Citizens Advice Mid Mercia

England & Wales · Charity number 1107830

Details

Other names	SOUTH DERBYSHIRE CITIZENS ADVICE BUREAU, Citizens Advice Mid Mercia
Status	Registered
Legal form	Charitable company
Company number	05311627
Registered	2005-01-27
Register	View on the Charity Commission register

Contact

Address	114 Church Street Church Gresley Swadlincote Derbyshire DE11 9NR
Phone	012830210108
Email	admin@citizensadvicemidmercia.org.uk
Website	www.citizensadvice.org.uk/local/mid-mercia

Activities

Objects: THE CHARITY'S OBJECTS ARE TO PROMOTE ANY CHARITABLE PURPOSE FOR THE PUBLIC BENEFIT BY THE ADVANCEMENT OF EDUCATION, THE PROTECTION AND PRESERVATION OF HEALTH AND THE RELIEF OF POVERTY, SICKNESS AND DISTRESS IN PARTICULAR, BUT WITHOUT LIMITATION, FOR THE BENEFIT OF THE COMMUNITY IN DERBY CITY, SOUTH DERBYSHIRE, EAST STAFFORDSHIRE, TAMWORTH AND SURROUNDING AREA.

Activities: To provide free, confidential, impartial and independent advice and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals do not suffer through a lack of knowledge or an inability to express their needs effectively.

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Classification

- **How:** Provides Advocacy/advice/information
- **What:** Education/training, Disability, The Prevention Or Relief Of Poverty
- **Who:** The General Public/mankind

Geography

- **Area of benefit:** THE COMMUNITY IN DERBY CITY, SOUTH DERBYSHIRE, EAST STAFFORDSHIRE, TAMWORTH AND SURROUNDING AREA.
- Derbyshire
- Staffordshire

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£5,085,640	£4,865,736	£1,317,843	136
2024-03-31	£3,189,142	£3,025,458	£1,097,939	88
2023-03-31	£2,327,372	£2,168,683	£1,007,536	73
2022-03-31	£1,995,291	£1,873,910	£848,847	62
2021-03-31	£1,879,049	£1,648,475	£727,466	63

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Trustees

Name	Role	Appointed
Jonathan David Lloyd	Chair	2013-11-13
Angela MacKenzie		2024-05-08
Barinder Kumar Kataria		2025-05-08
CLLR JAMES NEIL HEWLETT		
Christopher John Smith		2015-01-01
GRAEME JOHN ROYALL		2013-01-08
Honor Louise Lewis		2026-02-23
Ian Gavin Blackett		2023-08-17
JAMES ENNIS BOSWORTH		2018-04-26
John Harris		2024-08-07
John McKiernan		2024-02-01
Stephen Jerome Haigh		2026-01-05
Susan McKendrick		2022-02-03

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Citizens Advice Mid Mercia

England & Wales - Charity number 1107830

Accounts

Registered number: 05311627
Charity number: 1107830

CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2025

CITIZENS ADVICE MID MERCIA
(A company limited by guarantee)

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CITIZENS ADVICE MID MERCIA
(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2025

Trustees	J Lloyd, Chair K Eldret, Vice Chair J Bosworth, Treasurer G Royall Councillor J Hewlett C Smith S McKendrick A Armstrong (resigned 12 September 2025) I G Blackett J McKiernan A Mackenzie J Harris B Kataria (appointed 8 May 2025)
Company registered number	05311627
Charity registered number	1107830
Registered office	114 Church Street Church Gresley Swadlincote Derbyshire DE11 9NR
Senior management team	Mr D Symcox, Chief Executive Officer & Company Secretary Mrs S Brown, Chief Operating Officer
Independent auditor	Bates Weston Audit Ltd Statutory Auditors Chartered Accountants The Mills Canal Street Derby DE1 2RJ
Bankers	Unity Trust Bank 9 Brindley Place Birmingham B1 2HB
Accountants	Bates Weston LLP Chartered Accountants The Mills Canal Street Derby DE1 2RJ

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2025

Structure, Governance and Management

Governing Document

The Charity was incorporated as a company limited by guarantee on 13th December 2004 (Company Number: 05311627). The full name of the charity is Citizens Advice Mid Mercia and it was registered with the Charity Commission on 27 January 2005 (Charity Number: 1107830). The charity commenced operations on 1st April 2005 at which date the assets and liabilities of the unincorporated South Derbyshire Citizens Advice Organisation (Charity Number: 1079115) were acquired. It is governed by its Memorandum and Articles of Association.

Previously the organisation was referred to as Citizens Advice South Derbyshire or South Derbyshire CAB or Citizens Advice South Derbyshire and City. From 1 April 2019 it is referred to as Citizens Advice Mid Mercia (see below - Aims, Objectives, Strategies and Activities for the Year).

Organisational structure

The Charity is governed through a Trustee Board. Trustees, who are also Directors of the Company, are elected from the local community and must either reside or work South Derbyshire, Derby City, East Staffordshire, Tamworth or surrounding areas.

The Trustee Board is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Mid Mercia and for ensuring that the charity satisfies its legal and contractual obligations.

The Articles of Association provide for a minimum of three and a maximum of fifteen Trustees that are elected by the trustee board.

An Election Committee, made up of Trustees, the Company Secretary and chaired by the Vice Chair is established to oversee the elections process for Board appointments. All Trustees whether elected, nominated or co-opted must retire from office at the third year of office following their election, but may be re-elected or re-appointed.

No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair.

The Trustee Board meet as a minimum quarterly and has a number of working sub-committees who report back to the full Trustee Board. The Trustee Board delegates the implementation of its decisions and the day-to-day operation of the organisation to the chief executive, supported by senior managers. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

The organisation is co-ordinated from its registered office/principal place of business at 114 Church Street, Church Gresley, Swadlincote, Derbyshire DE11 9NR, though has offices across Derby City, East Staffordshire and Tamworth.

Trustee Induction and training

Through a comprehensive induction to Citizens Advice Mid Mercia, which includes the provision of training courses and mentoring by established trustees, newly appointed Trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making process, the business plan and recent financial performance of the charity. They also meet key employees and other trustees and are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Arrangements for setting the remuneration of key management personnel

The Trustee Board has a remuneration sub-committee with the responsibility for setting and monitoring of the pay and remuneration of Personnel in key management, which is structured against industry benchmarks. The Committee presents to the Board for consideration its report and a vote is taken on whether to approve the recommendation.

Aims, objectives and strategy

The charity's objects are to promote any charitable purpose for the benefit of the community in Derby City, South Derbyshire, East Staffordshire, Tamworth and surrounding areas, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Citizens Advice Mid Mercia is a multi-discipled organisation that aims to provide free, confidential, impartial and independent information, advice, peer support, health and wellbeing support as well as training for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals are aware of and have access to our services and do not suffer through a lack of knowledge or an inability to express their needs effectively. We provide help around a wide range of topics through delivery of quick advice, generalist advice, casework, peer support and training.

To meet these aims the organisation has identified four key strategic objectives:

- We'll deliver an effective and accessible service
- We'll build strategic partnerships and be influential
- We'll become even more sustainable
- We'll embrace our core values

Activity

The organisation has continued to adapt, develop and expand services to continue to help clients in the best way possible, in the most efficient way possible and through a model that is best to help our clients find a way forward.

This is an aim that has been successful and even allowed our organisation to expand the number of people that we have supported.

In addition to our volunteer generalist advice service the following advice, specialist advice, health and wellbeing support services were provided:

1. Outreach advice service in primary care settings - to help address health inequalities by tackling poverty-related determinants of health.
2. Money Advice Service (MAS) casework - providing free quality and consistent debt management.
3. Wellbeing service - to help address issues facing families with the key focus being income maximisation.
4. Debt Advice - to help households facing unmanageable debt in Burton.
5. Integrated Advocacy service - brings together all independent statutory and non-statutory advocacy in Derby City so that people who need advocacy support can now access it in one place.
6. IT training- providing digital skills and IT training, advice and support centred around the needs of the individual.
7. Money Management Advice - advise on maximising income, managing cash flow and budgeting
8. Community of practise – to understand the current services and gaps in delivery for autistic people and create services to fill those gaps.
9. Help to claim – providing assistance to claim universal credit.
10. Autism service – providing information and advice surrounding autism
11. Universal service for carers - free, confidential and impartial service dedicated solely to the holistic support

of unpaid carers in Derby City
12. Tamworth advice project – generalist advice and debt service for the community of Tamworth.
13. Derbyshire Community Health Trust project – generalist advice and debt service for DCHS clients.
14. Help through hardship service – advice service funded by the Trussell Trust supporting those accessing food banks.
15. Midlands Partnership Foundation Trust – Financial inclusion advice for MPFT clients.
16. Generalist advice in South Derbyshire – Advice services funded by South Derbyshire District Council to support residents.
17. Energy services – various energy specific programmes to help people through the energy crisis
18. Low level support service – To ensure people are able to remain independent in their own homes
19. GAIN – Advice and health service to residents of Birmingham
20. Short term intervention service – a preventative advice, care and support service for people with learning disability and autistic people at imminent risk.

Public benefit

In considering the operation, achievements, performance and finances of the charity, the trustees are satisfied that public benefit has been provided in accordance with the Charities Act 2011 and the guidance published by the Charity Commission.

Achievements and performance 2024/25

In the year 2024/25 we provided high quality services to the residents of South Derbyshire Derby City, East Staffordshire, Tamworth as well as areas in the East and West Midlands and beyond.

A particular success has been to establish a low level service aimed at ensuring as many people remain independent in their own home as possible. A service that allows a preventative support mechanism for those who otherwise could be at risk of losing their independence.

Another success has been to expand our services into Birmingham, specially our GAIN service aimed at providing advice and well-being services to residents.

In 2024/25, we supported approximately 35,000 people find a way forward which is the most in the history of our organisation in a single year.

Staff, volunteers and principle funders

Our success could not have been achieved without the hard work and dedication of our staff and volunteers. The Trustees and the Senior Management Team recognise the tremendous contribution made, without which the service could not operate.

To be an adviser, specialist, health professional or front line worker within the organisation requires extensive training, dedication and commitment to help those in our community. We are therefore so grateful for the valuable support our trained staff and volunteers provide throughout the organisation.

Our Volunteers are for instance involved in the administration department, as generalist Advisors or telephone Advisors and assist with our community development projects.

The essential work achieved would not have been possible without the help of our principle funders which include The Money Advice Service, Derbyshire County Council, Derby City Council, South Derbyshire District Council, Tamworth Borough Council, Birmingham City Council, The Big Lottery, Citizens Advice England and Wales, Midlands Partnership Foundation Trust, The Trussell Trust, Derbyshire Community Health Trust, Good Things Foundation, Multiple Sclerosis Society, Smart Energy GB, Winshill Parish Council, Marches, Derby and Derbyshire ICB, and Energy Redress.

Need, risks and future plans

There are a series of principal risks that the management and trustees have identified, both to clients served and the organisation overall. Most prevalent amongst those is the cost of living crisis and continued difficult scenarios faced by many of our clients. Primarily the adverse effect that this could have on the clients that we serve and vast increase in need for our services and uncertainty of future funding, especially from traditional sources.

It will be the aim of the organisation to meet these challenges by ensuring that we continue to deliver the highest possible standard of service, sustaining and developing areas of funding to increase provision while ensuring that all staff and volunteers are supported.

To meet these challenges, the organisation plans to:

- Continue to implement and invest in digital training and innovations programme for our people
- Improve the quality of advice through external audit
- Further invest in a dedicated funding team to expand and diversify services
- Develop strong connections with remaining external partners
- Focus on the effects of the cost of living crisis
- Focus on supporting those living with neurodiverse, learning disabilities and mental health issues
- Focus more heavily within health and wellbeing based services
- Maintain the quality of provision across all services
- Diversify our funding stream further for greater sustainability
- Deliver face to face provision where needed for clients
- Grow as an organisation to meet demand

Financial review

For the year ended 31st March 2025 the charity has benefitted from incoming resources of £5,085,640 of which £5,060,149 was funding for charitable activities.

An in-year surplus of £219,904 resulted in an increase of reserves with the charity now reporting total funds of £1,317,843 of which £755,131 are unrestricted and £562,712 are restricted.

Of the unrestricted funds, £371,859 has been designated for other purposes, of which £210,392 relate to fixed assets.

Citizens Advice Mid Mercia is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The organisation will maintain a projection of income for at least two years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. The Board take all reasonable steps to minimise the impact that would occur from the cessation of one or more funding streams within this period and are mindful to structure the charity in a way to minimise the likelihood that this would present so serious a challenge to the future of the organisation that it could not be managed.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, or to deal with variances in cash flow, the Trustees have determined that ‘free reserves’, in addition to ‘Designated funds’ should be maintained equal to 3 months normal operating expenditure.

Our aims in the future are to cement our organisation as a lead for other partners to allow a greater collaboration that will support even more clients. We also aim to expand our health based services and increase provision overall regionally and nationally.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2025

Trustees Responsibility Statement

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

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 the incoming resources and application of resources, including the income and expenditure, the charitable company for that period. In preparing these financial statements, the Trustees are required to: select suitable accounting policies and then apply them consistently, observe the methods and principles of the Charities SORP, make judgements and accounting 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; prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue operation.

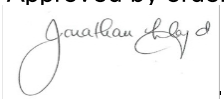
The Trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements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

Disclosure of information to auditors

Each of the persons who are Trustees at the time of when this Trustees' report is approved has confirmed that:

- So far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware.
- Trustees have taken all steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

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



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J Lloyd
(Chair of Trustees)
Date: 27/10/2025

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CITIZENS ADVICE MID MERCIA

Opinion

We have audited the financial statements of Citizens Advice Mid Mercia (the 'charity') for the year ended 31 March 2025 which comprise the statement of financial activities, the balance sheet, the 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 Financial Reporting Standard 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 charitable company's affairs as at 31 March 2025 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; 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 charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 charitable company'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.

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 contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.
- 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 charitable 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 in relation to which 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 Trustees' report and from the requirement to prepare a Strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company 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 charitable company'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 charitable company 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. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charity and sector in which it operates, we considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006. Audit procedures performed by the engagement team included:

- Enquiry of management around actual and potential litigation and claims;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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.

Use of our report

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

Wayne Thomas FCA (Senior Statutory Auditor)
for and on behalf of
Bates Weston Audit Ltd
Statutory Auditors
Chartered Accountants
The Mills
Canal Street
Derby
DE1 2RJ

Date:

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2025

	Note	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Income from:					
Donations and legacies	2	**-**	**1,055**	**1,055**	*938*
Charitable activities	3	**2,000**	**5,058,149**	**5,060,149**	*3,176,874*
Investments	4	**24,436**	**-**	**24,436**	*9,828*
Other income	5	**-**	**-**	**-**	*1,502*
Total income		**26,436**	**5,059,204**	**5,085,640**	*3,189,142*
Expenditure on:					
Charitable activities	6	**5,567**	**4,860,169**	**4,865,736**	*3,025,458*
Total expenditure		**5,567**	**4,860,169**	**4,865,736**	*3,025,458*
Net movement in funds		**20,869**	**199,035**	**219,904**	*163,684*
Reconciliation of funds:					
Total funds brought forward		**734,262**	**363,677**	**1,097,939**	*934,255*
Net movement in funds		**20,869**	**199,035**	**219,904**	*163,684*
Total funds carried forward		**755,131**	**562,712**	**1,317,843**	*1,097,939*

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

The notes on pages 13 to 29 form part of these financial statements.

CITIZENS ADVICE MID MERCIA
(A company limited by guarantee)
REGISTERED NUMBER: 05311627

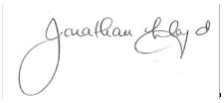
BALANCE SHEET
AS AT 31 MARCH 2025

	Note		2025 £		*2024 £*
Fixed assets					
Tangible assets	11		**210,393**		*215,959*
			210,393		*215,959*
Current assets					
Debtors	12	**386,000**		*306,754*	
Investments	13	**177,276**		*170,000*	
Cash at bank and in hand		**973,364**		*821,634*	
		1,536,640		*1,298,388*	
Current liabilities					
Creditors: amounts falling due within one year	14	**(429,190)**		*(416,408)*	
Net current assets			**1,107,450**		*881,980*
Total assets less current liabilities			**1,317,843**		*1,097,939*
Total net assets			**1,317,843**		*1,097,939*
Charity funds					
Restricted funds	15		**562,712**		*363,677*
Unrestricted funds	15		**755,131**		*734,262*
Total funds			**1,317,843**		*1,097,939*

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

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

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



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J Lloyd
(Chair of Trustees)
Date: 27/10/2025

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2025

	2025 £	*2024* *£*
Cash flows from operating activities		
Net cash used in operating activities	**134,571**	*203,209*
Cash flows from investing activities		
Dividends, interests and rents from investments	**24,435**	*9,828*
Net cash provided by investing activities	**24,435**	**9,828**
Change in cash and cash equivalents in the year	**159,006**	**213,037**
Cash and cash equivalents at the beginning of the year	**991,634**	*778,597*
Cash and cash equivalents at the end of the year	**1,150,640**	*991,634*

The notes on pages 13 to 29 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2025

1. Accounting policies

1.1 Basis of preparation of financial statements

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

Citizens Advice Mid Mercia 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.

1.2 Company status

The charity is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

1.3 Income

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 income receivable can be measured reliably.

Income from government and other grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Evidence of entitlement will usually exist when the formal offer of funding is communicated in writing to the charity. However some grants will contain terms or conditions that must be met before the charity has entitlement to the resources. Income received in advance for the provision of specified services is deferred until the criteria for income recognition are met.

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

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

1.4 Resources expended

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

1. Accounting policies (continued)

1.4 Resources expended (continued)

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity.

Support costs also include the governance costs: costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity.

1.5 Tangible fixed assets

Tangible fixed assets costing £1,500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following basis:

Freehold property	- 2% on cost

1.6 Operating leases

Rentals under operating leases are charged to the Statement of financial activities incorporating income and expenditure account on a straight line basis over the lease term.

1.7 Debtors

Trade and other debtors are recognised at the settlement amount. Prepayments are valued at the amount prepaid.

1.8 Cash at bank and in hand

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

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

1. Accounting policies (continued)

1.10 Financial instruments

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

1.11 Taxation

The charity is exempt from corporation tax on its charitable activities under section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

1.12 Pensions

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

1.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2. Income from donations and legacies

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Donations and gifts	-	1,055	**1,055**	*938*
Total 2024	*938*	*-*	*938*	

3. Income from charitable activities

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £	*Total funds 2024 £*
Gateway	-	1,439,595	**1,439,595**	*1,038,035*
Community Development	2,000	1,800,048	**1,802,048**	*1,015,741*
Family Support	-	499,496	**499,496**	*245,786*
Outreach	-	125,059	**125,059**	*226,283*
Debt & Financial Awareness	-	1,193,951	**1,193,951**	*651,029*
	2,000	5,058,149	**5,060,149**	*3,176,874*
Total 2024	*-*	*3,176,874*	*3,176,874*	

Funding from Government organisations can be analysed as follows:

	2025 £	*2024 £*
South Derbyshire District Council		
Bureau Funding	**65,280**	*63,463*
Capital Grant Funding	**-**	*15,740*
	65,280	*79,203*
Derby City Council		
Advocacy Service	**238,716**	*177,216*
Carers	**261,786**	*245,786*
	500,502	*423,002*
Derbyshire County Council		
Employment Advice	**10,400**	*10,400*
NHS Outreach	**139,366**	*127,715*
Autism Information and Advice	**95,172**	*97,842*
Food bank services	**-**	*12,600*
Wellbeing and community wellness	**7,350**	*55,586*
Low level support	**892,315**	-
	1,144,603	*304,143*

Other governmental organisations

Tamworth Borough Council - Outreach	**240,791**	*178,928*
Winshill Parish Council	**5,500**	*5,500*
Birmingham City Council	**133,333**	*-*
Bolsover District Council	**17,480**	*29,940*
East Staffs Borough Council - COLA	**49,000**	*12,250*
Nottingham County Council - Autism Services	**90,202**	*98,980*
	536,306	*325,598*
	2,246,691	*1,131,946*

4. Investment income

	Unrestricted funds 2025 £	**Total funds 2025 £**	*Total funds 2024 £*
Bank interest	24,436	**24,436**	*9,828*

5. Other incoming resources

	Restricted funds 2025 £	**Total funds 2025 £**	*Total funds 2024 £*
Non-trade income	**-**	**-**	*1,502*

6. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total 2025 £	*Total 2024 £*
Gateway	1,060	1,356,355	**1,357,415**	*1,010,210*
Community Development	1,992	1,708,160	**1,710,152**	*981,421*
Family Support	552	478,898	**479,450**	*240,737*
Outreach	697	131,924	**132,621**	*206,735*
Debt & Financial Awareness	1,266	1,184,832	**1,186,098**	*586,355*
	5,567	4,860,169	**4,865,736**	*3,025,458*
Total 2024	*45,567*	*2,979,891*	*3,025,458*	

7. Analysis of expenditure by activities

	Activities undertaken directly 2025 £	Support costs 2025 £	Total funds 2025 £	*Total funds 2024 £*
Gateway	1,065,011	292,404	**1,357,415**	*1,010,210*
Community Development	1,516,488	193,664	**1,710,152**	*981,421*
Family Support	377,636	101,814	**479,450**	*240,737*
Outreach	116,039	16,582	**132,621**	*206,735*
Debt & Financial Awareness	971,181	214,917	**1,186,098**	*586,355*
	4,046,355	819,381	**4,865,736**	*3,025,458*
Total 2024	*2,362,261*	*663,197*	*3,025,458*	

7. Analysis of expenditure by activities (continued)

Analysis of support costs

	Gateway 2025 £	Community Develop-ment 2025 £	Family Support 2025 £	Outreach 2025 £
Staff costs	129,861	83,032	47,158	5,878
Depreciation	1,060	1,992	552	697
Staff & volunteer costs	7,620	4,943	2,484	414
Office costs	63,651	46,982	21,817	4,669
Premises costs	60,531	31,252	15,824	2,432
Governance	9,105	11,901	5,801	1,171
Other costs	20,576	13,562	8,178	1,321
	292,404	193,664	101,814	16,582
Total 2024	*257,244*	*195,938*	*66,459*	*39,900*

	Debt & Financial Awareness 2025 £	Total funds 2025 £	*Total funds 2024 £*
Staff costs	95,221	**361,150**	*320,928*
Depreciation	1,266	**5,567**	*5,567*
Staff & volunteer costs	5,612	**21,073**	*21,988*
Office costs	53,012	**190,131**	*153,114*
Premises costs	33,020	**143,059**	*82,307*
Governance	13,155	**41,133**	*43,033*
Other costs	13,631	**57,268**	*36,260*
	214,917	**819,381**	*663,197*
Total 2024	*103,656*	*663,197*	

8. Auditor's remuneration

	2025 £	*2024 £*
Fees payable to the charity's auditor for the audit of the charity's annual accounts	**6,825**	*6,500*

9. Staff costs

	2025 £	*2024 £*
Wages and salaries	**2,822,618**	*1,953,966*
Social security costs	**246,847**	*160,612*
Contribution to defined contribution pension schemes	**199,674**	*132,168*
	3,269,139	*2,246,746*

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

	2025	*2024*
Charitable purposes	**103**	*78*
Support and governance	**10**	*9*
	113	*87*

The number of employees whose employee benefits (excluding employer pension costs) exceeded £60,000 was:

	2025 No.	*2024 No.*
In the band £60,001 - £70,000	**1**	*1*
In the band £70,001 - £80,000	**1**	*-*

10. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2024 - £NIL)*.

