

Company registration number: 04409017

Charity registration number: 1096193

C.A.B. Cornwall

known as

Citizens Advice Cornwall

(A company limited by guarantee)

Annual Report and Financial Statements

for the Year Ended 31 March 2021

C.A.B. Cornwall

known as Citizens Advice Cornwall

Contents

Trustees' Report	1 to 15
Reference and Administrative Details	1
Statement of Trustees' Responsibilities	16
Independent Auditors' Report	17 to 20
Statement of Financial Activities	21 to 22
Balance Sheet	23
Statement of Cash Flows	24
Notes to the Financial Statements	25 to 43

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Reference and Administrative Details

Chair	F A Keene, Chair (from 27 April 2020, re-elected 26 April 2021)
Chief Executive Officer	G F Pipkin
Trustees	<p>F A Keene, Chair (from 27 April 2020, re-elected 26 April 2021)</p> <p>J S Baker, Chair (until 27 April 2020)</p> <p>H Meacock, Treasurer (appointed 8 February 2021)</p> <p>P Charlesworth, Treasurer (resigned 8 February 2021)</p> <p>N R Arnold (appointed 27 April 2020)</p> <p>M J Cooper (resigned 30 June 2020)</p> <p>M R Dean</p> <p>V Dennis (appointed 30 July 2020; resigned 2 September 2020)</p> <p>S Finlay (appointed 8 February 2021)</p> <p>J A Thompson (appointed 27 April 2020; resigned 4 December 2020)</p> <p>J M Williams (appointed 8 February 2021)</p>
Secretary	G F Pipkin
Principal Office	<p>Duchy House 21 Dean Street Liskeard Cornwall PL14 4AB</p>
Registered Office	<p>Duchy House 21 Dean Street Liskeard Cornwall PL14 4AB</p> <p>The Charity is incorporated in England and Wales.</p>

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Reference and Administrative Details

Company Registration Number 04409017

Charity Registration Number 1096193

Solicitors Earl and Crocker
6 West Street
Liskeard
PL14 6BW

Bankers Unity Trust Bank PLC
Nine Brindley Place
Birmingham
B1 2JB

Auditor PKF Francis Clark
Statutory Auditor
North Quay House
Sutton Harbour
Plymouth
Devon
PL4 0RA

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Chair's Foreword

I am pleased to present the Citizens Advice Cornwall annual report for 2020/21 on behalf of the Trustee Board.

Like for many other charities, 2020/21 has been a complex and challenging year because of the ongoing Covid-19 restrictions and the impact this has had not only on Citizens Advice Cornwall (CAC) but on the people we serve across the county. But there have been opportunities too, that will have a positive and lasting effect for our clients and the organisation.

We secured significant new income from a wide range of sources that has helped us to better meet the needs of our clients, whether that be about helping them secure settled status in the UK, providing extra energy saving advice designed to reduce the likelihood of debt, supporting families as they struggle for financial resilience and support, or exploring new ways of offering advice using technology to better reach people where they are, rather than expecting them to physically come to us.

Tight management and control, a more targeted approach to fundraising and changes to our delivery model have together resulted in a significant surplus this year, which in turn has helped bring us much closer to operating within our reserves policy, a target we set ourselves at the beginning of the year. This was done while also improving the quality of our advice, expanding access to our services and answering more telephone demand than ever before.

Although the numbers of people we have helped this year has dropped slightly, the complexity and severity of the issues they come with has increased. This in turn places enormous pressure on our staff and volunteers that can negatively impact on their wellbeing. To mitigate this, we invested in dedicated senior HR support, mechanisms for regular staff and volunteer virtual get-togethers, a deep review of our people and culture performance through staff and volunteer surveys and focus groups, and by recruiting a Trustee with senior strategic HR experience. This year's staff and volunteer survey results show a significant positive shift across all areas and the focus groups are evolving into an enduring positive, solution-orientated space where workforce issues can be explored and resolved.

We continued the work to renew our Trustee Board as existing Trustees came to the end of their terms and our skills audit revealed the gaps we urgently needed to fill. We are pleased to have successfully recruited a new Treasurer, along with three other Trustees who in addition to HR skills bring community and business development, and senior management experience.

Although the environment for 2021/22 remains challenging and volatile, the work our Board, volunteers and staff have done together in 2020/21 has helped strengthen our foundations to provide a more solid platform from which to pursue our refreshed strategic goals.

None of these achievements would be possible without the dedication, persistence, skill and all-out commitment of our brilliant staff and volunteers. The Trustees are deeply thankful for all that they do for CAC, each other and Cornwall. We also thank our funders and partners for their support and understanding in this, we hope, uniquely challenging year. Our thanks also go to Trustees who retired this year and in particular to Paul Charlesworth who retired as Treasurer and Trustee in February 2021.

Fran Keene
Chair

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

The Trustees, who are directors for the purposes of company law, present the annual report together with the financial statements and auditors' report of the charitable company for the year ended 31 March 2021.

The financial statements comply with the Charities Act 2011 (England and Wales), the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (October 2019) marked "SORP".

C.A.B Cornwall is the name formally registered at Companies House. Operationally it is referred to as Citizens Advice Cornwall (CAC).

Objectives and Activities

Our Purpose

We are here to give people the confidence they need to find a way forward, whoever they are, and whatever their problem by:

- providing the advice people need for the problems they face;
- improving the policies and practices that affect people's lives by becoming a voice for our clients and consumers on the issues that matter most to them, to tackle injustice, and reduce poverty and social exclusion; and
- promoting 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 without limitation, for the benefit of the community of Cornwall and surrounding areas.

We value diversity, champion equality, and challenge discrimination, harassment, violence and abuse. We are here for everyone and are dedicated to being an employer and service provider that is inclusive and welcoming.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Our Activities

The key objective of our activities remains the provision of free, independent, confidential and impartial advice to everyone on their rights and responsibilities. This advice should be accessible in a place and by a means that meets the needs of our clients and helps them be better able to manage their lives. Our 82 staff and 42 volunteers help people with advice on a range of topics:

- Welfare benefits and tax credits
- Universal Credit
- Debt and money
- Employment
- Housing
- Relationships and family
- Consumer goods and services
- Health and community care
- Legal
- Travel and transport
- Utilities and communication
- Immigration
- Discrimination, hate crime, gender violence and abuse

Over the past year we have provided the following services:

- Advice through a range of channels including phone, webchat, email, video appointment and text at six of our nine offices across the Duchy and from the homes of staff and volunteers. We have provided very little face-to-face activity due to Covid-19 restrictions.
- Research and campaigns identifying the trends and issues impacting the community and providing valuable information to local and national bodies to influence change.
- Specific services that support people to manage their income, effectively address their debt and build confidence in money matters through our Help to Claim, Money Advice Service, Pension Wise and Energy Vouchers projects.
- Services that are targeted at specific groups of people such as low-income families, young people leaving care, young people not in education, employment or training, people with cancer and their carers, and people from an EU country applying to stay in the UK, through our Money Matters, £WiseUp, Macmillan Project, and EU Settled Status activities.

