# RUTLAND CITIZENS ADVICE BUREAU

England & Wales · Charity number 1107907

## Details

| | |
|---|---|
| **Status** | Registered |
| **Legal form** | Charitable company |
| **Company number** | 05287678 |
| **Registered** | 2005-02-02 |
| **Register** | View on the Charity Commission register |

## Contact

| | |
|---|---|
| **Address** | 56 High Street<br>Oakham<br>Rutland<br>LE15 6AL |
| **Phone** | 01572723494 |
| **Email** | emma.jefferson@citizensadvicerutland.org.uk |
| **Website** | www.citizensadvicerutland.org.uk |

## Activities

**Objects:** 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 RUTLAND AND SURROUNDING AREAS

**Activities:** Rutland Citizens Advice Bureau helps people resolve their legal, money and other problems by providing information and advice, and by influencing policymakers.

## Classification

- **How:** Provides Human Resources, Provides Services, Provides Advocacy/advice/information
- **What:** Education/training, Disability, The Prevention Or Relief Of Poverty, Accommodation/housing, Economic/community Development/employment, Human Rights/religious Or Racial Harmony/equality Or Diversity
- **Who:** Children/young People, Elderly/old People, People With Disabilities, Other Charities Or Voluntary Bodies, The General Public/mankind

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## Geography

- **Area of benefit:** RUTLAND AND THE SURROUNDING AREAS
- Rutland

## Finances

| Period end | Income | Expenditure | Assets | Employees |
|---|---|---|---|---|
| 2025-03-31 | £399,545 | £403,157 | - | - |
| 2024-03-31 | £484,846 | £443,199 | - | - |
| 2023-03-31 | £464,261 | £399,506 | - | - |
| 2022-03-31 | £724,054 | £690,146 | £270,588 | 12 |
| 2021-03-31 | £590,925 | £622,681 | £236,680 | 12 |

## Trustees

| Name | Role | Appointed |
|---|---|---|
| **Elizabeth Cooper** | Chair | 2020-04-01 |
| Barbara Coulson | | 2024-12-10 |
| Christopher Charles Mortlock | | 2023-05-09 |
| Margaret Susan Jarron | | 2023-05-09 |
| Nicola Bateman | | 2025-06-11 |
| Richard Gill | | 2025-06-11 |

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**RUTLAND CITIZENS ADVICE BUREAU**

England & Wales - Charity number 1107907

# Accounts

# Rutland Citizens Advice Bureau

# Report of the Directors and Trustees

# and

# Financial Statements

# for the year ended 31 March 2025

**Registered Charity No. 1107907**
**Company No. 5287678**
**FCA Authorisation No. 617720**

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## And

## Financial Statements

## for the year ended 31 March 2025

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# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees for the year ended 31 March 2025

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2025. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland published in October 2019.

The following people were directors/trustees of the charity on the date of approval of the report:

| DIRECTORS/ TRUSTEES | ROLE | ELECTED BY | DATE ELECTED |
|---|---|---|---|
| Elizabeth Cooper | Chair | Members | 1 Apr 20 |
| Michael Cropper | Trustee | Members | 7 Oct 19 |
| Christopher Mortlock | Trustee | Members | 9 May 23 |
| Susan Jarron | Trustee | Members | 9 May 23 |
| Barbie Coulson | Trustee | Members | 10 Dec 24 |
| Richard Gill | Trustee | Members | 11 Jun 25 |
| Nicola Bateman | Trustee | Members | 11 Jun 25 |

The following people additionally served as directors/trustees during the year:

| EX/DIRECTORS TRUSTEES | ROLE | ELECTED BY | DATE ELECTED | DATE RESIGNED |
|---|---|---|---|---|
| Graeme Baines | Trustee | Members | 21 Nov 22 | 2 July 24 |
| Philip Grimley | Trustee | Members | 23 Jan 15 | 28 Nov 24 |
| Tim Devas | Trustee | Members | 9 Nov 20 | 28 Nov 24 |
| Hannah Williams | Trustee | Members | 21 Nov 22 | 30 July 25 |

In this report:

- The directors of the Charity are referred to as "trustees",
- Rutland Citizens Advice Bureau is referred to as "CAR" or "the Charity".

All trustees give their time freely and no trustee received remuneration in the year. Details of any trustee expenses are disclosed in note 9.

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees for the year ended 31 March 2025

### OBJECTIVES AND ACTIVITIES

#### Charitable purpose

The purpose of the charity is to promote any charitable purpose for the benefit of the community in Rutland and surrounding areas, by the advancement of education, the protection and preservation of health and relief of poverty, sickness and distress.

Fundamental to achieving its charitable aims, the Charity has an underlying goal of raising funds to enable it to provide the services which it is established to deliver.

CAR aims to fulfil its purpose through its objectives. The core aims of the Charity set CAR's strategic objectives. CAR aims 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 due to a lack of knowledge or an inability to express their needs effectively.

Strategic objectives during the period of the report included:

- To maintain and grow the core advice function and to deliver a service that assists the population of Rutland;
- To work to increase awareness of, and improve access to the Charity;
- To support and develop the voluntary sector in Rutland and to support and help coordinate the activities of other charities. This enables CAR to broaden considerably its ability to fulfil the purposes of advancement of education, the protection and preservation of health and relief of poverty, sickness and distress beyond the delivery of core advice services;
- To work to highlight those policy, delivery and service issues that are, or have potential to impact negatively on the quality of life of Rutland residents; and
- To maintain membership of the Citizens Advice Network.

#### Activities

The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the organisation and are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

During the past financial year, the organisation has continued to deliver both traditional advice services and services in support of the voluntary sector.

# Report of the Directors and Trustees for the year ended 31 March 2025

**Advice services**:

In addition to generalist advice the following specialist services were provided during the year:

- Debt
- Welfare Rights
- Housing
- Prevention of Homelessness

Additionally specialised advice was also provided to people with long term medical conditions.

CAR provided guidance and advice to a large number of clients (see below) and maintained quality standards throughout the year. As a result of the continued cost-of-living crisis the organisation has never been busier in terms of case load or numbers of clients seeking advice in CAR's 50 year history. CAR continued to provide advice for people with long term health conditions in the county. This work is supported by fundraising activities undertaken by 'For Rutland' - the name of CAR's fundraising group.

**Campaigns**

CAR continues to play an active role in working to improve the policies and practices that affect peoples' lives, through contributing to the Citizens Advice head office's work in research and campaigns, and taking part in focus groups throughout the year.

**Collaboration**

Over the past 12 months CAR has improved its partnership working and collaboration with partner agencies. This has included information sharing, development of and participation in events as well as regular meetings for the Charity and voluntary sector to attend.

**Voluntary and Community Sector**

Over the past 12 months CAR has continued with the delivery of a series of activities and initiatives in support of the Voluntary and Community Sector (VCS) including:

- promoting and increasing the supply of volunteers to multiple VCS groups in Rutland;
- delivering social media engagement training;
- promoting funding opportunities;
- developing space at the CAR offices as a community hub available for voluntary groups to use for meetings and other purposes;
- increasing collaboration and cooperation amongst VCS partners through the circulation of newsletters with details of community events; and
- establishment of and attendance at a variety of community events.

## Report of the Directors and Trustees for the year ended 31 March 2025

### Fundraising Activities

CAR's funds consist of a) unrestricted income funds which can be used in the delivery of the charitable objectives at the trustees' discretion and b) restricted income funds which can only be used for particular restricted projects or purposes within the objects of the Charity. Restrictions arise when specified by the funder or when funds are raised for particular restricted projects or purposes. Expenditure which meets the restricted criteria is charged to that fund, together with a fair allocation of CAR support and administrative costs.

Overall, CAR is dependent on a small number of fund sources to support the majority of our work. In this context, the trustees have determined that the CAR strategy needs to:

a) focus on agility and survival of the organisation;
b) be able to respond rapidly to the changing political/economic environment in Rutland; and
c) continue to widen our donor base and look for new sources of income.

CAR fundraising volunteers continued operating under the brand of 'For Rutland', organising significant fundraising events including the Bottle Tombola at the Rutland County Show in June 2024 and the Good & New Sale in March 2025.

During the reporting period CAR conducted a direct mail appeal to Parish and local Councils in Rutland for financial support.

### ACHIEVEMENTS AND PERFORMANCE

During 2024/25 the top three categories of advice remained Welfare Rights, Housing and Debt. We saw 3,032 unique clients during the year and assisted with 15,237 presenting issues. Presenting issues break down as follows:
Welfare rights – 8,928
Debt – 1,814
Housing – 1,901
Other – 2,594

The financial gain for clients in 2024/25 was over £2.5 million, which is made up of £1,558,329 for general advice clients and £982,162 for our tailored advice work for clients with long term health issues.

100% of clients who responded to survey questions are either satisfied or very satisfied with our service.

CAR continued to welcome clients from across the county; over the last 12 months 39% of clients came from wards and parishes outside Oakham* and Uppingham. 62% of our clients were women and 38% men. Clients under pension age made up 67% of those seen and those over pension age 33%. *Note* Oakham figure includes Barleythorpe*

# Report of the Directors and Trustees for the year ended 31 March 2025

## Investment Activities

The Charity does not currently hold any material investments, although it does make deposits into the Flagstone cash deposit platform to distribute its reserves, both unrestricted and restricted, across multiple short term savings accounts. This approach maximises interest earnings while ensuring the security of the funds. Current savings are considered alongside our reserves policy.

## Factors Affecting the Achievement of Objectives

- Financial risk: this is addressed under the Financial Review;
- Higher demand on health and social care provision putting more pressure on statutory services;
- The future of Rutland County Council;
- Access to the services provided by clients and potential clients; and
- Recruitment of employees and volunteers.

## FINANCIAL REVIEW

## Financial Position

We began the financial year with a planned budgetary deficit of £61,515. However, the year end results were broadly balanced, with a small deficit of £3,612. This was achieved through restructuring measures, other operational challenges, and cost cutting initiatives. Total income for the year was £399,545 (2024: £484,846), of this £214,505 (2024: £262,227) related to restricted project activities by 'For Rutland', The Voluntary Sector Support, Trussell Trust, and a grant from Citizens Advice Innovation.

At 31 March 2025 the free reserves were £183,507, an increase from the 2024 figure of £152,234, which is above the reserves policy figure set by the trustee board, which aims to maintain sufficient funds. Current free reserves would cover approximately nine months of operational costs.

The National Citizens Advice financial health monitoring report noted our financial health in areas of liquidity and free reserves at the end of the financial year March 2024, rating them as minimal risk.

The Restricted funds at the year-end stood at £157,362 (2024: £192,438), these funds are earmarked for specific projects including: "For Rutland" and AVM.

While we are encouraged by the year's financial outcome, we must remain mindful of the severe challenges ahead, including increased demand for our services and rising salaries and operational costs, whilst the future of funding from Rutland County Council is uncertain as we move into a period of uncertainty about the operational model.

### Financial Position (continued)

The Board and management team are actively exploring opportunities for new funding streams and further small efficiencies to ensure our sustainability and as far as possible continued independence.

### Reserves Policy

The trustees establish a Reserves Policy to ensure that the bureau's core activities can continue during unforeseen difficulties. In May 2024, the reserve amount was set at £125,000.

The trustees considered the Charity's free reserve requirements, considering the primary risks to the organisation. They identified the main risks to both income and expenditure and calculated the potential financial impact of adverse changes. The identified free reserves would allow for short-term drawdowns, providing time for mitigation actions and adjustments to new financial circumstances. Additionally, CAR continues with the risk sub-committee that meets quarterly and reports back to the Board at each meeting with a review of the risk register.

### Financial Risk

The key areas of risk are:

- The loss of a major funding source including the non-renewal of a funding contract or reduction in scope of funding provided;
- The inability to reduce costs pro rata to any reduction in funding without putting the core service at risk;
- Increased redundancy obligations as a consequence of lack of staff turnover;
- Any unexpected expenditure, especially related to employment; and
- An increase in working capital required if funding is not received in advance.

The current advice grant received from Rutland County Council runs for 1 year to March 2026.

The reserves have been set at £125,000. Total free reserves at 31 March 2024 as set out in these accounts (excluding designated/restricted reserves) are £183,507.

The Reserves Policy will be reviewed annually in tandem with the bureau's strategy and risk assessment processes.

### Principal Funding Sources

Rutland County Council will continue to be the primary source of funding to the end of the current agreement, with additional funding coming from individuals and private foundations as well as funding from the Trussell Trust, and the 'For Rutland' fundraising team.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

## Report of the Directors and Trustees for the year ended 31 March 2025

### Funds in Deficit

No funds were in deficit at the balance sheet date.

### Redundancy payments

As part of the charity's restructuring to reduce overhead costs and ensure long term sustainability, it was necessary to make two staff roles redundant during the year. The total redundancy payments amounted to £20,014. The trustees recognise the contribution of the staff affected and are grateful for their service.

### Investment Policy

The Charity has the power to invest monies as set out in its Articles of Association.

