

Middlesbrough Citizens Advice Bureau
Financial Statements
For the Year Ending
31 March 2021

JANE ASCROFT ACCOUNTANCY LIMITED
Chartered accountants & statutory auditor
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XP

Middlesbrough Citizens Advice Bureau

Financial Statements

Year Ended 31 March 2021

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Middlesbrough Citizens Advice Bureau

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.

Objectives and Activities

The charity's objects as set out in its Memorandum and Articles of Association are to 'promote any charitable purpose for the benefit of the community in Middlesbrough and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.' In common with all Citizens Advice Bureaux the charity aims to:

a) Ensure that individuals do not suffer through ignorance of their rights and responsibilities or of the service available or through an inability to express their needs effectively. b) Exercise a responsible influence on the development of social policies and the service both locally and nationally. c) Provide a service which is independent and which provides free, confidential, impartial advice to everybody regardless of race, gender, sexuality or disability.

Ensuring our work delivers our aims

We review our aims, objectives and activities each year to ensure that our activities have met our objectives and that any planned activities will continue to do so. We have referred to the guidance contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities.

The focus of our work

The charity seeks funding from a wide variety of sources and uses this funding to meet any identified advice need within the town. All our activities are focused on providing free advice to the local population and are undertaken to further our charitable objects for the public benefit.

Who used and benefited from our services?

The charity provided its advice services from its main office in Middlesbrough Town Centre and from 5 community venues throughout Middlesbrough. Many projects are aimed at specific groups such as people with mental health problems, people with community care needs and people with cancer. However most of our services are open to all.

Achievements and Performance

In 2020-21 the bureau responded to the challenges of the Covid pandemic and lockdown by shifting away from its traditional focus on face to face advice to providing its services remotely, i.e. via telephone and online. The number of enquiries dealt with in the year was as a result lower than the previous year (15,007 compared to 22,162). Nevertheless, feedback from clients indicates that there was as high a level of satisfaction with the service as in previous years, i.e. in excess of 90%. The profile of issues brought to the organisation changed somewhat: benefits advice remained in high demand, but debt advice dropped significantly, while demand for employment and housing advice increased. At the end of the financial year the bureau was still providing most of its services remotely.

Middlesbrough Citizens Advice Bureau

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

Year Ended 31 March 2021

Financial Review

The results for the year are shown in the Statement of Financial Activities on page 10. We have been particularly fortunate in recent years in obtaining funding which has contributed towards the charity's core costs and this has allowed the charity to build up a level of free reserves of £242,182. This is after making provision for a pension liability (see note 19 for more details).

Principal Funding Sources

The principal funding sources are shown in note 6 to the accounts on page 17. The charity relies on grants from Central and Local Government as well as from other charitable organisations.

The charity's funds have to be available at short notice and so all funds are currently held either in the bank current or reserve account. The Memorandum and Articles of Association permit the trustees to make any investment as they see fit.

Reserves Policy

It is the policy of the organisation to use reserves to further its charitable aims and objectives, to maintain its building and to provide for any contingencies which may arise. The trustees have reviewed the reserves policy and consider that the following represents a fair and safe policy for the coming period: A designated reserve to be held at a value of £50,000. This is to cover the redundancy costs of employed staff, should it become necessary to make redundancies, and to cover any repairs required to the building. To build unrestricted free reserves to a value equivalent to 3 months operating costs (excluding grant payments to partners). At the end of 2020/21 financial year £242,182 of free reserves are available. The reserves are available for use in the short term where revenue funding may be insufficient to cover costs. However, it is the policy of the organisation not to use free reserves to maintain a service in the long term. Rather the organisation will aim to produce a realistic budget at the beginning of each financial year which is based on the predicted revenue funding. At the end of each year the Trustees will review the free reserves built up during the year, if any, and based on this take any decisions about transfers to designated reserves and future capital expenditure.

The Bureau aims to develop its services to meet the challenges posed by the Covid pandemic. Many of the projects on-going in 2020/21 will continue in 2021/22, but the method of delivery is likely to change for many of them.