Public Benefit

The Trustees confirm that they have complied with the requirements of section 17 of the Charities Act 2011 to have due regard to the public benefit guidance published by the Charity Commission for England and Wales.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Achievements and Performance

Covid-19 had a significant impact on the delivery of our service during 2020/21 due to the physical distancing restrictions imposed through lockdown. We maintained our services throughout the year following our transition to primarily home working in March 2020. All our offices were closed to the public and we reshaped our services to offer advice mainly via telephone or email, with webchat and mail making up the remainder. Only one per cent of clients used the service in person. A skeleton team worked from 6 offices to provide vital administrative support and continuity. Protocols were put in place to ensure safe working. The Trustee Board continued to operate via MS Teams including Board Meetings and Strategy Days. We worked effectively with our funders to ensure continued delivery of services and to agree adjustments to targets and delivery as required.

42 volunteers contributed 14,038 hours of their time this year across all services and locations, with most operating our services from their homes. We are grateful for the flexible and adaptable approach our volunteers took during this year and the deep commitment they showed to our clients during what was a very challenging and complex time. Their effort and expertise bring enormous benefit to our clients and the organisation.

The numbers of clients accessing the service has continued to rise, after an initial dip in demand in April and May, and by year end we had helped 8,606 clients with 40,403 issues. The main topics that clients needed support with were initial claims for Universal Credit, Personal Independent Claims, Debt Relief orders and credit, store and charge card debts. The complexity of issues that people required help with increased, creating additional pressure on the service.

Our key achievements for our clients this year were:

- Maintaining our service throughout the pandemic so that people were still able to contact us for advice via the telephone, email, webchat and in-person (where Covid-19 restrictions allowed and in a Covid-safe way). We answered 23,579 calls, 6,433 emails and 1,388 webchats.
- Securing £5,265,762 of income gain, £439,500 of loan rescheduling and £1,761,396 of debt write offs for clients.
- 88 per cent of clients reported the advice they received having had a positive impact on their lives, 80 per cent reported that their problem had been solved to a great or very great extent and 90 per cent would recommend our service to a friend.
- Improving the quality of advice given, measured through the quality of advice framework of the national charity.
- Increasing the level of demand answered on Adviceline so that more people than ever were able to receive advice through this channel.
- Obtaining funding to deliver debt and benefit advice to people with poor mental health in partnership with a local mental health charity, Pentreath.
- Providing dedicated support to EU and Swiss citizens to gain settled status within the UK.
- Delivering additional energy advice, including a short film made with local actor Ed Rowe, also known as the Kernow King, promoting top tips for saving energy around the home. This was viewed over 2,000 times on our YouTube channel and over 20,000 times via social media.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

- Providing a new project to support young people not in education, employment and training, and those leaving care, in financial capability and energy advice.
- Delivering dedicated advice services for people with disabilities in partnership with DisAbility Cornwall.
- Carrying out additional training and increasing our capacity to support clients with housing and employment issues via detailed casework.
- Piloting using digital access points across Cornwall to support face-to-face consultations without clients needing to come into one of our offices.

The organisation strengthened its approach to financial resilience through widening the number of income sources; successfully generating additional income mainly through grant funding, enabling us to expand our access and reach; and reviewing and tightening our financial controls and reporting systems. Additional income enabled us to invest in IT and phone equipment, including server upgrades and additional laptops.

We focused attention on the wellbeing of our people, employing a dedicated HR manager to support the delivery of our people and culture strategic priority. We are pleased that our annual staff survey results showed a significant positive shift in all areas. Our staff and volunteers showed extraordinary support to each other during this first year of the pandemic, an important part of ensuring our achievements for clients were delivered in a sustainable way.

We were also able to strengthen our governance this year through the recruitment of four new Trustees, including a new Treasurer. They brought with them a wide range of vital skills and experience, providing additional support and insight that will enable the Board to continue to increase its effectiveness.

Fundraising

CAC has carried out very few fundraising activities and does not use professional fundraisers to generate income on our behalf. We received no complaints this year about our fundraising practice.

We developed a new fundraising strategy this year, employing a Business Development Officer to assist in our income generation development as part of our financial strategy. We will continue to ensure that our fundraising privacy and complaints practices ensure the protection of the public, including vulnerable people, from unreasonably intrusive or persistent fundraising approaches or pressure to donate. We make sure that our fundraising activity conforms to The Code of Fundraising Practice published by the Fundraising Regulator and recognised by the Charity Commission.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Financial Review

Financial Results

During this year our income from grants, projects and other funding totalled £1,570,541 (2020: £982,059) and gains on investment assets totalled £17,092 (2020: loss of £2,440). Total resources expended were £1,395,436 (2020: £1,073,025) resulting in a surplus of £192,197 (2020: deficit of £93,406). The prior year deficit arose because income anticipated did not materialise in the year. In the current year, a number of significant new contracts were awarded and costs were reduced through the shift to home working, both of which contributed to the surplus.

After a number years with a deficit financial outturn resulting in a significant decline in the level of free reserves, the Board set a firm target at the beginning of the year to move significantly towards rectifying this, without compromising on quality or level of service to our clients. We have achieved this target through improving our approach to achieving grant funding, diversifying our income streams, the reduction in costs due to our Covid-19 response, and tightening our financial controls and reporting systems. The Charity has benefited from additional funding made available during the pandemic and the opportunity to work in partnership with other organisations to achieve funding bids.

Following a deficit on restricted funds under the Help to Claim and Macmillan contracts in 2019/20, some additional funds were recovered in 2020/21 and the remaining deficit was cleared by a transfer from unrestricted funds.

Reserves Policy

The Board has examined the Charity's requirements for reserves in the light of the main financial risks to the organisation. It has established a policy whereby the free reserves (unrestricted funds less the value of fixed assets) held by the Charity should be maintained at a level equivalent to three months' expenditure. Free reserves at the end of the year 2020/21 are £326,309 (2020: £234,134) which equates to 2.7 months of organisational expenditure budgeted for 2021/22.

Although this is an improvement on the previous year, it is still below the level stated in the policy, driven by the increase in forecast expenditure for 2021/22. Therefore, continued measures are being taken to raise this up to 3 months through our fundraising strategy, ongoing tight cost control and increased efficiency.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Investment Policy

CAC maintains funds in instant access funds to meet the day-to-day needs for working capital. Any funds beyond this, and not required for the development of the business in the short term, are invested in low risk investment funds, which are reviewed quarterly by the Board and approved annually.

On 25 February 2021, the Board acted to re-balance the investment portfolio due to the vulnerability of the Property Fund. 33,231.76 Property Fund units were sold and split them equally between the Investment Fund & Global Equity Fund at 16,615.88 units each.

While it is too soon to judge the impact of Covid-19 on our investments, the Board is monitoring this situation.

The Charity's funds are held by Churches, Charities and Local Authorities (CCLA) Fund Manager which was formed in 1958 to manage the Church of England pool of funds. In 1961, it expanded to allow Local Authorities to access the services and this was followed in 1963 by the Charity Commission for the broader charity market. The rationale for CCLA is to provide the church, local authorities and the charity sector with a social and ethical organisation in which to invest its surplus funds.