### Plans for future periods

The trustees review plans for the future regularly at Board meetings and at an annual strategy review meeting. Its core aims and objectives remain as set out. Current plans include:

Retain Citizens Advice Rutland as a Rutland based organisation

Retaining a local operation (with our own local telephone advice service) providing a blended service offering of face-to-face/telephone advice remains our key priority. We will ensure wide access to advice services for all Rutland residents.

Trustee/member recruitment including Fundraising and Research and Campaigns

Recruit trustees to achieve the objective of fundraising in light of the uncertainty of future funding from RCC.
Promote the worth of R&C work to potential funders and appoint a new trustee with responsibility for R&C.

Strategic review of services

Explore working with other local offices to pool resources for advice.

The Community Development Officer will continue to promote the work of CAR to the VCS and the community throughout the current year of the new VCS contract.

# Report of the Directors and Trustees for the year ended 31 March 2025

## STRUCTURE, GOVERNANCE AND MANAGEMENT

### Governing Document

Rutland Citizens Advice Bureau is a registered charity and a company limited by guarantee known as Citizens Advice Rutland. The maximum liability of each member is limited to ten pounds. Rutland Citizens Advice Bureau is governed by its Articles of Association as amended in 2023. The Articles of Association provide for a maximum number of trustees of 15 and the minimum shall be 4. At 31 March 2025 the company had 17 members, 6 of whom were Trustees.

### Recruitment, Appointment of Trustees

Trustees are appointed in accordance with the Articles of Association.

Trustees are recruited from those who have demonstrable interest in and commitment to the local community and the aims and objectives of the Charity. They will be required to demonstrate (or gain) the skills and experience identified as necessary to fulfil the roles. The Board of Trustees (the Board) and the Chief Executive Officer (CEO) oversee the recruitment/co-option of new board appointments. New trustees are required to undertake an application and interview process. A separate process agreed by the Board is followed for the election of the Chair. No other person or bodies external to the Charity were entitled to appoint persons to the Trustee Board.

### Organisational Structure

Rutland Citizens Advice Bureau is governed by a Board of Trustees which 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 the Charity and for ensuring that it satisfies its legal and contractual obligations.

Trustees meet, at a minimum, quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management.

Newly appointed trustees are provided with a comprehensive induction to CAR through the provision of training courses and mentoring by established trustees. Training continues throughout any trustee's appointment.

### Arrangements for setting pay and remuneration of key management personnel

The Board of Trustees is responsible for defining the pay policy, including deciding upon the salary of the CEO. In considering remuneration the Trustees will take account of relevant information including:

- information received from the Citizens Advice national network;
- market information;
- the Charity's financial position; and
- public sector pay awards

# Report of the Directors and Trustees for the year ended 31 March 2025

## Citizens Advice Network

Rutland Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Rutland Citizens Advice Bureau in order to fulfil its charitable objectives and comply with the national membership requirements.

## Related parties

The Charity co-operates and liaises with a number of other advisory services, local charities and Local Authority departments on behalf of clients.

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees for the year ended 31 March 2025

### Reference and administrative details

Charity Name: Rutland Citizens Advice Bureau

Charity Registration No: 1107907

Company Registration No: 5287678

Finance Conduct Authority Authorisation No: 617720

Registered Office: 56 High Street, Oakham, Rutland, LE15 6AL

Chair: Elizabeth Cooper

Chief Executive Officer: Emma Jefferson

Deputy Chief Executive Officer: Clare Bryan

Bankers (for the period of the report): CAF Bank Limited, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent. ME19 4JQ

Independent Examiner: Azets Audit Services, Thorpe House, 93 Headlands, Kettering, Northants. NN15 6BL

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and in accordance with the provisions applicable to companies subject to the small companies' regime.

The report of the trustees was approved by order of the board of trustees, as the company directors, on 23rd September 2025 and signed on the board's behalf by:

.....

Elizabeth Cooper
Chair of Trustees

# Rutland Citizens Advice Bureau

## Independent Examiner's report to the Trustees of Rutland Citizens Advice Bureau

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2025, which are set out on pages 12 to 27.

**Responsibilities and basis of report**

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Paul Tyler FCA
Azets Audit Services
Thorpe House
93 Headlands
Kettering
Northamptonshire
NN15 6BL

Date: 25/09/2025

## Rutland Citizens Advice Bureau

## Statement of financial activities for the year ended 31 March 2025
## Incorporating the Income and Expenditure Account

| | Note | Unrestricted funds £ | Restricted funds £ | Total funds 2025 £ | Total funds 2024 £ |
|---|---|---|---|---|---|
| **Income and endowments from:** | | | | | |
| Donations and legacies | 2 | 6,975 | 30,260 | 37,235 | 74,947 |
| Charitable activities | 3 | | | | |
| Grants and contracts | | 164,178 | 97,625 | 261,803 | 317,080 |
| Other (including fundraising) | | - | 85,108 | 85,108 | 83,794 |
| Investment income | 4 | 13,887 | 1,512 | 15,399 | 9,025 |
| **Total Income** | | 185,040 | 214,505 | 399,545 | 484,846 |
| **Expenditure on:** | | | | | |
| Raising funds | 5 | 24,749 | 30,932 | 55,681 | 47,960 |
| Charitable activities | 6 | | | | |
| Advice provision | | 99,907 | 223,231 | 323,138 | 338,581 |
| Grants allocated | | - | - | - | - |
| Service provision | | - | - | - | - |
| Other | | 24,338 | - | 24,338 | 56,658 |
| **Total Expenditure** | | 148,994 | 254,163 | 403,157 | 443,199 |
| **Net income/(expenditure) and net movement in funds** | | 36,046 | (39,658) | (3,612) | 41,647 |
| **Transfers between Funds** | | (4,582) | 4,582 | - | - |
| Fund balances at 1 April 2024 | 14 | 184,552 | 192,438 | 376,990 | 335,343 |
| **Fund balances at 31 March 2025** | 14 | 216,016 | 157,362 | 373,378 | 376,990 |

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

All income and expenditure derives from continuing operations.

## Rutland Citizens Advice Bureau

## Balance Sheet as at 31 March 2025

| | Note | Unrestricted Funds £ | Restricted Funds £ | Total 2025 £ | Total 2024 £ |
|---|---|---|---|---|---|
| **Fixed Assets** | | | | | |
| Tangible Assets | 10 | 2,509 | - | 2,509 | 2,318 |
| **Current Assets** | | | | | |
| Stock | 11 | 409 | - | 409 | 756 |
| Debtors | 12 | 3,858 | 334 | 4,192 | 18,682 |
| Short term deposits | | 154,580 | 90,951 | 245,531 | 204,575 |
| Cash at bank and in hand | | 77,194 | 66,274 | 143,468 | 176,372 |
| | | 236,041 | 157,559 | 393,600 | 400,385 |
| **Creditors - amounts falling due within one year** | 13 | 22,534 | 197 | 22,731 | 25,713 |
| **Net Current Assets** | | 213,507 | 157,362 | 370,869 | 374,672 |
| **Net Assets** | | 216,016 | 157,362 | 373,378 | 376,990 |
| **Represented by:** | | | | | |
| **Funds of the Charity** | 14 | | | | |
| Unrestricted funds | | | | | |
| General funds | | 186,016 | - | 186,016 | 154,552 |
| Designated funds | | 30,000 | - | 30,000 | 30,000 |
| Restricted funds | | - | 157,362 | 157,362 | 192,438 |
| | | 216,016 | 157,362 | 373,378 | 376,990 |

For the year ending 31 March 2025 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to **small** companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

The financial statements were approved by the Board on 23rd September 2025 and signed on their behalf by:

.....
Elizabeth Cooper – Chair of Trustees

.....
Chris Mortlock – Finance Trustee

Company Registration No: 5287678
Charity Registration No: 1107907

## Rutland Citizens Advice Bureau

## Statement of Cash Flows for year ended 31 March 2025

| | Total 2025 £ | Total 2024 £ |
|---|---|---|
| **Cash flows from operating activities** | | |
| Net income/(expenditure) | (3,612) | 41,647 |
| Adjustments for: | | |
| Depreciation | 2,486 | 4,832 |
| Interest income | (15,399) | (9,025) |
| Decrease/(increase) in stock | 347 | 150 |
| (Increase)/Decrease in debtors | 14,490 | (15,793) |
| (Decrease)/Increase in creditors | (2,982) | (4,226) |
| Net cash provided by/(used in) operating activities | (4,670) | 17,585 |
| **Cash flows from investing acitivites** | | |
| Purchase of fixed assets | (2,677) | - |
| Interest receivable | 15,399 | 9,025 |
| Net cash (used in)/provided by investing activities | 12,722 | 9,025 |
| **Change in cash and cash equivalents in the reporting period** | 8,052 | 26,610 |
| Cash and cash equivalents at 1 April 2024 | 380,947 | 354,337 |
| Cash and cash equivalents at 31 March 2025 | 388,999 | 380,947 |
| **Components of cash and cash equivalents** | | |
| Short term deposits | 245,531 | 204,575 |
| Cash at bank and in hand | 143,468 | 176,372 |
| | 388,999 | 380,947 |

## Notes to the financial statements for the year ended 31 March 2025

### 1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

#### a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the UK and Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and Generally Accepted Accounting Practice.

Rutland Citizens Advice Bureau 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 note(s).

The financial statements are prepared in Sterling, which is the functional currency of the company, and are rounded to the nearest £. The company's accounts present information about it as an individual undertaking.

#### b) Legal status of the Charity

The charity is a private company limited by guarantee and has no share capital. In the event of the company being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The registered office address is 56 High Street, Oakham, Rutland, LE15 6AL.

#### c) Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

#### d) Judgements and key sources of estimation uncertainty

In applying the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying value of assets and liabilities. Although actual results may differ from estimates of this type, in the opinion of the trustees, this is unlikely to result in material adjustments to the carrying value of assets and liabilities.

## 1. Accounting policies (continued)

### e) Incoming resources

#### i) Donations and grants receivable

Grants made to finance the activities of the charity are credited to the income and expenditure account in the period to which they relate. Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

#### ii) Bank interest

Bank interest is included in the income and expenditure account on receipt.

#### iii) Other income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

#### iv) Volunteers

The value of services provided by volunteers is not incorporated into these financial statements.

#### v) Deferred income

Grants and fees that are received in advance of delivering services required by performance-related conditions are accounted for as a liability and released to income in the reporting period in which conditions that limit recognition are met.

#### vi) Legacies

Legacies are recognised on the earlier of the date the charity is aware that probate has been granted, the estate has been finalised and the charity notified that a distribution will be made, or when a distribution is received from the estate. Legacies are only recognised in the Statement of Financial Activities when it is considered probable that a distribution will be received and that distribution can be measured reliably. When the criteria for income recognition have not been met, the legacy is treated as a contingent asset.

### f) Resources expended

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising, advice and administration as appropriate. Where such costs

1. Accounting policies (continued)

relate to more than one functional cost category they have been split on an estimate of time or income, as appropriate.

**g) Fixed assets and depreciation**

Fixed assets are included at cost. Items are capitalised if their value is over £1,000.

Depreciation is charged on a straight line basis on the costs of the assets over their estimated useful lives as follows:

| | |
|---|---|
| Fixtures & fittings: | Remaining period of lease: maximum 6 years |
| Equipment: | 10 years |
| Computers: | 3 years |

**h) Stocks**

Stock is recognised at the lower of cost and net realisable value. Cost comprises direct materials and, where applicable, those overheads that have been incurred in bringing stock to its present location and condition.

**i) Debtors**

Trade and other debtors are measured at the transaction price (including transaction costs). Where the arrangement constitutes a financing transaction, the transaction is recognised at the present value of the future cashflows discounted at a market rate of interest.

**j) Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks and other highly-liquid short-term investments with a short maturity of 3 months or less.

**k) Creditors**

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount can be measured or estimated reliably.

Trade and other creditors are measured at the transaction price. Where the arrangement constitutes a financing transaction, the transaction is recognised at the present value of the future cashflows discounted at a market rate of interest.

## 1. Accounting policies (continued)

### l) Fund accounting

Unrestricted funds are donations and other income generated for the objects of the charity without specified purposes. These can be used in accordance with the charitable objects at the discretion of the trustees.

Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

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

### m) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

### n) Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

### o) Pension

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the Statement of Financial Activities in the period in which they are incurred.

### p) Termination benefits

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee or to provide termination benefits.

### q) VAT

The charity has been able to recover VAT in accordance with the agreed partial exemption method.

## Notes to the financial statements for the year ended 31 March 2025

## 2 Donations and legacies

| | Unrestricted | Restricted | 2025 | 2024 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| **Voluntary income** | | | | |
| Donations | 6,975 | 30,260 | 37,235 | 44,947 |
| Legacies | - | - | - | 30,000 |
| | 6,975 | 30,260 | 37,235 | 74,947 |

The income from donations and legacies was £37,235 (2024: £74,947) of which £6,975,was unrestricted (2024: £35,401) and £30,260 was restricted (2024: £39,546).

