchat services.

The organisation is funded by the Money and Pensions 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. The organisation receives funding to deliver projects aimed at helping people with their energy bills and tackle fuel poverty. The organisation also offers guidance on pension options as part of the Pension Wise service.

##### **Financial review**

The funding climate remains tough and uncertain and the organisation is faced with increased calls on its services. The Trustee Board is keen to ensure that the organisation remains financially 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 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 considered the effect of any potential loss of funding what contingency measures might need to be taken 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 £156,557. In 2021/22 there was a surplus of £278,287.

##### **Balance Sheet Resources**

The organisation continues to enjoy a healthy cash position, with £962,196 cash at bank and in hand at 31 March 2023. This is more than enough to pay creditors when they fall due of £265,099 at 31 March 2023. Reserves as at 31 March 2023 stand at £894,919.

# **Derbyshire Districts Citizens Advice Bureau**

## **Company Limited by Guarantee**

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

#### **Year ended 31 March 2023**

##### **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 and Pensions Service, High Peak Borough Council, 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 September 2023. The organisation also secured funding to deliver outreach sessions in Wellbeing Hubs, also until 2023. This contract was put out to tender and we have been successful in becoming the lead partner to PHAs contract from 1 October 2023 to 30 September 2026.

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 delivery of Pension Wise, in partnership with Citizens Advice Leicestershire, Lincoln and Sheffield. Pension Wise funding is now confirmed through to 2024.

###### **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.

###### **Reserves Policy**

The Trustees review the reserves each year. The purpose of this is to ensure that reserves held are in accordance with the policy and that the balances are at the right level for the organisation. 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 initial investment to get new projects off the ground

Citizens Advice Derbyshire Districts is currently dependent on core funding from the Local Authority to sustain its activities, as project and earned income alone would not allow the organisation to continue operating.

# **Derbyshire Districts Citizens Advice Bureau**

## **Company Limited by Guarantee**

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

#### **Year ended 31 March 2023**

##### **Financial review *(continued)***

##### **Reserves Policy *(continued)***

To mitigate the impact of a major loss of funding the board has agreed to keep a minimum level of financial reserves to cover the costs of restructuring and, if necessary, downsizing the charity.

Estimated shutdown costs consist of

:

- Personnel costs in the event of closure\*\*: £230,915
- Contractual liabilities and associated costs in the event of long-term underfunding/short-term continuation: £76,507

Giving a total of estimated shutdown costs of £307,422

\*\* An allocation for payment in lieu of notice is not included in the redundancy calculations as this would be taken from salaries in the operational budget.

The Trustees consider that having at least a full three months' costs in reserves to meet any unforeseen expenditure or loss of funding is sufficient. At 31 March 2023 total unrestricted reserves were £894,919 and the estimated value of three months' costs is £582,416, therefore unrestricted reserves are in excess of the estimated costs at the year-end. This means that in the extremely unlikely event of all our funding ceasing at the same time, we would have sufficient funds to keep the organisation running whilst we look for other sources of funding. The plan is to retain a level equivalent to three months' costs and look to invest the surplus in improving current services and funding new services or locations.

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 Board sets the strategic direction in the form of our organisational strategy every three years. The leadership team undertakes an annual planning cycle in the form of an organisational business plan which tracks the operational performance and progress against the strategic objectives set out in the strategy. 2023/24 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 aim to continue to work with suitable partners to enhance our service offering. We will focus on the continued wellbeing of our staff and volunteers and on the implementation of our EDI plan. We will also continue to strengthen our campaigning work, enhance our profile and further develop local fundraising strategy.