Middlesbrough Citizens Advice Bureau

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

Year Ended 31 March 2021

Structure, Governance and Management

Middlesbrough Citizens Advice Bureau is a company limited by guarantee. It was incorporated on 25th October 2002 and registered as a charity on 19th February 2003. In the event of the charity being wound up, members are required to contribute an amount not exceeding £1.

Recruitment and appointment of trustees

The board consists of not less than four and not more than 18 trustees. Trustees are either:

- Elected by membership at the Annual General Meeting, in which case they will hold office from the conclusion of that meeting. No more than two may be voluntary staff. Or
- Nominated by member organisations. The maximum number of such trustees is five of which a maximum of two will be from Middlesbrough Council. Or
- Co-opted by the trustee board. Trustees so appointed cannot exceed two-fifths of the total number of trustees.

All elected trustees retire from office at the third Annual General Meeting following the Annual General Meeting at which they were elected but they may be re-elected. All nominated or co-opted trustees retire from office at the third Annual General Meeting following the ordinary meeting of the trustee board at which they were appointed, but they too may seek re-election.

Organisational structure

The charity is an autonomous body. The trustees make strategic decisions about the charity and the day to day running of the Bureau is delegated to the Chief Executive and his team. The Chief Executive is responsible for ensuring that the aims and objectives of the charity are met. The board meets every three months to consider reports from the Chief Executive and other staff members and trustees are involved at other times in the administration of the Bureau.

Trustee Induction and Training

The Bureau has developed an induction program using its own material and material from Citizens Advice and the Charity Commission. The Bureau also aims to provide 2 or 3 training sessions per annum for trustees covering matters such as employment rights, key funders and trustee responsibilities.

Risk Management

During the year the trustees have undertaken a formal risk assessment process which has enabled them to identify the risks to which the charity is exposed and put in place measures to mitigate those risks.

Related parties

None of the trustees receives remuneration or any other benefit relating to their work for the charity. The charity is affiliated to the National Association of Citizens Advice Bureaux. Middlesbrough Council provides the charity with some core funding and is able to nominate a maximum of two trustees.

Middlesbrough Citizens Advice Bureau

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

Year Ended 31 March 2021

Reference and Administrative Details

Registered charity name Middlesbrough Citizens Advice Bureau
Charity registration number 1096071
Company registration number 04573848
Principal office and registered office 3 Bolckow Street
Middlesbrough
TS1 1TH

The Trustees

Mr J Broadbent
Mr E D Kirkham (Vice Chair to 23/2/21, then Chair)
Ms K Leonard (Treasurer)
Mr J Pulman
Mr K Salton (Chair to 23/2/21, then Vice Chair)
Ms R Surrey
Mr C Wilson
Mr E Ndhlovu

Appointed as Advisors by MBC Cllr J Thompson Cllr B Cooper

Staff Representatives Ms K Rose Mr C McCrossan

Company Secretary Mr J M Daniels

Auditor Jane Ascroft Accountancy Limited
Chartered accountants & statutory auditor
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XP

Bankers Yorkshire Bank
7 Linthorpe Road
Middlesbrough
TS1 1RF

Solicitors Endeavour Partnership LLP
Tobias House
St Marks Court
Teesdale Business Park
Stockton On Tees
TS17 6QW

Middlesbrough Citizens Advice Bureau

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

Year Ended 31 March 2021

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.

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.

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 19 August 2021 and signed on behalf of the board of trustees by:

Mr K Salton
Trustee



Middlesbrough Citizens Advice Bureau

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

Year Ended 31 March 2021

Opinion

We have audited the financial statements of Middlesbrough 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.

Middlesbrough Citizens Advice Bureau

Independent Auditor's Report to the Members of Middlesbrough 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.

Middlesbrough Citizens Advice Bureau

Independent Auditor's Report to the Members of Middlesbrough 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 our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud.

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

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the trustees.

Middlesbrough Citizens Advice Bureau

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

Year Ended 31 March 2021

- Conclude on the appropriateness of the trustees' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the charity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the charity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

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

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.