## 3 Income from Charitable Activities

| | Unrestricted | Restricted | 2025 | 2024 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Local Authority contracts | 10,000 | 50,000 | 60,000 | 75,499 |
| Local Authority grants | 150,000 | - | 150,000 | 190,000 |
| Other grants and contracts | 4,178 | 47,625 | 51,803 | 51,581 |
| Other paid advisory services | - | - | - | 7 |
| Fundraising events | - | 85,108 | 85,108 | 78,787 |
| National Insurance rebate | - | - | - | 5,000 |
| | 164,178 | 182,733 | 346,911 | 400,874 |

The income from charitable activities was £346,911 (2024: £400,874) of which £164,178 was unrestricted (2024: £180,007) and £182,733 was restricted (2024: £220,867).

## 4 Investment income

| | Unrestricted | Restricted | 2025 | 2024 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Bank Interest received | 13,887 | 1,512 | 15,399 | 9,025 |

The income from investments was £15,399 (2024: £9,025) of which £13,887 was unrestricted (2024: £7,211) and £1,512 was restricted (2024: £1,814).

## 5 Expenditure

| | Direct Staffing | Other direct costs | Support costs | 2025 | 2024 |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| **Cost of raising funds** | | | | | |
| Other fundraising | 33,495 | 16,463 | 5,723 | 55,681 | 47,960 |
| **Charitable Activities** | | | | | |
| Advice provision | 266,860 | 10,683 | 45,595 | 323,138 | 338,581 |
| Partner funding | - | - | - | - | - |
| Grants allocated | - | - | - | - | - |
| Grant service provision | - | - | - | - | - |
| Other | 20,786 | - | 3,552 | 24,338 | 56,658 |
| | 321,141 | 27,146 | 54,870 | 403,157 | 443,199 |

Total expenditure was £403,157 (2024: £443,199) of which £148,994 was unrestricted (2024: £180,432) and £254,163 was restricted (2024: £262,767).

## 6 Charitable activites

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Staff costs | 287,646 | 316,854 |
| Sub-contractors | - | - |
| VCF costs | 2,163 | 3,508 |
| CitA Innovation costs | 8,520 | 9,126 |
| VCF Mapping | - | 12,707 |
| Other grants | - | - |
| Other direct costs | - | - |
| Allocated support and governance costs (note 7) | 49,147 | 53,044 |
| | 347,476 | 395,239 |

Expenditure on charitable activities was £347,476 (2024: £395,239) of which £124,245 was unrestricted (2024: £171,479) and £223,231 was restricted (2024: £223,760).

## 7 Analysis of support and governance costs

| | Support | Governance | 2025 | 2024 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Management costs | 4,382 | 5 | 4,387 | 5,795 |
| Office, IT and communications | 14,282 | - | 14,282 | 17,712 |
| Premises costs | 25,075 | - | 25,075 | 22,768 |
| Legal and professional fees | - | 7,780 | 7,780 | 5,557 |
| Independent examination services | - | 2,814 | 2,814 | 4,563 |
| AGM costs | - | 532 | 532 | 275 |
| | 43,739 | 11,131 | 54,870 | 56,670 |
| Analysed between | | | | |
| Cost of raising funds | 4,562 | 1,161 | 5,723 | 3,626 |
| Charitable activities | 39,177 | 9,970 | 49,147 | 53,044 |
| | 43,739 | 11,131 | 54,870 | 56,670 |

## 8 Net income/(expenditure) for the year

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| This is stated after charging: | | |
| Depreciation | 2,486 | 4,832 |
| Operating costs of leases, properties & machines | 10,602 | 10,516 |
| Independent Examiner's remuneration | | |
| Independent examination | 2,814 | 4,563 |
| Other services | 2,227 | 1,678 |

## 9 Information regarding Trustees and Employees

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 292,302 | 300,205 |
| Social security costs | 18,014 | 25,903 |
| Pension costs | 10,825 | 12,403 |
| | 321,141 | 338,511 |

The average number of employees was:

| | 2025 | 2024 |
|---|---|---|
| | No | No |
| | 12 | 13 |

The average number of employees, on a fulltime equivalent, analysed by function was:

| | 2025 | 2024 |
|---|---|---|
| | No | No |
| Charitable purposes | 5.3 | 6.5 |
| Fundraising & publicity | 0.2 | 0.3 |
| Management and administration of charity | 2.5 | 3 |
| | 8.0 | 9.8 |

No employee received emoluments in excess of £60,000.

There was no trustees' remuneration or other benefits for the year ended 31 March 2025 or 31 March 2024. No trustees received benefits under any pension scheme.

No travel costs were paid to members of the Trustee Board in the year (2024: £nil).

Total remuneration paid to key management personnel in the year was £97,182 (2024: £95,201).

The bureau paid £3,620 in the year ended 31 March 2025 (2024: £3,381) for various insurance services, including professional indemnity cover.

Wages and salaries include redundancy payments made to two employees during the year to 31 March 2025 totalling £20,014 (2024: £nil).

## 10 Tangible assets

| | Computer Equipment | Fixtures, fittings and equipment | Total |
|---|---|---|---|
| | £ | £ | £ |
| **Cost** | | | |
| At 1 April 2024 | 5,947 | 13,689 | 19,636 |
| Additions | - | 2,677 | 2,677 |
| At 31 March 2025 | 5,947 | 16,366 | 22,313 |
| **Depreciation** | | | |
| At 1 April 2024 | 5,555 | 11,763 | 17,318 |
| Charge for year | 392 | 2,094 | 2,486 |
| At 31 March 2025 | 5,947 | 13,857 | 19,804 |
| **Net Book Value** | | | |
| At 31 March 2025 | - | 2,509 | 2,509 |
| At 31 March 2024 | 392 | 1,926 | 2,318 |

## 11 Stocks

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Stamp stock | 409 | 756 |
| | 409 | 756 |

## 12 Debtors

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Value Added Tax | - | 3,082 |
| Other Debtors | - | 12,500 |
| Prepayments and Accrued Income | 4,192 | 3,100 |
| | 4,192 | 18,682 |

## 13 Creditors - amounts falling due within one year

| | 2025 | 2024 |
|---|---|---|
| | £ | £ |
| Trade creditors | 4,147 | 892 |
| Other creditors | 4,913 | 8,502 |
| Accruals | 5,478 | 8,441 |
| Taxation and social security | 6,578 | 6,148 |
| Value Added Tax | 1,614 | - |
| Deferred Income | - | 1,730 |
| Grants deposited in advance | - | - |
| | 22,730 | 25,713 |

| **Movement on deferred income account** | £ | £ |
|---|---|---|
| Deferred income brought forward | 1,730 | 4,429 |
| Income deferred in the year | - | 1,730 |
| Amount released in the year | - | - |
| Amount released from previous year | (1,730) | (4,429) |
| Deferred income carried forward | - | 1,730 |

Income of £1,730 was deferred at 31 March 2024 as it related to income from the Trussell Trust received for services that had not been provided by 31 March 2024.

## 14 Funds

| Year ended 31 March 2025 | At 1 April 2024 | Incoming Resources | Outgoing Resources | Transfer between funds | At 31 March 2025 |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| Restricted funds: | | | | | |
| For Rutland | 109,662 | 116,880 | (102,631) | - | 123,911 |
| VCF | 7,815 | 50,000 | (46,233) | - | 11,582 |
| Trussell Trust/Food Bank | - | 22,995 | (24,114) | 1,119 | - |
| CitA Innovation | 10,104 | 24,630 | (29,810) | - | 4,924 |
| Advice Donation | 40,000 | - | (34,139) | - | 5,861 |
| Deprivation Advice Donation | 7,158 | - | (10,621) | 3,463 | - |
| RCC AVM | 17,699 | - | (6,615) | - | 11,084 |
| CitA Cost of Living | - | - | - | - | - |
| Total Restricted Funds | 192,438 | 214,505 | (254,163) | 4,582 | 157,362 |
| Unrestricted Funds | | | | | |
| General Funds | 154,552 | 185,040 | (148,994) | (4,582) | 186,016 |
| Jeff Ward Fund | 30,000 | - | - | - | 30,000 |
| Total Unrestricted Funds | 184,552 | 185,040 | (148,994) | (4,582) | 216,016 |
| Total Funds | 376,990 | 399,545 | (403,157) | - | 373,378 |

Net transfers to restricted funds represent transfers from unrestricted funds of £4,582 to finance deficits on restricted funds.

| Year ended 31 March 2024 | At 1 April 2023 | Incoming Resources | Outgoing Resources | Transfers between funds | At 31 March 2024 |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| Restricted Funds | | | | | |
| For Rutland | 116,026 | 110,147 | (116,511) | - | 109,662 |
| VCF | 13,535 | 50,000 | (55,720) | - | 7,815 |
| VCF Mapping | 3,251 | 20,499 | (26,038) | 2,288 | - |
| Trussell Trust/Food Bank | - | 26,951 | (33,961) | 7,010 | - |
| CitA Innovation | - | 24,630 | (14,526) | - | 10,104 |
| Advice Donation | 40,000 | - | - | - | 40,000 |
| Deprivation Advice Donation | - | 10,000 | (2,842) | - | 7,158 |
| RCC AVM | - | 20,000 | (2,301) | - | 17,699 |
| CitA Cost of Living | 10,963 | - | (10,868) | (95) | - |
| Total Restricted Funds | 183,775 | 262,227 | (262,767) | 9,203 | 192,438 |
| Unrestricted Funds | | | | | |
| General Funds | 151,568 | 192,619 | (180,432) | (9,203) | 154,552 |
| Jeff Ward Fund | - | 30,000 | - | - | 30,000 |
| Total Unrestricted Funds | 151,568 | 222,619 | (180,432) | (9,203) | 184,552 |
| Total Funds | 335,343 | 484,846 | (443,199) | - | 376,990 |

Net transfers to restricted funds represents transfers from unrestricted funds of £9,298 to finance deficits on restricted funds and £95 from unrestricted to restricted funds.

## 15. Purpose of Restricted funds

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

**For Rutland** – This fund was set up to raise funds specifically to benefit the Rutland community. The focus is on the provision of services for those living with cancer, dementia or other long-term illnesses or conditions.

**VCF** – Provision of Voluntary and Community Sector Infrastructure Support in Rutland funded by Rutland County Council.

**Trussell Trust/Food Bank** – Grants given by Trussell Trust and Rutland Food Bank to provide high quality advice on income maximisation to those accessing the food support, who are identified as being at risk of destitution.

**Advice Donation** – A donation made to fund general advice provision over the coming years as funding from other sources declines.

**CitA Innovation** – A grant from National Citizens Advice to improve CAR's service delivery within small rural communities.

**Deprivation Advice Donation (from 2023/24)** – a donation made by an individual towards the costs of providing advice to those attending the Rutland Foodbank which will be fully spent during 2025/26.

**RCC AVM (from 2023/24) –** A grant from Rutland County Council to help fund the provision of a Mental Health Prevention and Resilience project in Rutland. This was put on hold during the year and will recommence in 2024/25 and 2025/26.

**Designated Funds:**

**Jeff Ward Fund** – for adviser salaries and gaps in existing future funding.

## 16. Analysis of net assets between funds

Comparative information for the year ended 31 March 2024

| | Unrestricted Funds £ | Restricted Funds £ | Total 2024 £ |
|---|---|---|---|
| Fixed assets | 2,318 | - | 2,318 |
| Stock | 756 | - | 756 |
| Debtors | 2,692 | 15,990 | 18,682 |
| Short term deposits | 144,501 | 60,074 | 204,575 |
| Cash at bank and in hand | 53,776 | 122,596 | 176,372 |
| Creditors due within one year | (19,491) | (6,222) | (25,713) |
| | 184,552 | 192,438 | 376,990 |

## 17. Financial commitments

### Capital Commitments

At 31 March 2025 there were no capital commitments.

### Operating lease commitments

At 31 March 2025 the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

| | 2025 £ | 2024 £ |
|---|---|---|
| Within one year | 9,861 | 10,435 |
| Between two and five years | 7,500 | 17,361 |
| Later than 5 years | - | - |
| | 17,361 | 27,796 |

## 18. Related party transactions

Rutland Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Rutland Citizens Advice Bureau in order to fulfil its charitable objectives and comply with the national membership requirements. There were transactions between Rutland Citizens Advice Bureau and Citizens Advice in relation to insurance, information services and, as explained in note 14, grant funding.

There have been no other related party transactions during the year.

## 19. Pension costs

A pension scheme for employees is operated on a defined contributions basis. The scheme is open to all employees at any time. The charity contributes 4% of pensionable earnings and the employee a minimum % of gross salary to meet statutory requirements. The assets of the scheme are held separately from those of the charity in an independently administered fund. The fund administrators are Aviva. The pension cost shown in the accounts for the year represents contributions payable by the charity and amounted to £10,825 (2024: £12,403). There were contributions of £nil (2024: £1,929.51) payable or outstanding at the year end.