The following funds are available to charities:

Fund	Type	Yield	No. of units held
Investment Fund - Income Units	UK & Overseas Equities & Cash	2.92%	3,419.90
Fixed Interest	Gilts & Non-Government Bonds	3.13%	None
Deposit Fund	Cash	0.0077%	3,114.67
Property Fund - Income Units	Commercial & Retail Property	4.53%	33,231.74
Global Equity - Income Units	Overseas Equities	2.75%	26,794.32
Charities Ethical Investment - Income Units	UK & Overseas Equities & Cash	3.04%	None

When the Trustees decided to invest surplus cash with CCLA, the prime considerations for the portfolio were diversification, growth and yield. The objectives set by the Trustees are both yield and growth, with the primary objective being yield. To this end, the portfolio is heavily weighted to the Property Fund, which has a higher yield than the other available funds.

The decision to use CCLA as the Charity's Fund Manager was based on past performance and the ethical approach set by the Board of CCLA.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Going Concern

After reviewing the organisation's budgets and business plan and taking account of the economic climate, reserves position and strategic priorities for the next three years, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future.

The Charity was able to access emergency funding and also some longer term income streams during 2020/21 and all existing funding was retained as services continued to be delivered throughout the lockdown period. Expenditure continued to be at a lower level, in particular travel and costs for meeting venues. Whilst the full extent of the savings is unlikely to be retained, it is anticipated that overall costs will remain lower in future as more staff and volunteers use digital means for the majority of meetings.

For this reason, the Trustees continue to adopt the going concern basis in preparing the financial statements. Further details regarding the adoption of the going concern basis can be found in the Accounting Policies.

Principal Risk and Uncertainty

The Trustee Board had ultimate responsibility for risk management and ensuring the Charity has effective internal controls that operate as designed.

CAC has a business and budget planning process, which includes making an assessment of the key risks posed by our operating environment. The Board approves the annual business plan, budget and key risks each year.

The Board assesses the principal risks facing CAC, and the mitigating actions, on a quarterly basis as part of the formal review of the Charity's financial and organisational performance. It also considers the effectiveness of the mitigating actions identified for each risk.

We renewed our approach to risk management and undertook a fundamental review of our strategic risks at the beginning of 2021/22. The Board considers the following to be the principal risks and uncertainties for CAC and the actions required to mitigate and manage those risks:

- **Inability to secure a financial sustainability.** Our financial strategy is to generate increased revenue by diversifying our income streams; reviewing our rented and owned estate; increasing unrestricted income through fundraising; improving our value for money by finding new ways of meeting our business objectives; maintaining tight financial control and oversight of financial performance; improving our liquidity; and continuing to re-build our free reserves.
- **Inability to meet demand and reach people who need our service.** We regularly analyse customer satisfaction and channel usage across key groups of clients and potential clients to determine where we need to improve. We are focusing on better meeting demand for support by telephone; developing projects that meet the specific needs of particular groups who are under-represented in our client profile; exploring more innovative use of digital technologies to improve rural and community access; and developing partnerships with other agencies to improve our reach.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

- **Damage to the reputation of our brand and service.** This could arise from breaches of confidentiality, loss of sensitive data, inaccurate or inappropriate use of data, provision of poor-quality advice, poor client experience, or ineffective stakeholder relations. We train all our staff and volunteers on confidentiality, information risk and GDPR, and safeguarding. We have Cyber Essentials Certification and work with Devon and Cornwall Police to raise awareness of online security. We constantly review the quality of our advice. We monitor and respond to client complaints. We communicate regularly with key stakeholders about our impact and achievements, including funders. We actively seek out partnership working with other agencies, where this will enable us to better deliver effective services to the communities we serve.

- **Inability to attract and retain people with the skills we need for the future.** We aim to be an employer of choice offering a positive and inclusive working environment, good pay, quality training and support, and attractive development opportunities. We monitor staff and volunteer satisfaction through annual surveys and deliver our workforce development plan accordingly. We monitor staff and volunteer wellbeing offering access to psychological support. We actively recruit new volunteers and have revised our training offer so that it works in a low face-to-face environment. We employ a third-party IT support contract to provide emergency support.

- **Lack of capability to lead and manage the organisation.** We aim to increase resilience at senior management level by recruiting a permanent HR Manager and Operations Manager to strengthen the senior management team. In 2020/21, we refreshed our approach to appraisals, objective setting and regular individual performance reviews to support greater alignment with our strategic priorities. The development of our workforce strategy identifies the skills we require and how we will secure them through training, recruitment, pay and reward. Regular reviews of our organisational structure ensure we remain agile in response to changing requirements.

Plans for the Future

In April 2021, Citizens Advice Cornwall refreshed its four strategic priorities for future work to enable it to meet demand and build a sustainable organisation able to adapt to the post Covid-19 environment. The four strategic priorities are:

1. Sustainability and Resilience
2. Access and Reach
3. People and Culture
4. Governance and Compliance

Sustainability and Resilience

We aim to create a stable income and control expenditure whilst providing a quality service. We plan to do this by continuing to focus on bringing our free reserves back in line with the policy whilst maintaining control of expenditure and finances; fundraising to bring in unrestricted income and continue to build stronger relationships with partners and funders; working to shift perception so that Citizens Advice Cornwall is recognised as a charity requiring donations and not as purely a publically funded organisation; maintaining our quality of advice and ensuring that staff and volunteers are equipped and supported to carry out their role; and contributing to a wider understanding of the issues facing Cornwall through effective and sustainable use of our data.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Access and Reach

Our aim is to reach more people in a time and manner that fits their need including communities that we do not currently reach. Service delivery will continue to be primarily digital for most services, with face-to-face appointments reserved for those with the most complex issues and circumstances. Building on our learning so far, we will continue to explore making our advice and advocacy available in more local areas through our digital outreaches, so that people do not have long and expensive journeys to access the service. We will work to increase our capacity to meet demand on Adviceline; and we will continue to explore how we can meet clients' needs in accessing justice, debt prevention, supporting mental health through effective and well timed advice and better connecting with young people.

People and Culture

We aim to develop a motivated and well trained team able to take advantage of opportunities. We will work collaboratively to focus on the needs of our clients and workforce to create an inclusive environment where everyone is valued. We will develop a workforce strategy that identifies the skills we need to deliver goals and we will secure those skills through pay, reward, training and development. This will be key to creating an effective team and ensuring that Citizens Advice Cornwall will be the first choice for people looking to work or volunteer in the sector. We are undertaking a review of organisational values to ensure they are fit for purpose and relevant and we will develop our first equality, diversity and inclusion action plan for both our people and clients.

Governance and Compliance

We want to ensure the organisation is well led, accountable, effective, responsive and transparent. We are reviewing our approach to risk management and understanding of risk appetite to ensure it is fit for purpose and embedded in everyday activity. We are setting up a county-wide survey to understand how our communities view us and what they want from us in order to inform our next strategy and future activities. We will review the effectiveness of our Trustee Board through the regular annual review and continue to develop the quality of information upon which decisions and assessment of organisational performance are based. We will explore how to make our leadership and management teams (including Trustees) more visible, accessible and effective. And we will recruit additional Trustees to bring the total number to nine.

Structure, Governance and Management

Constitution

Citizens Advice Cornwall is a charitable company limited by guarantee, registered as a charity on 25 March 2002 and incorporated on 4 April 2002. The name was amended on 3 July 2008 by special resolution and certificate of incorporation upon change of name on 21 July 2008. The company was established under a Memorandum and Articles of Association, which were amended on 4 February 2020.