Jane Ascroft (Senior Statutory Auditor)

For and on behalf of
Jane Ascroft Accountancy Limited
Chartered accountants & statutory auditor
Enterprise House
Harmire Enterprise Park
Barnard Castle
County Durham
DL12 8XP

Middlesbrough Citizens Advice Bureau

Statement of Financial Activities (including income and expenditure account)

Year Ended 31 March 2021

		Unrestricted funds £	2021 Restricted funds £	Total funds £	2020 Total funds £
	Note				
Income and endowments					
Donations and legacies	5	120	–	120	10,572
Charitable activities	6	304,352	744,999	1,049,351	1,126,152
Total income		<u>304,472</u>	<u>744,999</u>	<u>1,049,471</u>	<u>1,136,724</u>
Expenditure					
Expenditure on charitable activities	7,8	282,118	731,752	1,013,870	1,056,414
Total expenditure		<u>282,118</u>	<u>731,752</u>	<u>1,013,870</u>	<u>1,056,414</u>
Net gains on investments	10	–	–	–	965
Net income		<u>22,354</u>	<u>13,247</u>	<u>35,601</u>	<u>81,275</u>
Transfers between funds		117,435	(117,435)	–	–
Net movement in funds		<u>139,789</u>	<u>(104,188)</u>	<u>35,601</u>	<u>81,275</u>
Reconciliation of funds					
Total funds brought forward		269,383	208,995	478,378	397,103
Total funds carried forward		<u>409,172</u>	<u>104,807</u>	<u>513,979</u>	<u>478,378</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 13 to 27 form part of these financial statements.

Middlesbrough Citizens Advice Bureau

Statement of Financial Position

31 March 2021

	Note	2021 £	2020 £
Fixed Assets			
Tangible fixed assets	15	126,376	145,378
Current Assets			
Debtors	16	45,122	113,477
Cash at bank and in hand		428,164	317,912
		<u>473,286</u>	<u>431,389</u>
Creditors: amounts falling due within one year	17	<u>55,657</u>	<u>62,813</u>
Net Current Assets		<u>417,629</u>	<u>368,576</u>
Total Assets Less Current Liabilities		<u>544,005</u>	<u>513,954</u>
Provisions	18	<u>30,026</u>	<u>35,576</u>
Net Assets		<u>513,979</u>	<u>478,378</u>
Funds of the Charity			
Restricted funds		104,807	208,995
Unrestricted funds		<u>409,172</u>	<u>269,383</u>
Total charity funds	20	<u>513,979</u>	<u>478,378</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 19 April 2021 and are signed on behalf of the board by:



Ms K Leonard (Treasurer)
Trustee

The notes on pages 13 to 27 form part of these financial statements.

Middlesbrough Citizens Advice Bureau

Statement of Cash Flows

Year Ended 31 March 2021

	2021 £	2020 £
Cash Flows from Operating Activities		
Net income	35,601	81,275
<i>Adjustments for:</i>		
Depreciation of tangible fixed assets	19,002	19,002
Net gains on investments	–	(965)
Accrued (income)/expenses	(20,554)	1,086
<i>Changes in:</i>		
Trade and other debtors	80,304	(80,428)
Trade and other creditors	1,449	9,013
Provisions and employee benefits	(5,550)	(7,581)
Cash generated from operations	110,252	21,402
Net cash from operating activities	110,252	21,402
Cash Flows from Investing Activities		
Proceeds from sale of other investments	–	965
Net cash from investing activities	–	965
Net Increase in Cash and Cash Equivalents	110,252	22,367
Cash and Cash Equivalents at Beginning of Year	317,912	295,545
Cash and Cash Equivalents at End of Year	428,164	317,912

The notes on pages 13 to 27 form part of these financial statements.

Middlesbrough Citizens Advice Bureau

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 3 Bolckow Street, Middlesbrough, TS1 1TH.

2. Statement of Compliance

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

3. Accounting Policies

Basis of Preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

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

Going Concern

There are no material uncertainties about the charity's ability to continue.

Judgements and Key Sources of Estimation Uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances. The trustees consider that there are no significant estimates or judgements affecting these financial statements.

Fund Accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the purposes of the charity.

Designated funds are unrestricted funds earmarked by the trustees for specific purposes.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

Middlesbrough Citizens Advice Bureau

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 the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.

Donated services and facilities are included at the value to the charity, being the amount the charity would have been willing to pay to obtain services or facilities of equivalent economic benefit on the open market.

Investment income is included when receivable.