During the year ended 31 March 2025, expenses totaling £889 were reimbursed or paid directly to 1 Trustee *(2024 - £3,629*)

11. Tangible fixed assets

	Freehold property £
Cost	
At 1 April 2024	**278,319**
At 31 March 2025	**278,319**
Depreciation	
At 1 April 2024	**62,359**
Charge for the year	**5,567**
At 31 March 2025	**67,926**
Net book value	
At 31 March 2025	**210,393**
At 31 March 2024	*215,960*

12. Debtors

	2025 £	*2024 £*
Due within one year		
Trade debtors	**200,900**	*153,423*
Other debtors	**49,554**	*7,579*
Prepayments and accrued income	**135,546**	*145,752*
	386,000	*306,754*

13. Current asset investments

	2025 £	*2024 £*
Short term investments	**177,276**	*170,000*

14. Creditors: Amounts falling due within one year

	2025 £	2024 £
Trade creditors	**63,177**	*80,788*
Other taxation and social security	**156,817**	*45,992*
Other creditors	**43,499**	-
Accruals and deferred income	**165,697**	*289,628*
	429,190	*416,408*

	2025 £	2024 £
Deferred Income		
Deferred income at 1 April 2024	**225,785**	*197,877*
Resources deferred during the year	**111,652**	*225,785*
Amounts released from previous periods	**(216,393)**	*(197,877)*
	121,044	*225,785*

Deferred income relates to grant income received where funders had specified conditions on the spend period.

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Unrestricted funds					
Designated funds					
Fixed asset fund	**215,959**	**-**	**(5,567)**	**-**	**210,392**
Dilapidation & emergency asset repair fund	**16,000**	**-**	**-**	**-**	**16,000**
Staff redundancy & closure contingency fund	**130,000**	**-**	**-**	**-**	**130,000**
Development fund	**40,000**	**-**	**-**	**(24,533)**	**15,467**
	401,959	**-**	**(5,567)**	**(24,533)**	**371,859**
General funds					
General funds	**332,303**	**26,436**	**-**	**24,533**	**383,272**
Total Unrestricted funds	**734,262**	**26,436**	**(5,567)**	**-**	**755,131**
Restricted funds					
Gateway	**157,586**	**1,440,254**	**(1,345,451)**	**-**	**252,389**
Community development	**30,441**	**1,800,444**	**(1,719,065)**	**-**	**111,820**
Family support	**3,687**	**499,496**	**(478,898)**	**-**	**24,285**
Outreach	**44,428**	**125,059**	**(131,923)**	**-**	**37,564**
Debt and financial services	**127,535**	**1,193,951**	**(1,184,832)**	**-**	**136,654**
	363,677	**5,059,204**	**(4,860,169)**	**-**	**562,712**
Total of funds	**1,097,939**	**5,085,640**	**(4,865,736)**	**-**	**1,317,843**

15. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2023 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*As restated Balance at 31 March 2023* £
Unrestricted funds					
Designated funds					
Fixed asset fund	*237,616*	*-*	*(5,567)*	*(16,090)*	*215,959*
Dilapidation & emergency asset repair fund	*16,000*	*-*	*-*	*-*	*16,000*
Staff redundancy & closure contingency fund	*77,000*	*-*	*-*	*53,000*	*130,000*
Development fund	*80,000*	*-*	*(40,000)*	*-*	*40,000*
	410,616	*-*	*(45,567)*	*36,910*	*401,959*
General funds					
General funds	*358,447*	*10,766*	*-*	*(36,910)*	*332,303*
Total Unrestricted funds	*769,063*	*10,766*	*(45,567)*	*-*	*734,262*
Restricted funds					
Gateway	*114,580*	*1,038,035*	*(995,029)*	*-*	*157,586*
Community development	*(19,866)*	*1,017,243*	*(966,936)*	*-*	*30,441*
Family support	*(5,143)*	*245,786*	*(236,956)*	*-*	*3,687*
Outreach	*21,889*	*226,283*	*(203,744)*	*-*	*44,428*
Debt and financial services	*53,732*	*651,029*	*(577,226)*	*-*	*127,535*
	165,192	*3,178,376*	*(2,979,891)*	*-*	*363,677*
Total of funds	*934,255*	*3,189,142*	*(3,025,458)*	*-*	*1,097,939*

16. Fund Descriptions and Transfers

Designated funds

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.

Fixed asset fund
The Charities SORP specifically allows funds held as tangible fixed assets for charity use to be excluded from reserves. This recognises that certain assets will be used operationally and their disposal may adversely impact on a charity's ability to deliver its aims. Clearly all the fixed assets of the charity are essential to the delivery of our charitable aims and could not be disposed of without adversely impacting our operations. The carrying value of the Fixed Assets less the secured loan balance is therefore set aside as designated funds in the balance sheet and is excluded from the free reserve (General fund) calculation.

Building dilapidation & emergency asset repair fund
Routine maintenance of the building is covered in the annual budget. However, due to the age of the property - it was built circa late 1800's, parts of the structure are tired and a fund is required for dealing with the dilapidation and to cover major emergency repairs which could impact on the security or disrupt the operation of the charity from the premises.

Staff redundancy & closure contingency fund
Were the charity have to close it would incur a number of winding up costs. Although the trustees expect the charity to continue its activities for a very long time they nevertheless believe that it is their duty to be prudent and to protect the charity's reputation by ensuring it is able to meet its financial commitments in the event of a winding up. Therefore the trustees have created a designated fund reflecting the cost of staff redundancies, professional and other costs that would arise should the charity have to close, or to operate with a much lower level of activity with significantly fewer staff. The amount of this fund will be reviewed annually to take into account any changes in circumstances, legislation and staff.

Development fund
Provision of an organisational priority to recruit, train and deploy volunteer generalist advisers to support the community that we serve.

Restricted funds

Gateway
Our Gateway Assessment Service aims to improve access to the best, consistent & practical information, support & advice and where applicable to determine the most appropriate next step(s) that needs to be taken by our clients and to enable them in taking that next step(s). Our team's primary purpose is to ensure that those with lesser need(s) can be dealt with quickly and efficiently and those with greater need(s) can use this as a Gateway to receive the level and depth of help required, again quickly and efficiently. To help with aspects of this we have been supported with funds from Good Things Foundation - formerly Tinder Foundation (HMRC Digital Inclusion & Digital Health Information and Google Digital Garage); Metropolitan Housing (Energy Training), Trussell Trust (Food Bank Services) & Aperture (Debt client referrals).

Community Development
The Community Development Project is a number of funds all aiming to build a stronger and more resilient local community by promoting the knowledge, skills & tools needed so the disadvantaged can have access & take part in the issues that affect their lives.

D2N2: part of the Building Better Opportunities Programme, supported by the Big Lottery & the European

Social Fund (E.S.F). An experienced Personal Navigator provides individual support, an assessment of financial well-being and a Personal Finance Resilience Plan and by providing support with current financial circumstances, including debt, benefits, banking and any other aspects, financial capability support/training is tailored to the needs of the participant, including the option of a Money Mentor.

Self Support: a fund supported by Derbyshire County Council (Expert Patient Programme) and incorporating The Living with A Long Term Condition (LWLTC) programme. LWLTC is a free 6-week course that can help a person to take more control of their health by learning new skills and strategies to manage their condition on a daily basis.

Innovation service: National project to test innovative ideas that will enhance service and lives for people across the UK

Family Support
Our Family Support Project is designed to offer targeted support and advice to families who often need more than generalist advice.

Universal service for carers: free, confidential and impartial service dedicated solely to the holistic support of unpaid carers in Derby City.

Outreach
The purpose of our Outreach Project, including Outreach Contracts, is to establish advice sessions in the heart of the community. The majority of the services we offer are now deliverables at venues throughout South Derbyshire, which means that our clients are able to access our services as soon as possible, in a venue and at a time that is most convenient for them.

GP Advisory Service: a project funded by 'Derbyshire County Council Public Health' and designed to help address health inequalities by tackling poverty-related determinants of health. Clients using this service have advice needs related to illness or disability (such as welfare benefit enquiries or debt problems).

EU-resettlement service: practical support to vulnerable EU, EEA and Swiss citizens (and their non – EU family members) through information-giving, advice and provision of technology and assistance to help them make a scheme application.

Trussell Trust: Citizens Advice, in partnership with The Trussell Trust, provides a freephone helpline for people who cannot afford food and help them obtain an e-voucher for a local food parcel. It also provides information & advice on the issues that are causing financial hardship in order to move the client forward.

Debt and Financial services
Casework: providing free quality and consistent debt management.

Transfers between funds

The transfer from the development fund to general funds more accurately represents expected costs.

The transfer between the fixed asset fund and the general fund aligns the carrying value with the calculation outlined above.

The transfer between the general fund and the staff redundancy & closure contingency fund is made to reflect the potential costs based upon circumstances, legislation and staff.

17. Summary of funds

Summary of funds - current year

	Balance at 1 April 2024 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2025 £
Designated funds	**401,959**	**-**	**(5,567)**	**(24,533)**	**371,859**
General funds	**332,303**	**26,436**	**-**	**24,533**	**383,272**
Restricted funds	**363,677**	**5,059,204**	**(4,860,169)**	**-**	**562,712**
	1,097,939	**5,085,640**	**(4,865,736)**	**-**	**1,317,843**

Summary of funds - prior year

	Balance at 1 April 2023 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*As restated Balance at 31 March 2023 £*
Designated funds	*410,616*	*-*	*(45,567)*	*36,910*	*401,959*
General funds	*358,447*	*10,766*	*-*	*(36,910)*	*332,303*
Restricted funds	*165,192*	*3,178,376*	*(2,979,891)*	*-*	*363,677*
	934,255	*3,189,142*	*(3,025,458)*	*-*	*1,097,939*

18. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2025 £	Restricted funds 2025 £	Total funds 2025 £
Tangible fixed assets	210,393	**-**	**210,393**
Current assets	824,164	712,476	**1,536,640**
Creditors due within one year	(308,146)	(121,044)	**(429,190)**
Provisions for liabilities and charges	28,720	(28,720)	**-**
Total	755,131	562,712	**1,317,843**

18. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds 2024 £	*Restricted funds 2024 £*	*Total funds 2024 £*
Tangible fixed assets	*215,959*	*-*	*215,959*
Current assets	*708,926*	*589,462*	*1,298,388*
Creditors due within one year	*(190,623)*	*(225,785)*	*(416,408)*
Total	*734,262*	*363,677*	*1,097,939*

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

	2025 £	*2024 £*
Net income for the year (as per Statement of Financial Activities)	**219,904**	*163,684*
Adjustments for:		
Depreciation charges	**5,567**	*5,567*
Dividends, interests and rents from investments	**(24,436)**	*(9,828)*
(Increase)/decrease in debtors	**(79,246)**	*(62,948)*
Increase/(decrease) in creditors	**12,782**	*106,734*
Net cash provided by operating activities	**134,571**	*203,209*

20. Analysis of cash and cash equivalents

	2025 £	*2024 £*
Cash in hand	**973,364**	*821,634*
Short term investments	**177,276**	*170,000*
Total cash and cash equivalents	**1,150,640**	*991,634*

21. Analysis of changes in net debt

	At 1 April 2024	Cash flows	At 31 March 2025
	£	£	£
Cash at bank and in hand	**821,634**	**151,730**	**973,364**
Liquid investments	**170,000**	**7,276**	**177,276**
	991,634	**159,006**	**1,150,640**

22. Related party transactions

Owing to the composition of the Trustees Board being drawn from local Council's, expected transactions such as business rates are not as a result of their appointments. All transactions involving such organisations are conducted at arm's length.

23. Operating lease commitments

At 31 March 2025 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2025	*2024*
	£	*£*
Not later than 1 year	**33,734**	*11,872*
Later than 1 year and not later than 5 years	**44,979**	-
	78,713	*11,872*

Citizens Advice Mid Mercia

England & Wales - Charity number 1107830

Accounts

Registered number: 05311627
Charity number: 1107830

CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2024

CITIZENS ADVICE MID MERCIA
(A company limited by guarantee)

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REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2024

Trustees	J Lloyd, Chair K Eldret, Vice Chair J Bosworth, Treasurer Councillor D Shepherd (resigned 1 February 2024) G Royall Councillor J Hewlett C Smith S McKendrick A Armstrong I G Blackett J McKiernan (appointed 1 February 2024) A Mackenzie (appointed 8 May 2024) J Harris (appointed 7 August 2024)
Company registered number	05311627
Charity registered number	1107830
Registered office	114 Church Street Church Gresley Swadlincote Derbyshire DE11 9NR
Senior management team	Mr D Symcox, Chief Executive Officer & Company Secretary Mrs S Brown, Chief Operating Officer
Independent auditors	Bates Weston Audit Ltd Statutory Auditors Chartered Accountants The Mills Canal Street Derby DE1 2RJ
Bankers	Unity Trust Bank 9 Brindley Place Birmingham B1 2HB
Accountants	Bates Weston LLP Chartered Accountants The Mills Canal Street Derby DE1 2RJ

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2024

Structure, Governance and Management

Governing Document

The Charity was incorporated as a company limited by guarantee on 13th December 2004 (Company Number: 05311627). The full name of the charity is Citizens Advice Mid Mercia and it was registered with the Charity Commission on 27 January 2005 (Charity Number: 1107830). The charity commenced operations on 1st April 2005 at which date the assets and liabilities of the unincorporated South Derbyshire Citizens Advice Organisation (Charity Number: 1079115) were acquired. It is governed by its Memorandum and Articles of Association.

Previously the organisation was referred to as Citizens Advice South Derbyshire or South Derbyshire CAB or Citizens Advice South Derbyshire and City. From 1 April 2019 it is referred to as Citizens Advice Mid Mercia (see below - Aims, Objectives, Strategies and Activities for the Year).

Organisational structure

The Charity is governed through a Trustee Board. Trustees, who are also Directors of the Company, are elected from the local community and must either reside or work South Derbyshire, Derby City, East Staffordshire, Tamworth or surrounding areas.

The Trustee Board is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Mid Mercia and for ensuring that the charity satisfies its legal and contractual obligations.

The Articles of Association provide for a minimum of three and a maximum of fifteen Trustees that are elected by the trustee board.

An Election Committee, made up of Trustees, the Company Secretary and chaired by the Vice Chair is established to oversee the elections process for Board appointments. All Trustees whether elected, nominated or co-opted must retire from office at the third year of office following their election, but may be re-elected or re-appointed.

No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair.

The Trustee Board meet as a minimum quarterly and has a number of working sub-committees who report back to the full Trustee Board. The Trustee Board delegates the implementation of its decisions and the day-to-day operation of the organisation to the chief executive, supported by senior managers. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

The organisation is co-ordinated from its registered office/principal place of business at 114 Church Street, Church Gresley, Swadlincote, Derbyshire DE11 9NR, though has offices across Derby City, East Staffordshire and Tamworth.

Trustee Induction and training

Through a comprehensive induction to Citizens Advice Mid Mercia, which includes the provision of training courses and mentoring by established trustees, newly appointed Trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making process, the business plan and recent financial performance of the charity. They also meet key employees and other trustees and are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Arrangements for setting the remuneration of key management personnel

The Trustee Board has a remuneration sub-committee with the responsibility for setting and monitoring of the pay and remuneration of Personnel in key management, which is structured against industry benchmarks. The Committee presents to the Board for consideration its report and a vote is taken on whether to approve the recommendation.

Aims, objectives and strategy

The charity's objects are to promote any charitable purpose for the benefit of the community in Derby City, South Derbyshire, East Staffordshire, Tamworth and surrounding areas, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Citizens Advice Mid Mercia is a multi-discipled organisation that aims to provide free, confidential, impartial and independent information, advice, peer support, health and wellbeing support as well as training for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals are aware of and have access to our services and do not suffer through a lack of knowledge or an inability to express their needs effectively. We provide help around a wide range of topics through delivery of quick advice, generalist advice, casework, peer support and training.

To meet these aims the organisation has identified four key strategic objectives:

- We'll deliver an effective and accessible service
- We'll build strategic partnerships and be influential
- We'll become even more sustainable
- We'll embrace our core values

Activity

The organisation has continued to adapt, develop and expand services to continue to help clients in the best way possible, in the most efficient way possible and through a model that is best to help our clients find a way forward.

This is an aim that has been successful and even allowed our organisation to expand the number of people that we have supported.

In addition to our volunteer generalist advice service the following advice, specialist advice, health and wellbeing support services were provided:

1. Outreach advice service in primary care settings - to help address health inequalities by tackling poverty-related determinants of health.
2. Money Advice Service (MAS) casework - providing free quality and consistent debt management.
3. Wellbeing service - to help address issues facing families with the key focus being income maximisation.
4. Debt Advice - to help households facing unmanageable debt in Burton.
5. Integrated Advocacy service - brings together all independent statutory and non-statutory advocacy in Derby City so that people who need advocacy support can now access it in one place.
6. IT training- providing digital skills and IT training, advice and support centred around the needs of the individual.
7. Money Management Advice - advise on maximising income, managing cash flow and budgeting
8. Energy - to assist with issues relating to relief from fuel poverty and advising on energy & thermal efficiency measures.
9. Community of practise – to understand the current services and gaps in delivery for autistic people and create services to fill those gaps.

10. Help to claim – providing assistance to claim universal credit.
11. Autism service – providing information and advice surrounding autism.
12. Universal service for carers - free, confidential and impartial service dedicated solely to the holistic support of unpaid carers in Derby City.
13. EU-resettlement service - practical support to vulnerable EU, EEA and Swiss citizens (and their non – EU family members) through information-giving, advice and provision of technology and assistance to help them make a scheme application.
14. Tamworth advice project – generalist advice and debt service for the community of Tamworth.
15. Derbyshire Community Health Trust project – generalist advice and debt service for DCHS clients.
16. Help through hardship service – advice service funded by the Trussell Trust supporting those accessing food banks.
17. Midlands Partnership Foundation Trust – Financial inclusion advice for MPFT clients.
18. Generalist advice in South Derbyshire – Advice services funded by South Derbyshire District Council to support residents.
19. Energy services – various energy specific programmes to help people through the energy crisis
20. Short term intervention service – a preventative advice, care and support service for people with learning disability and autistic people at imminent risk.

Public benefit
In considering the operation, achievements, performance and finances of the charity, the trustees are satisfied that public benefit has been provided in accordance with the Charities Act 2011 and the guidance published by the Charity Commission.

Achievements and performance 2023/24

In the year 2023/24 we provided high quality services to the residents of South Derbyshire Derby City, East Staffordshire, Tamworth and much wider surrounding areas than ever before.

A particular success has been to establish our short term intervention service which is the first of its kind in the country. A service that allows a preventative support mechanism for those at imminent risk. Currently a pilot but if proven we expect a model that could be rolled out right across the country.

Another success has been to expand our services in Tamworth, specially our homeless hub project in partnership with several partners that will help even more people within Tamworth

In 2023/24, 5.3% of the registered adult population of South Derbyshire, Derby City, East Staffordshire and Tamworth received help. An achievement that has meant over 31,203 individuals have been helped to find a way forward.

This has meant that we have helped with over 85,602 issues and had over 306,098 contacts with clients.

Staff, volunteers and principle funders

Our success could not have been achieved without the hard work and dedication of our staff and volunteers. The Trustees and the Senior Management Team recognise the tremendous contribution made, without which the service could not operate.