**RUTLAND CITIZENS ADVICE BUREAU**

England & Wales - Charity number 1107907

# Accounts

# Rutland Citizens Advice Bureau

# Report of the Directors and Trustees

# and

# Financial Statements

# for the year ended 31 March 2024

**Registered Charity No. 1107907**
**Company No. 5287678**
**FCA Authorisation No. 617720**

# Rutland Citizens Advice Bureau

# Report of the Directors and Trustees

# and

# Financial Statements

# for the year ended 31 March 2024

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# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2024

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2024. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for applicable in the UK and Republic of Ireland published in October 2019.

The following people were directors/trustees of the charity on the date of approval of the report:

| DIRECTORS/ TRUSTEES | ROLE | ELECTED BY | DATE ELECTED |
|---|---|---|---|
| Elizabeth Cooper | Chair | Members | 1 Apr 20 |
| Philip Grimley | Trustee | Members | 23 Jan 15 |
| Michael Cropper | Trustee | Members | 7 Oct 19 |
| Tim Devas | Trustee | Members | 9 Nov 20 |
| Hannah Williams | Trustee | Members | 21 Nov 22 |
| Christopher Mortlock | Trustee | Members | 9 May 23 |
| Susan Jarron | Trustee | Members | 9 May 23 |

The following people additionally served as directors/trustees during the year:

| EX/DIRECTORS TRUSTEES | ROLE | ELECTED BY | DATE ELECTED | DATE RESIGNED |
|---|---|---|---|---|
| John Hawksfield | Finance Trustee | Trustees | 11 May 16 | 13 Nov 23 |
| Jeanette Warner | Trustee | Co-opted | 9 May 23 | 13 Nov 23 |
| Graeme Baines | Trustee | Members | 21 Nov 22 | 2 July 24 |

In this report:

- The directors of the Charity are referred to as "trustees",
- Rutland Citizens Advice Bureau is referred to as "CAR" or "the Charity"

All trustees give their time freely and no trustee received remuneration in the year. Details of any trustee expenses are disclosed in note 9.

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2024

### OBJECTIVES AND ACTIVITIES

**Charitable purpose**
The purpose of the charity is to promote any charitable purpose for the benefit of the community in Rutland and surrounding areas, by the advancement of education, the protection and preservation of health and relief of poverty, sickness and distress.

Fundamental to achieving its charitable aims, the Charity has an underlying goal of raising funds to enable it to provide the services which it is established to deliver.

CAR aims to fulfil its purpose through its objectives. The core aims of the Charity set CAR's strategic objectives. CAR aims 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 due to a lack of knowledge or an inability to express their needs effectively.

Strategic objectives during the period of the report included:

- To maintain and grow the core advice function and to deliver a service that assists the population of Rutland.
- To work to increase awareness of, and improve access to the Charity and to provide services in support of the voluntary sector in Rutland
- To support and develop the voluntary sector in Rutland to support and help coordinate the activities of other charities. This enables CAR to broaden considerably its ability to fulfil the purposes of advancement of education, the protection and preservation of health and relief of poverty, sickness and distress beyond the delivery of core advice services.
- To work to highlight those policy, delivery and service issues that are, or have potential to impact negatively on the quality of life of Rutland residents
- To maintain membership of the Citizens Advice Network

**Activities**
The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the organisation and are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements

During the past financial year, the organisation has continued to deliver both traditional advice services and services in support of the voluntary sector.

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2024

**Advice services**:
In addition to generalist advice the following specialist services were provided during the year:

- Debt
- Welfare Rights
- Housing
- Prevention of Homelessness

Additionally specialised advice was also provided:

- To people with long term medical conditions

CAR exceeded delivery targets for numbers of clients advised, and sustained quality standards throughout the year. As a result of the cost-of-living crisis the organisation has never been busier in terms of case load or numbers of clients seeking advice in CAR's 50 year history. CAR continued to provide advice for people with long term health conditions in the county. This work is supported by fundraising activity undertaken by CAR's fundraising arm - For Rutland.

**Campaigns**
CAR continues to play an active role in working to improve the policies and practices that affect peoples' lives. During this period CAR published a campaign on the cost of living Crisis in Rutland ( https://citizensadvicerutland.org.uk/wp-content/uploads/2023/10/The-Cost-of-Living-Crisis-in-Rutland-Report-2023.pdf) This report garnered a considerable amount of interest and media attention both within Rutland and Nationally.

**Collaboration**
Over the past 12 months CAR has improved its partnership working and collaboration with partner agencies. This has included information sharing, development of and participation in events and regular meetings for the Charity and voluntary sector to attend. The plan is to work together to promote synergy and effective use of team efforts, improve footfall and minimise duplication of resources.

**Voluntary and Community Sector**
CAR has increased its offering to Voluntary and Community Sector (VCS) in Rutland. Over the past 12 months CAR have continued with the delivery of a series of activities and initiatives in support of the VCS including:

- promoting and increasing the supply of volunteers to multiple VCS groups in Rutland;

- delivering social media engagement training;
- promoting funding opportunities;
- developing space at the CAR offices as a community hub available for voluntary groups to use for meetings and other purposes;
- increasing collaboration and cooperation amongst VCS partners through the development of a shared calendar of community events and
- establishment of and attendance at a variety of community events.

**Mapping and strategy**

In addition, CAR has completed the first phase of the Rutland specific mapping and strategy exercise that involved the conduct of a comprehensive survey of the VCS in Rutland (https://volunteerplusrutland.org.uk/wp-content/uploads/2023/07/Survey_Report_Short.pdf) and a Rutland based strategy (https://volunteerplusrutland.org.uk/reports/rutland-voluntary-and-community-sector-strategy-2024-2028)

**Fundraising Activities**

CAR's funds comprise of a) unrestricted income funds which can be used in furtherance of the charitable objects at the trustees' discretion and b) restricted income funds which can only be used for particular restricted projects or purposes within the objects of the Charity. Restrictions arise when specified by the funder or when funds are raised for particular restricted projects or purposes. Expenditure which meets the restricted criteria is charged to that fund, together with a fair allocation of CAR support and administrative costs.

April 2024 will be the start of the final year of a 3-year grant with RCC for the provision of core advice services within Rutland. In addition, CAR will receive a 9-month extension for the Charity's work helping the voluntary sector in Rutland as well as a number of small grants and contracts to conduct specific projects.

Overall, CAR is dependent on a small number of fund sources to support the majority of our work. In this context, the trustees have determined that the CAR strategy needs to
a) focus on agility and survival of the organization,
b) being able to respond rapidly to the changing political/economic environment in Rutland, whilst
c) continuing to widen our donor base and look for new sources of income.

CAR fundraising volunteers continued operating under the brand of For Rutland, organising significant fundraising events including the Bottle Tombola at the Rutland County Show in June 2023 and the Good & New Sale in March 2024.

During the reporting period CAR conducted a direct mail appeal for financial support to Parish and local Councils in Rutland.

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2024

### ACHIEVEMENTS AND PEFORMANCE

During 2023/24 the top three categories of advice remained Welfare Rights, Housing and Debt. We saw 3,021 unique clients during the year and assisted with 13,833 presenting issues.
Presenting issues break down as follows:
Welfare rights – 7,777
Debt – 1,600
Housing – 1,583
Other – 2,873

The financial gain for clients in 2023/24 was £1,509,831. A further gain of £945,691 was reported from our focused advice work for clients with long term health issues.
100% of clients who responded to survey questions are either satisfied or very satisfied with our service.

CAR continued to welcome clients from across the county; over the last 12 months 39% of clients came from wards and parishes outside Oakham and Uppingham. 62% of our clients were women and 38% men. Clients under pension age made up 63% of those seen and those over pension age 37%.

**Investment Activities**
The Charity does not currently hold any material investments, although it does make deposits into the Flagstone cash deposit platform to distribute its reserves, both unrestricted and restricted, across multiple short term savings accounts. This approach maximises interest earnings while ensuring the security of the funds. Current savings are considered alongside our reserves policy.

**Factors Affecting the Achievement of Objectives**

- Financial risk: this is addressed under the Financial Review;
- The health and social care landscape is changing, as are the requirements of Rutland County Council;
- Access to the services provided by clients and potential clients;
- Recruitment of employees and volunteers.

# Rutland Citizens Advice Bureau

# Report of the Directors and Trustees

# for the year ended 31 March 2024

## FINANCIAL REVIEW

### Financial Position

Incoming resources in the year were £484,846 (2022/23: £464,261). Of this £262,227 (2022/23: £259,075) related to restricted project activities by 'For Rutland', Rutland Development of a Voluntary and Community Sector Strategy for Rutland, Trussell Trust and Rutland Food Bank, Citizens Advice Sub-Grant, and Advice Donation.

There was a net income of £41,647 for the year (2022/23: net income £64,755). Unrestricted funds saw a net income of £42,187 , which was offset by the small loss in the restricted accounts resulting in an overall net income. The Board have designated £30,000 of unrestricted reserves as the Jeff Ward Fund. For Rutland fundraising events resulting in a net expenditure of £6,364 (2022/23 net income £5,788). The balancing gains of income/expenditure in all other restricted accounts are set out in note 14 to the accounts. Transfers between funds represent excess expenditure in restricted accounts met by general reserves.

At 31 March 2024 total reserves were £376,990, an increase from the 2023 figure of £335,343, the overall increase being a result of the movement in unrestricted and restricted reserves as already mentioned.

The National Citizens Advice financial health monitoring report noted financial health in areas of liquidity and free reserves at the end of the financial year March 2024, rating them as minimal risk.

### Reserves Policy

The trustees establish a Reserves Policy to ensure that the bureau's core activities can continue during unforeseen difficulties. In April 2024, the reserve amount was increased to reflect updates in the redundancy calculator spreadsheet, changes in staffing structure and costs, and the recent staff pay rise implemented at the beginning of the financial year.

In response to these changes, the trustees reassessed the Charity's free reserve requirements, considering the primary risks to the organisation. They identified the main risks to both income and expenditure and calculated the potential financial impact of adverse changes. The identified free reserves would allow for short-term drawdowns, providing time for mitigation actions and adjustments to new financial circumstances. Additionally, CAR has updated its risk analysis procedures, forming a working group that meets quarterly and reports back to the Board at each meeting with a review of the risk register.

### Financial Risk

The key areas of risk are:

- The loss of a major funding source including the non-renewal of a funding contract or reduction in scope of funding provided,

- The inability to reduce costs pro rata to any reduction in funding without putting the core service at risk,
- Increased redundancy obligations as a consequence of lack of staff turnover,
- Any unexpected expenditure, especially related to employment, and
- An increase in working capital required if funding is not received in advance.

The current advice grant received from Rutland County Council runs for 3 years to March 2025, on an annually reducing basis, requiring a corresponding increase in fundraising year on year. CAR has transitioned to a more mixed fundraising model, consisting of a core grant and additional income provided via bids for tenders and grant applications to a number of charitable foundations.

In light of these factors the target for reserves has been set at £115,000 (31 March 2023: £115,000). Total free reserves at 31 March 2024 as set out in these accounts (excluding designated reserves) are £152,234. The reasons for holding these designated reserves and any restricted reserves are set out in notes 15.

The Reserves Policy will be reviewed annually in tandem with the bureau's strategy and risk assessment processes.

**Principal Funding Sources**
Rutland County Council will continue to be the primary source of funding to the end of the current agreement, with additional funding coming from individuals and private foundations as well as funding via National Citizens Advice, and the 'For Rutland' fundraising team.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

**Funds in Deficit**
No funds were in deficit at the balance sheet date.

**Investment Policy**
The Charity has the power to invest monies as set out in its Articles of Association.

**Plans for future periods**
The trustees review plans for the future regularly at Board meetings and at an annual strategy review meeting. Its core aims and objectives remain as set out. Current plans include:

- Continued delivery of Citizens Advice services in Rutland including consideration of approaches to enhance support, reach and accessibility.
- seeking additional funding to expand the advice team to meet the rising levels of demand for services.
- Recruit and train more specialists advisors

- Further diversify our donor base and to seek new funding model to support the core advice work in tandem with our voluntary sector offering.
- Improved communications within Rutland as well as advertising services to potential and current users.
- Grow the voluntary sector hub, enhance the Volunteer Plus website offering and increase the voluntary sector support activities.
- Build upon the work of the voluntary sector mapping, strategy development and directory of VCS groups, to become the primary resource for the voluntary sector in Rutland.
- Collaborate with Rutland County Council to produce a voluntary sector strategy for Rutland.
- Undertake fundraising and business development activity in line with agreed strategy and to sustain and develop advice services, and to consider new activity or approaches in response to need.

## Structure, governance and management

### Governing Document

Rutland Citizens Advice Bureau is a registered charity and a company limited by guarantee known as Citizens Advice Rutland. The maximum liability of each member is limited to ten pounds. Rutland Citizens Advice Bureau is governed by its Articles of Association as amended in 2023. The Articles of Association provide for a maximum number of trustees of 15 and the minimum shall be 4. At 31 March 2024 the company had 18 members, 8 of which were Trustees.

### Recruitment, Appointment of Trustees

Trustees are appointed in accordance with the Articles of Association.