Income from charitable trading activity is accounted for when earned.

Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

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 reported as part of the expenditure to which it relates:

Costs of raising funds comprise the costs associated with attracting donations, grants and legacies and the costs of trading for fundraising purposes.

Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

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 between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, as set out in the notes to the accounts.

Operating Leases

Lease payments are recognised as an expense over the lease term on a straight-line basis. The aggregate benefit of lease incentives is recognised as a reduction to expense over the lease term, on a straight-line basis.

Middlesbrough Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

3. Accounting Policies *(continued)*

Tangible Assets

Assets costing £500 or more are capitalised as tangible fixed assets and are carried at cost, net of depreciation and any provision for impairment.

Depreciation

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

Freehold Buildings	- 4% straight line
Office Equipment	- 10% straight line
Computer 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.

Provisions

Provisions are recognised when the entity has an obligation at the reporting date as a result of a past event, it is probable that the entity will be required to transfer economic benefits in settlement and the amount of the obligation can be estimated reliably. Provisions are recognised as a liability in the statement of financial position and the amount of the provision as an expense.

Financial Instruments

The charity only has financial assets and liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value.

Defined Contribution Plans

The company participates in a multi-employer scheme which provides benefits to some 1,300 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme. The company must recognise a liability measured as the present value of contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account ie the unwinding of the discount rate as a finance cost in the period in which it arises. See note 19 to the accounts for further information.

Middlesbrough Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

Debtors

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

Accrued income and tax recoverable is included at the best estimate of the amounts receivable at the balance sheet date.

Cash at Bank and in Hand

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

Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount due to settle the obligation can be measured or estimated reliably. Creditors are normally recognised at their settlement amount after allowing for any trade discounts due.

Taxation

The company is considered to pass the tests set out in Paragraph 1 Schedule 6 of the Finance Act 2010 and therefore it meets the definition of a charitable company for UK corporation tax purposes. Accordingly, the company is potentially exempt from taxation in respect of income or capital gains received within categories covered by Chapter 3 Part 11 of the Corporation Tax Act 2010 or Section 256 of the taxation of Chargeable Gains Act 1992, to the extent that such income or gains are applied exclusively to charitable purposes.

4. Limited by Guarantee

The company is limited by guarantee. At 31st March 2021 there were 8 members each of whom had undertaken to contribute an amount not exceeding £1 in the event of a winding up.

5. Donations and Legacies

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Donations				
Donations and gifts	<u>120</u>	<u>120</u>	<u>10,572</u>	<u>10,572</u>

Middlesbrough Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2021

6. Charitable Activities

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Middlesbrough Council - Core funding	87,314	—	87,314
Advocacy Service	201,423	—	201,423
MASDAP	—	204,322	204,322
Middlesbrough Council - Hubs	—	200,000	200,000
Macmillan Cancer Support	—	45,000	45,000
Help To Claim	—	153,802	153,802
Mental Health	—	28,106	28,106
Step Forward Tees Valley - BBO	—	17,919	17,919
North Ormesby OR	—	22,000	22,000
Access to Justice	—	35,000	35,000
LSLiP	—	14,430	14,430
Warm Homes Fund	—	22,119	22,119
Other income from charitable activities	15,615	2,301	17,916
	<u>304,352</u>	<u>744,999</u>	<u>1,049,351</u>

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Middlesbrough Council - Core funding	87,314	—	87,314
Advocacy Service	276,361	—	276,361
MASDAP	—	208,605	208,605
Middlesbrough Council - Hubs	—	200,638	200,638
UCSS	—	109,502	109,502
Macmillan Cancer Support	—	50,000	50,000
Help To Claim	—	40,767	40,767
Mental Health	—	28,106	28,106
Step Forward Tees Valley - BBO	—	17,158	17,158
Community Connect	—	20,688	20,688
North Ormesby MM	—	24,001	24,001
North Ormesby OR	—	20,000	20,000
Access to Justice	—	16,500	16,500
Other income from charitable activities	5,762	20,750	26,512
	<u>369,437</u>	<u>756,715</u>	<u>1,126,152</u>