To be an adviser, specialist, health professional or front line worker within the organisation requires extensive training, dedication and commitment to help those in our community. We are therefore so grateful for the valuable support our trained staff and volunteers provide throughout the organisation.

Our Volunteers are for instance involved in the administration department, as generalist Advisors or telephone Advisors and assist with our community development projects.

The essential work achieved would not have been possible without the help of our principle funders which include The Money Advice Service, Derbyshire County Council, Derby City Council, South Derbyshire District Council, Tamworth Borough Council, The Big Lottery, The European Union, Citizens Advice England and Wales, Midlands Partnership Foundation Trust, The Trussell Trust, Derbyshire Integrated Care Board, Derbyshire Community Health Trust, Good Things Foundation, Multiple Sclerosis Society, Smart Energy GB, Winshill Parish Council, Marches, Derby and Derbyshire ICB, and Energy Redress.

Need, risks and future plans

There are a series of principal risks that the management and trustees have identified, both to clients served and the organisation overall. Most prevalent amongst those is the cost of living crisis and continued difficult scenarios faced by many of our clients. Primarily the adverse effect that this could have on the clients that we serve and vast increase in need for our services and uncertainty of future funding, especially from traditional sources.

It will be the aim of the organisation to meet these challenges by ensuring that we continue to deliver the highest possible standard of service, sustaining and developing areas of funding to increase provision while ensuring that all staff and volunteers are supported.

To meet these challenges, the organisation plans to:

- Continue to implement and invest in digital training and innovations programme for our people
- Improve the quality of advice through external audit
- Invest in a dedicated funding team to expand and diversify services
- Develop strong connections with remaining external partners
- Focus on the effects of the cost of living crisis
- Focus on supporting those living with neurodiverse, learning disabilities and mental health issues
- Provide help in the most deprived wards served
- Focus more heavily within health based services
- Maintain the quality of provision across all services
- Sustain the answer rate within our own telephone adviceline
- Diversify our funding stream further for greater sustainability
- Deliver face to face provision where needed for clients

Financial review

For the year ended 31st March 2024 the charity has benefitted from incoming resources of £3,189,142 of which £3,176,874 was funding for charitable activities.

An in-year surplus of £163,684 resulted in an increase of reserves with the charity now reporting total funds of £1,097,939 of which £734,262 are unrestricted and £363,677 are restricted.

Of the unrestricted funds, £401,959 has been designated for other purposes, of which £215,959 relate to fixed assets.

Citizens Advice Mid Mercia is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The organisation will maintain a projection of income for at least two years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. The Board take all reasonable steps to minimise the impact that would occur from the cessation of one or more funding streams within this period and are mindful to structure the charity in a way to minimise the likelihood that th would present so serious a challenge to the future of the organisation that it could not be managed.

In reviewing the potential costs that could arise should a significant reduction in income be incurred with variances in cash flow, the Trustees have determined that 'free reserves', in addition to 'Desi

should be maintained equal to 3 months normal operating expenditure.

Trustees Responsibility Statement

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

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 the incoming resources and application of resources, including the income and expenditure, the charitable company for that period. In preparing these financial statements, the Trustees are required to: select suitable accounting policies and then apply them consistently, observe the methods and principles of the Charities SORP, make judgements and accounting 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; prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue operation.

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 reasonable for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are Trustees at the time of when this Trustees' report is approved has confirmed that:

- So far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware.
- Trustees have taken all steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

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

.....
J Lloyd
(Chair of Trustees)
Date:

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gnated funds'

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CITIZENS ADVICE MID MERCIA

Opinion

We have audited the financial statements of Citizens Advice Mid Mercia (the 'charity') for the year ended 31 March 2024 which comprise the statement of financial activities, the balance sheet, the 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 Financial Reporting Standard 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 charitable company's affairs as at 31 March 2024 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; 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 charitable company'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.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditors' report thereon. The Trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.
- 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 charitable 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 in relation to which 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 Trustees' report and from the requirement to prepare a Strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' 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 auditors' 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:

Based on our understanding of the charity and sector in which it operates, we considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006. Audit procedures performed by the engagement team included:

- Enquiry of management around actual and potential litigation and claims;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;
- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 auditors' report.

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditors' 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 members, as a body, for our audit work, for this report, or for the opinions we have formed.

Wayne Thomas FCA (Senior Statutory Auditor)
for and on behalf of
Bates Weston Audit Ltd
Statutory Auditors
Chartered Accountants
The Mills
Canal Street
Derby
DE1 2RJ

Date:

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2024

	Note	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £	*As restated Total funds 2023 £*
Income from:					
Donations and legacies	2	**938**	**-**	**938**	*1,452*
Charitable activities	3	**-**	**3,176,874**	**3,176,874**	*2,319,179*
Other trading activities	4	**-**	**-**	**-**	*460*
Investments	5	**9,828**	**-**	**9,828**	*2,800*
Other income	6	**-**	**1,502**	**1,502**	*3,481*
Total income		**10,766**	**3,178,376**	**3,189,142**	*2,327,372*
Expenditure on:					
Charitable activities	7	**45,567**	**2,979,891**	**3,025,458**	*2,241,964*
Total expenditure		**45,567**	**2,979,891**	**3,025,458**	*2,241,964*
Net movement in funds		**(34,801)**	**198,485**	**163,684**	*85,408*
Reconciliation of funds:					
Total funds brought forward		**769,063**	**165,192**	**934,255**	*848,847*
Net movement in funds		**(34,801)**	**198,485**	**163,684**	*85,408*
Total funds carried forward		**734,262**	**363,677**	**1,097,939**	*934,255*

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

The notes on pages 13 to 30 form part of these financial statements.

BALANCE SHEET
AS AT 31 MARCH 2024

	Note		2024 £		As restated 2023 £
Fixed assets					
Tangible assets	12		**215,959**		*221,526*
			215,959		*221,526*
Current assets					
Debtors	13	**306,754**		*243,806*	
Investments	14	**170,000**		-	
Cash at bank and in hand		**821,634**		*778,597*	
		1,298,388		*1,022,403*	
Creditors: amounts falling due within one year	15	**(416,408)**		*(309,674)*	
Net current assets			**881,980**		*712,729*
Total assets less current liabilities			**1,097,939**		*934,255*
Total net assets			**1,097,939**		*934,255*
Charity funds					
Restricted funds	16		**363,677**		*165,192*
Unrestricted funds	16		**734,262**		*769,063*
Total funds			**1,097,939**		*934,255*

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

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

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

.....
J Lloyd
(Chair of Trustees)
Date:

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2024

	2024 £	*As restated* *2023* *£*
Cash flows from operating activities		
Net cash used in operating activities	**203,209**	*174,443*
Cash flows from investing activities		
Dividends, interests and rents from investments	**9,828**	-
Purchase of tangible fixed assets	**-**	*(29,579)*
Net cash provided by/(used in) investing activities	**9,828**	**(29,579)**
Cash flows from financing activities		
Net cash provided by financing activities	**-**	**-**
Change in cash and cash equivalents in the year	**213,037**	**144,864**
Cash and cash equivalents at the beginning of the year	**778,597**	*633,733*
Cash and cash equivalents at the end of the year	**991,634**	*778,597*

The notes on pages 13 to 30 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2024

1. Accounting policies

1.1 Basis of preparation of financial statements

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

Citizens Advice Mid Mercia 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.

1.2 Company status

The charity is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

1.3 Income

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 income receivable can be measured reliably.

Income from government and other grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Evidence of entitlement will usually exist when the formal offer of funding is communicated in writing to the charity. However some grants will contain terms or conditions that must be met before the charity has entitlement to the resources. Income received in advance for the provision of specified services is deferred until the criteria for income recognition are met.

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

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

1.4 Resources expended

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

1. Accounting policies (continued)

1.4 Resources expended (continued)

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity.

Support costs also include the governance costs: costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity.

1.5 Tangible fixed assets

Tangible fixed assets costing £1,500 or more are capitalised and recognised when future economic benefits are probable and the cost or value of the asset can be measured reliably.

This represents a change to the previous accounting policy under which tangible fixed assets costing £500 or more were capitalised.

Retrospective application of the revised policy to comparative periods to 31 March 2023 results in an aggregate reduction of £73,281 in tangible fixed assets and total funds at that date.

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	- 2% on cost
Fixtures and fittings	- 20% on cost
Computer equipment	- 20% on cost

1.6 Operating leases

Rentals under operating leases are charged to the Statement of financial activities incorporating income and expenditure account on a straight line basis over the lease term.

1.7 Debtors

Trade and other debtors are recognised at the settlement amount. Prepayments are valued at the amount prepaid.

1.8 Cash at bank and in hand

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

1. Accounting policies (continued)

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

1.10 Financial instruments

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

1.11 Taxation

The charity is exempt from corporation tax on its charitable activities under section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

1.12 Pensions

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

1.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2. Income from donations and legacies

	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Donations and gifts	938	**938**	*1,452*

3. Income from charitable activities

	Restricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Gateway	1,038,035	**1,038,035**	*756,404*
Community Development	1,015,741	**1,015,741**	*629,150*
Family Support	245,786	**245,786**	*250,284*
Outreach	226,283	**226,283**	*107,725*
Debt & Financial Awareness	651,029	**651,029**	*575,616*
	3,176,874	**3,176,874**	*2,319,179*

Funding from Government organisations can be analysed as follows:

	2024 £	*2023 £*
South Derbyshire District Council		
Bureau Funding	**63,463**	*62,228*
Disabled facilities grant	**-**	*16,833*
Capital Grant Funding	**15,740**	-
	79,203	*79,061*
Derby City Council		
Advocacy Service	**177,216**	*177,216*
Carers	**245,786**	*250,284*
	423,002	*427,500*

Derbyshire County Council

Employment Advice	**10,400**	*10,400*
NHS Outreach	**127,715**	*111,273*
Autism Information and Advice	**97,842**	*87,614*
Food bank services	**12,600**	*4,200*
Wellbeing and community wellness	**55,586**	*48,236*
	304,143	*261,723*

Other governmental organisations

Tamworth Borough Council - Outreach	**178,928**	*87,000*
Winshill Parish Council	**5,500**	*5,500*
Home Office EU Resettlement	**-**	*26,926*
Bolsover District Council	**29,940**	*12,473*
East Staffs Borough Council - COLA	**12,250**	-
Nottingham County Council - Autism Services	**98,980**	*98,980*
	325,598	*230,879*
	1,131,946	*999,163*

4. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Admin support	-	**-**	*460*

5. Investment income

	Unrestricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Bank interest	9,828	**9,828**	*2,800*

6. Other incoming resources

	Restricted funds 2024 £	Total funds 2024 £	*Total funds 2023 £*
Non-trade income	1,502	**1,502**	*3,481*

7. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	*As restated Total 2023 £*
Gateway	15,181	995,029	**1,010,210**	*647,762*
Community Development	14,485	966,936	**981,421**	*696,000*
Family Support	3,781	236,956	**240,737**	*278,175*
Outreach	2,991	203,744	**206,735**	*90,089*
Debt & Financial Awareness	9,129	577,226	**586,355**	*529,938*
	45,567	2,979,891	**3,025,458**	*2,241,964*
Total 2023 as restated	*83,650*	*2,158,314*	*2,241,964*	

8. Analysis of expenditure by activities

	Activities undertaken directly 2024 £	Support costs 2024 £	Total funds 2024 £	*As restated Total funds 2023 £*
Gateway	752,966	257,244	**1,010,210**	*647,762*
Community Development	785,483	195,938	**981,421**	*696,000*
Family Support	174,278	66,459	**240,737**	*278,175*
Outreach	166,835	39,900	**206,735**	*90,089*
Debt & Financial Awareness	482,699	103,656	**586,355**	*529,938*
	2,362,261	663,197	**3,025,458**	*2,241,964*
Total 2023 as restated	*1,686,786*	*555,178*	*2,241,964*	

Analysis of support costs

	Gateway 2024 £	Community Develop-ment 2024 £	Family Support 2024 £	Outreach 2024 £
Staff costs	121,392	96,332	32,434	19,344
Depreciation	1,825	1,509	598	258
Prior year adjustment	-	-	-	-
Staff & volunteer costs	8,664	6,576	2,165	1,284
Office costs	61,604	44,364	15,267	9,273
Premises costs	32,530	24,012	8,087	4,978
Governance	16,686	12,926	4,242	2,554
Other costs	14,543	10,219	3,666	2,209
	257,244	195,938	66,459	39,900
Total 2023 as restated	*174,097*	*164,195*	*67,627*	*26,235*

8. Analysis of expenditure by activities (continued)

Analysis of support costs (continued)

	Debt & Financial Awareness 2024 £	Total funds 2024 £	*As restated Total funds 2023 £*
Staff costs	51,426	**320,928**	*247,217*
Depreciation	1,377	**5,567**	*16,944*
Prior year adjustment	-	**-**	*73,281*
Staff & volunteer costs	3,299	**21,988**	*14,929*
Office costs	22,606	**153,114**	*99,288*
Premises costs	12,700	**82,307**	*50,307*
Governance	6,625	**43,033**	*29,869*
Other costs	5,623	**36,260**	*23,343*
	103,656	**663,197**	*555,178*
Total 2023 as restated	*123,024*	*555,178*	

9. Auditors' remuneration

	2024 £	*2023 £*
Fees payable to the charity's auditor for the audit of the charity's annual accounts	**6,500**	*6,200*

10. Staff costs

	2024 £	*2023 £*
Wages and salaries	**1,953,966**	*1,550,332*
Social security costs	**160,612**	*127,171*
Contribution to defined contribution pension schemes	**132,168**	*101,033*
	2,246,746	*1,778,536*

10. Staff costs (continued)

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

	2024	*2023*
Charitable purposes	**78**	*61*
Support and governance	**9**	*12*
	87	*73*

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

The senior management team as listed on page 1 are considered to be the key management personnel; the aggregate remuneration and benefits received was £117,109 (2023: £102,204).

11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2023 - £NIL)*.

During the year ended 31 March 2024, expenses totalling £3,629 were reimbursed or paid directly to 2 Trustees *(2023 - £737)*

12. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Computer equipment £	Total £
Cost				
At 1 April 2023 (as previously stated)	**278,319**	**53,428**	**120,326**	**452,073**
Prior Year Adjustment	**-**	**(53,428)**	**(120,326)**	**(173,754)**
At 1 April 2023 (as restated)	**278,319**	**-**	**-**	**278,319**
At 31 March 2024	**278,319**	**-**	**-**	**278,319**
Depreciation				
At 1 April 2023 (as previously stated)	**56,793**	**40,767**	**59,706**	**157,266**
Prior Year Adjustment	**-**	**(40,767)**	**(59,706)**	**(100,473)**
At 1 April 2023 (as restated)	**56,793**	**-**	**-**	**56,793**
Charge for the year	**5,567**	**-**	**-**	**5,567**
At 31 March 2024	**62,360**	**-**	**-**	**62,360**
Net book value				
At 31 March 2024	**215,959**	**-**	**-**	**215,959**
At 31 March 2023 (as restated)	*221,526*	*-*	*-*	*221,526*

13. Debtors

	2024 £	*2023 £*
Due within one year		
Trade debtors	**153,423**	*190,932*
Other debtors	**7,579**	*330*
Prepayments and accrued income	**145,752**	*52,544*
	306,754	*243,806*

14. Current asset investments

	2024 £	2023 £
Short term investments	**170,000**	-

15. Creditors: Amounts falling due within one year

	2024 £	2023 £
Trade creditors	**80,788**	*26,772*
Other taxation and social security	**45,992**	*43,280*
Other creditors	**-**	*274*
Accruals and deferred income	**289,628**	*239,348*
	416,408	*309,674*

	2024 £	2023 £
Deferred Income		
Deferred income at 1 April 2023	**197,877**	*41,259*
Resources deferred during the year	**225,785**	*197,877*
Amounts released from previous periods	**(197,877)**	*(41,259)*
	225,785	*197,877*

Deferred income relates to grant income received where funders had specified conditions on the spend period.

16. Statement of funds

Statement of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Unrestricted funds					
Designated funds					
Fixed asset fund	237,616	-	(5,567)	(16,090)	215,959
Dilapidation & emergency asset repair fund	16,000	-	-	-	16,000
Staff redundancy & closure contingency fund	77,000	-	-	53,000	130,000
Development fund	80,000	-	(40,000)	-	40,000
	410,616	-	(45,567)	36,910	401,959
General funds					
General funds	358,447	10,766	-	(36,910)	332,303
Total Unrestricted funds	769,063	10,766	(45,567)	-	734,262
Restricted funds					
Gateway	114,580	1,038,035	(995,029)	-	157,586
Community development	(19,866)	1,017,243	(966,936)	-	30,441
Family support	(5,143)	245,786	(236,956)	-	3,687
Outreach	21,889	226,283	(203,744)	-	44,428
Debt and financial services	53,732	651,029	(577,226)	-	127,535
	165,192	3,178,376	(2,979,891)	-	363,677
Total of funds	934,255	3,189,142	(3,025,458)	-	1,097,939

16. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2022 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*As restated Balance at 31 March 2023* £
Unrestricted funds					
Designated funds					
Fixed asset fund	*247,985*	-	*(10,369)*	-	*237,616*
Dilapidation & emergency asset repair fund	*16,000*	-	-	-	*16,000*
Staff redundancy & closure contingency fund	*77,000*	-	-	-	*77,000*
Development fund	-	-	-	*80,000*	*80,000*
	340,985	-	*(10,369)*	*80,000*	*410,616*
General funds					
General funds	*371,716*	*8,193*	-	*(21,462)*	*358,447*
Total Unrestricted funds	*712,701*	*8,193*	*(10,369)*	*58,538*	*769,063*
Restricted funds					
Gateway	*33,289*	*756,404*	*(644,364)*	*(30,749)*	*114,580*
Community development	*23,473*	*629,150*	*(693,187)*	*20,698*	*(19,866)*
Family support	*21,633*	*250,284*	*(277,060)*	-	*(5,143)*
Outreach	*41,588*	*107,725*	*(89,611)*	*(37,813)*	*21,889*
Debt and financial services	*16,163*	*575,616*	*(527,373)*	*(10,674)*	*53,732*
	136,146	*2,319,179*	*(2,231,595)*	*(58,538)*	*165,192*
Total of funds	*848,847*	*2,327,372*	*(2,241,964)*	-	*934,255*

17. Fund Descriptions and Transfers

Designated funds

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.

Fixed asset fund
The Charities SORP specifically allows funds held as tangible fixed assets for charity use to be excluded from reserves. This recognises that certain assets will be used operationally and their disposal may adversely impact on a charity's ability to deliver its aims. Clearly all the fixed assets of the charity are essential to the delivery of our charitable aims and could not be disposed of without adversely impacting our operations. The carrying value of the Fixed Assets less the secured loan balance is therefore set aside as designated funds in the balance sheet and is excluded from the free reserve (General fund) calculation.

Building dilapidation & emergency asset repair fund
Routine maintenance of the building is covered in the annual budget. However, due to the age of the property - it was built circa late 1800's, parts of the structure are tired and a fund is required for dealing with the dilapidation and to cover major emergency repairs which could impact on the security or disrupt the operation of the charity from the premises.

Staff redundancy & closure contingency fund
Were the charity have to close it would incur a number of winding up costs. Although the trustees expect the charity to continue its activities for a very long time they nevertheless believe that it is their duty to be prudent and to protect the charity's reputation by ensuring it is able to meet its financial commitments in the event of a winding up. Therefore the trustees have created a designated fund reflecting the cost of staff redundancies, professional and other costs that would arise should the charity have to close, or to operate with a much lower level of activity with significantly fewer staff. The amount of this fund will be reviewed annually to take into account any changes in circumstances, legislation and staff.

Development fund
Provision of an organisational priority to recruit, train and deploy volunteer generalist advisers to support the community that we serve.

Restricted funds

Gateway
Our Gateway Assessment Service aims to improve access to the best, consistent & practical information, support & advice and where applicable to determine the most appropriate next step(s) that needs to be taken by our clients and to enable them in taking that next step(s). Our team's primary purpose is to ensure that those with lesser need(s) can be dealt with quickly and efficiently and those with greater need(s) can use this as a Gateway to receive the level and depth of help required, again quickly and efficiently. To help with aspects of this we have been supported with funds from Good Things Foundation - formerly Tinder Foundation (HMRC Digital Inclusion & Digital Health Information and Google Digital Garage); Metropolitan Housing (Energy Training), Trussell Trust (Food Bank Services) & Aperture (Debt client referrals).

Community Development
The Community Development Project is a number of funds all aiming to build a stronger and more resilient local community by promoting the knowledge, skills & tools needed so the disadvantaged can have access & take part in the issues that affect their lives.

D2N2: part of the Building Better Opportunities Programme, supported by the Big Lottery & the European Social Fund (E.S.F). An experienced Personal Navigator provides individual support, an assessment of

financial well-being and a Personal Finance Resilience Plan and by providing support with current financial circumstances, including debt, benefits, banking and any other aspects, financial capability support/training is tailored to the needs of the participant, including the option of a Money Mentor.

Self Support: a fund supported by Derbyshire County Council (Expert Patient Programme) and incorporating The Living with A Long Term Condition (LWLTC) programme. LWLTC is a free 6-week course that can help a person to take more control of their health by learning new skills and strategies to manage their condition on a daily basis.