Trustees are recruited from those who have demonstrable interest in and commitment to the local community and the aims and objectives of the Charity. They will be required to demonstrate (or gain) the skills and experience identified as necessary to fulfil the roles. The Board of Trustees (the Board) and the Chief Executive Officer (CEO) oversee the recruitment/co-option of new board appointments. New trustees are required to undertake an application and interview process. A separate process agreed by the Board is followed for the election of the Chair. No other person or bodies external to the Charity were entitled to appoint persons to the Trustee Board.

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2024

### Organisational Structure

Rutland Citizens Advice Bureau is governed by a Board of Trustees which 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 the Charity and for ensuring that it satisfies its legal and contractual obligations.

Trustees meet, at a minimum, quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management

Newly appointed trustees are provided with a comprehensive induction to CAR through the provision of training courses and mentoring by established trustees. Training continues throughout any trustee's appointment.

### Arrangements for setting pay and remuneration of key management personnel

The Board of Trustees is responsible for defining the pay policy, including deciding upon the salaries of the CEO and the Chief Operating Officer. In considering remuneration the Trustees will take account of relevant information including:

- information received from the Citizens Advice national network;
- market information;
- the Charity's financial position;
- public sector pay awards

### Citizens Advice Network

Rutland Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Rutland Citizens Advice Bureau in order to fulfil its charitable objectives and comply with the national membership requirements.

### Related parties

The Charity co-operates and liaises with a number of other advisory service, local charities and Local Authority departments on behalf of clients.

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2024

**Reference and administrative details**

Charity Name: Rutland Citizens Advice Bureau

Charity Registration No: 1107907

Company Registration No: 5287678

Finance Conduct Authority Authorisation No: 617720

Registered Office: 56 High Street, Oakham, Rutland, LE15 6AL

Chair: Elizabeth Cooper

Chief Executive Officer: Duncan Furey

Chief Operating Officer: Sheila Fletcher

Bankers (for the period of the report): CAF Bank Limited, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent. ME19 4JQ

Independent Examiner: Azets Audit Services, Thorpe House, 93 Headlands, Kettering, Northants. NN15 6BL

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and in accordance with the provisions applicable to companies subject to the small companies' regime.

The report of the trustees was approved by order of the board of trustees, as the company directors, on 26th September 2024 and signed on the board's behalf by:

.....

Elizabeth Cooper
Chair of Trustees

# Rutland Citizens Advice Bureau
# Independent Examiner's report to the Trustees of Rutland Citizens Advice Bureau

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2024, which are set out on pages 12 to 27.

**Responsibilities and basis of report**

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Richard Monkhouse FCCA
Association of Chartered Certified Accountants
Thorpe House
93 Headlands
Kettering
Northamptonshire
NN15 6BL

Date: 11/10/24

## Rutland Citizens Advice Bureau

## Statement of financial activities for the year ended 31 March 2024
## Incorporating the Income and Expenditure Account

| | Note | Unrestricted funds £ | Restricted funds £ | Total funds 2024 £ | Total funds 2023 £ |
|---|---|---|---|---|---|
| **Income and endowments from:** | | | | | |
| Donations and legacies | 2 | 35,401 | 39,546 | 74,947 | 81,626 |
| Charitable activities | 3 | | | | |
| Grants and contracts | | 175,000 | 142,080 | 317,080 | 304,142 |
| Other (including fundraising) | | 5,007 | 78,787 | 83,794 | 75,370 |
| Investment income | 4 | 7,211 | 1,814 | 9,025 | 3,123 |
| **Total Income** | | 222,619 | 262,227 | 484,846 | 464,261 |
| **Expenditure on:** | | | | | |
| Raising funds | 5 | 8,953 | 39,007 | 47,960 | 68,429 |
| Charitable activities | 6 | | | | |
| Advice provision | | 141,590 | 196,991 | 338,581 | 271,937 |
| Grants allocated | | - | - | - | 9,500 |
| Service provision | | - | - | - | - |
| Other | | 29,889 | 26,769 | 56,658 | 49,640 |
| **Total Expenditure** | | 180,432 | 262,767 | 443,199 | 399,506 |
| **Net income/(expenditure) and net movement in funds** | | 42,187 | (540) | 41,647 | 64,755 |
| **Transfers between Funds** | | (9,203) | 9,203 | - | - |
| Fund balances at 1 April 2023 | 14 | 151,568 | 183,775 | 335,343 | 270,588 |
| **Fund balances at 31 March 2024** | 14 | 184,552 | 192,438 | 376,990 | 335,343 |

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

All income and expenditure derives from continuing operations.

## Rutland Citizens Advice Bureau
## Balance Sheet as at 31 March 2024

| | Note | Unrestricted Funds £ | Restricted Funds £ | Total 2024 £ | Total 2023 £ |
|---|---|---|---|---|---|
| **Fixed Assets** | | | | | |
| Tangible Assets | 10 | 2,318 | - | 2,318 | 7,150 |
| **Current Assets** | | | | | |
| Stock | 11 | 756 | - | 756 | 906 |
| Debtors | 12 | 2,692 | 15,990 | 18,682 | 2,889 |
| Short term deposits | | 144,501 | 60,074 | 204,575 | 120,227 |
| Cash at bank and in hand | | 53,776 | 122,596 | 176,372 | 234,110 |
| | | 201,725 | 198,660 | 400,385 | 358,132 |
| Creditors - amounts falling due within one year | 13 | 19,491 | 6,222 | 25,713 | 29,939 |
| **Net Current Assets** | | 182,234 | 192,438 | 374,672 | 328,193 |
| **Net Assets** | | 184,552 | 192,438 | 376,990 | 335,343 |
| Represented by: | | | | | |
| **Funds of the Charity** | 14 | | | | |
| Unrestricted funds | | | | | |
| General funds | | 154,552 | - | 154,552 | 151,568 |
| Designated funds | | 30,000 | - | 30,000 | - |
| Restricted Funds | | - | 192,438 | 192,438 | 183,775 |
| | | 184,552 | 192,438 | 376,990 | 335,343 |

For the year ending 31 March 2024 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to **small** companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

The financial statements were approved by the Board on 26th September 2024 and signed on their behalf by:

Elizabeth Cooper – Chair of Trustees

Chris Mortlock – Finance Trustee

Company Registration No: 5287678
Charity Registration No: 1107907

## Rutland Citizens Advice Bureau
## Statement of Cash Flows for year ended 31 March 2024

| | Total 2024 £ | Total 2023 £ |
|---|---|---|
| **Cash flows from operating activities** | | |
| Net income/(expenditure) | 41,647 | 64,755 |
| Adjustments for: | | |
| Depreciation | 4,832 | 4,830 |
| Interest income | (9,025) | (3,123) |
| Decrease/ (Increase) in stock | 150 | (373) |
| (Increase)/Decrease in debtors | (15,793) | 5,007 |
| (Decrease)/increase in creditors | (4,226) | 167 |
| Net cash provided by/(used in) operating activities | 17,585 | 71,263 |
| **Cash flows from investing activities** | | |
| Purchase of computer equipment | - | - |
| Interest receivable | 9,025 | 3,123 |
| Net cash (used in)/provided by investing activities | 9,025 | 3,123 |
| **Change in cash and cash equivalents in the reporting period** | 26,610 | 74,386 |
| Cash and cash equivalents at 1 April 2023 | 354,337 | 279,951 |
| Cash and cash equivalents at 31 March 2024 | 380,947 | 354,337 |
| **Components of cash and cash equivalents** | | |
| Short term deposits | 204,575 | 120,227 |
| Cash at bank and at hand | 176,372 | 234,110 |
| | 380,947 | 354,337 |

## Notes to the financial statements for the year ended 31 March 2024

### 1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

#### a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the UK and Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and Generally Accepted Accounting Practice.

Rutland Citizens Advice Bureau 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 note(s).

The financial statements are prepared in Sterling, which is the functional currency of the company, and are rounded to the nearest £. The company's accounts present information about it as an individual undertaking.

#### b) Legal status of the Charity

The charity is a private company limited by guarantee and has no share capital. In the event of the company being wound up, the liability in respect of the guarantee is limited to £10 per member of the charity. The registered office address is 56 High Street, Oakham, Rutland, LE15 6AL.

#### c) Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

#### d) Judgements and key sources of estimation uncertainty

In applying the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying value of assets and liabilities. Although actual results may differ from estimates of this type, in the opinion of the trustees, this is unlikely to result in material adjustments to the carrying value of assets and liabilities.

## 1. Accounting policies (continued)

### e) Incoming resources

#### j) Donations and grants receivable

Grants made to finance the activities of the charity are credited to the income and expenditure account in the period to which they relate. Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

#### ii) Bank interest

Bank interest is included in the income and expenditure account on receipt.

#### iii) Other income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

#### iv) Volunteers

The value of services provided by volunteers is not incorporated into these financial statements. Further details of their contribution are provided in the Trustees' report.

#### v) Deferred income

Grants and fees that are received in advance of delivering services required by performance-related conditions are accounted for as a liability and released to income in the reporting period in which conditions that limit recognition are met.

#### vi) Legacies

Legacies are recognised on the earlier of the date the charity is aware that probate has been granted, the estate has been finalised and the charity notified that a distribution will be made, or when a distribution is received from the estate. Legacies are only recognised in the Statement of Financial Activities when it is considered probable that a distribution will be received and that distribution can be measured reliably. When the criteria for income recognition have not been met, the legacy is treated as a contingent asset.

### f) Resources expended

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising, advice and administration as appropriate. Where such costs

1. **Accounting policies (continued)**

relate to more than one functional cost category they have been split on an estimate of time or income, as appropriate.

**g) Fixed assets and depreciation**

Fixed assets are included at cost. Items are capitalised if their value is over £1000 (2023: £500).
Depreciation is charged on a straight line basis on the costs of the assets over their estimated useful lives as follows:

| | |
|---|---|
| Fixtures & fittings: | Remaining period of lease: maximum 6 years |
| Equipment: | 10 years |
| Computers: | 3 years |

**h) Stocks**

Stock is recognised at the lower of cost and net realisable value. Cost comprises direct materials and, where applicable, those overheads that have been incurred in bringing stock to its present location and condition.

**i) Debtors**

Trade and other debtors are measured at the transaction price (including transaction costs). Where the arrangement constitutes a financing transaction, the transaction is recognised at the present value of the future cashflows discounted at a market rate of interest.

**j) Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks and other highly-liquid short-term investments with a short maturity of 3 months or less.

**k) Creditors**

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount can be measured or estimated reliably.
Trade and other creditors are measured at the transaction price. Where the arrangement constitutes a financing transaction, the transaction is recognised at the present value of the future cashflows discounted at a market rate of interest.

## 1. Accounting policies (continued)

### l) Fund accounting

Unrestricted funds are donations and other income generated for the objects of the charity without specified purposes. These can be used in accordance with the charitable objects at the discretion of the trustees.

Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

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

### m) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

### n) Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

### o) Pension

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the Statement of Financial Activities in the period in which they are incurred.

### p) VAT

The charity has been able to recover VAT in accordance with the agreed partial exemption method.

## 2 Donations and legacies

| | Unrestricted | Restricted | 2024 | 2023 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| **Voluntary income** | | | | |
| Donations | 5,401 | 39,546 | 44,947 | 81,626 |
| Legacies | 30,000 | - | 30,000 | - |
| | 35,401 | 39,546 | 74,947 | 81,626 |

The income from donations and legacies was £74,947 (2023: £81,626) of which £35,401,was unrestricted (2023: £2,616). £30,000 has been designated as the Jeff Ward Fund. £39,546 was restricted (2023: £79,010).

## 3 Income from Charitable Activities

| | Unrestricted | Restricted | 2024 | 2023 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Local Authority contracts | 5,000 | 70,499 | 75,499 | 79,642 |
| Local Authority grants | 170,000 | 20,000 | 190,000 | 199,500 |
| Other grants and contracts | - | 51,581 | 51,581 | 25,000 |
| Other paid advisory services | 7 | - | 7 | - |
| Fundraising events | - | 78,787 | 78,787 | 70,370 |
| National Insurance rebate | 5,000 | - | 5,000 | 5,000 |
| | 180,007 | 220,867 | 400,874 | 379,512 |

The income from charitable activities was £400,874 (2023: £379,512) of which £180,007 was unrestricted (2023: £200,000) and £220,867 was restricted (2023: £179,512).

## 4 Investment income

| | Unrestricted | Restricted | 2024 | 2023 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Bank Interest received | 7,211 | 1,814 | 9,025 | 3,123 |

The income from investments was £9,025 (2023: £3,123) of which £7,211 was unrestricted (2023: £2,570) and £1,814 was restricted (2023: £533).

| | Direct staffing | Other direct costs | Support costs | 2024 | 2023 |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| **Cost of raising funds** | | | | | |
| Other fundraising | 21,657 | 22,677 | 3,626 | 47,960 | 68,429 |
| **Charitable Activities** | | | | | |
| Advice provision | 279,206 | 12,634 | 46,741 | 338,581 | 271,937 |
| Partner funding | - | - | - | - | - |
| Grants allocated | - | 0 | - | 0 | 9,500 |
| Grant service provision | - | - | - | - | - |
| Other | 37,648 | 12,707 | 6,303 | 56,658 | 49,640 |
| | 338,511 | 48,018 | 56,670 | 443,199 | 399,506 |

Total expenditure was £443,199 (2023: £399,506) of which £180,432 (2023: £211,454) was unrestricted and £262,767 (2023: £188,052) restricted.