Middlesbrough Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2021

7. Expenditure on Charitable Activities by Fund Type

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Costs of charitable activities	221,359	586,962	808,321
Support costs	60,759	144,790	205,549
	<u>282,118</u>	<u>731,752</u>	<u>1,013,870</u>
	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Costs of charitable activities	272,844	593,451	866,295
Support costs	57,895	132,224	190,119
	<u>330,739</u>	<u>725,675</u>	<u>1,056,414</u>

8. Expenditure on Charitable Activities by Activity Type

	Activities undertaken directly £	Support costs £	Total funds 2021 £	Total fund 2020 £
Costs of charitable activities	<u>808,321</u>	<u>205,549</u>	<u>1,013,870</u>	<u>1,056,414</u>

9. Analysis of Grants

	2021 £	2020 £
Grants to Institutions		
Actes	30,241	28,300
Age UK	17,500	17,500
CHAC	52,663	53,150
Middlesbrough Council	<u>28,500</u>	<u>18,678</u>
	<u>128,904</u>	<u>117,628</u>
Grants to Individuals		
Non-grant costs	—	3,697
Support costs	—	727
Stockton Citizens Advice	18,413	18,191
Hartlepool Citizens Advice	<u>943</u>	<u>7,226</u>
	<u>19,356</u>	<u>29,841</u>
Total grants	<u>148,260</u>	<u>147,469</u>

Monies paid to Actes, CHAC, Middlesbrough Council and Age UK Teesside are for delivery of the Hub Advice/Benefits Take Up Campaign, for which Middlesbrough CAB is the lead partner.

Monies paid to Stockton CAB and Hartlepool CAB is for delivery of the advocacy service, for which Middlesbrough CAB is the lead partner.

Middlesbrough Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2021

10. Net Gains on Investments

	Unrestricted Funds £	Total Funds 2021 £	Unrestricted Funds £	Total Funds 2020 £
Gains/(losses) on other investment assets	—	—	965	965

11. Net Income

Net income is stated after charging/(crediting):

	2021 £	2020 £
Depreciation of tangible fixed assets	19,002	19,002

12. Staff Costs

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

	2021 £	2020 £
Wages and salaries	669,593	710,759
Social security costs	49,524	51,027
Employer contributions to pension plans	18,995	17,141
	<u>738,112</u>	<u>778,927</u>

The average head count of employees during the year was 39 (2020: 41).

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £46,396 (2020: £46,417).

13. Trustee Remuneration and Expenses

None of the trustees (or any persons connected with them) received any remuneration during the year, but one of them was reimbursed a total of £Nil travelling expenses (2020- £218).

14. Transfers Between Funds

During the year £117,435 was transferred from restricted to unrestricted funds. £116,990 of this comprised the value of the building fund, previously classed as restricted, but for which no restrictions existed so the fund has been reclassified as unrestricted.

Middlesbrough Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2021

15. Tangible Fixed Assets

	Freehold Buildings £	Office Equipment £	Computer Equipment £	Total £
Cost				
At 1 April 2020 and 31 March 2021	393,967	45,566	6,292	445,825
Depreciation				
At 1 April 2020	261,218	36,484	2,745	300,447
Charge for the year	15,759	1,148	2,095	19,002
At 31 March 2021	276,977	37,632	4,840	319,449
Carrying amount				
At 31 March 2021	116,990	7,934	1,452	126,376
At 31 March 2020	132,749	9,082	3,547	145,378

16. Debtors

	2021 £	2020 £
Trade debtors	28,215	110,056
Prepayments and accrued income	16,907	3,421
	<u>45,122</u>	<u>113,477</u>

17. Creditors: amounts falling due within one year

	2021 £	2020 £
Trade creditors	5,629	5,645
Accruals and deferred income	23,395	32,000
Social security and other taxes	21,351	23,356
Other creditors	5,282	1,812
	<u>55,657</u>	<u>62,813</u>

18. Provisions

	Pensions and similar obligations £
At 1 April 2020	35,576
Interest on scheme liabilities	800
Remeasurements – Impact of any change in assumptions	1,027
Defined contributions paid	(7,377)
At 31 March 2021	<u>30,026</u>

Middlesbrough Citizens Advice Bureau

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 £18,995 (2020: £17,141).