## **Derbyshire Districts Citizens Advice Bureau**

### **Company Limited by Guarantee**

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

**Year ended 31 March 2023**

##### **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.

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:

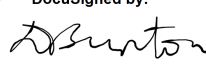
- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that 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 14 November 2023 and signed on behalf of the board of trustees by:

DocuSigned by:  
  
02E029070C1345F...  
**Dorcas Bunton**  
Trustee

# **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 2023**

#### **Opinion**

We have audited the financial statements of Derbyshire Districts Citizens Advice Bureau (the 'charity') for the year ended 31 March 2023 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 2023 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**

## **Company Limited by Guarantee**

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

**Year ended 31 March 2023**

#### **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**

## **Company Limited by Guarantee**

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

**Year ended 31 March 2023**

#### **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.

#### **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

## **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 2023**

- 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](http://www.frc.org.uk/auditorsresponsibilities). This description forms part of our auditor's report.

#### **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.

DocuSigned by:

*Mitchells*

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Andrew McDaid BFP FCA (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: 14 November 2023

# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

### Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2023

			2023		2022
	Note	Unrestricted funds £	Restricted funds £	Total funds £	Total funds £
<b>Income and endowments</b>					
Donations and legacies	5	3,127	–	3,127	1,770
Charitable activities	6	1,219,578	1,335,609	2,555,187	2,453,584
Other trading activities	7	2,341	–	2,341	10,882
Investment income	8	1,896	–	1,896	318
<b>Total income</b>		<u>1,226,942</u>	<u>1,335,609</u>	<u>2,562,551</u>	<u>2,466,554</u>
<b>Expenditure</b>					
Expenditure on charitable activities	9	(1,070,385)	(1,335,609)	(2,405,994)	(2,188,267)
<b>Total expenditure</b>		<u>(1,070,385)</u>	<u>(1,335,609)</u>	<u>(2,405,994)</u>	<u>(2,188,267)</u>
<b>Net income and net movement in funds</b>		<u>156,557</u>	<u>–</u>	<u>156,557</u>	<u>278,287</u>
<b>Reconciliation of funds</b>					
Total funds brought forward		738,362	–	738,362	460,075
<b>Total funds carried forward</b>		<u>894,919</u>	<u>–</u>	<u>894,919</u>	<u>738,362</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 2023

	Note	2023 £	£	2022 £
<b>Fixed assets</b>				
Tangible fixed assets	15		41,350	61,827
<b>Current assets</b>				
Debtors	16	156,472		79,578
Cash at bank and in hand		962,196		801,122
		<u>1,118,668</u>		<u>880,700</u>
<b>Creditors: amounts falling due within one year</b>	17	<u>(265,099)</u>		<u>(204,165)</u>
<b>Net current assets</b>			<u>853,569</u>	<u>676,535</u>
<b>Total assets less current liabilities</b>			<u>894,919</u>	<u>738,362</u>
<b>Net assets</b>			<u>894,919</u>	<u>738,362</u>
<b>Funds of the charity</b>				
Unrestricted funds			<u>894,919</u>	<u>738,362</u>
<b>Total charity funds</b>	20		<u>894,919</u>	<u>738,362</u>

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

14 November 2023 and are signed on behalf of the board by:

DocuSigned by:  
  
 02E029070C1345F...  
 Dorcas Bunton  
 Trustee

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 2023

	2023 £	2022 £
<b>Cash flows from operating activities</b>		
Net income	156,557	278,287
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	52,332	40,770
Dividends, interest and rents from investments	(1,896)	(318)
Interest payable and similar charges	488	410
<i>Changes in:</i>		
Trade and other debtors	(77,077)	(2,679)
Trade and other creditors	61,117	(13,611)
Cash generated from operations	191,521	302,859
Interest paid	(488)	(410)
Net cash from operating activities	<u>191,033</u>	<u>302,449</u>
<b>Cash flows from investing activities</b>		
Dividends, interest and rents from investments	1,896	318
Purchase of tangible assets	(31,855)	(63,174)
Net cash used in investing activities	<u>(29,959)</u>	<u>(62,856)</u>
<b>Net increase in cash and cash equivalents</b>	161,074	239,593
<b>Cash and cash equivalents at beginning of year</b>	<u>801,122</u>	<u>561,529</u>
<b>Cash and cash equivalents at end of year</b>	<u>962,196</u>	<u>801,122</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 2023**

#### **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**

The Trustees are of the opinion that the charity can continue to meet its obligations as they fall due for the foreseeable future due to the current level of financial reserves and expectations of future income. As a consequence, the Trustees have prepared the financial statements on the going concern basis..