## 6 Charitable activities

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Staff costs | 316,854 | 266,052 |
| Sub-contractors | - | - |
| VCF costs | 3,508 | 4,547 |
| CitA Innovation costs | 9,126 | - |
| VCF Mapping | 12,707 | 5,984 |
| Rutland Healthy Grants Scheme costs | - | - |
| Other Grants | 0 | 9,500 |
| Other direct costs | 0 | 85 |
| Allocated support and governance costs (note 7) | 53,044 | 44,909 |
| | 395,239 | 331,077 |

Expenditure on charitable activities was £395,239 (2023: £331,077) of which £171,479 was unrestricted (2023: £178,942) and £223,760 was restricted (2023: £152,135).

## 7 Analysis of support and governance costs

| | Support | Governance | 2024 | 2023 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Management costs | 5,789 | 6 | 5,795 | 4,504 |
| Office, IT and communications | 17,712 | - | 17,712 | 16,982 |
| Premises costs | 22,768 | - | 22,768 | 20,463 |
| Legal and professional fees | - | 5,557 | 5,557 | 6,166 |
| Independent examination services | - | 4,563 | 4,563 | 2,361 |
| AGM costs | - | 275 | 275 | 1,156 |
| | 46,269 | 10,401 | 56,670 | 51,632 |
| Analysed between | | | | |
| Cost of raising funds | 2,960 | 666 | 3,626 | 6,723 |
| Charitable activities | 43,309 | 9,735 | 53,044 | 44,909 |
| | 46,269 | 10,401 | 56,670 | 51,632 |

## 8 Net income/(expenditure) for the year

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| This is stated after charging: | | |
| Depreciation | 4,832 | 4,830 |
| Operating costs of leases, properties & machines | 10,516 | 16,333 |
| Independent Examiner's remuneration | | |
| Independent examination | 4,563 | 2,361 |
| Other services | 1,678 | 1,326 |

## 9 Information regarding Trustees and Employees

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 300,205 | 271,216 |
| Social security costs | 25,903 | 23,819 |
| Pension costs | 12,403 | 10,848 |
| | 338,511 | 305,883 |

The average number of employees was:

| | 2024 | 2023 |
|---|---|---|
| | No | No |
| | 13 | 13 |

The average number of employees, on a fulltime equivalent, analysed by function was:

| | 2024 | 2023 |
|---|---|---|
| | No | No |
| Charitable purposes | 6.5 | 5.5 |
| Fundraising & publicity | 0.3 | 0.5 |
| Management and administration of charity | 3 | 2.6 |
| | 9.8 | 8.6 |

No employee received emoluments in excess of £60,000.

There was no trustees' remuneration or other benefits for the year ended 31 March 2024 or 31 March 2023. No trustees received benefits under any pension scheme.

No travel costs were paid to members of the Trustee Board in the year (2023: £nil).

Total remuneration paid to key management personnel in the year was £95,201 (2023: £88,088).

The bureau paid £3,381 in the year ended 31 March 2024 (2023: £3,418) for various insurance services, including professional indemnity cover.

## 10 Tangible assets

| | Computer Equipment £ | Fixtures, fittings and equipment £ | Total £ |
|---|---|---|---|
| **Cost** | | | |
| At 1 April 2023 | 5,947 | 13,689 | 19,636 |
| Additions | - | - | - |
| At 31 March 2024 | 5,947 | 13,689 | 19,636 |
| **Depreciation** | | | |
| At 1 April 2023 | 3,573 | 8,913 | 12,486 |
| Charge for year | 1,982 | 2,850 | 4,832 |
| At 31 March 2024 | 5,555 | 11,763 | 17,318 |
| **Net Book Value** | | | |
| At 31 March 2024 | 392 | 1,926 | 2,318 |
| At 31 March 2023 | 2,374 | 4,776 | 7,150 |

## 11 Stocks

| | 2024 £ | 2023 £ |
|---|---|---|
| Stamp stock | 756 | 906 |

## 12 Debtors

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Value Added Tax | 3,082 | - |
| Other Debtors | 12,500 | 213 |
| Prepayments | 3,100 | 2,676 |
| | 18,682 | 2,889 |

## 13 Creditors - amounts falling due within one year

| | 2024 | 2023 |
|---|---|---|
| | £ | £ |
| Trade creditors | 892 | 3,177 |
| Other creditors | 8,502 | 9,668 |
| Accruals | 8,441 | 5,266 |
| Taxation and social security | 6,148 | 4,013 |
| Value Added Tax | - | 3,386 |
| Deferred Income | 1,730 | 4,429 |
| Grants deposited in advance | - | - |
| | 25,713 | 29,939 |

| **Movement on deferred income account** | £ | £ |
|---|---|---|
| Deferred income brought forward | 4,429 | 480 |
| Income deferred in the year | 1,730 | 4,429 |
| Amount released in the year | - | - |
| Amount released from previous year | (4,429) | (480) |
| Deferred income carried forward | 1,730 | 4,429 |

Income of £1,730 was deferred as it related to income received for services that had not been provided by 31 March 2024 Trussell Trust.

## Notes to the financial statements for the year ended 31 March 2024

### 14 Movement in funds

| Year ended 31 March 2024 | At 1 April 2023 | Incoming Resources | Outgoing Resources | Transfers between funds | At 31 March 2024 |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| Restricted Funds: | | | | | |
| For Rutland | 116,026 | 110,147 | (116,511) | - | 109,662 |
| VCF | 13,535 | 50,000 | (55,720) | - | 7,815 |
| VCF Mapping | 3,251 | 20,499 | (26,038) | 2,288 | 0 |
| Trussell Trust/Food Bank | - | 26,951 | (33,961) | 7,010 | - |
| CitA Innovation | - | 24,630 | (14,526) | - | 10,104 |
| Advice Donation | 40,000 | - | - | - | 40,000 |
| Deprivation Advice donation | - | 10,000 | (2,842) | - | 7,158 |
| RCC AVM | - | 20,000 | (2,301) | - | 17,699 |
| CitA Cost of Living | 10,963 | - | (10,868) | (95) | (0) |
| Total Restricted Funds | 183,775 | 262,227 | (262,767) | 9,203 | 192,438 |
| Unrestricted Funds | | | | | |
| General funds | 151,568 | 192,619 | (180,432) | (9,203) | 154,552 |
| Jeff Ward Fund | - | 30,000 | - | - | 30,000 |
| Total Unrestricted Funds | 151,568 | 222,619 | (180,432) | (9,203) | 184,552 |
| Total Funds | 335,343 | 484,846 | (443,199) | 0 | 376,990 |

Net transfers to unrestricted funds represent transfers from unrestricted funds of £9,298 (2023 £2,514) to finance deficits on restricted funds and £95 from restricted to unrestricted

| Year ended 31 March 2023 | At 1 April 2022 | Incoming Resources | Outgoing Resources | Transfers between funds | At 31 March 2023 |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| Restricted Funds: | | | | | |
| For Rutland | 110,238 | 109,933 | (104,145) | - | 116,026 |
| VCF | - | 60,000 | (46,465) | - | 13,535 |
| VCF Mapping | - | 14,642 | (11,391) | - | 3,251 |
| Trussell Trust/Food Bank | - | 10,000 | (12,514) | 2,514 | - |
| Making Advice safe | - | 9,500 | (9,500) | - | - |
| Advice Donation | - | 40,000 | - | - | 40,000 |
| CitA Cost of Living | - | 15,000 | (4,037) | - | 10,963 |
| Total Restricted Funds | 110,238 | 259,075 | (188,052) | 2,514 | 183,775 |
| Unrestricted Funds | | | | | |
| General funds | 160,350 | 205,186 | (211,454) | (2,514) | 151,568 |
| Total Funds | 270,588 | 464,261 | (399,506) | - | 335,343 |

Net transfers to unrestricted funds represent transfers from unrestricted funds of £2,514 to finance deficits on restricted funds.

## 15. Purpose of Restricted funds

**For Rutland –** This fund was set up to raise funds specifically to benefit the Rutland community. The focus is on the provision of services for those living with cancer, dementia or other long term illnesses or conditions.

**VCF** – Provision of Voluntary and Community Sector Infrastructure Support in Rutland funded by Rutland County Council

**VCF Mapping –** Contract with Rutland County Council to develop a Voluntary and Community Sector Strategy for Rutland in future years. The first phase was completed this year with likely second phase to follow in 2024/5

**Trussell Trust/Food Bank –** Grants given by Trussell Trust and Rutland Food Bank to provide high quality advice on income maximisation to those accessing the food support, who are identified as being at risk of destitution.

**Advice Donation –** A donation made to fund general advice provision over the coming years as funding from other sources declines.

**Cit A Cost of Living –** A sub grant from National Citizens Advice to enable an increase in direct service delivery capacity to help clients through the cost of living crisis.

**CitA Innovation** – A grant from National Citizens Advice to improve CAR's service delivery within small rural communities.

**Deprivation Advice Donation** – a donation made by an individual towards the costs of providing advice to those attending the Rutland Foodbank

**RCC AVM –** A grant from Rutland County Council to help fund the provision of a Mental Health Prevention and Resilience project in Rutland. This was put on hold during the year and will recommence in 2024/5

**Designated Funds:**

**Jeff Ward Fund –** for adviser salaries and gaps in existing funding

## 16. Analysis of net assets between funds

Comparative information for the year ended 31 March 2023

| | Unrestricted Funds £ | Restricted Funds £ | Total 2023 £ |
|---|---|---|---|
| Fixed assets | 7,150 | - | 7,150 |
| Stock | 906 | - | 906 |
| Debtors | 2,489 | 400 | 2,889 |
| Short term deposits | 80,227 | 40,000 | 120,227 |
| Cash at bank and in hand | 78,050 | 156,060 | 234,110 |
| Creditors due within one year | (17,254) | (12,685) | (29,939) |
| | 151,568 | 183,775 | 335,343 |

## 17. Financial commitments

### Capital Commitments

At 31 March 2024 there were no capital commitments.

### Operating lease commitments

At 31 March 2024 the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

| | 2024 £ | 2023 £ |
|---|---|---|
| Within one year | 10,435 | 10,394 |
| Between two and five years | 17,361 | 27,895 |
| Later than 5 years | - | - |
| | 27,796 | 38,289 |

## 19. Related party transactions

Rutland Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Rutland Citizens Advice Bureau in order to fulfil its charitable objectives and comply with the national membership requirements. There were transactions between Rutland Citizens Advice Bureau and Citizens Advice in relation to insurance, information services and, as explained in note 15, grant funding.

There have been no other related party transactions during the year.

## 20. Pension costs

A pension scheme for employees is operated on a defined contributions basis. The scheme is open to all employees at any time. The charity contributes 4% of pensionable earnings and the employee a minimum % of gross salary to meet statutory requirements. The assets of the scheme are held separately from those of the charity in an independently administered fund. The fund administrators are Aviva. The pension cost shown in the accounts for the year represents contributions payable by the charity and amounted to £12,403 (2023: £10,848). There were contributions of £1,929.51 payable or outstanding at the year end.

**RUTLAND CITIZENS ADVICE BUREAU**

England & Wales - Charity number 1107907

# Accounts

# Rutland Citizens Advice Bureau

# Report of the Trustees

# and

# Financial Statements

# for the year ended 31 March 2023

Registered Charity No. 1107907
Company No. 5287678
FCA Authorisation No. FRN: 617720

# Rutland Citizens Advice Bureau

# Report of the Trustees

# and

# Financial Statements

# for the year ended 31 March 2023

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# Rutland Citizens Advice Bureau

## Report of the Trustees

## for the year ended 31 March 2023

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2023. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for applicable in the UK and Republic of Ireland published in October 2019.

The following people were directors/trustees of the charity on the date of approval of the report:

| DIRECTORS/ TRUSTEES | ROLE | ELECTED BY | DATE ELECTED |
|---|---|---|---|
| Elizabeth Cooper | Chair | Members | 1 Apr 20 |
| Philip Grimley | Trustee | Members | 23 Jan 15 |
| John Hawksfield | Finance Trustee | Members | 11 May 16 |
| Michael Cropper | Trustee | Members | 7 Oct 19 |
| Tim Devas | Trustee | Members | 9 Nov 20 |
| Graeme Baines | Trustee | Co-opted | 21 Nov 22 |
| Hannah Williams | Trustee | Co-opted | 21 Nov 22 |
| Christopher Mortlock | Trustee | Co-opted | 9 May 23 |
| Jeannette Warner | Trustee | Co-opted | 9 May 23 |
| Susan Jarron | Trustee | Co-opted | 9 May 23 |

The following people additionally served as directors/trustees during the year:

| EX/DIRECTORS TRUSTEES | ROLE | ELECTED BY | DATE ELECTED | DATE RESIGNED |
|---|---|---|---|---|
| Barry Read | Trustee | Trustees | 16 Sep 09 | 21 Nov 22 |

In this report:

- The directors of the Charity are referred to as "trustees",
- Rutland Citizens Advice Bureau is referred to as "CAR" or "the Charity"

All trustees give their time freely and no trustee received remuneration in the year. Details of any trustee expenses are disclosed in note 9.