Scheme: TPT Retirement Solutions - The Growth Plan

The company participates in the scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers. The scheme is a defined benefit scheme in the UK. It is not possible for the company to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Deficit contributions

From 1 April 2019 to 31 January 2025: £11,243,000 per annum (payable monthly and increasing by 3% each on 1st April)

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Middlesbrough Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2021

19. Pensions and Other Post Retirement Benefits (continued)

Deficit Contributions

From 1 April 2016 to 30 September 2025: £12,945,440 per annum (payable monthly and increasing by 3% each on 1st April)

From 1 April 2016 to 30 September 2028: £54,560 per annum (payable monthly and increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

Present Value of Provision

	2021 £	2020 £	2019 £
Present value of provision	30,026	35,576	43,157

Reconciliation of opening and closing provisions

	2021 £	2020 £
Provision at start of period	35,576	43,157
Unwinding of the discount factor (interest expense)	800	546
Deficit contribution paid	(7,377)	(7,162)
Remeasurements - Impact of any changes in assumptions	1,027	(965)
Provision at end of period	60,052	71,152

Income and Expenditure Impact

	2021 £	2020 £
Interest expense	800	546
Remeasurements - Impact of any change in assumptions	1,027	(965)
Costs recognised in income and expenditure accounts	16,968	17,560

* Includes defined contribution schemes and future service contributions (i.e. excluding any deficit reduction payments) to defined benefit schemes which are treated as defined contribution schemes.

Assumptions

	2021 £	2020 £	2019 £
Rate of discount	0.66%	2.53%	1.39%

The discount rates shown above are the equivalent single discount rates which, when used to discount the future recovery plan contributions due, would give the same results as using a full AA corporate bond yield curve to discount the same recovery plan contributions.

Middlesbrough Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2021

19. Pensions and Other Post Retirement Benefits (continued)

The following schedule details the deficit contributions agreed between the company and the scheme at each year end period:

	2021	2020	2019
	£	£	£
Year 1	7,598	7,377	7,162
Year 2	7,826	7,598	7,377
Year 3	8,061	7,826	7,598
Year 4	6,919	8,061	7,826
Year 5	Nil	6,919	8,061
Year 6	Nil	Nil	6,919

The company must recognise a liability measured as the present value of the contributions payable that arise from the deficit recovery agreement and the resulting expense in the income and expenditure account i.e. the unwinding of the discount rate as a finance cost in the period in which it arises.

It is these contributions that have been used to derive the company's balance sheet liability.

20. Analysis of Charitable Funds

Unrestricted funds

	At 1 Apr 2020	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2021
	£	£	£	£	£	£
General funds	219,383	103,049	(39,918)	(40,332)	—	242,182
Advocacy Service	—	201,423	(242,200)	40,777	—	—
Designated Fund						
- Contingency	50,000	—	—	—	—	50,000
Fixed Asset funds	—	—	—	116,990	—	116,990
	<u>269,383</u>	<u>304,472</u>	<u>(282,118)</u>	<u>117,435</u>	<u>—</u>	<u>409,172</u>

	At 1 Apr 2019	Income	Expenditure	Transfers	Gains and losses	At 31 Mar 2020
	£	£	£	£	£	£
General funds	142,326	103,648	(51,652)	24,096	965	219,383
Advocacy Service	—	276,361	(279,087)	2,726	—	—
Designated Fund						
- Contingency	50,000	—	—	—	—	50,000
	<u>192,326</u>	<u>380,009</u>	<u>(330,739)</u>	<u>26,822</u>	<u>965</u>	<u>269,383</u>