Members' Liability

The liability of Members of the charitable company is limited. Each Member undertakes to contribute such amount as may be required, not exceeding £1, to the Charity's assets if it should be wound up while they are a Member or within one year after they cease to be a Member.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Organisational Structure and Decision Making

The governing body is the Board of Trustees, which currently has seven Trustee members, increasing from five at the start of the year. This year a number of new Trustees were recruited to strengthen the Board by bringing a wider diversity of experience, particularly in finance, human resources, business development and community needs.

Our Trustees are the directors of the company and are responsible for strategic direction, oversight of organisational and financial performance, and management of risk. The Board meets formally four times a year to consider fiduciary and strategic business. It receives reports, including policies, from its executive officers for information, approval or action. In addition, the Board meets for two strategy half days, allowing deeper consideration of the principal issues and risks facing the organisation and development of strategic direction.

In order to provide greater scrutiny and Board assurance of the financial performance of the Charity, a Finance Working Group (FWG) was formed consisting of the Chair, the Treasurer, Chief Executive and Finance Manager. This group had no decision-making powers and was focused on providing close support to management, ensuring the financial strategy of the Board was delivered and that financial reporting provided the right level of information required for appropriate Board assurance of financial performance.

The FWG was replaced by a formal Finance and Audit Committee (FAC), chaired by the Treasurer, in April 2021. New terms of reference were approved by the Board and the Committee is now fully operational with three Trustee members, including the Chair of Trustees in an ex-officio role. The FAC meets quarterly, in advance of the corresponding Trustee Board meeting and provides advice and recommendations to Trustees on all finance and audit matters. It has no decision-making powers.

In addition to financial performance, this year the Board identified two key organisational risks where it required closer oversight and scrutiny of performance: human resources and business development. Two working groups have been established (People and Culture, and Business Development) each chaired by a Trustee to ensure these strategic goals are delivered and to provide appropriate expertise to support management. Both groups will operate during 2021/22 and have been additionally tasked with making a recommendation to the Board about whether either or both warrant becoming a formal committee, by the end of the year.

Key Management Personnel

The CEO is responsible for the strategic and operational management of CAC and is authorised to use resources towards the achievement of the business objectives set out in the Business and Development Plan (the Plan). Each year, the Board reviews and approves an updated Plan along with the annual budget.

The CEO leads a management team comprising:

- Finance Manager
- HR Manager
- Business Development Officer
- Service Delivery Lead
- MAS and Help to Claim Projects Lead

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Risk Management

The Trustees have assessed the major risks to which the Charity is exposed, in particular those related to the operations and finances of the Charity. They are satisfied that systems and procedures are in place to mitigate exposure to the major risks.

Citizens Advice Cornwall is a member of Citizens Advice, the National Association of Citizens Advice Bureaux. Citizens Advice regulates CAC through the requirements of the Local Performance Quality Framework.

The Charity is regulated by the Financial Conduct Authority for debt and credit services (FRN: 617531).

Method of Appointment or Election of Trustees

The Board carries out an annual appraisal of its performance each year. This includes a skills audit which identifies any gaps in skills and knowledge to inform training and Trustee recruitment for the year.

Trustees are recruited via open advertisement. A comprehensive candidate pack is prepared for each recruitment round and this includes the role profile. Applicants apply by submitting a CV and covering letter. A recruitment panel of at least 2 Trustees with the CEO in an observer and support role, shortlist, interview and make a recommendation to the Board, subject to all due diligence checks being satisfactory. Trustees are formally elected by the Members at an AGM, but can be co-opted or appointed to a casual vacancy by the Trustee Board for the period until the next AGM. Prospective Trustees are invited to observe a formal Board meeting, if they would like, before confirming their acceptance of an invitation to join the Board and prior to their formal appointment.

As set out in the Articles of Association, the Board elects one of their number as Chair and one as Treasurer. It may also elect a Vice-Chair. All these appointments are based on nominations made by Trustees. These officers are elected annually and may serve a maximum of six years.

Policies Adopted for the Induction and Training of Trustees

All Trustees undergo a comprehensive induction. This includes meetings with key personnel and the provision of documents that set out the structure, governance, policies, history and operations of CAC and the responsibilities of Trustees.

All Trustees are required to undertake annual training on GDPR and the Senior Management Certification Regime Parts 1 and 2. From 2020/21, all Trustees will also be required to carry out annual training on their safeguarding responsibilities. This is in addition to any other training individual Trustees undertake as part of their Continuous Professional Development.

Pay policy for senior staff

Key management personnel are remunerated by annual salary. There are no additional payments or benefits in kind. The CEO's salary is set by the Board and reviewed annually.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Trustees' Report

Related Parties

None of our Trustees receive remuneration or other benefit from their work with the Charity. Any related party transactions are disclosed in the notes to the accounts.

The Charity operates within the standards framework for advice and casework defined by Citizens Advice and is regularly monitored against these standards as part of the membership agreement between the two parties. CAC operating policies are independently determined by the CAC Trustee Board in order to fulfil its charitable objects and comply with the national membership requirements.

Disclosure of information to auditor

Each Trustee has taken steps that they ought to have taken as a Trustee in order to make themselves aware of any relevant audit information and to establish that the Charity's auditor is aware of that information. The Trustees confirm that there is no relevant information that they know of and of which they know the auditor is unaware.

Small companies provision statement

This report has been prepared in accordance with the small companies regime under the Companies Act 2006.

The annual report was approved by the Trustees of the Charity on 26 July 2021 and signed on its behalf by:



.....
F A Keene, Chair (from 27 April 2020, re-elected 26 April 2021)
Chair and Trustee

C.A.B. Cornwall

known as Citizens Advice Cornwall

Statement of Trustees' Responsibilities

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

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

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

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

Approved by the Trustees of the Charity on 26 July 2021 and signed on its behalf by:



.....
F A Keene, Chair (from 27 April 2020, re-elected 26 April 2021)
Chair and Trustee

C.A.B. Cornwall

known as Citizens Advice Cornwall

Independent Auditor's Report to the Members of C.A.B. Cornwall

Opinion

We have audited the financial statements of C.A.B. Cornwall (the 'Charity') for the year ended 31 March 2021, which comprise the Statement of Financial Activities, Balance Sheet, Statement of Cash Flows, and Notes to the Financial Statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is United Kingdom Accounting Standards, comprising Charities SORP - FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and applicable law (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 results for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the 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 original financial statements were 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.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Independent Auditor's Report to the Members of C.A.B. Cornwall

Other information

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

Opinion 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 our knowledge and understanding of the company 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 where 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.

Responsibilities of Trustees

As explained more fully in the Statement of Trustees' Responsibilities (set out on page 16), the Trustees 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.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Independent Auditor's Report to the Members of C.A.B. Cornwall

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

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

We considered those laws and regulations that have a direct impact on the preparation of the financial statements, including, but not limited to FRS 102 (effective 1 January 2019) - (Charities SORP), the Companies Act 2006 and the Charities Act 2011. In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which may be fundamental to the charity's ability to operate or to avoid a material penalty.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls) and determined that the principal risks related to fraudulent financial reporting, in particular to grant funding received.

Audit procedures performed by the engagement team include, but were not limited to, discussions and inquiries with management of compliance with laws and regulations, reviewing grant funding agreements, and reviewing board minutes and significant legal costs incurred in the year. We also addressed the risk of management override of internal controls, including testing of journals and evaluating whether there was evidence of bias by the Trustees that represented a risk of material misstatement due to fraud.