##### **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.

# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 3. Accounting policies *(continued)*

##### 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. The costs of raising and administering such funds are charged against the specific fund. The aims and use of each restricted fund is set out in the notes to the financial statements. Where any restricted funds are in surplus, any such surplus is either carried forward or transferred to unrestricted funds in accordance with the underlying grant agreement or as indicated by the grant funder.

##### 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.

Where grant income is subject to a potential clawback provision, any such provisions included in the financial statements are based on the amounts that are repayable under the terms of underlying grant agreements.



# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 3. Accounting policies *(continued)*

##### 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.

##### 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

# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 3. Accounting policies *(continued)*

##### 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.

#### 5. Donations and legacies

	Unrestricted Funds £	<b>Total Funds 2023 £</b>	Unrestricted Funds £	Total Funds 2022 £
<b>Donations</b>				
Donations	<u>3,127</u>	<u>3,127</u>	<u>1,770</u>	<u>1,770</u>

# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 6. Charitable activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Pension Wise	–	744,031	744,031
Money Advice Services /Leicester Money Advice	–	205,902	205,902
Derbyshire Dales District Council (Debt Project)	33,500	–	33,500
Belper Town Council	16,007	–	16,007
High Peak Borough Council	75,000	–	75,000
Erewash Borough Council	59,592	–	59,592
Derbyshire Dales District Council	23,285	–	23,285
Derbyshire County Council (Wellness Hubs)	150,930	–	150,930
Derbyshire County Council (GP Project)	450,834	–	450,834
Amber Valley Borough Council	102,440	–	102,440
Bare Necessities Glossopdale Food Bank	–	5,000	5,000
Big Energy Saving Network	–	19,537	19,537
Chinley Outreach Session	–	1,400	1,400
Building Better Opportunities	–	80,877	80,877
Ripley Town Council	8,636	–	8,636
Citizens Advice - Help to claim	–	136,794	136,794
Western Power - Power Up GP Project	22,300	–	22,300
Western Power - Power Up Smart	131,767	–	131,767
Energy Advice Programme	–	10,110	10,110
Big Kirkhallam	–	8,839	8,839
DCC Containment Fund	84,877	–	84,877
Derbyshire Community Health Services	–	74,419	74,419
Foodbanks Advisory	–	2,100	2,100
EAP - Carbon Monoxide Advice Project	40,210	–	40,210
Derbyshire Dales Outreach Project	–	15,000	15,000
Rotherham Doncaster & South Humber Care NHS Foundation Trust	–	5,000	5,000
High Peak BC Older Person Champion	–	15,000	15,000
High Peak Financial Capability Wallet Watch	–	3,100	3,100
Derbyshire	–	–	–
National Grid - Data Poverty Events	20,200	–	20,200
Fuel Bank Foundation Pilot	–	1,500	1,500
Derbyshire County Council Foodbank Advisory	–	7,000	7,000
	<u>1,219,578</u>	<u>1,335,609</u>	<u>2,555,187</u>

# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 6. Charitable activities *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Pension Wise	–	649,315	649,315
Money Advice Services /Leicester Money Advice	–	195,406	195,406
Derbyshire Dales District Council (Debt Project)	33,500	–	33,500
Belper Town Council	10,317	–	10,317
High Peak Borough Council	75,000	–	75,000
Erewash Borough Council	59,592	–	59,592
Derbyshire Dales District Council	23,285	–	23,285
Derbyshire County Council (Wellness Hubs)	195,910	–	195,910
Derbyshire County Council (GP Project)	450,834	–	450,834
Amber Valley Borough Council	102,440	–	102,440
Bare Necessities Glossopdale Food Bank	–	5,000	5,000
Big Energy Saving Network	–	27,122	27,122
Chinley Outreach Session	–	1,000	1,000
Building Better Opportunities	–	89,742	89,742
Ripley Town Council	8,550	–	8,550
Citizens Advice - Help to claim	–	133,995	133,995
Western Power - Power Up GP Project	14,200	–	14,200
Western Power - Power Up Smart	184,471	–	184,471
Energy Advice Programme	–	6,000	6,000
Big Kirkhallam	–	8,656	8,656
Softphones	–	4,312	4,312
Amber Valley Health Partnership	–	10,000	10,000
Severn Trent Community Fund	–	10,000	10,000
DCC Containment Fund	63,658	–	63,658
Derbyshire Community Health Services	–	71,614	71,614
Foodbanks Advisory	–	6,300	6,300
EAP - Carbon Monoxide Advice Project	13,365	–	13,365
	<u>1,235,122</u>	<u>1,218,462</u>	<u>2,453,584</u>

# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 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, Belper Town Council and Ripley Town Council to provide general advice services from the Heanor, Ilkeston, Matlock and High Peak offices, along with 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 National Citizens Advice to deliver energy related advice to local clients and energy related training to frontline workers across the East Midlands. Funding has been received from Western Power Distribution to provide tailored energy and income maximisation advice to vulnerable people on their priority services register.

##### **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.

##### **Building Better Opportunities**

Funding was received from National Lottery to provide tailored personal support to individuals to assist them in moving closer to the labour market.

##### **Derbyshire Community Health Services**

Funding was granted by Derbyshire County Council to offer support and advocacy to referred patients and their families on a range of social, legal and financial issues within Derbyshire, excluding Derby City.

#### 7. Other trading activities

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
	£	£	£	£
Other income	2,341	2,341	10,882	10,882

# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 8. Investment income

	Unrestricted Funds	Total Funds 2023	Unrestricted Funds	Total Funds 2022
	£	£	£	£
Short term deposits	1,896	1,896	318	318

#### 9. Expenditure on charitable activities by fund type

	Unrestricted Funds	Restricted Funds	Total Funds 2023
	£	£	£
Advice Service	898,921	1,243,559	2,142,480
Support costs (Note 10)	171,464	92,050	263,514
	<u>1,070,385</u>	<u>1,335,609</u>	<u>2,405,994</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2022
	£	£	£
Advice Service	827,074	1,118,962	1,946,036
Support costs (Note 10)	129,497	112,734	242,231
	<u>956,571</u>	<u>1,231,696</u>	<u>2,188,267</u>

#### 10. Analysis of support costs

	Advice services	Total 2023	Total 2022
	£	£	£
Premises	83,628	83,628	75,038
Communications and IT	146,902	146,902	147,238
General office	15,627	15,627	9,957
Governance costs	17,357	17,357	9,998
	<u>263,514</u>	<u>263,514</u>	<u>242,231</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.

#### 12. Net income

Net income is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation of tangible fixed assets	52,332	40,770
Fees payable for the audit of the financial statements	<u>10,200</u>	<u>7,980</u>

Fees payable in respect of non-audit services provided by the statutory auditor amounted to £2,700 (2022: £2,040).

# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 13. Staff costs

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

	<b>2023</b>	2022
	<b>£</b>	£
Wages and salaries	1,476,817	1,350,066
Social security costs	115,111	101,869
Employer contributions to pension plans	82,539	81,291
	<u>1,674,467</u>	<u>1,533,226</u>

The average head count of employees during the year was 73 (2022: 68).

The number of employees to whom retirement benefits were accruing under a defined contribution scheme during the year was 72 (2022: 65).

No employee received employee benefits of more than £60,000 during the year (2022: None).

#### Key Management Personnel

The key management personnel of the charity consist of the Chief Officer and Senior Operations Managers, as listed on page 1. The total employee benefits (including employer pension contributions) of the key management personnel of the charity were £152,418 (2022: £135,508).

#### 14. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity were received by the trustees in either the current or comparative period.

During the year expenses totalling £25 were reimbursed to one trustee in respect of expenses incurred in carrying out their duties as a trustee. No such expenses were reimbursed in the comparative period.

# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 15. Tangible fixed assets

	Leasehold Improvements £	Office Equipment £	Total £
<b>Cost</b>			
At 1 April 2022	3,889	122,309	126,198
Additions	–	31,855	31,855
<b>At 31 March 2023</b>	<u>3,889</u>	<u>154,164</u>	<u>158,053</u>
<b>Depreciation</b>			
At 1 April 2022	3,889	60,482	64,371
Charge for the year	–	52,332	52,332
<b>At 31 March 2023</b>	<u>3,889</u>	<u>112,814</u>	<u>116,703</u>
<b>Carrying amount</b>			
<b>At 31 March 2023</b>	<u>–</u>	<u>41,350</u>	<u>41,350</u>
At 31 March 2022	<u>–</u>	<u>61,827</u>	<u>61,827</u>

#### 16. Debtors

	<b>2023</b> £	2022 £
Prepayments and accrued income	69,326	63,808
Other debtors	87,146	15,770
	<u>156,472</u>	<u>79,578</u>

#### 17. Creditors: amounts falling due within one year

	<b>2023</b> £	2022 £
Accruals and deferred income	105,482	80,289
Social security and other taxes	104,161	36,594
Other creditors	55,456	87,282
	<u>265,099</u>	<u>204,165</u>

#### 18. Deferred income

	<b>2023</b> £	2022 £
At 1 April 2022	35,920	82,774
Amount released to income	(35,920)	(82,774)
Amount deferred in year	46,436	35,920
<b>At 31 March 2023</b>	<u>46,436</u>	<u>35,920</u>



# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 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 £82,539 (2022: £81,291).

#### 20. Analysis of charitable funds

##### Unrestricted funds

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
General funds	738,362	1,226,942	(1,070,385)	—	894,919

	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
General funds	460,075	1,248,092	(956,571)	(13,234)	738,362

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

##### Restricted funds

	At 1 April 2022	Income	Expenditure	Transfers	At 31 March 2023
	£	£	£	£	£
Pension Wise	—	744,031	(744,031)	—	—
Other restricted funds	—	591,578	(591,578)	—	—
	—	1,335,609	(1,335,609)	—	—

	At 1 April 2021	Income	Expenditure	Transfers	At 31 March 2022
	£	£	£	£	£
Pension Wise	—	649,315	(648,692)	(623)	—
Other restricted funds	—	569,147	(583,004)	13,857	—
	—	1,218,462	(1,231,696)	13,234	—

# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

### Notes to the Financial Statements *(continued)*

#### Year ended 31 March 2023

#### 21. Analysis of net assets between funds

	Unrestricted Funds £	Total Funds 2023 £
Tangible fixed assets	41,350	41,350
Current assets	1,118,668	1,118,668
Creditors less than 1 year	(265,099)	(265,099)
<b>Net assets</b>	<u>894,919</u>	<u>894,919</u>

	Unrestricted Funds £	Total Funds 2022 £
Tangible fixed assets	61,827	61,827
Current assets	880,700	880,700
Creditors less than 1 year	(204,165)	(204,165)
<b>Net assets</b>	<u>738,362</u>	<u>738,362</u>

#### 22. Analysis of changes in net debt

	At 1 Apr 2022 £	Cash flows £	At 31 Mar 2023 £
Cash at bank and in hand	<u>801,122</u>	<u>161,074</u>	<u>962,196</u>

#### 23. Operating lease commitments

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

	2023 £	2022 £
Not later than 1 year	22,974	21,974
Later than 1 year and not later than 5 years	50,734	58,108
Later than 5 years	22,000	33,000
	<u>95,708</u>	<u>113,082</u>

After the year-end there was a variation applied to a lease of a building which introduced a break clause into the lease. Had this been in place at the year-end the total future minimum lease payments under non-cancellable operating leases would have been reduced by £71,500 to £24,208, £17,474 falling due within one year and £6,734 falling due later than one year and not later than five years.