Middlesbrough Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2021

20. Analysis of Charitable Funds (continued)

Restricted funds

	At 1 Apr 2020 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2021 £
MASDAP	—	204,322	(190,346)	(13,976)	—	—
Middlesbrough Council Hubs	49,260	200,000	(197,621)	—	—	51,639
Benefits for Migrants	13,961	440	(11,150)	—	—	3,251
Macmillan Cancer Support	7,110	45,000	(23,549)	—	—	28,561
Community Connect	—	—	—	—	—	—
Mental Health Step Forward	—	28,106	(33,726)	5,620	—	—
Tees Valley (BBO)	—	17,919	(19,702)	1,783	—	—
Energy Advice Project	172	—	—	(172)	—	—
Fixed Asset funds	132,748	—	(15,758)	(116,990)	—	—
North Ormesby OR	526	22,000	(17,894)	—	—	4,632
Access to Justice LP	—	35,000	(26,106)	—	—	8,894
Warmer Homes	(3,048)	22,119	(20,633)	1,562	—	—
Help to Claim	773	153,802	(154,238)	29	—	366
North Ormesby MM	7,464	—	—	—	—	7,464
Access to Justice UCSS	29	—	—	(29)	—	—
LSLiP	—	14,430	(15,457)	1,027	—	—
Energy Redress Scheme	—	1,861	(5,572)	3,711	—	—
	<u>208,995</u>	<u>744,999</u>	<u>(731,752)</u>	<u>(117,435)</u>	<u>—</u>	<u>104,807</u>

Middlesbrough Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2021

20. Analysis of Charitable Funds (continued)

	At 1 Apr 2019 £	Income £	Expenditure £	Transfers £	Gains and losses £	At 31 Mar 2020 £
MASDAP	–	208,605	(190,650)	(17,955)	–	–
Middlesbrough Council Hubs	26,145	200,638	(177,523)	–	–	49,260
Benefits for Migrants	–	18,000	(4,039)	–	–	13,961
Macmillan Cancer Support	1,521	50,000	(44,411)	–	–	7,110
Community Connect	5,501	20,688	(21,782)	(4,407)	–	–
Mental Health Step Forward	3,341	28,106	(37,738)	6,291	–	–
Tees Valley (BBO)	–	17,158	(18,810)	1,652	–	–
Energy Advice Project	–	2,280	(2,108)	–	–	172
Fixed Asset funds	148,507	–	(15,759)	–	–	132,748
North Ormesby OR	–	20,000	(19,474)	–	–	526
Access to Justice LP	–	16,500	(11,190)	(5,310)	–	–
Warmer Homes	–	–	(3,048)	–	–	(3,048)
Help to Claim	–	40,767	(39,994)	–	–	773
North Ormesby MM	3,098	24,001	(19,635)	–	–	7,464
Access to Justice	15,668	470	(9,045)	(7,093)	–	–
UCSS	996	109,502	(110,469)	–	–	29
	<u>204,777</u>	<u>756,715</u>	<u>(725,675)</u>	<u>(26,822)</u>	<u>–</u>	<u>208,995</u>

Middlesbrough Citizens Advice Bureau

Notes to the Financial Statements *(continued)*

Year Ended 31 March 2021

20. Analysis of Charitable Funds *(continued)*

Money Advice Service Debt Advice Project (MASDAP) monies are used to deliver a specialist debt casework service.

The Advocacy Service is funded by Middlesbrough Council, Stockton Borough Council and Redcar and Cleveland Borough Council. The monies are used to deliver a service providing support to people wishing to access or better understand the health and social care services they receive, or need support because of lack of capacity,

Middlesbrough Council monies are used to provide our generalist service. It is also used to deliver, with partners, benefits advice in community settings

Macmillan Cancer Support funding comes from Middlesbrough Council, Redcar and Cleveland Borough Council and South Tees Clinical Commissioning Group and the monies are used to deliver a service providing benefits advice to people with cancer.

Community Connect is funding for a service which puts people facing social isolation in contact with their community and helping them overcome barriers to engagement.

Mental Health Advice is a service providing welfare benefits advice to people with mental health problems.

Step Forward Tees Valley - BBO is a debt and financial capability service for people facing significant barriers to joining the labour market.

The Warmer Homes service provides income maximisation and energy advice to people at risk of fuel poverty.

North Ormesby Money Matters provides financial capability services in North Ormesby through funding provided by North Ormesby Big Local.

The Access to Justice Fund provides resources to offer a benefits advice service to migrants.

UCSS is now known as the Help To Claim Service, which assists people to make claims for Universal Credit.

Benefits for Migrants is a service funded for part of the year by the Access to Justice fund and the remainder by the People's Postcode Lottery. It provides advice and support to people abroad who need to claim benefits or challenge a decision about their benefits entitlement.

Energy Advice Project is funded via our national association, this service provides advice to people in fuel poverty about income maximisation, switching energy providers and reducing energy expenditure.