# Rutland Citizens Advice Bureau

# Report of the Trustees

# for the year ended 31 March 2023

## OBJECTIVES AND ACTIVITIES

**Charitable purpose**
The purpose of the charity is to promote any charitable purpose for the benefit of the community in Rutland and surrounding areas, by the advancement of education, the protection and preservation of health and relief of poverty, sickness and distress.

Fundamental to achieving its charitable aims, the Charity has an underlying goal of raising funds to allow it to provide the services which it is established to deliver.
CAR aims to fulfil its purpose through its objectives. The core aims of the Charity set CAR's strategic objectives. CAR aims 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 lack of knowledge or an inability to express their needs effectively.

Strategic objectives during the period of the report included:

- To maintain and grow the core advice function and to deliver a service that assists the population of Rutland.
- To work to increase awareness of, and improve access to the Charity and to provide services in support of the voluntary sector in Rutland
- To support and develop the voluntary sector in Rutland to support and help coordinate the activities of other charities. This enables CAR to broaden considerably its ability to fulfil the purposes of advancement of education, the protection and preservation of health and relief of poverty, sickness and distress beyond the delivery of core advice services.
- To work to highlight those policy, delivery and service issues that are, or have potential to impact negatively on the quality of life of Rutland residents
- To maintain membership of the Citizens Advice Network

**Activities**
The Trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the organisation and are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements

During the past financial year, the organisation has continued to deliver both traditional advice services and services in support of the voluntary sector.

# Rutland Citizens Advice Bureau

## Report of the Trustees

## for the year ended 31 March 2023

**Advice services:**
In addition to generalist advice the following specialist services were provided during the year:

- Debt
- Welfare Rights
- Housing
- Prevention of Homelessness

Additionally specialised advice was also provided:

- To people with long term medical conditions

CAR exceeded delivery targets for numbers of clients advised, and sustained quality standards throughout the year. As a result of the cost-of-living crisis the organisation has never been busier in terms of case load or numbers of clients seeking advice in CAR's 49 year history. CAR continued to provide advice for people with long term health conditions in the county. This work is supported by fundraising activity undertaken by CAR's fundraising arm - For Rutland.

**Campaigns**
CAR continues to play an active role in working to improve the policies and practices that affect peoples' lives. Unprecedented demands on core services prevented delivery of completed research and campaigning reports.

**Collaboration**
Over the past 12 months CAR has improved its partnership working and collaboration with partner agencies. This has included information sharing, development of and participation in events and regular meetings for the Charity and voluntary sector to attend. The plan is to work together to promote synergy and effective use of team efforts, improve footfall and minimise duplication of resources.

**Voluntary and Community Sector**
CAR has increased its offering to Voluntary and Community Sector (VCS) in Rutland. Over the past 12 months CAR have continued with the delivery of a series of activities and initiatives in support of the VCS including:

- promoting and increasing the supply of volunteers to multiple VCS groups in Rutland;
- delivering social media engagement training;
- promoting funding opportunities;

- developing space at the CAR offices as a community hub available for voluntary groups to use for meetings and other purposes;
- increasing collaboration and cooperation amongst VCS partners through the development of a shared calendar of community events and
- establishment of and attendance at a variety of community events.

**Mapping and strategy**

In addition, CAR is working on a Rutland specific mapping and strategy formulation exercise that involves the conduct of a comprehensive survey of the VCS in Rutland to understand better the size and nature of the VCS as well as its strengths and weaknesses and identify needs and issues, and to write a report on the findings. This will enable the production of a 4 year VCS Strategy and Action Plan based on the findings of the research, and on Rutland County Council's (RCC) organisational priorities, which sets out requirements for support (both financial and structural), cross-sector collaboration and future planning.

**Fundraising Activities**

CAR's funds comprise of a) unrestricted income funds which can be used in furtherance of the charitable objects at the trustees' discretion and b) restricted income funds which can only be used for particular restricted projects or purposes within the objects of the Charity. Restrictions arise when specified by the funder or when funds are raised for particular restricted projects or purposes. Expenditure which meets the restricted criteria is charged to that fund, together with a fair allocation of CAR support and administrative costs.

April 2023 has marked the 2nd year of a 3-year grant with RCC for the provision of core advice services within Rutland. In addition, CAR received a 1-year extension for the Charity's work helping the voluntary sector in Rutland as well as a number of small grants and contracts to conduct specific projects.

Overall, CAR is dependent on a small number of fund sources to support the majority of our work. In this context, the trustees have determined that the CAR strategy needs to a) focus on agility and survival of the organization, b) being able to respond rapidly to the changing political/economic environment in Rutland, whilst c) continuing to widen our donor base and look for new sources of income.

CAR fundraising volunteers continued operating under the brand of For Rutland, organising significant fundraising events including the Bottle Tombola at the Rutland County Show in June 2022 and the Good & New Sale in March 2023.

During the reporting period CAR conducted a direct mail appeal for financial support to Parish and local Councils in Rutland.

# Rutland Citizens Advice Bureau

## Report of the Trustees

## for the year ended 31 March 2023

### ACHIEVEMENTS AND PEFORMANCE

During 2022/23 the top three categories of advice remained Welfare Rights, Housing and Debt. We saw 2,994 unique clients during the year and assisted with 12,272 presenting issues.
Presenting issues break down as follows:
Welfare rights – 6,629
Debt – 1,251
Housing – 1,531
Other – 2,861

The financial gain for clients in 2022/23 was £1,125,193. A further gain of £1,030,495 was reported from our focused advice work for clients with long term health issues. 100% of clients who responded to survey questions are either satisfied or very satisfied with our service.

CAR continued to welcome clients from across the county; over the last 12 months 35% of clients came from wards and parishes outside Oakham and Uppingham. 61% of our clients were women and 39% men. Clients under pension age made up 63% of those seen and those over pension age 37%.

**Investment Activities**
The Charity does not currently hold any material investments, although it does maintain one savings account, providing minimal returns. Current savings are considered alongside our reserves policy

**Factors Affecting the Achievement of Objectives**

- Financial risk: this is addressed under the Financial Review;
- The health and social care landscape is changing, as are the requirements of Rutland County Council;
- Access to the services provided by clients and potential clients;
- Recruitment of employees and volunteers.

## FINANCIAL REVIEW

### Financial Position

Incoming resources in the year were £464,261 (2021/22: £724,054). Of this £259,075 (2021/22: £198,789) related to restricted project activities by 'For Rutland', Rutland Development of a Voluntary and Community Sector Strategy for Rutland, Trussell Trust and Rutland Food Bank, Citizens Advice Sub-Grant, and Advice Donation.

There was a net income of £64,755 for the year (2021/22: net income £33,908). Unrestricted funds saw a net expenditure of £6,268 but this was offset by the overall gain in the restricted accounts resulting in an overall net income. For Rutland fundraising events resulting in a net income of £5,788 (2021/22 net income £38,314). The balancing gains of income/expenditure in all other restricted accounts are set out in note 14 to the accounts. Transfers between funds represent excess expenditure in restricted accounts met by general reserves.

At 31 March 2023 total reserves were £335,343, an increase from the 2022 figure of £270,588, the overall increase being a result of increased restricted reserves and reduced unrestricted reserves as already mentioned.

The National Citizens Advice financial health monitoring report noted financial health in areas of liquidity and free reserves at the end of the financial year March 2023, rating them as minimal risk.

### Reserves Policy

The trustees consider and set a Reserves Policy which requires that reserves be maintained at a level which ensures that the bureau's core activities could continue during a period of unforeseen difficulty. The trustees have re-examined the bureau's requirements for free reserves in the light of the predominant risks to the organisation. The main risks to both income and expenditure are highlighted and a calculation made of the possible financial consequences of adverse movements. The free reserves thus identified would provide the opportunity for short-term drawdown of reserves, time for mitigation actions and adjustment to the changed financial circumstances. CAR has revised its Risk analysis procedures and has created a working group around Risk that meets quarterly and reports back to the Board at each Board meeting with a review of the Risk register.

### Financial Risk

The key areas of risk are:

- The loss of a major funding source including the non-renewal of a funding contract or reduction in scope of funding provided,
- The inability to reduce costs pro rata to any reduction in funding without putting the core service at risk,
- Increased redundancy obligations as a consequence of lack of staff turnover,
- Any unexpected expenditure, especially related to employment, and

- An increase in working capital required if funding is not received in advance.

The current advice grant received from Rutland County Council runs for 3 years to March 2025, on an annually reducing basis, requiring a corresponding increase in fundraising year on year. CAR will transition to a more mixed fundraising model, consisting of a core grant and additional income provided via bids for tenders and grant applications to a number of charitable foundations.

In light of these factors the target for reserves has been set at £115,000 (31 March 2022:£115,000). Total free reserves at 31 March 2023 as set out in these accounts are £144,418. There were no Designated Reserves as at 31 March 2023.
The reasons for holding these and any restricted reserves are set out in notes 15.

The Reserves Policy will be reviewed annually in tandem with the bureau's strategy and risk assessment processes.

**Principal Funding Sources**
Rutland County Council will continue to be the primary source of funding to the end of the current agreement, with additional funding coming from individuals and private foundations as well as funding via National Citizens Advice, and the 'For Rutland' fundraising team.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

**Funds in Deficit**
No funds were in deficit at the balance sheet date.

**Investment Policy**
The Charity has the power to invest monies as set out in its Articles of Association.

**Plans for future periods**
The trustees review plans for the future regularly at Board meetings and at an annual strategy review meeting. Its core aims and objectives remain as set out. Current plans include:

- Continued delivery of Citizens Advice services in Rutland including consideration of approaches to increase support, reach and access.
- Continue to seek additional funding to expand the advice team to meet the rising levels of demand for services.
- Recruit and train more specialists advisors
- Further diversify our donor base and to seek new funding model to support the core advice work in tandem with our voluntary sector offering.

- Improved communications within Rutland as well as advertising services to potential and current users.
- Grow and enlarge the voluntary sector hub, the Volunteer Plus website offering and additional voluntary sector support activities.
- Build upon the work of the voluntary sector mapping, strategy development and directory of VCS groups, become the go to resource for the voluntary sector in Rutland.
- Work with Rutland County Council to produce and socialise a voluntary sector strategy for Rutland.
- Undertake fundraising and business development activity in line with agreed strategy and to sustain and develop advice services, and to consider new activity or approaches in response to need.

## Structure, governance and management

### Governing Document

Rutland Citizens Advice Bureau is a registered charity and a company limited by guarantee known as Citizens Advice Rutland. The maximum liability of each member is limited to one pound. Rutland Citizens Advice Bureau is governed by its Articles of Association as amended in 2023. The Articles of Association provide for a maximum number of trustees of 15 and the minimum shall be 3. At 31 March 2023 the company had 16 members.

### Recruitment, Appointment of Trustees

Trustees are appointed in accordance with the Articles of Association.

Trustees are recruited from those who have demonstrable interest in and commitment to the local community and the aims and objectives of the Charity. They will be required to demonstrate (or gain) the skills and experience identified as necessary to fulfil the roles. The Board of Trustees (the Board) and the Chief Executive Officer (CEO) oversee the recruitment/co-option of new board appointments. New trustees are required to undertake an application and interview process. A separate process agreed by the Board is followed for the election of the Chair. No other person or bodies external to the Charity were entitled to appoint persons to the Trustee Board.

# Rutland Citizens Advice Bureau

## Report of the Trustees

## for the year ended 31 March 2023

### Organisational Structure

Rutland Citizens Advice Bureau is governed by a Board of Trustees which 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 the Charity and for ensuring that it satisfies its legal and contractual obligations.

Trustees meet, at a minimum, quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management

Newly appointed trustees are provided with a comprehensive induction to CAR through the provision of training courses and mentoring by established trustees. Training continues throughout any trustee's appointment.

### Arrangements for setting pay and remuneration of key management personnel

The Board of Trustees is responsible for defining the pay policy, including deciding upon the salaries of the CEO and the Chief Operating Officer. In considering remuneration the Trustees will take account of relevant information including:

- information received from the Citizens Advice national network;
- market information;
- the Charity's financial position;
- public sector pay awards

### Citizens Advice Network

Rutland Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Rutland Citizens Advice Bureau in order to fulfil its charitable objectives and comply with the national membership requirements.

### Related parties

The Charity co-operates and liaises with a number of other advisory service, local charities and social services departments on behalf of clients.