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. Also, 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 or intentional misrepresentations, or through collusion.

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

C.A.B. Cornwall

known as Citizens Advice Cornwall

Independent Auditor's Report to the Members of C.A.B. Cornwall

Use of our report

This report is made solely to the charitable company's Trustees, 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 Trustees those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and its Trustees as a body, for our audit work, for this report, or for the opinions we have formed.



.....
Duncan Leslie (Senior Statutory Auditor)
For and on behalf of PKF Francis Clark, Statutory Auditor

North Quay House
Sutton Harbour
Plymouth
Devon
PL4 0RA

29/07/21
Date:.....

C.A.B. Cornwall

known as Citizens Advice Cornwall

Statement of Financial Activities for the Year Ended 31 March 2021 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2021 £
Income from:				
Donations and legacies	3	15,325	-	15,325
Charitable activities	4	342,566	1,200,031	1,542,597
Investment income	5	4,346	-	4,346
Other income	6	7,657	616	8,273
Total income		<u>369,894</u>	<u>1,200,647</u>	<u>1,570,541</u>
Expenditure on:				
Charitable activities	7	<u>(262,891)</u>	<u>(1,132,545)</u>	<u>(1,395,436)</u>
Total expenditure		<u>(262,891)</u>	<u>(1,132,545)</u>	<u>(1,395,436)</u>
Gains/losses on investment assets		<u>17,092</u>	<u>-</u>	<u>17,092</u>
Net income		124,095	68,102	192,197
Transfers between funds		<u>(30,266)</u>	<u>30,266</u>	<u>-</u>
Net movement in funds		93,829	98,368	192,197
Reconciliation of funds				
Total funds brought forward		<u>249,636</u>	<u>272,260</u>	<u>521,896</u>
Total funds carried forward	20	<u><u>343,465</u></u>	<u><u>370,628</u></u>	<u><u>714,093</u></u>

C.A.B. Cornwall

known as Citizens Advice Cornwall

Statement of Financial Activities for the Year Ended 31 March 2020 (Including Income and Expenditure Account and Statement of Total Recognised Gains and Losses)

	Note	Unrestricted funds £	Restricted funds £	Total 2020 £
Income from:				
Donations and legacies	3	7,194	-	7,194
Charitable activities	4	332,871	630,626	963,497
Investment income	5	10,224	-	10,224
Other income	6	1,144	-	1,144
Total income		<u>351,433</u>	<u>630,626</u>	<u>982,059</u>
Expenditure on:				
Charitable activities	7	<u>(411,650)</u>	<u>(661,375)</u>	<u>(1,073,025)</u>
Total expenditure		<u>(411,650)</u>	<u>(661,375)</u>	<u>(1,073,025)</u>
Gains/losses on investment assets		<u>(2,440)</u>	<u>-</u>	<u>(2,440)</u>
Net expenditure		<u>(62,657)</u>	<u>(30,749)</u>	<u>(93,406)</u>
Net movement in funds		(62,657)	(30,749)	(93,406)
Reconciliation of funds				
Total funds brought forward		<u>312,293</u>	<u>303,009</u>	<u>615,302</u>
Total funds carried forward	20	<u><u>249,636</u></u>	<u><u>272,260</u></u>	<u><u>521,896</u></u>

All of the Charity's activities derive from continuing operations during the above two periods.

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

C.A.B. Cornwall

known as Citizens Advice Cornwall

(Registration number: 04409017)
Balance Sheet as at 31 March 2021

	Note	2021 £	2020 £
Fixed assets			
Tangible assets	14	261,926	241,561
Investments	15	<u>167,780</u>	<u>180,688</u>
		<u>429,706</u>	<u>422,249</u>
Current assets			
Debtors	16	162,941	85,744
Cash at bank and in hand		<u>209,559</u>	<u>45,411</u>
		372,500	131,155
Creditors: Amounts falling due within one year	17	<u>(88,113)</u>	<u>(31,508)</u>
Net current assets		<u>284,387</u>	<u>99,647</u>
Net assets		<u>714,093</u>	<u>521,896</u>
Funds of the Charity:			
Restricted funds		370,628	272,260
Unrestricted income funds			
Unrestricted funds		<u>343,465</u>	<u>249,636</u>
Total funds	20	<u>714,093</u>	<u>521,896</u>

The financial statements on pages 21 to 43 were approved by the Trustees, and authorised for issue on 26 July 2021 and signed on their behalf by:



.....
F A Keene, Chair (from 27 April 2020, re-elected 26 April 2021)
Chair and Trustee

C.A.B. Cornwall

known as Citizens Advice Cornwall

Statement of Cash Flows for the Year Ended 31 March 2021

	Note	2021 £	2020 £
Cash flows from operating activities			
Net cash income/(expenditure)		192,197	(93,406)
Adjustments to cash flows from non-cash items			
Depreciation		12,873	10,243
Investment income	5	(4,346)	(10,224)
Revaluation of investments		12,908	521
		<u>213,632</u>	<u>(92,866)</u>
Working capital adjustments			
(Increase)/decrease in debtors	16	(77,197)	20,002
Increase/(decrease) in creditors	17	43,635	(4,523)
Increase in deferred income		12,970	-
		<u>193,040</u>	<u>(77,387)</u>
Cash flows from investing activities			
Purchase of tangible fixed assets	14	(33,238)	(1,624)
Purchase of investments	15	(36,911)	(45,311)
Sale of investments		36,911	75,311
Income from dividends	5	4,346	10,224
		<u>(28,892)</u>	<u>38,600</u>
Net cash flows from investing activities		<u>(28,892)</u>	<u>38,600</u>
Net increase/(decrease) in cash and cash equivalents		164,148	(38,787)
Cash and cash equivalents at 1 April		<u>45,411</u>	<u>84,198</u>
Cash and cash equivalents at 31 March		<u><u>209,559</u></u>	<u><u>45,411</u></u>

All of the cash flows are derived from continuing operations during the above two periods.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

1 Charity status

The Charity is limited by guarantee, incorporated in England and Wales, and consequently does not have share capital. Each of the Members are liable to contribute an amount not exceeding £1 towards the assets of the Charity in the event of liquidation.

The address of its registered office and principal place of business is:

Duchy House
21 Dean Street
Liskeard
Cornwall
PL14 4AB

The principal place of business is:

Duchy House
21 Dean Street
Liskeard
Cornwall
PL14 4AB

2 Accounting policies

Summary of significant accounting policies and key accounting estimates

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

Statement of compliance

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)). They also comply with the Companies Act 2006 and Charities Act 2011.

Basis of preparation

C.A.B. Cornwall meets the definition of a public benefit entity under FRS 102. Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy notes.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

Going concern

The Trustees assess whether the use of going concern is appropriate i.e. whether there are any material uncertainties related to events or conditions that may cast significant doubt on the ability of the Charity to continue as a going concern. The Trustees make this assessment in respect of a period of one year from the date of approval of the financial statements.

After reviewing the organisation's budgets and business plan and taking account of the economic climate, reserves position and strategic priorities for the next three years, the Trustees have a reasonable expectation that the Charity has adequate resources to continue in operational existence for the foreseeable future.