Innovation service: National project to test innovative ideas that will enhance service and lives for people across the UK

Family Support
Our Family Support Project is designed to offer targeted support and advice to families who often need more than generalist advice.

Universal service for carers: free, confidential and impartial service dedicated solely to the holistic support of unpaid carers in Derby City.

Outreach
The purpose of our Outreach Project, including Outreach Contracts, is to establish advice sessions in the heart of the community. The majority of the services we offer are now deliverables at venues throughout South Derbyshire, which means that our clients are able to access our services as soon as possible, in a venue and at a time that is most convenient for them.

GP Advisory Service: a project funded by 'Derbyshire County Council Public Health' and designed to help address health inequalities by tackling poverty-related determinants of health. Clients using this service have advice needs related to illness or disability (such as welfare benefit enquiries or debt problems).

EU-resettlement service: practical support to vulnerable EU, EEA and Swiss citizens (and their non – EU family members) through information-giving, advice and provision of technology and assistance to help them make a scheme application.

Trussell Trust: Citizens Advice, in partnership with The Trussell Trust, provides a freephone helpline for people who cannot afford food and help them obtain an e-voucher for a local food parcel. It also provides information & advice on the issues that are causing financial hardship in order to move the client forward.

Debt and Financial services
Casework: providing free quality and consistent debt management.

Transfers between funds

The transfer between the fixed asset fund and the general fund aligns the carrying value with the calculation outlined above.

The transfer between the general fund and the staff redundancy & closure contingency fund is made to reflect the potential costs based upon circumstances, legislation and staff.

18. Summary of funds

Summary of funds - current year

	Balance at 1 April 2023 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2024 £
Designated funds	**410,616**	**-**	**(45,567)**	**36,910**	**401,959**
General funds	**358,447**	**10,766**	**-**	**(36,910)**	**332,303**
Restricted funds	**165,192**	**3,178,376**	**(2,979,891)**	**-**	**363,677**
	934,255	**3,189,142**	**(3,025,458)**	**-**	**1,097,939**

Summary of funds - prior year

	Balance at 1 April 2022 £	*Income £*	*Expenditure £*	*Transfers in/out £*	*As restated Balance at 31 March 2023 £*
Designated funds	*340,985*	*-*	*(10,369)*	*80,000*	*410,616*
General funds	*371,716*	*8,193*	*-*	*(21,462)*	*358,447*
Restricted funds	*136,146*	*2,319,179*	*(2,231,595)*	*(58,538)*	*165,192*
	848,847	*2,327,372*	*(2,241,964)*	*-*	*934,255*

19. Analysis of net assets between funds

Analysis of net assets between funds - current period

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total funds 2024 £
Tangible fixed assets	215,959	-	**215,959**
Current assets	708,926	589,462	**1,298,388**
Creditors due within one year	(190,623)	(225,785)	**(416,408)**
Total	734,262	363,677	**1,097,939**

19. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior period

	Unrestricted funds 2023 £	*Restricted funds 2023* £	*As restated Total funds 2023* £
Tangible fixed assets	*221,526*	-	*221,526*
Current assets	*659,334*	*363,069*	*1,022,403*
Creditors due within one year	*(111,797)*	*(197,877)*	*(309,674)*
Total	*769,063*	*165,192*	*934,255*

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

	2024 £	*As restated 2023* £
Net income for the period (as per Statement of Financial Activities)	**163,684**	*85,408*
Adjustments for:		
Depreciation charges	**5,567**	*19,205*
Dividends, interests and rents from investments	**(9,828)**	-
(Increase)/decrease in debtors	**(62,948)**	*(113,944)*
Increase/(decrease) in creditors	**106,734**	*110,493*
Prior year adjustment - fixed assets	**-**	*73,281*
Net cash provided by operating activities	**203,209**	*174,443*

21. Analysis of cash and cash equivalents

	2024 £	*2023* £
Cash in hand	**821,634**	*778,597*
Short term investments	**170,000**	-
Total cash and cash equivalents	**991,634**	*778,597*

22. Analysis of changes in net debt

	At 1 April 2023	Cash flows	At 31 March 2024
	£	£	£
Cash at bank and in hand	778,597	43,037	821,634
Liquid investments	-	170,000	170,000
	778,597	213,037	991,634

23. Related party transactions

Owing to the composition of the Trustees Board being drawn from local Council's, expected transactions such as business rates are not as a result of their appointments. All transactions involving such organisations are conducted at arm's length.

24. Operating lease commitments

At 31 March 2024 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2024	*2023*
	£	*£*
Not later than 1 year	11,872	*23,744*
Later than 1 year and not later than 5 years	-	*11,872*
	11,872	*35,616*

Citizens Advice Mid Mercia

England & Wales - Charity number 1107830

Accounts

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Registered number: 05311627
Charity number: 1107830

CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2023

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CITIZENS ADVICE MID MERCIA
(A company limited by guarantee)

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CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2023

Trustees	J Lloyd, Chair Councillor D Shepherd J Bosworth G Royall B Gillman (resigned 2 February 2023) Councillor J Hewlett K Eldret, Vice Chair C Smith, Treasurer S McKendrick A Armstrong I G Blackett (appointed 17 August 2023)
Company registered number	05311627
Charity registered number	1107830
Registered office	114 Church Street Church Gresley Swadlincote Derbyshire DE11 9NR
Senior management team	Mr D Symcox, Chief Executive Officer & Company Secretary Mrs S Brown, Deputy Chief Executive Officer
Independent auditors	Bates Weston Audit Ltd Statutory Auditors Chartered Accountants The Mills Canal Street Derby DE1 2RJ
Bankers	Unity Trust Bank 9 Brindley Place Birmingham B1 2HB
Accountants	Bates Weston LLP Chartered Accountants The Mills Canal Street Derby DE1 2RJ

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CITIZENS ADVICE MID MERCIA
(A company limited by guarantee)

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2023

Structure, Governance and Management

Governing Document

The Charity was incorporated as a company limited by guarantee on 13th December 2004 (Company Number: 05311627). The full name of the charity is Citizens Advice Mid Mercia and it was registered with the Charity Commission on 27 January 2005 (Charity Number: 1107830). The charity commenced operations on 1st April 2005 at which date the assets and liabilities of the unincorporated South Derbyshire Citizens Advice Organisation (Charity Number: 1079115) were acquired. It is governed by its Memorandum and Articles of Association.

Previously the organisation was referred to as Citizens Advice South Derbyshire or South Derbyshire CAB or Citizens Advice South Derbyshire and City. From 1 April 2019 it is referred to as Citizens Advice Mid Mercia (see below - Aims, Objectives, Strategies and Activities for the Year).

Organisational structure

The Charity is governed through a Trustee Board. Trustees, who are also Directors of the Company, are elected from the local community and must either reside or work South Derbyshire, Derby City, East Staffordshire, Tamworth or surrounding areas.

The Trustee Board is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Mid Mercia and for ensuring that the charity satisfies its legal and contractual obligations.

The Articles of Association provide for a minimum of three and a maximum of fifteen Trustees, being either:
a. Nominated by member organisations, or
b. Co-opted by the Trustee Board

An Election Committee, made up of Trustees, the Company Secretary and chaired by the Vice Chair is established to oversee the elections process for Board appointments. All Trustees whether elected, nominated or co-opted must retire from office at the third year of office following their election, but may be re-elected or re-appointed.

No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair.

The Trustee Board meet as a minimum quarterly and has a number of working sub-committees who report back to the full Trustee Board. The Trustee Board delegates the implementation of its decisions and the day-to-day operation of the organisation to the chief executive, supported by senior managers. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

The organisation is co-ordinated from its registered office/principal place of business at 114 Church Street, Church Gresley, Swadlincote, Derbyshire DE11 9NR, though has offices across Derby City, East Staffordshire and Tamworth.

Trustee Induction and training

Through a comprehensive induction to Citizens Advice Mid Mercia, which includes the provision of training courses and mentoring by established trustees, newly appointed Trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making process, the business plan and recent financial performance of the charity. They also meet key employees and other trustees and are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

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Arrangements for setting the remuneration of key management personnel

The Trustee Board has a remuneration sub-committee with the responsibility for setting and monitoring of the pay and remuneration of Personnel in key management, which is structured against industry benchmarks. The Committee presents to the Board for consideration its report and a vote is taken on whether to approve the recommendation.

Aims, objectives and strategy

The charity's objects are to promote any charitable purpose for the benefit of the community in Derby City, South Derbyshire, East Staffordshire, Tamworth and surrounding areas, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Citizens Advice Mid Mercia aims to provide free, confidential, impartial and independent information, advice, peer support, health support and training for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals are aware of and have access to our services and do not suffer through a lack of knowledge or an inability to express their needs effectively. We provide help around a wide range of topics through delivery of quick advice, generalist advice, casework, peer support and training.

To meet these aims the organisation has identified four key strategic objectives:

- We'll deliver an effective and accessible service
- We'll build strategic partnerships and be influential
- We'll become even more sustainable
- We'll embrace our core values

Activity

The organisation have continued to adapt, develop and expand services to continue to help clients in the best way possible, in the most efficient way possible and through a model that is best to help our clients find a way forward.

This is an aim that has been successful and even allowed our organisation to expand the number of people that we have supported.

In addition to our volunteer generalist advice service the following specialist information, advisory and health support services were provided:

1. Outreach advice service in primary care settings - to help address health inequalities by tackling poverty-related determinants of health.

2. Money Advice Service (MAS) casework - providing free quality and consistent debt management.

3. Wellbeing service - to help address issues facing families with the key focus being income maximisation.

4. Debt Advice - to help households facing unmanageable debt in Burton.

5. Integrated Advocacy service - brings together all independent statutory and non-statutory advocacy in Derby City so that people who need advocacy support can now access it in one place.

6. IT training- providing digital skills and IT training, advice and support centred around the needs of the individual.

7. Money Management Advice - advise on maximising income, managing cash flow and budgeting.

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8. Energy - to assist with issues relating to relief from fuel poverty and advising on energy & thermal efficiency measures.

9. Money Sorted in D2N2, part of the Building Better Opportunities Programme - providing support and personally tailored interventions for people of working age who are experiencing financial difficulties and exclusion, who are unemployed or economically inactive.

10. Community of practise – to understand the current services and gaps in delivery for autistic people and create services to fill those gaps.

11. Help to claim – providing assistance to claim universal credit.

12. Autism service – providing information and advice surrounding autism.

13. Universal service for carers - free, confidential and impartial service dedicated solely to the holistic support of unpaid carers in Derby City.

14. EU-resettlement service - practical support to vulnerable EU, EEA and Swiss citizens (and their non – EU family members) through information-giving, advice and provision of technology and assistance to help them make a scheme application.

15. Tamworth advice project – generalist advice and debt service for the community of Tamworth.

16. Derbyshire Community Health Trust project – generalist advice and debt service for DCHS clients.

17. Help through hardship service – advice service funded by the Trussell Trust supporting those accessing food banks.

18. Midlands Partnership Foundation Trust – Financial inclusion advice for MPFT clients.

19. Generalist advice in South Derbyshire – Advice services funded by South Derbyshire District Council to support residents.

Public benefit
In considering the operation, achievements, performance and finances of the charity, the trustees are satisfied that public benefit has been provided in accordance with the Charities Act 2011 and the guidance published by the Charity Commission.

Achievements and performance 2022/23

In the year 2022/23 we provided high quality services to the residents of South Derbyshire Derby City, East Staffordshire, Tamworth and the surrounding areas.

A particular success has been to establish our community of practise partnership which is the first of its kind in the country. A service that allows an inclusive, community focused analysis of gaps for autistic people and people with learning disabilities. It is a service that we expect to have many dedicated work packages in the year to come.

Another success has been to expand our help through hardship service from a pilot into a full-blown service, increasing advice provision for those that access food banks from hundreds to thousands of clients per year.

In 2022/23, 5.2% of the registered adult population of South Derbyshire, Derby City, East Staffordshire and Tamworth received help. An achievement that has meant over 30,333 individuals have been helped to find a way forward.

This has meant that we have helped with over 84,932 issues and had over 301,001 contacts with clients.

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Staff, volunteers and principle funders

Our success could not have been achieved without the hard work and dedication of our staff and volunteers. The Trustees and the Senior Management Team recognise the tremendous contribution made, without which the service could not operate.

To be an adviser, specialist or front line worker within the organisation requires extensive training, dedication and commitment to help those in our community. We are therefore so grateful for the valuable support our trained staff and volunteers provide throughout the organisation.

Our Volunteers are for instance involved in the administration department, as generalist Advisors or telephone Advisors and assist with our community development projects.

The essential work achieved would not have been possible without the help of our principle funders which include The Money Advice Service, Derbyshire County Council, Derby City Council, South Derbyshire District Council, Tamworth Borough Council, The Big Lottery, The European Union, Citizens Advice England and Wales, Midlands Partnership Foundation Trust, The Trussell Trust, Derbyshire Integrated Care Board, Derbyshire Community Health Trust, Good Things Foundation, Multiple Sclerosis Society, Smart Energy GB, Winshill Parish Council, Marches Energy.

Need, risks and future plans

There are a series of principal risks that the management and trustees have identified, both to clients served and the organisation overall. Most prevalent amongst those is the cost of living crisis. Primarily the adverse effect that this could have on the clients that we serve and vast increase in need for our services and uncertainty of future funding, especially from traditional sources. It will be the aim of the organisation to meet these challenges by ensuring that we continue to deliver the highest possible standard of service, sustaining and developing areas of funding to increase provision while ensuring that all staff and volunteers are supported.

To meet these challenges, the organisation plans to:

- Continue to implement and invest in digital training and innovations programme for our people
- Improve the quality of advice through external audit
- Invest in a dedicated funding team to expand and diversify services
- Develop strong connections with remaining external partners
- Focus on the effects of the cost of living crisis
- Focus on supporting those living with neurodiverse, learning disabilities and mental health issues
- Provide help in the most deprived wards served
- Maintain the quality of provision across all services
- Sustain the answer rate within our own telephone adviceline
- Diversify our funding stream further for greater sustainability
- Deliver face to face provision where needed for clients

Financial review

For the year ended 31st March 2023 the charity has benefitted from incoming resources of £2,327,372 of which £2,319,179 was funding for charitable activities.

An in-year surplus of £158,689 resulted in an increase of reserves with the charity now reporting total funds of £1,007,536 of which £769,063 are unrestricted and £238,473 are restricted.

Of the unrestricted funds, £410,616 has been designated for other purposes, of which £237,616 relate to fixed assets.

Citizens Advice Mid Mercia is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The organisation will maintain a projection of income for at least two

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years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. The Board take all reasonable steps to minimise the impact that would occur from the cessation of one or more funding streams within this period and are mindful to structure the charity in a way to minimise the likelihood that this would present so serious a challenge to the future of the organisation that it could not be managed.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, or to deal with variances in cash flow, the Trustees have determined that 'free reserves', in addition to 'Designated funds' should be maintained equal to 3 months normal operating expenditure.

Trustees Responsibility Statement

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

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 the incoming resources and application of resources, including the income and expenditure, the charitable company for that period. In preparing these financial statements, the Trustees are required to: select suitable accounting policies and then apply them consistently, observe the methods and principles of the Charities SORP, make judgements and accounting 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; prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue operation.

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 reasonable for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are Trustees at the time of when this Trustees' report is approved has confirmed that:

- So far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware.
- Trustees have taken all steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

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

DocuSigned by:
Jonathan Lloyd
.....62B45D1959F4F6.....

Mr J Lloyd
(Chair of Trustees)
Date: 15/12/2023

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CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CITIZENS ADVICE MID MERCIA

Opinion

We have audited the financial statements of Citizens Advice Mid Mercia (the 'charity') for the year ended 31 March 2023 which comprise the statement of financial activities, the balance sheet, the 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 Financial Reporting Standard 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 charitable company's affairs as at 31 March 2023 and of its incoming resources and application of resources, including its income and expenditure for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 charitable company'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.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditors' report thereon. The Trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

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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.
- 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 charitable 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 in relation to which 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 Trustees' report and from the requirement to prepare a Strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' 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 auditors' 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:

Based on our understanding of the charity and sector in which it operates, we considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006. Audit procedures performed by the engagement team included:

- Enquiry of management around actual and potential litigation and claims;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;

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- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 auditors' report.

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditors' 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 members, as a body, for our audit work, for this report, or for the opinions we have formed.

Wayne Thomas ACA (Senior Statutory Auditor)
for and on behalf of
Bates Weston Audit Ltd
Statutory Auditors
Chartered Accountants
The Mills
Canal Street
Derby
DE1 2RJ

Date:

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CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2023

	Note	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Income from:					
Donations and legacies	2	**1,452**	**-**	**1,452**	*716*
Charitable activities	3	**-**	**2,319,179**	**2,319,179**	*1,984,760*
Other trading activities	4	**460**	**-**	**460**	*9,815*
Investments	5	**2,800**	**-**	**2,800**	*-*
Other income	6	**3,481**	**-**	**3,481**	*-*
Total income		**8,193**	**2,319,179**	**2,327,372**	*1,995,291*
Expenditure on:					
Charitable activities	7	**10,369**	**2,158,314**	**2,168,683**	*1,873,910*
Total expenditure		**10,369**	**2,158,314**	**2,168,683**	*1,873,910*
Net (expenditure)/income		**(2,176)**	**160,865**	**158,689**	*121,381*
Transfers between funds	15	**58,538**	**(58,538)**	**-**	*-*
Net movement in funds		**56,362**	**102,327**	**158,689**	*121,381*
Reconciliation of funds:					
Total funds brought forward		**712,701**	**136,146**	**848,847**	*727,466*
Net movement in funds		**56,362**	**102,327**	**158,689**	*121,381*
Total funds carried forward		**769,063**	**238,473**	**1,007,536**	*848,847*

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

The notes on pages 13 to 30 form part of these financial statements.

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CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)
REGISTERED NUMBER: 05311627

BALANCE SHEET
AS AT 31 MARCH 2023

	Note		2023 £		*2022 £*
Fixed assets					
Tangible assets	12		**294,807**		*284,433*
			294,807		*284,433*
Current assets					
Debtors	13	**243,806**		*129,862*	
Cash at bank and in hand		**778,597**		*633,733*	
		1,022,403		*763,595*	
Creditors: amounts falling due within one year	14	**(309,674)**		*(199,181)*	
Net current assets			**712,729**		*564,414*
Total assets less current liabilities			**1,007,536**		*848,847*
Total net assets			**1,007,536**		*848,847*
Charity funds					
Restricted funds	15		**238,473**		*136,146*
Unrestricted funds	15		**769,063**		*712,701*
Total funds			**1,007,536**		*848,847*

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

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

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

DocuSigned by:
.....
J Lloyd

Date: 15/12/2023

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CITIZENS ADVICE MID MERCIA
(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2023

	2023 £	*2022* *£*
Cash flows from operating activities		
Net cash used in operating activities	**174,443**	*162,087*
Cash flows from investing activities		
Purchase of tangible fixed assets	**(29,579)**	*(29,259)*
Net cash used in investing activities	**(29,579)**	**(29,259)**
Cash flows from financing activities		
Repayments of borrowing	**-**	*(34,274)*
Net cash provided by/(used in) financing activities	**-**	**(34,274)**
Change in cash and cash equivalents in the year	**144,864**	**98,554**
Cash and cash equivalents at the beginning of the year	**633,733**	*535,179*
Cash and cash equivalents at the end of the year	**778,597**	*633,733*

The notes on pages 13 to 30 form part of these financial statements

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

1. Accounting policies

1.1 Basis of preparation of financial statements

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

Citizens Advice Mid Mercia 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.

1.2 Company status

The charity is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the charity being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity.

1.3 Income

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 income receivable can be measured reliably.

Income from government and other grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Evidence of entitlement will usually exist when the formal offer of funding is communicated in writing to the charity. However some grants will contain terms or conditions that must be met before the charity has entitlement to the resources. Income received in advance for the provision of specified services is deferred until the criteria for income recognition are met.

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

1.4 Resources expended

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

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity.

Support costs also include the governance costs: costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity.

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1. Accounting policies (continued)

1.5 Tangible fixed assets

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

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	- 2% on cost
Fixtures and fittings	- 20% reducing balance
Computer equipment	- 20% reducing balance

1.6 Operating leases

Rentals under operating leases are charged to the Statement of financial activities incorporating income and expenditure account on a straight line basis over the lease term.

1.7 Debtors

Trade and other debtors are recognised at the settlement amount. Prepayments are valued at the amount prepaid.