Help to Claim is funded via our national association, this service provides assistance to people wishing to claim Universal Credit. The advice is provided face to face, over the phone and via webchats.

Energy Redress Scheme - The Energy Redress Fund scheme provides energy advice and income maximisation services to people in or at risk of fuel poverty.

LSLiP - the Legal Support for Litigants in Person provides advice to people with welfare benefits or employment issues who are involved in litigation eg appealing to a First Tier Benefits Tribunal or to an Employment Tribunal.

The designated fund has been set aside to ensure that the charity will have funds available

Middlesbrough Citizens Advice Bureau

Notes to the Financial Statements (continued)

Year Ended 31 March 2021

20. Analysis of Charitable Funds (continued)

should any unforeseen, major repairs be required to the building and any costs relating to future redundancies, should these be required.

21. Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Tangible fixed assets	126,376	–	126,376
Current assets	368,479	104,807	473,286
Creditors less than 1 year	(55,657)	–	(55,657)
Provisions	(30,026)	–	(30,026)
Net assets	409,172	104,807	513,979

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Tangible fixed assets	12,630	132,748	145,378
Current assets	382,172	49,217	431,389
Creditors less than 1 year	(62,813)	–	(62,813)
Provisions	(35,576)	–	(35,576)
Net assets	296,413	181,965	478,378

22. Analysis of Changes in Net Debt

	At 1 Apr 2020 £	Cash flows £	At 31 Mar 2021 £
Cash at bank and in hand	317,912	110,252	428,164

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	–	619

24. Related Parties

During the year the charitable company entered into the following transactions with related parties:

During the year Middlesbrough Citizens Advice Bureau received grants in relation to the Community Connect project totalling £Nil (2020 - £20,688) from Middlesbrough Voluntary Development Agency. John Daniels, Chief Executive of Middlesbrough Citizens Advice Bureau is a trustee of Middlesbrough Voluntary Development Agency.

Middlesbrough Citizens Advice Bureau

Management Information

Year Ended 31 March 2021

The Following Pages Do Not Form Part of the Financial Statements.

Middlesbrough Citizens Advice Bureau

Detailed Statement of Financial Activities

Year Ended 31 March 2021

	2021 £	2020 £
Income and endowments		
Donations and legacies		
Donations and gifts	120	10,572
Charitable activities		
Middlesbrough Council - Core funding	87,314	87,314
Advocacy Service	201,423	276,361
MASDAP	204,322	208,605
Middlesbrough Council - Hubs	200,000	200,638
UCSS	—	109,502
Macmillan Cancer Support	45,000	50,000
Help To Claim	153,802	40,767
Mental Health	28,106	28,106
Step Forward Tees Valley - BBO	17,919	17,158
Community Connect	—	20,688
North Ormesby MM	—	24,001
North Ormesby OR	22,000	20,000
Access to Justice	35,000	16,500
LSLiP	14,430	—
Warm Homes Fund	22,119	—
Other income from charitable activities	17,916	26,512
	<u>1,049,351</u>	<u>1,126,152</u>
Total income	<u>1,049,471</u>	<u>1,136,724</u>

Middlesbrough Citizens Advice Bureau

Detailed Statement of Financial Activities *(continued)*

Year Ended 31 March 2021

	2021 £	2020 £
Expenditure on charitable activities		
<i>Activities undertaken directly</i>		
Wages	632,888	681,102
Premises costs	—	1,443
Office costs	13,690	3,446
Staff and volunteer costs	7,855	33,561
Payments to partners and other costs	153,288	146,743
Governance costs	600	—
	<u>808,321</u>	<u>866,295</u>
<i>Support costs</i>		
Wages	105,224	97,825
Premises costs	39,390	25,379
Office costs	35,588	40,486
Depreciation	19,002	19,002
Staff and volunteer costs	977	2,147
Payments to partners and other costs	1,440	726
Governance costs	3,928	4,554
	<u>205,549</u>	<u>190,119</u>
Expenditure on charitable activities	<u>1,013,870</u>	<u>1,056,414</u>
Net gains on investments		
Gains/(losses) on other investment assets	<u>—</u>	<u>965</u>
Net income	<u>35,601</u>	<u>81,275</u>