#### 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 2023**

**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

Year ended 31 March 2023

	2023 £	2022 £
<b>Income and endowments</b>		
<b>Donations and legacies</b>		
Donations	3,127	1,770
<b>Charitable activities</b>		
Pension Wise	744,031	649,315
Money Advice Services /Leicester Money Advice	205,902	195,406
Derbyshire Dales District Council (Debt Project)	33,500	33,500
Belper Town Council	16,007	10,317
High Peak Borough Council	75,000	75,000
Erewash Borough Council	59,592	59,592
Derbyshire Dales District Council	23,285	23,285
Derbyshire County Council (Wellness Hubs)	150,930	195,910
Derbyshire County Council (GP Project)	450,834	450,834
Amber Valley Borough Council	102,440	102,440
Bare Necessities Glossopdale Food Bank	5,000	5,000
Big Energy Saving Network	19,537	27,122
Chinley Outreach Session	1,400	1,000
Building Better Opportunities	80,877	89,742
Ripley Town Council	8,636	8,550
Citizens Advice - Help to claim	136,794	133,995
Western Power - Power Up GP Project	22,300	14,200
Western Power - Power Up Smart	131,767	184,471
Energy Advice Programme	10,110	6,000
Big Kirkhallam	8,839	8,656
Softphones	—	4,312
Amber Valley Health Partnership	—	10,000
Severn Trent Community Fund	—	10,000
DCC Containment Fund	84,877	63,658
Derbyshire Community Health Services	74,419	71,614
Foodbanks Advisory	2,100	6,300
EAP - Carbon Monoxide Advice Project	40,210	13,365
Derbyshire Dales Outreach Project	15,000	—
Rotherham Doncaster & South Humber Care NHS Foundation Trust	5,000	—
High Peak BC Older Person Champion	15,000	—
High Peak Financial Capability Wallet Watch Derbyshire	3,100	—
Carried forward	2,526,487	2,453,584

# Derbyshire Districts Citizens Advice Bureau

## Company Limited by Guarantee

### Detailed Statement of Financial Activities *(continued)*

Year ended 31 March 2023

	2023 £	2022 £
Brought forward	2,526,487	2,453,584
National Grid - Data Poverty Events	20,200	—
Fuel Bank Foundation Pilot	1,500	—
Derbyshire County Council Foodbank Advisory	7,000	—
	<u>2,555,187</u>	<u>2,453,584</u>
<b>Other trading activities</b>		
Other income	<u>2,341</u>	<u>10,882</u>
<b>Investment income</b>		
Short term deposits	<u>1,896</u>	<u>318</u>
	<u>2,562,551</u>	<u>2,466,554</u>
<b>Total income</b>		
<b>Expenditure</b>		
<b>Expenditure on charitable activities</b>		
Wages and salaries	(1,476,817)	(1,350,066)
Employer's NIC	(115,111)	(101,869)
Pension costs	(82,539)	(81,291)
Rent	(64,735)	(59,517)
Light and heat	(5,800)	(5,598)
Repairs and maintenance	(74,013)	(71,364)
Insurance	(8,054)	(4,695)
Motor vehicle expenses	(22,937)	(24,483)
Other motor/travel costs	(13,122)	(7,216)
Legal and professional fees	(26,942)	(14,497)
Telephone	(18,195)	(34,088)
Other office costs	(11,458)	(6,659)
Depreciation	(52,332)	(40,770)
Other interest payable and similar charges	(488)	(410)
Advertising and PR costs	(2,362)	(1,016)
Information system costs and subscriptions	(14,890)	(24,337)
Cleaning	(5,039)	(5,228)
Cost of meetings and conferences	(7,739)	(5,547)
Disbursements and sundries	(4,165)	(7,936)
Funding allocated to other bureaux	(399,256)	(341,680)
	<u>(2,405,994)</u>	<u>(2,188,267)</u>
<b>Total expenditure</b>	<u>(2,405,994)</u>	<u>(2,188,267)</u>
	<u>156,557</u>	<u>278,287</u>
<b>Net income</b>		