1.8 Cash at bank and in hand

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

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

1.10 Financial instruments

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

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1. Accounting policies (continued)

1.11 Taxation

The charity is exempt from corporation tax on its charitable activities under section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

1.12 Pensions

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

1.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2. Income from donations and legacies

	Unrestricted funds 2023 £	**Total funds 2023 £**	*Total funds 2022 £*
Donations and gifts	1,452	**1,452**	*716*

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3. Income from charitable activities

	Restricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Gateway	756,404	**756,404**	*377,697*
Community Development	629,150	**629,150**	*531,586*
Family Support	250,284	**250,284**	*255,286*
Outreach	107,725	**107,725**	*408,221*
Debt & Financial Awareness	575,616	**575,616**	*411,970*
	2,319,179	**2,319,179**	*1,984,760*

3. Income from charitable activities (continued)

Funding from Government organisations can be analysed as follows:

	2023 £	*2022 £*
South Derbyshire District Council		
Bureau Funding	**62,228**	*60,996*
Disabled facilities grant	**16,833**	*67,330*
	79,061	*128,326*
Derby City Council		
Advocacy Service	**177,216**	*177,216*
Carers	**250,284**	*255,286*
	427,500	*432,502*
Derbyshire County Council		
Self Support - Expert Patient Programme	**-**	*33,333*
Employment Advice	**5,200**	*5,200*
Family Advice Service Project	**-**	*33,540*
NHS Outreach	**111,273**	*103,779*
Autism Information and Advice	**87,614**	*87,242*
Food bank services	**4,200**	*8,400*
Wellbeing and community wellness	**48,236**	-
	256,523	*271,494*

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Other governmental organisations

Staffordshire Council - Outreach	**-**	*6,000*
Tamworth Borough Council - Outreach	**87,000**	*124,282*
Winshill Parish Council	**5,500**	*5,500*
Home Office EU Resettlement	**26,926**	*72,389*
Staffordshire Council - Covid 19 self isolators grant	**-**	*12,000*
Bolsover district council	**12,473**	-
	131,899	*220,171*
	894,983	*1,052,493*

4. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2023 £	**Total funds 2023 £**	*Total funds 2022 £*
Room hire	-	**-**	*9,690*
Admin support	460	**460**	*125*
	460	**460**	*9,815*

5. Investment income

	Unrestricted funds 2023 £	**Total funds 2023 £**	*Total funds 2022 £*
Bank interest	2,800	**2,800**	-

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6. Other incoming resources

	Unrestricted funds 2023 £	Total funds 2023 £	*Total funds 2022 £*
Non-trade income	3,481	**3,481**	-

7. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £	*Total 2022 £*
Gateway	3,399	620,342	**623,741**	*481,566*
Community Development	2,811	673,322	**676,133**	*515,241*
Family Support	1,115	269,183	**270,298**	*237,233*
Outreach	480	86,216	**86,696**	*238,008*
Debt & Financial Awareness	2,564	509,251	**511,815**	*401,862*
	10,369	2,158,314	**2,168,683**	*1,873,910*
Total 2022	*25,296*	*1,848,614*	*1,873,910*	

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

8. Analysis of expenditure by activities

	Activities undertaken directly 2023 £	Support costs 2023 £	Total funds 2023 £	*Total funds 2022 £*
Gateway	473,665	150,076	**623,741**	*481,566*
Community Development	531,805	144,328	**676,133**	*515,241*
Family Support	210,548	59,750	**270,298**	*237,233*
Outreach	63,854	22,842	**86,696**	*238,008*
Debt & Financial Awareness	406,914	104,901	**511,815**	*401,862*
	1,686,786	481,897	**2,168,683**	*1,873,910*
Total 2022	*1,401,767*	*472,143*	*1,873,910*	

Analysis of support costs

	Gateway 2023 £	Community Develop-ment 2023 £	Family Support 2023 £	Outreach 2023 £
Staff costs	77,206	73,667	30,509	12,017
Depreciation	5,554	4,594	1,822	784
Staff & volunteer costs	4,633	4,519	1,860	717
Office costs	30,641	30,175	12,563	4,797
Premises costs	15,517	15,302	6,265	2,370
Governance	9,224	9,089	3,814	1,141
Other costs	7,301	6,982	2,917	1,016
	150,076	144,328	59,750	22,842
Total 2022	*128,466*	*129,036*	*57,943*	*113,657*

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8. Analysis of expenditure by activities (continued)

Analysis of support costs (continued)

	Debt & Financial Awareness 2023 £	Total funds 2023 £	*Total funds 2022 £*
Staff costs	53,818	**247,217**	*190,472*
Depreciation	4,190	**16,944**	*32,084*
Staff & volunteer costs	3,200	**14,929**	*15,299*
Office costs	21,112	**99,288**	*129,439*
Premises costs	10,853	**50,307**	*51,972*
Governance	6,601	**29,869**	*22,579*
Other costs	5,127	**23,343**	*30,298*
	104,901	**481,897**	*472,143*
Total 2022	*43,041*	*472,143*	

9. Auditors' remuneration

	2023 £	*2022 £*
Fees payable to the charity's auditor for the audit of the charity's annual accounts	**6,200**	*6,000*

10. Staff costs

	2023 £	*2022 £*
Wages and salaries	**1,550,332**	*1,320,433*
Social security costs	**127,171**	*103,127*
Contribution to defined contribution pension schemes	**101,033**	*84,377*
	1,778,536	*1,507,937*

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10. Staff costs (continued)

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

	2023	*2022*
Charitable purposes	**61**	*51*
Support and governance	**12**	*11*
	73	*62*

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

The senior management team as listed on page 1 are considered to be the key management personnel; the aggregate remuneration and benefits received was £102,204 (2022: £98,091).

11. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2022 - £NIL)*.

During the year ended 31 March 2023, expenses totalling £737 were reimbursed or paid directly to 1 Trustee *(2022 - £NIL)*

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

12. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Computer equipment £	Total £
Cost				
At 1 April 2022	**278,319**	**51,128**	**98,247**	**427,694**
Additions	**-**	**2,300**	**27,279**	**29,579**
Disposals	**-**	**-**	**(5,200)**	**(5,200)**
At 31 March 2023	**278,319**	**53,428**	**120,326**	**452,073**
Depreciation				
At 1 April 2022	**51,227**	**35,661**	**56,373**	**143,261**
Charge for the year	**5,566**	**5,106**	**8,533**	**19,205**
On disposals	**-**	**-**	**(5,200)**	**(5,200)**
At 31 March 2023	**56,793**	**40,767**	**59,706**	**157,266**
Net book value				
At 31 March 2023	**221,526**	**12,661**	**60,620**	**294,807**
At 31 March 2022	*227,092*	*15,467*	*41,874*	*284,433*

13. Debtors

	2023 £	*2022 £*
Due within one year		
Trade debtors	**190,932**	*54,195*
Other debtors	**330**	-
Prepayments and accrued income	**52,544**	*75,667*
	243,806	*129,862*

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14. Creditors: Amounts falling due within one year

	2023 £	2022 £
Trade creditors	**26,772**	*60,598*
Other taxation and social security	**43,280**	*65,286*
Other creditors	**274**	*1,675*
Accruals and deferred income	**239,348**	*71,622*
	309,674	*199,181*

	2023 £	2022 £
Deferred Income		
Deferred income at 1 April 2022	**41,259**	*78,034*
Resources deferred during the year	**197,877**	*41,259*
Amounts released from previous periods	**(41,259)**	*(78,034)*
	197,877	*41,259*

Deferred income relates to grant income received where funders had specified conditions on the spend period.

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NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2023

15. Statement of funds

Statement of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Unrestricted funds					
Designated funds					
Fixed asset fund	247,985	-	(10,369)	-	237,616
Dilapidation & emergency asset repair fund	16,000	-	-	-	16,000
Staff redundancy & closure contingency fund	77,000	-	-	-	77,000
Development Fund	-	-	-	80,000	80,000
	340,985	-	(10,369)	80,000	410,616
General funds					
General Funds	371,716	8,193	-	(21,462)	358,447
Total Unrestricted funds	712,701	8,193	(10,369)	58,538	769,063
Restricted funds					
Gateway	33,289	756,404	(620,342)	(30,749)	138,602
Community development	23,473	629,150	(673,321)	20,698	-
Family support	21,633	250,284	(269,182)	-	2,735
Outreach	41,588	107,725	(86,218)	(37,813)	25,282
Debt and financial services	16,163	575,616	(509,251)	(10,674)	71,854
	136,146	2,319,179	(2,158,314)	(58,538)	238,473
Total of funds	848,847	2,327,372	(2,168,683)	-	1,007,536

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15. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2021 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2022* £
Unrestricted funds					
Designated funds					
Fixed asset fund	*217,531*	-	*(25,296)*	*55,750*	*247,985*
Dilapidation & emergency asset repair fund	*16,000*	-	-	-	*16,000*
Staff redundancy & closure contingency fund	*40,000*	-	-	*37,000*	*77,000*
Development Fund	-	-	-	-	-
	273,531	-	*(25,296)*	*92,750*	*340,985*
General funds					
General Funds	*162,689*	*10,531*	-	*198,496*	*371,716*
Total Unrestricted funds	*436,220*	*10,531*	*(25,296)*	*291,246*	*712,701*
Restricted funds					
Gateway	*112,931*	*377,697*	*(475,037)*	*17,698*	*33,289*
Community development	*79,816*	*531,586*	*(508,429)*	*(79,500)*	*23,473*
Family support	*33,562*	*255,286*	*(233,998)*	*(33,217)*	*21,633*
Outreach	*3,506*	*408,221*	*(234,512)*	*(135,627)*	*41,588*
Debt and financial services	*61,431*	*411,970*	*(396,638)*	*(60,600)*	*16,163*
	291,246	*1,984,760*	*(1,848,614)*	*(291,246)*	*136,146*
Total of funds	*727,466*	*1,995,291*	*(1,873,910)*	-	*848,847*

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16. Fund Descriptions and Transfers

Designated funds

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.

Fixed asset fund
The Charities SORP specifically allows funds held as tangible fixed assets for charity use to be excluded from reserves. This recognises that certain assets will be used operationally and their disposal may adversely impact on a charity's ability to deliver its aims. Clearly all the fixed assets of the charity are essential to the delivery of our charitable aims and could not be disposed of without adversely impacting our operations. The carrying value of the Fixed Assets less the secured loan balance is therefore set aside as designated funds in the balance sheet and is excluded from the free reserve (General fund) calculation.

Building dilapidation & emergency asset repair fund
Routine maintenance of the building is covered in the annual budget. However, due to the age of the property - it was built circa late 1800's, parts of the structure are tired and a fund is required for dealing with the dilapidation and to cover major emergency repairs which could impact on the security or disrupt the operation of the charity from the premises.

Staff redundancy & closure contingency fund
Were the charity have to close it would incur a number of winding up costs. Although the trustees expect the charity to continue its activities for a very long time they nevertheless believe that it is their duty to be prudent and to protect the charity's reputation by ensuring it is able to meet its financial commitments in the event of a winding up. Therefore the trustees have created a designated fund reflecting the cost of staff redundancies, professional and other costs that would arise should the charity have to close, or to operate with a much lower level of activity with significantly fewer staff. The amount of this fund will be reviewed annually to take into account any changes in circumstances, legislation and staff.

Development fund
Provision of an organisational priority to recruit, train and deploy volunteer generalist advisers to support the community that we serve.

Restricted funds

Gateway
Our Gateway Assessment Service aims to improve access to the best, consistent & practical information, support & advice and where applicable to determine the most appropriate next step(s) that needs to be taken by our clients and to enable them in taking that next step(s). Our team's primary purpose is to ensure that those with lesser need(s) can be dealt with quickly and efficiently and those with greater need(s) can use this as a Gateway to receive the level and depth of help required, again quickly and efficiently. To help with aspects of this we have been supported with funds from Good Things Foundation - formerly Tinder Foundation (HMRC Digital Inclusion & Digital Health Information and Google Digital Garage); Metropolitan Housing (Energy Training), Trussell Trust (Food Bank Services) & Aperture (Debt client referrals).

Community Development
The Community Development Project is a number of funds all aiming to build a stronger and more resilient local community by promoting the knowledge, skills & tools needed so the disadvantaged can have access & take part in the issues that affect their lives.

D2N2: part of the Building Better Opportunities Programme, supported by the Big Lottery & the European Social Fund (E.S.F). An experienced Personal Navigator provides individual support, an assessment of financial well-being and a Personal Finance Resilience Plan and by providing support with current financial circumstances, including debt, benefits, banking and any other aspects, financial capability

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support/training is tailored to the needs of the participant, including the option of a Money Mentor.

Self Support: a fund supported by Derbyshire County Council (Expert Patient Programme) and incorporating The Living with A Long Term Condition (LWLTC) programme. LWLTC is a free 6-week course that can help a person to take more control of their health by learning new skills and strategies to manage their condition on a daily basis.

Innovation service: National project to test innovative ideas that will enhance service and lives for people across the UK

Family Support
Our Family Support Project is designed to offer targeted support and advice to families who often need more than generalist advice.

Universal service for carers: free, confidential and impartial service dedicated solely to the holistic support of unpaid carers in Derby City.

Outreach
The purpose of our Outreach Project, including Outreach Contracts, is to establish advice sessions in the heart of the community. The majority of the services we offer are now deliverables at venues throughout South Derbyshire, which means that our clients are able to access our services as soon as possible, in a venue and at a time that is most convenient for them.

GP Advisory Service: a project funded by 'Derbyshire County Council Public Health' and designed to help address health inequalities by tackling poverty-related determinants of health. Clients using this service have advice needs related to illness or disability (such as welfare benefit enquiries or debt problems).

EU-resettlement service: practical support to vulnerable EU, EEA and Swiss citizens (and their non – EU family members) through information-giving, advice and provision of technology and assistance to help them make a scheme application.

Trussell Trust: Citizens Advice, in partnership with The Trussell Trust, provides a freephone helpline for people who cannot afford food and help them obtain an e-voucher for a local food parcel. It also provides information & advice on the issues that are causing financial hardship in order to move the client forward.

Debt and Financial services
Casework: providing free quality and consistent debt management.

Transfers between funds

Transfers between the fixed asset fund and general and restricted funds in the prior year represented capital additions within that year and movement in the capital loan balance. Transfers to the development fund represent provision of funds for the purposes described above.

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17. Summary of funds

Summary of funds - current year

	Balance at 1 April 2022 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2023 £
Designated funds	**340,985**	**-**	**(10,369)**	**80,000**	**410,616**
General funds	**371,716**	**8,193**	**-**	**(21,462)**	**358,447**
Restricted funds	**136,146**	**2,319,179**	**(2,158,314)**	**(58,538)**	**238,473**
	848,847	**2,327,372**	**(2,168,683)**	**-**	**1,007,536**

Summary of funds - prior year

	Balance at 1 April 2021 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2022* £
Designated funds	*273,531*	*-*	*(25,296)*	*92,750*	*340,985*
General funds	*162,689*	*10,531*	*-*	*198,496*	*371,716*
Restricted funds	*291,246*	*1,984,760*	*(1,848,614)*	*(291,246)*	*136,146*
	727,466	*1,995,291*	*(1,873,910)*	*-*	*848,847*

18. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2023 £	Restricted funds 2023 £	Total funds 2023 £
Tangible fixed assets	284,438	10,369	**294,807**
Current assets	596,422	425,981	**1,022,403**
Creditors due within one year	(111,797)	(197,877)	**(309,674)**
Total	769,063	238,473	**1,007,536**

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18. Analysis of net assets between funds (continued)

Analysis of net assets between funds - prior year

	Unrestricted funds 2022 £	*Restricted funds 2022 £*	*Total funds 2022 £*
Tangible fixed assets	*258,969*	*25,464*	*284,433*
Current assets	*611,654*	*151,941*	*763,595*
Creditors due within one year	*(157,922)*	*(41,259)*	*(199,181)*
Total	*712,701*	*136,146*	*848,847*

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

	2023 £	*2022 £*
Net income for the year (as per Statement of Financial Activities)	**158,689**	*121,381*
Adjustments for:		
Depreciation charges	**19,205**	*29,687*
(Increase)/decrease in debtors	**(113,614)**	*(3,995)*
Increase/(decrease) in creditors	**110,163**	*15,014*
Net cash provided by operating activities	**174,443**	*162,087*

20. Analysis of cash and cash equivalents

	2023 £	*2022 £*
Cash in hand	**778,597**	*633,733*
Total cash and cash equivalents	**778,597**	*633,733*

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21. Analysis of changes in net debt

	At 1 April 2022	Cash flows	At 31 March 2023
	£	£	£
Cash at bank and in hand	**633,733**	**144,864**	**778,597**
Debt due within 1 year	**(1,675)**	**1,401**	**(274)**
	632,058	**146,265**	**778,323**

22. Related party transactions

Owing to the composition of the Trustees Board being drawn from local Council's, expected transactions such as business rates are not as a result of their appointments. All transactions involving such organisations are conducted at arm's length.

23. Operating lease commitments

At 31 March 2023 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2023	*2022*
	£	*£*
Not later than 1 year	**23,744**	*16,631*
Later than 1 year and not later than 5 years	**11,872**	*16,481*
	35,616	*33,112*

Citizens Advice Mid Mercia

England & Wales - Charity number 1107830

Accounts

Registered number: 05311627
Charity number: 1107830

CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2022

CITIZENS ADVICE MID MERCIA
(A company limited by guarantee)

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CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)

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

Trustees	J Lloyd, Chair Councillor D Shepherd J Bosworth G Royall B Gillman J Hewlett L James (resigned 13 December 2021) K Eldret, Vice Chair C Smith, Treasurer S McKendrick (appointed 3 February 2022) A Armstrong (appointed 5 August 2021)
Company registered number	05311627
Charity registered number	1107830
Registered office	114 Church Street Church Gresley Swadlincote Derbyshire DE11 9NR
Senior management team	Mr D Symcox, Chief Executive Officer Mrs S Brown, Deputy Chief Executive
Independent auditors	Bates Weston Audit Ltd Statutory Auditors Chartered Accountants The Mills Canal Street Derby DE1 2RJ
Bankers	Unity Trust Bank 9 Brindley Place Birmingham B1 2HB
Accountants	Bates Weston LLP Chartered Accountants The Mills Canal Street Derby DE1 2RJ

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2022

Structure, Governance and Management

Governing Document

The Charity was incorporated as a company limited by guarantee on 13th December 2004 (Company Number: 05311627). The full name of the charity is Citizens Advice Mid Mercia and it was registered with the Charity Commission on 27 January 2005 (Charity Number: 1107830). The charity commenced operations on 1st April 2005 at which date the assets and liabilities of the unincorporated South Derbyshire Citizens Advice Organisation (Charity Number: 1079115) were acquired. It is governed by its Memorandum and Articles of Association.

Previously the organisation was referred to as Citizens Advice South Derbyshire or South Derbyshire CAB or Citizens Advice South Derbyshire and City. From 1 April 2019 it is referred to as Citizens Advice Mid Mercia (see below - Aims, Objectives, Strategies and Activities for the Year).

Organisational structure

The Charity is governed through a Trustee Board. Trustees, who are also Directors of the Company, are elected from the local community and must either reside or work South Derbyshire, Derby City, East Staffordshire, Tamworth or surrounding areas.

The Trustee Board is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Mid Mercia and for ensuring that the charity satisfies its legal and contractual obligations.

The Articles of Association provide for a minimum of three and a maximum of fifteen Trustees, being either:
a. Nominated by member organisations, or
b. Co-opted by the Trustee Board

An Election Committee, made up of Trustees, the Company Secretary and chaired by the Vice Chair is established to oversee the elections process for Board appointments. All Trustees whether elected, nominated or co-opted must retire from office at the sixth year of office following their election, but may be re-elected or re-appointed.

No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair.

The Trustee Board meet as a minimum quarterly and has a number of working sub-committees who report back to the full Trustee Board. The Trustee Board delegates the implementation of its decisions and the day-to- day operation of the organisation to the chief executive, supported by senior managers. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

The organisation is co-ordinated from its registered office/principal place of business at 114 Church Street, Church Gresley, Swadlincote, Derbyshire DE11 9NR, though has offices across Derby City, East Staffordshire and Tamworth.

Trustee Induction and training

Through a comprehensive induction to Citizens Advice Mid Mercia, which includes the provision of training courses and mentoring by established trustees, newly appointed Trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making process, the business plan and recent financial performance of the charity. They also meet key employees and other trustees and are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Arrangements for setting the remuneration of key management personnel

The Trustee Board has a remuneration sub-committee with the responsibility for setting and monitoring of the pay and remuneration of Personnel in key management, which is structured against industry benchmarks. The Committee presents to the Board for consideration its report and a vote is taken on whether to approve the recommendation.

Aims, objectives and strategy

The charity's objects are to promote any charitable purpose for the benefit of the community in Derby City, South Derbyshire, East Staffordshire, Tamworth and surrounding areas, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Citizens Advice Mid Mercia aims to provide free, confidential, impartial and independent information, advice, peer support, health support and training for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals are aware of and have access to our services and do not suffer through a lack of knowledge or an inability to express their needs effectively. We provide help around a wide range of topics through delivery of quick advice, generalist advice, casework, peer support and training.

To meet these aims the organisation has identified five key strategic objectives:

- We'll deliver an effective and accessible service
- We'll build strategic partnerships and be influential
- We'll become even more sustainable
- We'll embrace our core values

Activity

With the easing of the COVID-19 pandemic a priority for the year was that we could adapt services to continue to help clients in the best way possible, re-establish face to face provision where possible while ensuring contracts were delivering to target.

This is an aim that has been successful and even allowed our organisation to expand the number of people that we have supported.

In addition to our volunteer generalist advice service the following specialist information, advisory and health support services were provided:

(i) Outreach advice service in primary care settings - to help address health inequalities by tackling poverty-related determinants of health

(ii) Money Advice Service (MAS) casework - providing free quality and consistent debt management

(iii) Wellbeing service - to help address issues facing families with the key focus being income maximisation.

(iv) Debt Advice - to help households facing unmanageable debt in Burton

(v) Integrated Advocacy service - brings together all independent statutory and non-statutory advocacy in Derby City so that people who need advocacy support can now access it in one place.