For this reason, they continue to adopt the going concern basis in preparing the financial statements.

Incoming resources

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

Donations and legacies

Donations are recognised when the Charity has been notified in writing of both the amount and settlement date. In the event that a donation is subject to conditions that require a level of performance by the Charity before the Charity is entitled to the funds, the income is deferred and not recognised until either those conditions are fully met, or the fulfilment of those conditions is wholly within the control of the Charity and it is probable that these conditions will be fulfilled in the reporting period.

Grants receivable

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

Deferred income

Deferred income represents amounts received for future periods and is released to incoming resources in the period for which it has been received. Such income is only deferred when:

- The donor specifies that the grant or donation must only be used in future accounting periods; or
- The donor has imposed conditions which must be met before the Charity has unconditional entitlement.

Investment income

Interest on funds held on deposit is included when receivable and the amount can be measured reliably by the Charity; this is normally upon notification of the interest paid or payable by the bank. Dividends are recognised once the dividend has been declared and notification has been received of the dividend due.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

Other income

All other income is accounted for on an accruals basis.

Expenditure

All expenditure is recognised once there is a legal or constructive obligation to that expenditure, it is probable settlement is required and the amount can be measured reliably. All costs are allocated to the applicable expenditure heading that aggregate similar costs to that category. Where costs cannot be directly attributed to particular headings they have been allocated on a basis consistent with the use of resources, with central staff costs allocated on the basis of time spent. Other costs are allocated based on the proportion of income basis.

Charitable activities

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.

Support costs

Support costs are those costs incurred which are not directly attributable to a particular principal activity and include such costs as premises, central administration, IT support and human resource costs.

Governance costs

These include the costs attributable to the Charity's compliance with constitutional and statutory requirements, including audit, strategic management and Trustees' meetings and reimbursed expenses.

Taxation

The Charity 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 Charity 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.

Tangible fixed assets

Individual fixed assets costing £500 or more are initially recorded at cost, less any subsequent accumulated depreciation and subsequent accumulated impairment losses.

Depreciation and amortisation

Depreciation is provided on tangible fixed assets so as to write off the cost or valuation, less any estimated residual value, over their expected useful economic life as follows:

Asset class

Freehold buildings

Depreciation method and rate

2% straight line

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

Computer equipment	25% reducing balance
Plant and machinery	25% reducing balance

Fixed asset investments

Fixed asset investments, other than programme related investments, are included at market value at the balance sheet date. Realised gains and losses on investments are calculated as the difference between sales proceeds and their market value at the start of the year, or their subsequent cost, and are charged or credited to the Statement of Financial Activities in the period of disposal.

Unrealised gains and losses represent the movement in market values during the year and are credited or charged to the Statement of Financial Activities based on the market value at the year end.

Cash and cash equivalents

Cash and cash equivalents comprise cash on hand and call deposits, and other short-term highly liquid investments that are readily convertible to a known amount of cash and are subject to an insignificant risk of change in value.

Fund structure

Unrestricted income funds are general funds that are available for use at the Trustees' discretion in furtherance of the objectives of the Charity.

Designated funds are unrestricted funds set aside for specific purposes at the discretion of the Trustees.

Restricted income funds are those donated for use in a particular area or for specific purposes, the use of which is restricted to that area or purpose.

Leasing commitments

Leases in which substantially all the risks and rewards of ownership are retained by the lessor are classified as operating leases. Rentals payable under operating leases are charged in the Statement of Financial Activities on a straight line basis over the lease term.

Pensions and other post retirement obligations

The Charity operates a defined contribution pension scheme which is a pension plan under which fixed contributions are paid into a pension fund and the Charity has no legal or constructive obligation to pay further contributions even if the fund does not hold sufficient assets to pay all employees the benefits relating to employee service in the current and prior periods.

Contributions to defined contribution plans are recognised in the Statement of Financial Activities when they are due. If contribution payments exceed the contribution due for service, the excess is recognised as a prepayment.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

Financial instruments

Classification

The charitable company only has the financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at their settlement value, except for those financial assets classified as at fair value through profit or loss, which are initially measured at the transaction value and then subsequently measured at their fair value. The Charity holds the following basic financial instruments:

- Fixed asset investments;
- Short term trade and other debtors and creditors; and
- Cash and bank balances.

All financial instruments are classified as basic.

Recognition and measurement

The company has chosen to apply the recognition and measurement principles in FRS102.

Financial instruments are recognised when the company becomes party to the contractual provisions of the instrument and derecognised when in the case of assets, the contractual rights to cash flows from the assets expire or substantially all the risks and rewards of ownership are transferred to another party, or in the case of liabilities, when the company's obligations are discharged, expire or are cancelled.

Except for fixed asset investments, such instruments are initially measured at transaction price, including transaction costs, and are subsequently carried at the undiscounted amount of the cash or other consideration expected to be paid or received, after taking account of impairment adjustments.

Fixed asset investments are initially measured at transaction price, and are subsequently carried at their fair value as at the balance sheet date using the quoted market price. The Statement of Financial Activities includes the net gains and losses arising on revaluation and disposals throughout the year.

3 Income from donations and legacies

	Unrestricted funds		
	General	Total	Total
	£	2021	2020
		£	£
Donations and legacies;			
Donations from individuals	15,325	15,325	7,194
	<u>15,325</u>	<u>15,325</u>	<u>7,194</u>

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

4 Income from charitable activities

	Unrestricted Funds £	Restricted Funds £	Total 2021 £	Total 2020 £
General advice	342,566	-	342,566	325,389
BEIS	-	39,967	39,967	-
Community Justice Fund	-	48,652	48,652	-
Devon and Cornwall Police	-	40,694	40,694	25,000
Debt & Mental Health	-	47,150	47,150	-
Disability Cornwall & Isle of Scilly	-	12,000	12,000	-
Energy Advice Programme	-	6,000	6,000	8,905
EUSS Settlement Scheme	-	32,556	32,556	-
Financial Capability	-	-	-	7,482
Help to Claim / Universal Support	-	233,153	233,153	219,933
Legal Litigant in Person	-	2,000	2,000	-
MacMillan	-	66,967	66,967	56,000
MAS DAP	-	219,583	219,583	233,622
MAS DAP Trainee	-	15,591	15,591	-
Money Matters	-	174,238	174,238	29,333
National Lottery	-	92,500	92,500	-
Pension Wise	-	67,226	67,226	57,833
Powerhouse Project	-	19,798	19,798	-
Western Power	-	13,812	13,812	-
Wis£Up	-	49,334	49,334	-
Cornwall Community Foundation	-	18,810	18,810	-
	<u>342,566</u>	<u>1,200,031</u>	<u>1,542,597</u>	<u>963,497</u>

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

5 Investment income

	Unrestricted funds		
	General	Total	Total
	£	2021	2020
		£	£
Income from dividends			
Dividends receivable from other listed investments	4,346	4,346	10,224

6 Other income

	Unrestricted funds		
	General	Restricted	Total
	£	funds	2021
		£	£
Other income	7,657	616	8,273

7 Expenditure on charitable activities

	Activity undertaken directly	Grant funding of activity	Total	Total
	£	£	2021	2020
			£	£
Wages and salaries	894,052	300,163	1,194,215	815,619
Other costs	42,078	146,270	188,348	247,163
Depreciation	-	12,873	12,873	10,243
	936,130	459,306	1,395,436	1,073,025