(vi) Dig-IT - providing digital skills and IT training, advice and support centred around the needs of the individual

(vii) Money Management Advice - advise on maximising income, managing cash flow and budgeting

(viii) Energy - to assist with issues relating to relief from fuel poverty and advising on energy & thermal efficiency

measures

(ix) Money Sorted in D2N2, part of the Building Better Opportunities Programme - providing support and personally tailored interventions for people of working age who are experiencing financial difficulties and exclusion, who are unemployed or economically inactive.

(x) Self Support - providing assistance and training for anyone living in Derbyshire who has one or more long-term health conditions, or is a carer of someone living with a long-term condition.

(xi) Help to claim – providing assistance to claim universal credit.

(xii) Autism service – providing information and advice surrounding autism.

(xiii) Universal service for carers - free, confidential and impartial service dedicated solely to the holistic support of unpaid carers in Derby City

(xiv) EU-resettlement service - practical support to vulnerable EU, EEA and Swiss citizens (and their non – EU family members) through information-giving, advice and provision of technology and assistance to help them make a scheme application

(xv) Tamworth advice project – generalist advice and debt service for the community of Tamworth

(xvi) Derbyshire Community Health Trust project – generalist advice and debt service for DCHS clients

(xvii) Help through hardship service – advice service funded by the Trussell Trust supporting those accessing food banks

Advisory services were mainly provided through telephone or digital means due to the pandemic. Though the organisation aims to make services as accessible as possible to anyone needing help and will expand face to face provision as the year progresses.

Public benefit
In considering the operation, achievements, performance and finances of the charity, the trustees are satisfied that public benefit has been provided in accordance with the Charities Act 2011 and the guidance published by the Charity Commission.

Achievements and performance 2021/22

In the year 2021/22 we provided high quality services to the residents of South Derbyshire Derby City, East Staffordshire, Tamworth and surrounding areas.

A particular success has been to cement our autism information and advice services across Derbyshire as well as sustain and expand our advice provision across Tamworth. An achievement that has meant we have been able to bring our holistic and specialised service to thousands more people offering wrap around help. We are particularly proud that amidst a partial pandemic financial year we were able to adapt all of our services so that we could continue to offer vital help and support to even more people; the most in any year in our organisation's history.

In 2021/22 4.2% of the registered adult population of South Derbyshire, Derby City, East Staffordshire and Tamworth received help. An achievement that has meant over 24,500 individuals have been helped to find a way forward.

This has meant that we have helped with over 79,767 issues and had over 278,127 contacts with clients.

Staff, volunteers and principle funders

Our success could not have been achieved without the hard work and dedication of our staff and volunteers. The

Trustees and the Senior Management Team recognise the tremendous contribution made, without which the service could not operate.

To be an adviser or specialist within the organisation requires extensive training, dedication and commitment to help those in our community. We are therefore so grateful for the valuable support our trained staff and volunteers provide throughout the organisation.

Our Volunteers are for instance involved in the administration department, as generalist Advisors or telephone Advisors and assist with our community development projects.

The essential work achieved would not have been possible without the help of our principle funders which include The Money Advice Service, Derbyshire County Council, Derby City Council, South Derbyshire District Council, Tamworth Borough Council, The Big Lottery, The European Union, Citizens Advice England and Wales, The Trussell Trust, Derbyshire Clinical Commissioning Group, Derbyshire Community Health Trust, Good Things Foundation, Multiple Sclerosis Society, Smart Energy GB, Trent and Dove Housing, Winshill Parish Council, Marche's energy.

Need, risks and future plans

There are a series of principal risks that the management and trustees have identified, both to clients served and the organisation overall. Most prevalent amongst those is the cost of living crisis. Primarily the adverse effect that this could have on the clients that we serve and vast increase in need for our services and uncertainty of future funding, especially from traditional sources. It will be the aim of the organisation to meet these challenges by ensuring that we continue to deliver the highest possible standard of service while ensuring that all staff and volunteers are safe.

To meet these challenges, the organisation plans to

- Continue to implement and invest in digital training and innovations programme for our people
- Improve the quality of advice accredited through external audit remotely
- Develop strong connections with remaining external partners
- Focus on the effects of the cost of living crisis
- Focus on supporting those living with mental health issues
- Provide help in the most deprived wards served
- Maintain the quality of provision across all services
- Improve the answer rate within our own telephone adviceline
- Diversify our funding stream further for greater sustainability

Financial review

For the year ended 31st March 2022 the charity has benefitted from incoming resources of £1,995,291, of which £1,984,760 was funding for charitable activities. An in-year surplus of £121,381 resulted in an increase of reserves with the charity now reporting total funds of £848,847 Of which £712,701 are unrestricted and £136,146 are restricted. Of the unrestricted funds £340,985 has been designated for other purposes, of which £247,985 relates to fixed assets.

Citizens Advice Mid Mercia is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The organisation will maintain a projection of income for at least two years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. The Board take all reasonable steps to minimise the impact that would occur from the cessation of one or more funding streams within this period and are mindful to structure the charity in a way to minimise the likelihood that this would present so serious a challenge to the future of the organisation that it could not be managed.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, or to deal with variances in cash flow, the Trustees have determined that 'free reserves', in addition to 'Designated funds' should be maintained equal to 3 months normal operating expenditure.

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

Trustees Responsibility Statement

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

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 the incoming resources and application of resources, including the income and expenditure, the charitable company for that period. In preparing these financial statements, the Trustees are required to: select suitable accounting policies and then apply them consistently, observe the methods and principles of the Charities SORP, make judgements and accounting 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; prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue operation.

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 reasonable for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are Trustees at the time of when this Trustees' report is approved has confirmed that:

- So far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware.
- Trustees have taken all steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

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

Mr J Lloyd

Date: 29 September 2022

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CITIZENS ADVICE MID MERCIA

Opinion

We have audited the financial statements of Citizens Advice Mid Mercia (the 'charity') for the year ended 31 March 2022 which comprise the Statement of financial activities, the balance sheet, the 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 Financial Reporting Standard 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 charitable company's affairs as at 31 March 2022 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; 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 charitable company'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.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditors' report thereon. The Trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CITIZENS ADVICE MID MERCIA (CONTINUED)

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.
- 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 charitable 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 in relation to which 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 Trustees' report and from the requirement to prepare a Strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' 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 auditors' 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:

Based on our understanding of the charity and sector in which it operates, we considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006. Audit procedures performed by the engagement team included:

- Enquiry of management around actual and potential litigation and claims;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;

- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 auditors' report.

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditors' 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 members, as a body, for our audit work, for this report, or for the opinions we have formed.

Wayne Thomas ACA (Senior Statutory Auditor)
for and on behalf of
Bates Weston Audit Ltd
Statutory Auditors
Chartered Accountants
The Mills
Canal Street
Derby
DE1 2RJ

5 October 2022

CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)

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

	Note	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Income from:					
Donations and legacies	2	**716**	**-**	**716**	*191*
Charitable activities	3	**-**	**1,984,760**	**1,984,760**	*1,865,348*
Other trading activities	4	**9,815**	**-**	**9,815**	*13,510*
Total income		**10,531**	**1,984,760**	**1,995,291**	*1,879,049*
Expenditure on:					
Charitable activities	5	**25,296**	**1,848,614**	**1,873,910**	*1,648,475*
Total expenditure		**25,296**	**1,848,614**	**1,873,910**	*1,648,475*
Net (expenditure)/income		**(14,765)**	**136,146**	**121,381**	*230,574*
Transfers between funds	14	**291,246**	**(291,246)**	**-**	*-*
Net movement in funds		**276,481**	**(155,100)**	**121,381**	*230,574*
Reconciliation of funds:					
Total funds brought forward		**436,220**	**291,246**	**727,466**	*496,892*
Net movement in funds		**276,481**	**(155,100)**	**121,381**	*230,574*
Total funds carried forward		**712,701**	**136,146**	**848,847**	*727,466*

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

The notes on pages 13 to 29 form part of these financial statements.

CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)
REGISTERED NUMBER: 05311627

BALANCE SHEET
AS AT 31 MARCH 2022

	Note		2022 £		*2021 £*
Fixed assets					
Tangible assets	10		**284,433**		*284,861*
			284,433		*284,861*
Current assets					
Debtors	11	**129,862**		*125,867*	
Cash at bank and in hand		**633,733**		*535,179*	
		763,595		*661,046*	
Creditors: amounts falling due within one year	12	**(199,181)**		*(189,802)*	
Net current assets			**564,414**		*471,244*
Total assets less current liabilities			**848,847**		*756,105*
Creditors: amounts falling due after more than one year	13		**-**		*(28,639)*
Total net assets			**848,847**		*727,466*
Charity funds					
Restricted funds	14		**136,146**		*291,246*
Unrestricted funds	14		**712,701**		*436,220*
Total funds			**848,847**		*727,466*

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

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

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

Mr J Lloyd

Date: 29 September 2022

CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2022

	2022 £	*2021* *£*
Cash flows from operating activities		
Net cash used in operating activities	**162,087**	*207,426*
Cash flows from investing activities		
Purchase of tangible fixed assets	**(29,259)**	*(48,620)*
Net cash used in investing activities	**(29,259)**	**(48,620)**
Cash flows from financing activities		
Repayments of borrowing	**(34,274)**	*(5,417)*
Net cash used in financing activities	**(34,274)**	**(5,417)**
Change in cash and cash equivalents in the year	**98,554**	**153,389**
Cash and cash equivalents at the beginning of the year	**535,179**	*381,790*
Cash and cash equivalents at the end of the year	**633,733**	*535,179*

The notes on pages 13 to 29 form part of these financial statements

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

1. Accounting policies

1.1 Basis of preparation of financial statements

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

Citizens Advice Mid Mercia 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.

1.2 Company status

The charity is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the charity being wound up. the liability in respect of the guarantee is limited to £1 per member of the charity.

1.3 Income

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 income receivable can be measured reliably.

Income from government and other grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Evidence of entitlement will usually exist when the formal offer of funding is communicated in writing to the charity. However some grants will contain terms or conditions that must be met before the charity has entitlement to the resources. Income received in advance for the provision of specified services is deferred until the criteria for income recognition are met.

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

1.4 Resources expended

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

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity.

Support costs also include the governance costs: costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity.

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

1. Accounting policies (continued)

1.5 Tangible fixed assets

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	- 2% on cost
Fixtures and fittings	- 20% reducing balance
Computer equipment	- 33% reducing balance

1.6 Operating leases

Rentals under operating leases are charged to the Statement of financial activities incorporating income and expenditure account on a straight line basis over the lease term.

1.7 Debtors

Trade and other debtors are recognised at the settlement amount. Prepayments are valued at the amount prepaid.

1.8 Cash at bank and in hand

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

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

1.10 Financial instruments

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

1.11 Taxation

The charity is exempt from corporation tax on its charitable activities under section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

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

1. Accounting policies (continued)

1.12 Pensions

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

1.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2. Income from donations and legacies

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Donations and gifts	716	**716**	*191*

3. Income from charitable activities

	Restricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Gateway	377,697	**377,697**	*362,115*
Community Development	531,586	**531,586**	*600,139*
Family Support	255,286	**255,286**	*255,286*
Outreach	408,221	**408,221**	*191,770*
Debt & Financial Awareness	411,970	**411,970**	*456,038*
	1,984,760	**1,984,760**	*1,865,348*

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

3. Income from charitable activities (continued)

Funding from Government organisations can be analysed as follows:

	2022 £	2021 £
South Derbyshire District Council		
Bureau Funding	**60,996**	*59,804*
Covid-19	**-**	*13,231*
Digital Learning	**-**	*4,242*
Disabled facilities grant	**67,330**	-
	128,326	*77,277*
Derby City Council		
Advocacy Service	**177,216**	*177,216*
Carers	**255,286**	*255,286*
Covid-19	**-**	*25,000*
	432,502	*457,502*
Derbyshire County Council		
Self Support - Expert Patient Programme	**33,333**	*50,000*
Employment Advice	**5,200**	*5,200*
Family Advice Service Project	**33,540**	*33,540*
NHS Outreach	**103,779**	*81,300*
Covid-19 Councillors Awards	**-**	*2,800*
Autism Information and Advice	**87,242**	*64,052*
Food bank services	**8,400**	-
	271,494	*236,892*
Other governmental organisations		
Staffordshire Council - Outreach	**6,000**	*5,150*
Tamworth Borough Council - Outreach	**124,282**	*111,500*
Winshill Parish Council	**5,500**	*5,500*
Home Office EU Resettlement	**72,389**	*36,771*
Staffordshire Council - Covid 19 self isolators grant	**12,000**	-
	220,171	*158,921*
	1,052,493	*930,592*

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

4. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Room hire	9,690	**9,690**	*8,510*
Admin support	125	**125**	*5,000*
	9,815	**9,815**	*13,510*

5. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2022 £	Restricted funds 2022 £	Total funds 2022 £	*Total funds 2021 £*
Gateway	6,529	475,037	**481,566**	*252,186*
Community Development	6,812	508,429	**515,241**	*558,930*
Family Support	3,235	233,998	**237,233**	*229,127*
Outreach	3,496	234,512	**238,008**	*205,263*
Debt & Financial Awareness	5,224	396,638	**401,862**	*402,969*
	25,296	1,848,614	**1,873,910**	*1,648,475*
Total 2021	*13,613*	*1,634,862*	*1,648,475*	

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

6. Analysis of expenditure by activities

	Activities undertaken directly 2022 £	Support costs 2022 £	Total funds 2022 £	*Total funds 2021 £*
Gateway	353,100	128,466	**481,566**	*252,186*
Community Development	386,205	129,036	**515,241**	*558,930*
Family Support	179,290	57,943	**237,233**	*229,127*
Outreach	194,967	43,041	**238,008**	*205,263*
Debt & Financial Awareness	288,205	113,657	**401,862**	*402,969*
	1,401,767	472,143	**1,873,910**	*1,648,475*
Total 2021	*1,237,124*	*411,351*	*1,648,475*	

Analysis of support costs

	Gateway 2022 £	Community Develop-ment 2022 £	Family Support 2022 £	Debt & Financial Awareness 2022 £
Staff costs	51,851	52,056	23,597	17,297
Depreciation	8,281	8,640	4,103	4,434
Staff & volunteer costs	4,181	4,177	1,830	1,424
Office costs	35,681	35,330	15,462	10,527
Premises costs	14,214	14,500	6,429	4,363
Governance	6,074	6,272	2,895	2,086
Other costs	8,184	8,061	3,627	2,910
	128,466	129,036	57,943	43,041
Total 2021	*78,550*	*145,656*	*54,320*	*43,077*

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

6. Analysis of expenditure by activities (continued)

Analysis of support costs (continued)

	Outreach 2022 £	Total funds 2022 £	*Total funds 2021 £*
Staff costs	45,671	**190,472**	*186,161*
Depreciation	6,626	**32,084**	*23,046*
Staff & volunteer costs	3,687	**15,299**	*5,775*
Office costs	32,439	**129,439**	*106,366*
Premises costs	12,466	**51,972**	*26,032*
Governance	5,252	**22,579**	*27,412*
Other costs	7,516	**30,298**	*36,559*
	113,657	**472,143**	*411,351*
Total 2021	*89,748*	*411,351*	

7. Auditors' remuneration

	2022 £	*2021 £*
Fees payable to the charity's auditor for the audit of the charity's annual accounts	**6,000**	*6,000*

8. Staff costs

	2022 £	*2021 £*
Wages and salaries	**1,320,433**	*1,188,555*
Social security costs	**103,127**	*91,790*
Contribution to defined contribution pension schemes	**84,377**	*75,176*
	1,507,937	*1,355,521*

8. Staff costs (continued)

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

	2022	*2021*
Charitable purposes	**51**	*52*
Support and governance	**11**	*11*
	62	*63*

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

The senior management team as listed on page 1 are considered to be the key management personnel; the aggregate remuneration and benefits received was £98,091 (2021: £98,506).

9. Trustees' remuneration and expenses

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

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

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

10. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Computer equipment £	Total £
Cost				
At 1 April 2021	**278,319**	**42,233**	**105,779**	**426,331**
Additions	**-**	**8,895**	**20,364**	**29,259**
Disposals	**-**	**-**	**(27,896)**	**(27,896)**
At 31 March 2022	**278,319**	**51,128**	**98,247**	**427,694**
Depreciation				
At 1 April 2021	**45,661**	**34,857**	**60,952**	**141,470**
Charge for the year	**5,566**	**3,190**	**20,931**	**29,687**
On disposals	**-**	**(2,386)**	**(25,510)**	**(27,896)**
At 31 March 2022	**51,227**	**35,661**	**56,373**	**143,261**
Net book value				
At 31 March 2022	**227,092**	**15,467**	**41,874**	**284,433**
At 31 March 2021	*232,658*	*7,376*	*44,827*	*284,861*

11. Debtors

	2022 £	*2021 £*
Due within one year		
Trade debtors	**54,195**	*15,855*
Other debtors	**-**	*1,622*
Prepayments and accrued income	**75,667**	*108,390*
	129,862	*125,867*

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

12. Creditors: Amounts falling due within one year

	2022 £	2021 £
Bank loans	**-**	*5,635*
Trade creditors	**60,598**	*40,870*
Other taxation and social security	**65,286**	*43,163*
Other creditors	**1,675**	*580*
Accruals and deferred income	**71,622**	*99,554*
	199,181	*189,802*

	2022 £	2021 £
Deferred Income		
Deferred income at 1 April 2021	**78,034**	*51,094*
Resources deferred during the year	**41,259**	*78,034*
Amounts released from previous periods	**(78,034)**	*(51,094)*
	41,259	*78,034*

Deferred income relates to grant income received where funders had specified conditions on the spend period.

13. Creditors: Amounts falling due after more than one year

	2022 £	2021 £
Bank loans	**-**	*28,639*

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

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Unrestricted funds					
Designated funds					
Fixed asset fund	**217,531**	**-**	**(25,296)**	**55,750**	**247,985**
Dilapidation & emergency asset repair fund	**16,000**	**-**	**-**	**-**	**16,000**
Staff redundancy & closure contingency fund	**40,000**	**-**	**-**	**37,000**	**77,000**
	273,531	**-**	**(25,296)**	**92,750**	**340,985**
General funds					
General Funds	**162,689**	**10,531**	**-**	**198,496**	**371,716**
Total Unrestricted funds	**436,220**	**10,531**	**(25,296)**	**291,246**	**712,701**
Restricted funds					
Gateway	**112,931**	**377,697**	**(475,037)**	**17,698**	**33,289**
Community development	**79,816**	**531,586**	**(508,429)**	**(79,500)**	**23,473**
Family support	**33,562**	**255,286**	**(233,998)**	**(33,217)**	**21,633**
Outreach	**3,506**	**408,221**	**(234,512)**	**(135,627)**	**41,588**
Debt and financial services	**61,431**	**411,970**	**(396,638)**	**(60,600)**	**16,163**
	291,246	**1,984,760**	**(1,848,614)**	**(291,246)**	**136,146**
Total of funds	**727,466**	**1,995,291**	**(1,873,910)**	**-**	**848,847**

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

14. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2020 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2021* £
Unrestricted funds					
Designated funds					
Fixed asset fund	*225,727*	-	*(13,613)*	*5,417*	*217,531*
Dilapidation & emergency asset repair fund	*16,000*	-	-	-	*16,000*
Staff redundancy & closure contingency fund	*40,000*	-	-	-	*40,000*
	281,727	-	*(13,613)*	*5,417*	*273,531*
General funds					
General Funds	*154,405*	*13,701*	-	*(5,417)*	*162,689*
Total Unrestricted funds	*436,132*	*13,701*	*(13,613)*	-	*436,220*
Restricted funds					
Gateway	*4,762*	*357,741*	*(249,572)*	-	*112,931*
Community development	*34,209*	*600,139*	*(554,532)*	-	*79,816*
Family support	*5,539*	*255,286*	*(227,263)*	-	*33,562*
Outreach	*11,223*	*196,144*	*(203,861)*	-	*3,506*
Debt and financial services	*5,027*	*456,038*	*(399,634)*	-	*61,431*
	60,760	*1,865,348*	*(1,634,862)*	-	*291,246*
Total of funds	*496,892*	*1,879,049*	*(1,648,475)*	-	*727,466*

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

15. Fund Descriptions and Transfers

Designated funds

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.

Fixed asset fund
The Charities SORP specifically allows funds held as tangible fixed assets for charity use to be excluded from reserves. This recognises that certain assets will be used operationally and their disposal may adversely impact on a charity's ability to deliver its aims. Clearly all the fixed assets of the charity are essential to the delivery of our charitable aims and could not be disposed of without adversely impacting our operations. The carrying value of the Fixed Assets less the secured loan balance is therefore set aside as designated funds in the balance sheet and is excluded from the free reserve (General fund) calculation.

Building dilapidation & emergency asset repair fund
Routine maintenance of the building is covered in the annual budget. However, due to the age of the property - it was built circa late 1800's, parts of the structure are tired and a fund is required for dealing with the dilapidation and to cover major emergency repairs which could impact on the security or disrupt the operation of the charity from the premises.

Staff redundancy & closure contingency fund
Were the charity have to close it would incur a number of winding up costs. Although the trustees expect the charity to continue its activities for a very long time they nevertheless believe that it is their duty to be prudent and to protect the charity's reputation by ensuring it is able to meet its financial commitments in the event of a winding up. Therefore the trustees have created a designated fund reflecting the cost of staff redundancies, professional and other costs that would arise should the charity have to close, or to operate with a much lower level of activity with significantly fewer staff. The amount of this fund will be reviewed annually to take into account any changes in circumstances, legislation and staff.

Restricted funds

Gateway
Our Gateway Assessment Service aims to improve access to the best, consistent & practical information, support & advice and where applicable to determine the most appropriate next step(s) that needs to be taken by our clients and to enable them in taking that next step(s). Our team's primary purpose is to ensure that those with lesser need(s) can be dealt with quickly and efficiently and those with greater need(s) can use this as a Gateway to receive the level and depth of help required, again quickly and efficiently. To help with aspects of this we have been supported with funds from Good Things Foundation - formerly Tinder Foundation (HMRC Digital Inclusion & Digital Health Information and Google Digital Garage); Metropolitan Housing (Energy Training), Trussell Trust (Food Bank Services) & Aperture (Debt client referrals).

Community Development
The Community Development Project is a number of funds all aiming to build a stronger and more resilient local community by promoting the knowledge, skills & tools needed so the disadvantaged can have access & take part in the issues that affect their lives.

D2N2: part of the Building Better Opportunities Programme, supported by the Big Lottery & the European Social Fund (E.S.F). An experienced Personal Navigator provides individual support, an assessment of financial well-being and a Personal Finance Resilience Plan and by providing support with current financial circumstances, including debt, benefits, banking and any other aspects, financial capability support/training is tailored to the needs of the participant, including the option of a Money Mentor.

Self Support: a fund supported by Derbyshire County Council (Expert Patient Programme) and incorporating The Living with A Long Term Condition (LWLTC) programme. LWLTC is a free 6-week course that can help a person to take more control of their health by learning new skills and strategies to

manage their condition on a daily basis.

Innovation service: National project to test innovative ideas that will enhance service and lives for people across the UK

Family Support
Our Family Support Project is designed to offer targeted support and advice to families who often need more than generalist advice.

Universal service for carers: free, confidential and impartial service dedicated solely to the holistic support of unpaid carers in Derby City.

Outreach
The purpose of our Outreach Project, including Outreach Contracts, is to establish advice sessions in the heart of the community. The majority of the services we offer are now deliverables at venues throughout South Derbyshire, which means that our clients are able to access our services as soon as possible, in a venue and at a time that is most convenient for them.

GP Advisory Service: a project funded by 'Derbyshire County Council Public Health' and designed to help address health inequalities by tackling poverty-related determinants of health. Clients using this service have advice needs related to illness or disability (such as welfare benefit enquiries or debt problems).

EU-resettlement service: practical support to vulnerable EU, EEA and Swiss citizens (and their non – EU family members) through information-giving, advice and provision of technology and assistance to help them make a scheme application.

Trussell Trust: Citizens Advice, in partnership with The Trussell Trust, provides a freephone helpline for people who cannot afford food and help them obtain an e-voucher for a local food parcel. It also provides information & advice on the issues that are causing financial hardship in order to move the client forward.

Debt and Financial services
Casework: providing free quality and consistent debt management.

Transfers between funds

Transfers between the fixed asset fund and general and restricted funds represents capital additions within the year and movement in the capital loan balance.

16. Summary of funds

Summary of funds - current year

	Balance at 1 April 2021 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2022 £
Designated funds	**273,531**	**-**	**(25,296)**	**92,750**	**340,985**
General funds	**162,689**	**10,531**	**-**	**198,496**	**371,716**
Restricted funds	**291,246**	**1,984,760**	**(1,848,614)**	**(291,246)**	**136,146**
	727,466	**1,995,291**	**(1,873,910)**	**-**	**848,847**

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

16. Summary of funds (continued)

Summary of funds - prior year

	Balance at 1 April 2020 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2021* £
Designated funds	*281,727*	*-*	*(13,613)*	*5,417*	*273,531*
General funds	*154,405*	*13,701*	*-*	*(5,417)*	*162,689*
Restricted funds	*60,760*	*1,865,348*	*(1,634,862)*	*-*	*291,246*
	496,892	*1,879,049*	*(1,648,475)*	*-*	*727,466*

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2022 £	**Restricted funds 2022 £**	**Total funds 2022 £**
Tangible fixed assets	258,969	25,464	**284,433**
Current assets	611,654	151,941	**763,595**
Creditors due within one year	(157,922)	(41,259)	**(199,181)**
Total	712,701	136,146	**848,847**

Analysis of net assets between funds - prior year

	Unrestricted funds 2021 £	*Restricted funds 2021* £	*Total funds 2021* £
Tangible fixed assets	*251,805*	*33,056*	*284,861*
Current assets	*218,695*	*442,351*	*661,046*
Creditors due within one year	*(5,641)*	*(184,161)*	*(189,802)*
Creditors due in more than one year	*(28,639)*	*-*	*(28,639)*
Total	*436,220*	*291,246*	*727,466*

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

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

	2022 £	2021 £
Net income for the year (as per Statement of Financial Activities)	**121,381**	*230,574*
Adjustments for:		
Depreciation charges	**29,687**	*29,820*
(Increase)/decrease in debtors	**(3,995)**	*(80,869)*
Increase/(decrease) in creditors	**15,014**	*32,274*
Net cash provided by operating activities	**162,087**	*211,799*

19. Analysis of cash and cash equivalents

	2022 £	2021 £
Cash in hand	**633,733**	*535,179*
Total cash and cash equivalents	**633,733**	*535,179*

20. Analysis of changes in net debt

	At 1 April 2021 £	Cash flows £	At 31 March 2022 £
Cash at bank and in hand	**535,179**	**98,554**	**633,733**
Debt due within 1 year	**(6,215)**	**4,540**	**(1,675)**
Debt due after 1 year	**(28,639)**	**28,639**	**-**
	500,325	**131,733**	**632,058**

21. Related party transactions

Owing to the composition of the Trustees Board being drawn from local Council's, expected transactions such as business rates are not as a result of their appointments. All transactions involving such organisations are conducted at arm's length.

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

22. Operating lease commitments

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

	2022 £	*2021* *£*
Not later than 1 year	**16,631**	*17,531*
Later than 1 year and not later than 5 years	**16,481**	*33,113*
	33,112	*50,644*

Citizens Advice Mid Mercia

England & Wales - Charity number 1107830

Accounts

Registered number: 05311627
Charity number: 1107830

CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)

TRUSTEES' REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2021

CITIZENS ADVICE MID MERCIA
(A company limited by guarantee)

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CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)

REFERENCE AND ADMINISTRATIVE DETAILS OF THE CHARITY, ITS TRUSTEES AND ADVISERS FOR THE YEAR ENDED 31 MARCH 2021

Trustees	Mr J Lloyd, Chair Councillor D Shepherd Mr J Bosworth Mr G Royall Mrs B Gillman Councillor J Hewlett Mrs L James Mr K Eldret, Vice Chair Mr C Smith, Treasurer Mr D Powell (appointed 4 February 2020, resigned 29 June 2020)
Company registered number	05311627
Charity registered number	1107830
Registered office	114 Church Street Church Gresley Swadlincote Derbyshire DE11 9NR
Senior management team	Mr D Symcox, Chief Executive Officer Mrs S Brown, Deputy Chief Executive
Independent auditors	Bates Weston Audit Ltd Statutory Auditors Chartered Accountants The Mills Canal Street Derby DE1 2RJ
Bankers	Unity Trust Bank 9 Brindley Place Birmingham B1 2HB
Accountants	Bates Weston LLP Chartered Accountants The Mills Canal Street Derby DE1 2RJ

TRUSTEES' REPORT
FOR THE YEAR ENDED 31 MARCH 2021

Structure, Governance and Management

Governing Document

The Charity was incorporated as a company limited by guarantee on 13th December 2004 (Company Number: 05311627). The full name of the charity is Citizens Advice Mid Mercia and it was registered with the Charity Commission on 27 January 2005 (Charity Number: 1107830). The charity commenced operations on 1st April 2005 at which date the assets and liabilities of the unincorporated South Derbyshire Citizens Advice Organisation (Charity Number: 1079115) were acquired. It is governed by its Memorandum and Articles of Association.

It is sometimes referred to as Citizens Advice South Derbyshire or South Derbyshire CAB or Citizens Advice South Derbyshire and City. From 1 April 2019 it is referred to as Citizens Advice Mid Mercia (see below - Aims, Objectives, Strategies and Activities for the Year).

Organisational structure

The Charity is governed through a Trustee Board. Trustees, who are also Directors of the Company, are elected from the local community and must either reside or work South Derbyshire, Derby City, East Staffordshire, Tamworth or surrounding areas. The Trustee Board is responsible for setting the strategic direction of the organisation and the policy of the charity. The Trustees carry the ultimate responsibility for the conduct of Citizens Advice Mid Mercia and for ensuring that the charity satisfies its legal and contractual obligations.

The Articles of Association provide for a minimum of three and a maximum of fifteen Trustees, being either:

a. Nominated by member organisations, or
b. Co-opted by the Trustee Board

An Election Committee, made up of Trustees, the Company Secretary and chaired by the Chair is established to oversee the elections process for Board appointments.
All Trustees whether elected, nominated or co-opted must retire from office at the sixth year of office following their election, but may be re-elected or re-appointed.
No other persons or bodies external to the charity are entitled to appoint persons to the Trustee Board. A separate process agreed by the Trustee Board is followed for the election of the Chair.

The Trustee Board meet as a minimum quarterly and has a number of working sub-committees who report back to the full Trustee Board. The Trustee Board delegates the implementation of its decisions and the day-to- day operation of the organisation to senior management, supported by senior managers. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

The organisation is co-ordinated from its registered office/principal place of business at 114 Church Street, Church Gresley, Swadlincote, Derbyshire DE11 9NR.

Trustee Induction and training

Through a comprehensive induction to Citizens Advice Mid Mercia, which includes the provision of training courses and mentoring by established trustees, newly appointed Trustees are briefed on their legal obligations under charity and company law, the content of the Memorandum and Articles of Association, the committee and decision-making process, the business plan and recent financial performance of the charity. They also meet key employees and other trustees and are encouraged to attend appropriate external training events where these will facilitate the understanding of their role.

Arrangements for setting the remuneration of key management personnel

The Trustee Board has a remuneration sub-committee with the responsibility for setting and monitoring of the pay and remuneration of Personnel in key management, which is structured against industry benchmarks. The Committee presents to the Board for consideration its report and a vote is taken on whether to approve the recommendation.

TRUSTEES' REPORT (CONTINUED)
FOR THE YEAR ENDED 31 MARCH 2021

Aims, objectives and strategy

The charity's objects are to promote any charitable purpose for the benefit of the community in Derby City, South Derbyshire, Burton Upon Trent, Uttoxeter, Tamworth and surrounding areas, by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Citizens Advice Mid Mercia aims to provide free, confidential, impartial and independent advice, peer support and information for the benefit of the local community, to exercise a responsible influence on the development of social policies and services and to ensure individuals are aware of and have access to our services and do not suffer through a lack of knowledge or an inability to express their needs effectively. We provide help around a wide range of topics through delivery of quick advice, generalist advice, casework, peer support and training
To meet these aims the organisation has identified five key strategic objectives:

- We'll deliver an effective and accessible service
- We'll build strategic partnerships and be influential
- We'll become even more sustainable
- We'll embrace our core values

Activity

The principal activity of Citizens Advice Mid Mercia remained the provision of free, confidential, independent and impartial advice, information, training, peer support and counsel for members of the public.

This is provided through the registered office in Swadlincote, Derby City Centre, offices in Sinfin and Tamworth as well as 44 outreach locations.

Following the COVID-19 pandemic a priority for the year was that we could adapt services to continue to help clients and that all contracts were delivering to target. This is an aim that has been successful and even allowed our organisation to expand elements of service.

In addition to our volunteer generalist advice service the following specialist advisory and support services were provided:

(i) Outreach advice service in primary care settings - to help address health inequalities by tackling poverty-related determinants of health.

(ii) Money Advice Service (MAS) casework - providing free quality and consistent debt management.

(iii) Wellbeing service - to help address issues facing families with the key focus being income maximisation.

(iv) Debt Advice - to help households facing unmanageable debt in Burton.

(v) Integrated Advocacy service - brings together all independent statutory and non-statutory advocacy in Derby City so that people who need advocacy support can now access it in one place.

(vi) Dig-IT - providing digital skills and IT training, advice and support centred around the needs of the individual.

(vii) Money Management Advice - advise on maximising income, managing cash flow and budgeting.

(viii) Energy - to assist with issues relating to relief from fuel poverty and advising on energy & thermal efficiency measures.

(ix) Money Sorted in D2N2, part of the Building Better Opportunities Programme - providing support and personally tailored interventions for people of working age who are experiencing financial difficulties and exclusion, who are unemployed or economically inactive.

(x) Self Support - providing assistance and training for anyone living in Derbyshire who has one or more long-term health conditions, or is a carer of someone living with a long-term condition.

(xi) Help to claim – providing assistance to claim universal credit.

(xii) Autism service – providing information and advice surrounding autism.

(xiii) Universal service for carers - free, confidential and impartial service dedicated solely to the holistic support of unpaid carers in Derby City.

(xiv) EU-resettlement service - practical support to vulnerable EU, EEA and Swiss citizens (and their non – EU family members) through information-giving, advice and provision of technology and assistance to help them make a scheme application

(xv) Tamworth advice project – generalist advice and debt service for the community of Tamworth

Advisory services were mainly provided through telephone or digital means due to the pandemic. Though the organisation aims to make services as accessible as possible to anyone needing help this was a necessary step to comply with government legislation and keep staff, volunteers and clients safe.

Public benefit

In considering the operation, achievements, performance and finances of the charity, the trustees are satisfied that public benefit has been provided in accordance with the Charities Act 2011 and the guidance published by the Charity Commission.

Achievements and performance

In the year 2020/21 we provided high quality services to the residents of South Derbyshire Derby City, East Staffordshire, Tamworth and surrounding areas.

A particular success has been to expand begin serving carers within Derby City and our services into Staffordshire. An achievement that has meant we have been able to bring our holistic and specialised service to carers in Derby City offering wrap around help. We are particularly proud that in the pandemic year we were able to adapt all of our services so that we could continue to offer vital help.

In 2020/21 4% of the registered adult population of South Derbyshire, Derby City, East Staffordshire and Tamworth received help. An achievement that has meant over 21,500 individuals have been helped to find a way forward.

This has meant that we have helped with over 70,000 issues and had over 1116,000 contacts with clients.

Staff, volunteers and principle funders

Our success could not have been achieved without the hard work and dedication of our staff and volunteers. The Trustees and the Senior Management Team recognise the tremendous contribution made, without which the service could not operate.

The extensive training required to achieve the standards demanded by the organisation means that not all are successful, but those that are provide valuable support throughout the organisation.

Our Volunteers are for instance involved in the administration department, as generalist Advisors or telephone Advisors and assist with our community development projects. Though the organisation still recognises 140 volunteers within our organisation, around 30 were active during the pandemic whom we are extremely appreciative of.

The essential work achieved would not have been possible without the help of our principle funders which include The Money Advice Service, Derbyshire County Council, Derby City Council, South Derbyshire District Council, Tamworth Borough Council, The Big Lottery, The European Union, Henry Smith Charity, Citizens Advice England and Wales, Consolidated Charities in Burton, Good Things Foundation, Multiple Sclerosis Society, Smart Energy GB, Trent and Dove Housing, Winshill Parish Council.

Need, risks and future plans

There are a series of principal risks that the management and trustees have identified, both to clients served and the organisation overall. Most prevalent amongst those is the ongoing COVID-19 pandemic. Primarily the adverse effect that this could have on the uncertainty of future funding, especially from traditional sources, vast and increasing need and depletion of partners to refer and work with. It will be the aim of the organisation to meet these challenges by ensuring that we continue to deliver the highest possible standard of service while ensuring that all staff and volunteers are safe.

To meet these challenges, the organisation plans to:

- Continue to implement and invest in digital training and innovations programme for our people
- Improve the quality of advice accredited through external audit remotely
- Develop strong connections with remaining external partners
- Focus on the effects of universal credit
- Provide help in the most deprived wards served
- Maintain the quality of provision across all services
- Improve the answer rate within our own telephone adviceline
- Diversify our funding stream further for greater sustainability

Financial review

For the year ended 31st March 2021 the charity has benefited from incoming resources of £1,879,049, of which £1,865,348 was funding for charitable activities. An in-year surplus of £230,574 resulted in an increase of reserves with the charity now reporting total funds of £727,466. Of which £436,220 are unrestricted and £291,246 are restricted. Of the unrestricted funds £273,531 has been designated for other purposes, of which £217,531 relates to fixed assets.

Citizens Advice Mid Mercia is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The organisation will maintain a projection of income for at least two years ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. The Board take all reasonable steps to minimise the impact that would occur from the cessation of one or more funding streams within this period and are mindful to the structure the charity in a way to minimise the likelihood that this would present so serious a challenge to the future of the organisation that it could not be managed.

In reviewing the potential costs that could arise should a significant reduction in income be incurred, or to deal with variances in cash flow, the Trustees have determined that ‘free reserves’, in addition to ‘Designated funds’ should be maintained equal to 3 months normal operating expenditure.

Trustees Responsibility Statement

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

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 the incoming resources and application of resources, including the income and expenditure, the charitable company for that period. In preparing these financial statements, the Trustees are required to: select suitable accounting policies and then apply them consistently, observe the methods and principles of the Charities SORP, make judgments and accounting 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; prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue operation.

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 reasonable for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Disclosure of information to auditors

Each of the persons who are Trustees at the time of when this Trustees' report is approved has confirmed that:

- So far as that Trustee is aware, there is no relevant audit information of which the charitable company's auditors are unaware.
- Trustees have taken all steps that ought to have been taken as a Trustee in order to be aware of any relevant audit information and to establish that the charitable company's auditors are aware of that information.

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

.....
Mr J Lloyd

Date: 06/10/2021

INDEPENDENT AUDITORS' REPORT TO THE MEMBERS OF CITIZENS ADVICE MID MERCIA

Opinion

We have audited the financial statements of Citizens Advice Mid Mercia (the 'charity') for the year ended 31 March 2021 which comprise the Statement of financial activities, the balance sheet, the 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 Financial Reporting Standard 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 charitable company'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; 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 Auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the United Kingdom, including the Financial Reporting Council'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 charitable company'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.

Other information

The other information comprises the information included in the annual report other than the financial statements and our auditors' report thereon. The Trustees are responsible for the other information contained within the annual report. 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. 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 course of 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 this gives rise to a material misstatement in the financial statements themselves. 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.
- 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 charitable 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 in relation to which 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 Trustees' report and from the requirement to prepare a Strategic report.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the Trustees (who are also the directors of the charitable company 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 charitable company'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 charitable company or to cease operations, or have no realistic alternative but to do so.

Auditors' 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 auditors' 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:

Based on our understanding of the charity and sector in which it operates, we considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006. Audit procedures performed by the engagement team included:

- Enquiry of management around actual and potential litigation and claims;
- Reviewing financial statement disclosures and testing to supporting documentation to assess compliance with applicable laws and regulations;

- Performing audit work over the risk of management override of controls, including testing of journal entries and other adjustments for appropriateness, evaluating the business rationale of significant transactions outside the normal course of business and reviewing accounting estimates for bias.

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

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 auditors' report.

Use of our report

This report is made solely to the charitable company'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 charitable company's members those matters we are required to state to them in an auditors' 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 members, as a body, for our audit work, for this report, or for the opinions we have formed.

Wayne Thomas ACA (Senior Statutory Auditor)
for and on behalf of
Bates Weston Audit Ltd
Statutory Auditors
Chartered Accountants
The Mills
Canal Street
Derby
DE1 2RJ

Date:

CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)

STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING INCOME AND EXPENDITURE ACCOUNT) FOR THE YEAR ENDED 31 MARCH 2021

	Note	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Income from:					
Donations and legacies	2	**191**	**-**	**191**	*362*
Charitable activities	3	**-**	**1,865,348**	**1,865,348**	*1,410,733*
Other trading activities	4	**13,510**	**-**	**13,510**	*8,420*
Total income		**13,701**	**1,865,348**	**1,879,049**	*1,419,515*
Expenditure on:					
Charitable activities	5	**13,613**	**1,634,862**	**1,648,475**	*1,374,452*
Total expenditure		**13,613**	**1,634,862**	**1,648,475**	*1,374,452*
Net movement in funds		**88**	**230,486**	**230,574**	*45,063*
Reconciliation of funds:					
Total funds brought forward		**436,132**	**60,760**	**496,892**	*451,829*
Net movement in funds		**88**	**230,486**	**230,574**	*45,063*
Total funds carried forward		**436,220**	**291,246**	**727,466**	*496,892*

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

The notes on pages 13 to 28 form part of these financial statements.

CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)
REGISTERED NUMBER: 05311627

BALANCE SHEET
AS AT 31 MARCH 2021

	Note		2021 £		*2020 £*
Fixed assets					
Tangible assets	10		**284,861**		*266,061*
			284,861		*266,061*
Current assets					
Debtors	11	**125,867**		*45,407*	
Cash at bank and in hand		**535,179**		*381,790*	
		661,046		*427,197*	
Creditors: amounts falling due within one year	12	**(189,802)**		*(162,049)*	
Net current assets			**471,244**		*265,148*
Total assets less current liabilities			**756,105**		*531,209*
Creditors: amounts falling due after more than one year	13		**(28,639)**		*(34,317)*
Total net assets			**727,466**		*496,892*
Charity funds					
Restricted funds	14		**291,246**		*60,760*
Unrestricted funds	14		**436,220**		*436,132*
Total funds			**727,466**		*496,892*

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

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

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

Jonathan Lloyd

.....
r J Lloyd

Date: 06/10/2021

CITIZENS ADVICE MID MERCIA

(A company limited by guarantee)

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 31 MARCH 2021

	2021 £	*2020* *£*
Cash flows from operating activities		
Net cash used in operating activities	**207,426**	*76,925*
Cash flows from investing activities		
Purchase of tangible fixed assets	**(48,620)**	*(13,449)*
Net cash used in investing activities	**(48,620)**	**(13,449)**
Cash flows from financing activities		
Repayments of borrowing	**(5,417)**	*(5,170)*
Net cash used in financing activities	**(5,417)**	**(5,170)**
Change in cash and cash equivalents in the year	**153,389**	**58,306**
Cash and cash equivalents at the beginning of the year	**381,790**	*323,484*
Cash and cash equivalents at the end of the year	**535,179**	*381,790*

The notes on pages 13 to 28 form part of these financial statements

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. Accounting policies

1.1 Basis of preparation of financial statements

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

Citizens Advice Mid Mercia 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.

1.2 Company status

The charity is a company limited by guarantee. The members of the company are the Trustees named on page 1. In the event of the charity being wound up. the liability in respect of the guarantee is limited to £1 per member of the charity.

1.3 Income

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 income receivable can be measured reliably.

Income from government and other grants is recognised when the charity has entitlement to the funds, any performance conditions attached to the grant have been met, it is probable that the income will be received and the amount can be measured reliably and is not deferred. Evidence of entitlement will usually exist when the formal offer of funding is communicated in writing to the charity. However some grants will contain terms or conditions that must be met before the charity has entitlement to the resources. Income received in advance for the provision of specified services is deferred until the criteria for income recognition are met.

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

1.4 Resources expended

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

Support costs include all those overhead costs of office and bureau accommodation, utility services, and other services and costs, which are in support of the activity.

Support costs also include the governance costs: costs of meeting the constitutional and statutory requirements of the charity, the audit fees and costs linked to the strategic management of the charity.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

1. Accounting policies (continued)

1.5 Tangible fixed assets

Tangible fixed assets are carried at cost, net of depreciation and any provision for impairment.

Depreciation is charged so as to allocate the cost of tangible fixed assets less their residual value over their estimated useful lives.

Depreciation is provided on the following bases:

Freehold property	- 2% on cost
Fixtures and fittings	- 20% reducing balance
Computer equipment	- 33% reducing balance

1.6 Operating leases

Rentals under operating leases are charged to the Statement of financial activities incorporating income and expenditure account on a straight line basis over the lease term.

1.7 Debtors

Trade and other debtors are recognised at the settlement amount. Prepayments are valued at the amount prepaid.

1.8 Cash at bank and in hand

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

1.9 Liabilities and provisions

Liabilities are recognised when there is an obligation at the Balance sheet date as a result of a past event, it is probable that a transfer of economic benefit will be required in settlement, and the amount of the settlement can be estimated reliably. Liabilities are recognised at the amount that the charity anticipates it will pay to settle the debt or the amount it has received as advanced payments for the goods or services it must provide. Provisions are measured at the best estimate of the amounts required to settle the obligation. Where the effect of the time value of money is material, the provision is based on the present value of those amounts, discounted at the pre-tax discount rate that reflects the risks specific to the liability. The unwinding of the discount is recognised within interest payable and similar charges.

1.10 Financial instruments

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

1.11 Taxation

The charity is exempt from corporation tax on its charitable activities under section 505 of the Income and Corporation Taxes Act 1988. No provision for taxation has therefore been made in these accounts.

1. Accounting policies (continued)

1.12 Pensions

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

1.13 Fund accounting

General funds are unrestricted funds which are available for use at the discretion of the Trustees in furtherance of the general objectives of the charity and which have not been designated for other purposes.

Designated funds comprise unrestricted funds that have been set aside by the Trustees for particular purposes. The aim and use of each designated fund is set out in the notes to the financial statements.

Restricted funds are funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the charity for particular purposes. The costs of raising and administering such funds are charged against the specific fund. The aim and use of each restricted fund is set out in the notes to the financial statements.

2. Income from donations and legacies

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Donations and gifts	191	**191**	*362*

3. Income from charitable activities

	Restricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Gateway	362,115	**362,115**	*210,397*
Community Development	600,139	**600,139**	*622,637*
Family Support	255,286	**255,286**	*33,540*
Outreach	191,770	**191,770**	*127,562*
Debt & Financial Awareness	456,038	**456,038**	*416,597*
	1,865,348	**1,865,348**	*1,410,733*

3. Income from charitable activities (continued)

Funding from Government organisations can be analysed as follows:

	2021 £	*2020 £*
South Derbyshire District Council		
Bureau Funding	**59,804**	*46,227*
Covid-19	**13,231**	-
Digital Learning	**4,242**	-
	77,277	*46,227*
Derby City Council		
Advocacy Service	**177,216**	*177,216*
Carers	**255,286**	-
Covid-19	**25,000**	-
	457,502	*177,216*
Derbyshire County Council		
Self Support - Expert Patient Programme	**50,000**	*85,382*
Employment Advice	**5,200**	*10,400*
Family Advice Service Project	**33,540**	*35,000*
NHS Outreach	**81,300**	*81,300*
Covid-19 Councillors Awards	**2,800**	-
Autism Information and Advice	**64,052**	-
	236,892	*212,082*
Other governmental organisations		
Staffordshire Council - Outreach	**5,150**	*115,417*
Tamworth Borough Council - Outreach	**111,500**	*101,120*
Winshill Parish Council	**5,500**	-
Home Office EU Resettlement	**36,771**	-
	158,921	*216,537*
	930,592	*652,062*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

4. Income from other trading activities

Income from fundraising events

	Unrestricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Room hire	8,510	**8,510**	*5,030*
Admin support	5,000	**5,000**	*3,390*
	13,510	**13,510**	*8,420*

5. Analysis of expenditure on charitable activities

Summary by fund type

	Unrestricted funds 2021 £	Restricted funds 2021 £	Total funds 2021 £	*Total funds 2020 £*
Gateway	2,614	249,572	**252,186**	*216,787*
Community Development	4,397	554,533	**558,930**	*596,357*
Family Support	1,865	227,262	**229,127**	*28,441*
Outreach	1,402	203,861	**205,263**	*117,226*
Debt & Financial Awareness	3,335	399,634	**402,969**	*415,641*
	13,613	1,634,862	**1,648,475**	*1,374,452*
Total 2020	*16,852*	*1,357,600*	*1,374,452*	

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

6. Analysis of expenditure by activities

	Activities undertaken directly 2021 £	Support costs 2021 £	Total funds 2021 £	*Total funds 2020 £*
Gateway	173,636	78,550	**252,186**	*216,787*
Community Development	413,274	145,656	**558,930**	*596,357*
Family Support	174,807	54,320	**229,127**	*28,441*
Outreach	162,186	43,077	**205,263**	*117,226*
Debt & Financial Awareness	313,221	89,748	**402,969**	*415,641*
	1,237,124	411,351	**1,648,475**	*1,374,452*
Total 2020	*1,076,865*	*297,587*	*1,374,452*	

Analysis of support costs

	Gateway 2021 £	Community Develop-ment 2021 £	Family Support 2021 £	Debt & Financial Awareness 2021 £
Staff costs	35,473	65,756	24,647	19,387
Depreciation	4,425	7,444	3,157	2,374
Staff & volunteer costs	1,082	2,026	773	605
Office costs	20,382	38,427	13,927	11,281
Premises costs	5,163	9,458	3,224	2,796
Governance	4,967	9,755	3,673	2,836
Other costs	7,058	12,790	4,919	3,798
	78,550	145,656	54,320	43,077
Total 2020	*59,655*	*117,410*	*4,887*	*29,651*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

6. Analysis of expenditure by activities (continued)

Analysis of support costs (continued)

	Outreach 2021 £	Total funds 2021 £	*Total funds 2020 £*
Staff costs	40,898	**186,161**	*108,455*
Depreciation	5,646	**23,046**	*17,174*
Staff & volunteer costs	1,289	**5,775**	*16,217*
Office costs	22,349	**106,366**	*72,949*
Premises costs	5,391	**26,032**	*28,936*
Governance	6,181	**27,412**	*30,357*
Other costs	7,994	**36,559**	*23,499*
	89,748	**411,351**	*297,587*
Total 2020	*85,984*	*297,587*	

7. Auditors' remuneration

	2021 £	*2020 £*
Fees payable to the charity's auditor for the audit of the charity's annual accounts	**6,000**	*6,000*

8. Staff costs

	2021 £	*2020 £*
Wages and salaries	**1,188,555**	*1,002,316*
Social security costs	**91,790**	*76,879*
Contribution to defined contribution pension schemes	**75,176**	*31,307*
	1,355,521	*1,110,502*

8. Staff costs (continued)

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

	2021	*2020*
Charitable purposes	**52**	*40*
Support and governance	**11**	*12*
	63	*52*

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

The senior management team as listed on page 1 are considered to be the key management personnel; the aggregate remuneration and benefits received was £98,506 (2020: £95,842).

9. Trustees' remuneration and expenses

During the year, no Trustees received any remuneration or other benefits *(2020 - £NIL)*.

During the year ended 31 March 2021, no Trustee expenses have been incurred *(2020 - £NIL)*.

10. Tangible fixed assets

	Freehold property £	Fixtures and fittings £	Computer equipment £	Total £
Cost				
At 1 April 2020	**278,319**	**42,233**	**57,159**	**377,711**
Additions	**-**	**-**	**48,620**	**48,620**
At 31 March 2021	**278,319**	**42,233**	**105,779**	**426,331**
Depreciation				
At 1 April 2020	**40,094**	**32,999**	**38,557**	**111,650**
Charge for the year	**5,566**	**1,847**	**22,407**	**29,820**
At 31 March 2021	**45,660**	**34,846**	**60,964**	**141,470**
Net book value				
At 31 March 2021	**232,659**	**7,387**	**44,815**	**284,861**
At 31 March 2020	*238,225*	*9,234*	*18,602*	*266,061*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

11. Debtors

	2021 £	2020 £
Due within one year		
Trade debtors	**15,855**	*19,137*
Other debtors	**1,622**	*-*
Prepayments and accrued income	**108,390**	*26,270*
	125,867	*45,407*

12. Creditors: Amounts falling due within one year

	2021 £	2020 £
Bank loans	**5,635**	*5,374*
Trade creditors	**40,870**	*26,800*
Other taxation and social security	**43,163**	*59,505*
Other creditors	**580**	*363*
Accruals and deferred income	**99,554**	*70,007*
	189,802	*162,049*

	2021 £	2020 £
Deferred Income		
Deferred income at 1 April 2020	**51,094**	*60,995*
Resources deferred during the year	**78,034**	*51,094*
Amounts released from previous periods	**(51,094)**	*(60,995)*
Deferred income at 31 March 2021	**78,034**	*51,094*

Deferred income relates to grant income received where funders had specified conditions on the spend period.

13. Creditors: Amounts falling due after more than one year

	2021 £	2020 £
Bank loans	**28,639**	*34,317*

The bank loans are secured by a debenture charge against all present and future property and assets of the charity. The repayment period was 10 years at rates of interest 3% and 3.5% over Unity's base rate.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

14. Statement of funds

Statement of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Unrestricted funds					
Designated funds					
Fixed asset fund	**225,727**	**-**	**(13,613)**	**5,417**	**217,531**
Dilapidation & emergency asset repair fund	**16,000**	**-**	**-**	**-**	**16,000**
Staff redundancy & closure contingency fund	**40,000**	**-**	**-**	**-**	**40,000**
	281,727	**-**	**(13,613)**	**5,417**	**273,531**
General funds					
General Funds	**154,405**	**13,701**	**-**	**(5,417)**	**162,689**
Total Unrestricted funds	**436,132**	**13,701**	**(13,613)**	**-**	**436,220**
Restricted funds					
Gateway	**4,762**	**357,741**	**(249,572)**	**-**	**112,931**
Community development	**34,209**	**600,139**	**(554,532)**	**-**	**79,816**
Family support	**5,539**	**255,286**	**(227,263)**	**-**	**33,562**
Outreach	**11,223**	**196,144**	**(203,861)**	**-**	**3,506**
Debt and financial services	**5,027**	**456,038**	**(399,634)**	**-**	**61,431**
	60,760	**1,865,348**	**(1,634,862)**	**-**	**291,246**
Total of funds	**496,892**	**1,879,049**	**(1,648,475)**	**-**	**727,466**

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

14. Statement of funds (continued)

Statement of funds - prior year

	Balance at 1 April 2019 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2020* £
Unrestricted funds					
Designated funds					
Fixed asset fund	*224,926*	*-*	*(16,852)*	*17,653*	*225,727*
Dilapidation & emergency asset repair fund	*16,000*	*-*	*-*	*-*	*16,000*
Staff redundancy & closure contingency fund	*40,000*	*-*	*-*	*-*	*40,000*
	280,926	*-*	*(16,852)*	*17,653*	*281,727*
General funds					
General Funds - all funds	*164,241*	*8,782*	*-*	*(18,618)*	*154,405*
Total Unrestricted funds	*445,167*	*-*	*(16,852)*	*(965)*	*436,132*
Restricted funds					
Gateway	*6,662*	*210,397*	*(212,297)*	*-*	*4,762*
Community development	*-*	*622,637*	*(589,393)*	*965*	*34,209*
Family support	*-*	*33,540*	*(28,001)*	*-*	*5,539*
Outreach	*-*	*127,562*	*(116,339)*	*-*	*11,223*
Debt and financial services	*-*	*416,597*	*(411,570)*	*-*	*5,027*
	6,662	*1,410,733*	*(1,357,600)*	*965*	*60,760*
Total of funds	*451,829*	*1,410,733*	*(1,374,452)*	*-*	*496,892*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

15. Fund Descriptions and Transfers

Designated funds

Designated funds are allocated out of unrestricted funds by the trustees for specific purposes. The use of such funds is at the trustees' discretion.

Fixed asset fund
The Charities SORP specifically allows funds held as tangible fixed assets for charity use to be excluded from reserves. This recognises that certain assets will be used operationally and their disposal may adversely impact on a charity's ability to deliver its aims. Clearly all the fixed assets of the charity are essential to the delivery of our charitable aims and could not be disposed of without adversely impacting our operations. The carrying value of the Fixed Assets less the secured loan balance is therefore set aside as designated funds in the balance sheet and is excluded from the free reserve (General fund) calculation.

Building dilapidation & emergency asset repair fund
Routine maintenance of the building is covered in the annual budget. However, due to the age of the property - it was built circa late 1800's, parts of the structure are tired and a fund is required for dealing with the dilapidation and to cover major emergency repairs which could impact on the security or disrupt the operation of the charity from the premises.

Staff redundancy & closure contingency fund
Were the charity have to close it would incur a number of winding up costs. Although the trustees expect the charity to continue its activities for a very long time they nevertheless believe that it is their duty to be prudent and to protect the charity's reputation by ensuring it is able to meet its financial commitments in the event of a winding up. Therefore the trustees have created a designated fund reflecting the cost of staff redundancies, professional and other costs that would arise should the charity have to close, or to operate with a much lower level of activity with significantly fewer staff. The amount of this fund will be reviewed annually to take into account any changes in circumstances, legislation and staff.

Restricted funds

Gateway
Our Gateway Assessment Service aims to improve access to the best, consistent & practical information, support & advice and where applicable to determine the most appropriate next step(s) that needs to be taken by our clients and to enable them in taking that next step(s). Our team's primary purpose is to ensure that those with lesser need(s) can be dealt with quickly and efficiently and those with greater need(s) can use this as a Gateway to receive the level and depth of help required, again quickly and efficiently. To help with aspects of this we have been supported with funds from Good Things Foundation - formerly Tinder Foundation (HMRC Digital Inclusion & Digital Health Information and Google Digital Garage); Metropolitan Housing (Energy Training) & Aperture (Debt client referrals).

Community Development
The Community Development Project is a number of funds all aiming to build a stronger and more resilient local community by promoting the knowledge, skills & tools needed so the disadvantaged can have access & take part in the issues that affect their lives.

D2N2: part of the Building Better Opportunities Programme, supported by the Big Lottery & the European Social Fund (E.S.F). An experienced Personal Navigator provides individual support, an assessment of financial well-being and a Personal Finance Resilience Plan and by providing support with current financial circumstances, including debt, benefits, banking and any other aspects, financial capability support/training is tailored to the needs of the participant, including the option of a Money Mentor.

Self Support: a fund supported by Derbyshire County Council (Expert Patient Programme) and incorporating The Living with A Long Term Condition (LWLTC) programme. LWLTC is a free 6-week course that can help a person to take more control of their health by learning new skills and strategies to manage their condition on a daily basis.

Innovation service: National project to test innovative ideas that will enhance service and lives for people across the UK

Family Support
Our Family Support Project is designed to offer targeted support and advice to families who often need more than generalist advice.

Universal service for carers: free, confidential and impartial service dedicated solely to the holistic support of unpaid carers in Derby City.

Outreach
The purpose of our Outreach Project, including Outreach Contracts, is to establish advice sessions in the heart of the community. The majority of the services we offer are now deliverables at venues throughout South Derbyshire, which means that our clients are able to access our services as soon as possible, in a venue and at a time that is most convenient for them.

GP Advisory Service: a project funded by 'Derbyshire County Council Public Health' and designed to help address health inequalities by tackling poverty-related determinants of health. Clients using this service have advice needs related to illness or disability (such as welfare benefit enquiries or debt problems).

EU-resettlement service: practical support to vulnerable EU, EEA and Swiss citizens (and their non – EU family members) through information-giving, advice and provision of technology and assistance to help them make a scheme application.

Debt and Financial services
Casework: providing free quality and consistent debt management.

Transfers between funds

Transfers between the fixed asset fund and general and restricted funds represents capital additions within the year and movement in the capital loan balance.

16. Summary of funds

Summary of funds - current year

	Balance at 1 April 2020 £	Income £	Expenditure £	Transfers in/out £	Balance at 31 March 2021 £
Designated funds	**281,727**	**-**	**(13,613)**	**5,417**	**273,531**
General funds	**154,405**	**13,701**	**-**	**(5,417)**	**162,689**
Restricted funds	**60,760**	**1,865,348**	**(1,634,862)**	**-**	**291,246**
	496,892	**1,879,049**	**(1,648,475)**	**-**	**727,466**

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2021

16. Summary of funds (continued)

Summary of funds - prior year

	Balance at 1 April 2019 £	*Income* £	*Expenditure* £	*Transfers in/out* £	*Balance at 31 March 2020* £
Designated funds	*280,926*	*-*	*(16,852)*	*17,653*	*281,727*
General funds	*164,241*	*8,782*	*-*	*(18,618)*	*154,405*
Restricted funds	*6,662*	*1,410,733*	*(1,357,600)*	*965*	*60,760*
	451,829	*1,419,515*	*(1,374,452)*	*-*	*496,892*

17. Analysis of net assets between funds

Analysis of net assets between funds - current year

	Unrestricted funds 2021 £	**Restricted funds 2021 £**	**Total funds 2021 £**
Tangible fixed assets	251,805	33,056	**284,861**
Current assets	218,695	442,351	**661,046**
Creditors due within one year	(5,641)	(184,161)	**(189,802)**
Creditors due in more than one year	(28,639)	-	**(28,639)**
Total	436,220	291,246	**727,466**

Analysis of net assets between funds - prior year

	Unrestricted funds 2020 £	*Restricted funds 2020* £	*Total funds 2020* £
Tangible fixed assets	*265,418*	*643*	*266,061*
Current assets	*210,407*	*216,790*	*427,197*
Creditors due within one year	*(5,376)*	*(156,673)*	*(162,049)*
Creditors due in more than one year	*(34,317)*	*-*	*(34,317)*
Total	*436,132*	*60,760*	*496,892*

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

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

	2021 £	*2020 £*
Net income for the year (as per Statement of Financial Activities)	**230,574**	*45,063*
Adjustments for:		
Depreciation charges	**29,820**	*17,174*
(Increase)/decrease in debtors	**(80,869)**	*7,134*
Increase/(decrease) in creditors	**32,274**	*14,054*
Net cash provided by operating activities	**211,799**	*83,425*

19. Analysis of cash and cash equivalents

	2021 £	*2020 £*
Cash in hand	**535,179**	*381,790*
Total cash and cash equivalents	**535,179**	*381,790*

20. Analysis of changes in net debt

	At 1 April 2020 £	Cash flows £	At 31 March 2021 £
Cash at bank and in hand	**381,790**	**153,389**	**535,179**
Debt due within 1 year	**(5,737)**	**(478)**	**(6,215)**
Debt due after 1 year	**(34,317)**	**5,678**	**(28,639)**
	341,736	**158,589**	**500,325**

21. Related party transactions

Owing to the composition of the Trustees Board being drawn from local Council's, expected transactions such as business rates are not as a result of their appointments. All transactions involving such organisations are conducted at arm's length.

NOTES TO THE FINANCIAL STATEMENTS FOR THE YEAR ENDED 31 MARCH 2021

22. Operating lease commitments

At 31 March 2021 the charity had commitments to make future minimum lease payments under non-cancellable operating leases as follows:

	2021 £	*2020* *£*
Not later than 1 year	**17,531**	*1,668*
Later than 1 year and not later than 5 years	**33,113**	*2,427*
	50,644	*4,095*