£262,891 (2020 - £400,072) of the above expenditure was attributable to general unrestricted funds, £nil (2020 - £11,578) to designated unrestricted funds, and £1,132,545 (2020 - £661,375) to restricted funds.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

8 Analysis of governance and support costs

Support activities expenditure

		Unrestricted funds			
	Basis of allocation	General £	Restricted funds £	Total 2021 £	Total 2020 £
Wages and salaries	Time spent	41,073	232,886	273,959	202,952
Social security costs	Time spent	3,191	18,095	21,286	14,909
Employer's pension	Time spent	738	4,180	4,918	2,980
Staff and volunteer costs	Time spent	1,773	2,957	4,730	15,196
Rent	Time spent	6,082	12,255	18,337	12,304
Rates and water	Time spent	1,494	3,011	4,505	3,701
Insurance	Time spent	522	1,052	1,574	4,272
Light and heat	Time spent	2,886	5,815	8,701	13,196
Telephone	Time spent	5,126	12,302	17,428	11,164
Postage and stationery	Time spent	2,041	4,898	6,939	12,651
Travel expenditure	Time spent	679	1,132	1,811	7,842
Office and IT equipment	Time spent	14,629	34,643	49,272	65,404
Repairs and renewals	Time spent	3,128	4,777	7,905	2,103
Bank charges	Time spent	124	208	332	670
Sundry expenses	Time spent	6,115	10,222	16,337	920
Depreciation	Asset per project	3,975	8,898	12,873	10,243
Governance costs	Time spent	1,247	7,152	8,399	12,952
		<u>94,823</u>	<u>364,483</u>	<u>459,306</u>	<u>393,459</u>

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

Governance costs

	Unrestricted funds	Restricted funds	Total 2021	Total 2020
	General £	funds £	£	£
Audit fees				
Audit of the financial statements	1,141	6,539	7,680	7,834
Trustees' expenses	66	375	441	1,080
Legal fees	-	-	-	2,781
Other governance costs	40	238	278	1,257
	<u>1,247</u>	<u>7,152</u>	<u>8,399</u>	<u>12,952</u>

9 Net incoming/outgoing resources

Net incoming/(outgoing) resources for the year include:

	2021 £	2020 £
Operating leases - other assets	11,821	7,842
Audit fees	7,680	7,834
Depreciation of fixed assets	<u>12,873</u>	<u>10,243</u>

10 Trustees' remuneration and expenses

No Trustees, nor any persons connected with them, have received any remuneration from the Charity during the year.

The amount of expenses paid to the Trustees during the year related to travel expenses totalled £441 (2020 - £1,080).

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

11 Staff costs

The aggregate payroll costs were as follows:

	2021 £	2020 £
Staff costs during the year were:		
Wages and salaries	1,104,081	756,844
Social security costs	74,025	46,679
Pension costs	16,109	12,096
	<u>1,194,215</u>	<u>815,619</u>

The monthly average number of persons (including senior management team) employed by the Charity during the year was as follows:

	2021 No	2020 No
Delivery of Charitable Activities	61	44
Governance and Finance	3	4
Cleaners	6	5
	<u>70</u>	<u>53</u>

No employee received emoluments of more than £60,000 during the year.

A list of key management personnel positions are provided in the Trustees' Report. The total employee remuneration of the key management personnel of the Charity was £166,037 (2020 - £120,243).

12 Auditor's remuneration

	2021 £	2020 £
Audit of the financial statements	<u>7,680</u>	<u>7,834</u>

13 Taxation

The Charity is a registered charity and is therefore exempt from taxation.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

14 Tangible fixed assets

	Land and buildings £	Computer equipment £	Plant and machinery £	Total £
Cost				
At 1 April 2020	289,826	62,311	16,972	369,109
Additions	-	32,678	560	33,238
At 31 March 2021	289,826	94,989	17,532	402,347
Depreciation				
At 1 April 2020	63,767	47,982	15,799	127,548
Charge for the year	5,797	6,694	382	12,873
At 31 March 2021	69,564	54,676	16,181	140,421
Net book value				
At 31 March 2021	220,262	40,313	1,351	261,926
At 31 March 2020	226,059	14,329	1,173	241,561

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

15 Fixed asset investments

Other investments

	Listed investments £
Cost or Valuation	
At 1 April 2020	180,688
Revaluation	(12,908)
Additions	36,911
Disposals	<u>(36,911)</u>
At 31 March 2021	<u>167,780</u>
Net book value	
At 31 March 2021	<u>167,780</u>
At 31 March 2020	<u>180,688</u>

There were no investment assets outside the UK.

16 Debtors

	2021 £	2020 £
Trade debtors	53,079	-
Prepayments	3,645	3,639
Accrued income	105,240	81,678
Other debtors	<u>977</u>	<u>427</u>
	<u>162,941</u>	<u>85,744</u>

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

17 Creditors: amounts falling due within one year

	2021	2020
	£	£
Trade creditors	24,733	-
Other taxation and social security	22,832	12,391
Other creditors	207	12
Accruals	27,371	19,106
Deferred income	12,970	-
	<u>88,113</u>	<u>31,509</u>

18 Pension and other schemes

Defined contribution pension scheme

The Charity operates a defined contribution pension scheme. The pension cost charge for the year represents contributions payable by the Charity to the scheme and amounted to £16,109 (2020 - £12,096).

19 Commitments

Other financial commitments

Other financial commitments relate to operating leases for office space.

The total amount of other financial commitments not provided in the financial statements was £24,442 (2020 - £31,263).

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

20 Funds

	Balance at 1 April 2020 £	Incoming resources £	Resources expended £	Transfers £	Other recognised gains/ (losses) £	Balance at 31 March 2021 £
Unrestricted funds						
<i>General</i>						
General Advice	249,260	369,894	(262,891)	(29,890)	17,092	343,465
<i>Designated</i>						
Financial Capability	376	-	-	(376)	-	-
Total Unrestricted funds	<u>249,636</u>	<u>369,894</u>	<u>(262,891)</u>	<u>(30,266)</u>	<u>17,092</u>	<u>343,465</u>
Restricted funds						
Money Matters	24,157	174,238	(162,946)	-	-	35,449
Energy Advice Programme	1,147	6,000	(5,672)	-	-	1,475
Devon & Cornwall Police	14,336	40,694	(39,615)	-	-	15,415
MAS DAP	34,310	219,583	(225,545)	-	-	28,348
Pension Wise	16,260	67,842	(57,632)	-	-	26,470
Macmillan	(23,182)	66,967	(62,994)	19,209	-	-
Help to Claim	(20,827)	233,153	(223,383)	11,057	-	-
BEIS	-	39,967	(34,218)	-	-	5,749
Community Justice Fund	-	48,652	(48,763)	-	-	(111)
Debt and Mental Health	-	47,150	(45,051)	-	-	2,099
Disability Cornwall & I.o.S.	-	12,000	(9,752)	-	-	2,248
EU Settlement Scheme	-	32,556	(31,143)	-	-	1,413
Legal Litigant in Person	-	2,000	-	-	-	2,000
MAS DAP Trainee	-	15,591	(10,252)	-	-	5,339
National Lottery	-	92,500	(89,640)	-	-	2,860
Powerhouse Project	-	19,798	(19,658)	-	-	140
Western Power	-	13,812	(13,599)	-	-	213
WisEup	-	49,334	(38,649)	-	-	10,685
Cornwall Community Foundation	-	18,810	(8,236)	-	-	10,574
Land and Buildings Fund	<u>226,059</u>	<u>-</u>	<u>(5,797)</u>	<u>-</u>	<u>-</u>	<u>220,262</u>
Total restricted funds	<u>272,260</u>	<u>1,200,647</u>	<u>(1,132,545)</u>	<u>30,266</u>	<u>-</u>	<u>370,628</u>
Total funds	<u>521,896</u>	<u>1,570,541</u>	<u>(1,395,436)</u>	<u>-</u>	<u>17,092</u>	<u>714,093</u>

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

	Balance at 1 April 2019 £	Incoming resources £	Resources expended £	Other recognised gains/(losses) £	Balance at 31 March 2020 £
Unrestricted funds					
<i>General</i>					
General Advice	307,821	343,951	(400,072)	(2,440)	249,260
<i>Designated</i>					
Financial Capability	4,472	7,482	(11,578)	-	376
Total unrestricted funds	<u>312,293</u>	<u>351,433</u>	<u>(411,650)</u>	<u>(2,440)</u>	<u>249,636</u>
Restricted funds					
Money Matters	-	29,333	(5,176)	-	24,157
Energy Advice Programme	-	8,905	(7,758)	-	1,147
Devon & Cornwall Police	12,019	25,000	(22,683)	-	14,336
MAS DAP	37,261	233,622	(236,573)	-	34,310
Pension Wise	21,873	57,833	(63,446)	-	16,260
Macmillan	-	56,000	(79,182)	-	(23,182)
Help to Claim	-	219,933	(240,760)	-	(20,827)
Land and Buildings Fund	231,856	-	(5,797)	-	226,059
Total restricted funds	<u>303,009</u>	<u>630,626</u>	<u>(661,375)</u>	<u>-</u>	<u>272,260</u>
Total funds	<u>615,302</u>	<u>982,059</u>	<u>(1,073,025)</u>	<u>(2,440)</u>	<u>521,896</u>

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

The specific purposes for which the funds are to be applied are as follows:

Money Matters

This is a 5 year project funded by Cornwall Council aimed at promoting the resilience of families and young people through improving financial capacity and capability.

Energy Advice Programme

This is funded by Warm Homes Discount Initiative aimed at those in fuel poverty enabling them to feel more confident to manage energy use, understand bills, switch suppliers and implement any energy saving measures.

Devon & Cornwall Police

This is funding received from the Victims of Crime Network for support given to victims of crime referred into Citizens Advice Cornwall.

Money Advice Services: Debt Advice Project (MAS DAP)

This is a nationally funded programme that provides in depth advice and support for clients with serious debt issues. The project is based in Camborne but has a presence in all of our offices. The team members are all qualified debt advisers and DRO intermediaries.

Pension Wise

This is a national programme sponsored by the Department for Work and Pensions. It provides pension guidance to anyone over 55. Since 2018/19 we have delivered the programme as part of a wider partnership with Plymouth, Bournemouth and Taunton Citizens Advice.

Macmillan

This is a partnership project providing welfare advice to people suffering from cancer. It is based in the MacMillan Cove at Treliske Hospital and our Truro office. The team has 3 workers.

Help to Claim (Universal Support)

This is a nationally funded programme, Help to Claim, that provides help with new Universal Credit claimants from the initial process of application through to receipt of the first payment. The team are all Citizens Advice trained advisers who have received additional training on Universal Credit and the Help to Claim process. They are based throughout the Citizens Advice offices in Cornwall as well as Job Centre Plus offices. Advice is available face to face, on the phones, via email and webchat.

BEIS

This funding was used for remote working equipment in the wake of lockdown restrictions caused by the COVID-19 outbreak. It was also used to improve access to advice by setting up Help Hubs in rural communities.

Community Justice Fund

This funding was used for a project designed to provide legal advice on family matters to non-legally aid-able clients.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

Debt and Mental Health

This funding was used to implement an early public health intervention, providing high risk populations (affected by COVID-19) with generalist support around housing, debt, and universal credits, as well as physical and mental health.

Disability Cornwall and Isle of Scilly

This funding was used to engage the services of a generalist adviser to help Disability Cornwall deliver an Advice and Wellbeing Café.

EU Settlement Scheme

This funding was used for the EUSS Project. This project was designed to deliver practical support to vulnerable, at risk or hard to reach EU, EEA & Swiss Citizens and their family members to help them make their EUSS applications.

Legal Litigant in Person

This funding was used to host a legal litigant in person to provide support to clients in Cornwall.

Money Advice Services: Debt Advice Project Trainee (MAS DAP Trainee)

This is a nationally funded programme that has enabled us to take on a Trainee advisor, who provides debt advice and support for clients with serious debt issues.

National Lottery

This funding was used to create a COVID-19 Advice Response Team. Gateway Advisers were employed to filter advice line calls at first contact.

Powerhouse Project

Powerhouse works with young people 16-24 who are not in employment, education or training and young people leaving care in Cornwall. Their objective is to raise awareness about the importance of energy saving, both for financial benefits and for a sustainable future.

Western Power

This funding was used to undertake affordable warmth and/or Priority Service Register recruitment activities in winter 2020-21.

Wis£up

The funding was used to enable 15+ members of CAB Cornwall's Wiseup Team to become financially independent. The project encourages and supports people to take charge of their money, improving their confidence and skills.

Cornwall Community Foundation

This funding was used for remote working equipment in the wake of lockdown restrictions caused by the COVID-19 outbreak.

Land and Buildings fund

This fund is the donated property that the Charity operates from.

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

21 Analysis of net assets between funds

As at the year ended 31 March 2021:

	Unrestricted funds	Restricted funds	Total funds
	General £	£	£
Tangible fixed assets	17,156	244,770	261,926
Fixed asset investments	164,665	3,115	167,780
Current assets	244,958	127,542	372,500
Current liabilities	(83,314)	(4,799)	(88,113)
Total net assets	<u>343,465</u>	<u>370,628</u>	<u>714,093</u>

As at the year ended 31 March 2020:

	Unrestricted funds	Restricted funds	Total funds at 31 March 2020
	General £	Designated £	£
Tangible fixed assets	15,502	-	226,059
Fixed asset investments	177,577	-	3,111
Current assets	77,869	376	52,910
Current liabilities	(21,688)	-	(9,820)
Total net assets	<u>249,260</u>	<u>376</u>	<u>272,260</u>

C.A.B. Cornwall

known as Citizens Advice Cornwall

Notes to the Financial Statements for the Year Ended 31 March 2021

22 Analysis of net funds

	At 1 April 2020 £	Cash flow £	At 31 March 2021 £
Cash at bank and in hand	45,411	164,148	209,559
Net debt	<u>45,411</u>	<u>164,148</u>	<u>209,559</u>

	At 1 April 2019 £	Cash flow £	At 31 March 2020 £
Cash at bank and in hand	84,198	(38,787)	45,411
Net debt	<u>84,198</u>	<u>(38,787)</u>	<u>45,411</u>