# Rutland Citizens Advice Bureau

## Report of the Trustees

## for the year ended 31 March 2023

### Reference and administrative details

Charity Name: Rutland Citizens Advice Bureau

Charity Registration No: 1107907

Company Registration No: 5287678

Finance Conduct Authority Authorisation No: 617720

Registered Office: 56 High Street, Oakham, Rutland, LE15 6AL

Chair: Elizabeth Cooper

Chief Executive Officer: Duncan Furey

Chief Operating Officer: Sheila Fletcher

Bankers (for the period of the report): CAF Bank Limited, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent. ME19 4JQ

Independent Examiner: Azets Audit Services, Thorpe House, 93 Headlands, Kettering, Northants. NN15 6BL

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and in accordance with the provisions applicable to companies subject to the small companies' regime.

The report of the trustees was approved by order of the board of trustees, as the company directors, on 5th September 2023 and signed on the board's behalf by:

.....

Elizabeth Cooper
Chair of Trustees

# Rutland Citizens Advice Bureau
# Independent Examiner's report to the Trustees of Rutland Citizens Advice Bureau

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2023, which are set out on pages 12 to 27.

**Responsibilities and basis of report**

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Richard Monkhouse FCCA
Association of Chartered Certified Accountants
Thorpe House
93 Headlands
Kettering
Northamptonshire
NN15 6BL

Date: 3/10/23.

## Rutland Citizens Advice Bureau

## Statement of financial activities for the year ended 31 March 2023
## Incorporating the Income and Expenditure Account

| | Note | Unrestricted funds £ | Restricted funds £ | Total funds 2023 £ | Total funds 2022 £ |
|---|---|---|---|---|---|
| **Income and endowments from:** | | | | | |
| Donations and legacies | 2 | 2,616 | 79,010 | 81,626 | 56,865 |
| Charitable activities | 3 | | | | |
| Grants and contracts | | 195,000 | 109,142 | 304,142 | 589,291 |
| Other (including fundraising) | | 5,000 | 70,370 | 75,370 | 76,946 |
| Investment income | 4 | 2,570 | 553 | 3,123 | 952 |
| **Total Income** | | 205,186 | 259,075 | 464,261 | 724,054 |
| **Expenditure on:** | | | | | |
| Raising funds | 5 | 32,512 | 35,917 | 68,429 | 40,590 |
| Charitable activities | 6 | | | | |
| Advice provision | | 151,619 | 120,318 | 271,937 | 217,910 |
| Partner funding | | - | - | - | 285,083 |
| Grants allocated | | - | 9,500 | 9,500 | 11,041 |
| Service provision | | - | - | - | 8,041 |
| Other | | 27,323 | 22,317 | 49,640 | 127,481 |
| **Total Expenditure** | | 211,454 | 188,052 | 399,506 | 690,146 |
| **Net income/(expenditure) and net movement in funds** | | (6,268) | 71,023 | 64,755 | 33,908 |
| **Transfers between Funds** | | (2,514) | 2,514 | - | - |
| Fund balances at 1 April 2022 | 14 | 160,350 | 110,238 | 270,588 | 236,680 |
| **Fund balances at 31 March 2023** | 14 | 151,568 | 183,775 | 335,343 | 270,588 |

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

All income and expenditure derives from continuing operations.

## Rutland Citizens Advice Bureau
## Balance Sheet as at 31 March 2023

| | Note | Unrestricted Funds £ | Restricted Funds £ | Total 2023 £ | Total 2022 £ |
|---|---|---|---|---|---|
| **Fixed Assets** | | | | | |
| Tangible Assets | 10 | 7,150 | - | 7,150 | 11,980 |
| **Current Assets** | | | | | |
| Stock | 11 | 906 | - | 906 | 533 |
| Debtors | 12 | 2,489 | 400 | 2,889 | 7,896 |
| Short term deposits | | 80,227 | 40,000 | 120,227 | 93,197 |
| Cash at bank and in hand | | 78,050 | 156,060 | 234,110 | 186,754 |
| | | 161,672 | 196,460 | 358,132 | 288,380 |
| Creditors - amounts falling due within one year | 13 | 17,254 | 12,685 | 29,939 | 29,772 |
| **Net Current Assets** | | 144,418 | 183,775 | 328,193 | 258,608 |
| **Net Assets** | | 151,568 | 183,775 | 335,343 | 270,588 |
| Represented by: | | | | | |
| **Funds of the Charity** | 14 | | | | |
| Unrestricted funds | | | | | |
| General funds | | 151,568 | - | 151,568 | 160,350 |
| Designated funds | | - | - | - | - |
| Restricted Funds | | - | 183,775 | 183,775 | 110,238 |
| | | 151,568 | 183,775 | 335,343 | 270,588 |

For the year ending 31 March 2023 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to **small** companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

The financial statements were approved by the Board on 5th September 2023 and signed on their behalf by:

.....
Elizabeth Cooper – Chair of Trustees

.....
John Hawksfield – Finance Trustee

Company Registration No: 5287678
Charity Registration No: 1107907

## Rutland Citizens Advice Bureau
## Statement of Cash Flows for year ended 31 March 2023

| | Total 2023 £ | Total 2022 £ |
|---|---|---|
| **Cash flows from operating activities** | | |
| Net income/(expenditure) | 64,755 | 33,908 |
| Adjustments for: | | |
| Depreciation | - | - |
| Interest income | 4,830 | 2,517 |
| (Increase)/Decrease in stock | (3,123) | (952) |
| Decrease/(Increase) in debtors | (373) | 704 |
| Increase/(Decrease) in creditors | 5,007 | (3,706) |
| Net cash provided by/(used in) operating activities | 167 | (25,041) |
| | 71,263 | 7,430 |
| **Cash flows from investing activities** | | |
| Purchase of computer equipment | - | (14,497) |
| Interest receivable | 3,123 | 952 |
| Net cash (used in)/provided by investing activities | 3,123 | (13,545) |
| **Change in cash and cash equivalents in the reporting period** | 74,386 | (6,115) |
| Cash and cash equivalents at 1 April 2022 | 279,951 | 286,066 |
| Cash and cash equivalents at 31 March 2023 | 354,337 | 279,951 |
| **Components of cash and cash equivalents** | | |
| Short term deposits | 120,227 | 93,197 |
| Cash at bank and at hand | 234,110 | 186,754 |
| | 354,337 | 279,951 |

## Notes to the financial statements for the year ended 31 March 2023

### 1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

#### a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the UK and Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and Generally Accepted Accounting Practice.

Rutland Citizens Advice Bureau 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 note(s).

The financial statements are prepared in Sterling, which is the functional currency of the company, and are rounded to the nearest £. The company's accounts present information about it as an individual undertaking.

#### b) Legal status of the Charity

The charity is a private company limited by guarantee and has no share capital. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is 56 High Street, Oakham, Rutland, LE15 6AL.

#### c) Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

#### d) Judgements and key sources of estimation uncertainty

In applying the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying value of assets and liabilities. Although actual results may differ from estimates of this type, in the opinion of the trustees, this is unlikely to result in material adjustments to the carrying value of assets and liabilities.

## 1. Accounting policies (continued)

### e) Incoming resources

**j) Donations and grants receivable**
Grants made to finance the activities of the charity are credited to the income and expenditure account in the period to which they relate. Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

**ii) Bank interest**
Bank interest is included in the income and expenditure account on receipt.

**iii) Other income**
Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

**iv) Volunteers**
The value of services provided by volunteers is not incorporated into these financial statements. Further details of their contribution are provided in the Trustees' report.

**v) Deferred income**
Grants and fees that are received in advance of delivering services required by performance-related conditions are accounted for as a liability and released to income in the reporting period in which conditions that limit recognition are met.

**vi) Legacies**
Legacies are recognised on the earlier of the date the charity is aware that probate has been granted, the estate has been finalised and the charity notified that a distribution will be made, or when a distribution is received from the estate. Legacies are only recognised in the Statement of Financial Activities when it is considered probable that a distribution will be received and that distribution can be measured reliably. When the criteria for income recognition have not been met, the legacy is treated as a contingent asset.

### f) Resources expended

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising, advice and administration as appropriate. Where such costs

## 1. Accounting policies (continued)

relate to more than one functional cost category they have been split on an estimate of time or income, as appropriate.

### g) Fixed assets and depreciation

Fixed assets are included at cost. Items are capitalised if their value is over £500.
Depreciation is charged on a straight line basis on the costs of the assets over their estimated useful lives as follows:

| | |
|---|---|
| Fixtures & fittings: | Remaining period of lease: maximum 6 years |
| Equipment: | 10 years |
| Computers, IT and Purifiers | 3 years |

### h) Stocks

Stock is recognised at the lower of cost and net realisable value. Cost comprises direct materials and, where applicable, those overheads that have been incurred in bringing stock to its present location and condition.

### i) Debtors

Trade and other debtors are measured at the transaction price (including transaction costs). Where the arrangement constitutes a financing transaction, the transaction is recognised at the present value of the future cashflows discounted at a market rate of interest.

### j) Cash and cash equivalents

Cash and cash equivalents include cash in hand, deposits held at call with banks and other highly-liquid short-term investments with a short maturity of 3 months or less.

### k) Creditors

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount can be measured or estimated reliably.
Trade and other creditors are measured at the transaction price. Where the arrangement constitutes a financing transaction, the transaction is recognised at the present value of the future cashflows discounted at a market rate of interest.

## Notes to the financial statements for the year ended 31 March 2023

### 1. Accounting policies (continued)

#### l) Fund accounting

Unrestricted funds are donations and other income generated for the objects of the charity without specified purposes. These can be used in accordance with the charitable objects at the discretion of the trustees.

Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

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

#### m) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

#### n) Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

#### o) Pension

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the Statement of Financial Activities in the period in which they are incurred.

#### p) VAT

The charity has been able to recover VAT in accordance with the agreed partial exemption method.

## 2 Donations and legacies

| | Unrestricted | Restricted | 2023 | 2022 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| **Voluntary income** | | | | |
| Donations | 2,616 | 79,010 | 81,626 | 56,865 |

The income from donations and legacies was £81,626 (2022: £56,865) of which £2,616,was unrestricted (2022: £3,585) and £79,010 was restricted (2022: £53,280).

## 3 Income from Charitable Activities

| | Unrestricted | Restricted | 2023 | 2022 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Local Authority contracts | 5,000 | 74,642 | 79,642 | 516,589 |
| Local Authority grants | 190,000 | 9,500 | 199,500 | 20,265 |
| Other grants and contracts | - | 25,000 | 25,000 | 52,437 |
| Other paid advisory services | - | - | - | 144 |
| Fundraising events | - | 70,370 | 70,370 | 72,802 |
| National Insurance rebate | 5,000 | - | 5,000 | 4,000 |
| | 200,000 | 179,512 | 379,512 | 666,237 |

The income from charitable activities was £379,512 (2022: £666,237) of which £200,000 was unrestricted (2022: £520,740) and £179,512 was restricted (2022: £145,497). Unrestricted Income includes a grant from Rutland County Council made towards the cost of providing our core advice

## 4 Investment income

| | Unrestricted | Restricted | 2023 | 2022 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Bank Interest received | 2,570 | 553 | 3,123 | 952 |

The income from investments was £3,123 (2022: £952) of which £2,570 was unrestricted (2022: £940) and £533 was restricted (2022: £12).

## 5 Expenditure

| | Direct staffing | Other direct costs | Support costs | 2023 | 2022 |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| **Cost of raising funds** | | | | | |
| Other fundraising | 39,831 | 21,875 | 6,723 | 68,429 | 40,590 |
| **Charitable Activities** | | | | | |
| Advice provision | 228,701 | 4,632 | 38,604 | 271,937 | 217,910 |
| Partner funding | - | - | - | - | 285,083 |
| Grants allocated | - | 9,500 | - | 9,500 | 11,041 |
| Grant service provision | - | - | - | - | 8,041 |
| Other | 37,351 | 5,984 | 6,305 | 49,640 | 127,481 |
| | 305,883 | 41,991 | 51,632 | 399,506 | 690,146 |

Total expenditure was £399,506 (2022: £690,146) of which £211,454 (2022: £532,299) was unrestricted and £188,052 (2022: £157,847) restricted.

## 6 Charitable activities

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Staff costs | 266,052 | 274,230 |
| Sub-contractors | - | 285,083 |
| VCF costs | 4,547 | 5,684 |
| Quit smoking costs | - | 5,259 |
| VCF Mapping | 5,984 | - |
| Rutland Healthy Grants Scheme costs | - | 1,395 |
| Other Grants | 9,500 | 11,041 |
| Other direct costs | 85 | 17,548 |
| Allocated support and governance costs (note 7) | 44,909 | 49,316 |
| | 331,077 | 649,556 |

Expenditure on charitable activities was £331,077 (2022: £649,556) of which £178,942 was unrestricted (2022: £506,009) and £152,135 was restricted (2022: £143,547).

## 7 Analysis of support and governance costs

| | Support | Governance | 2023 | 2022 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Management costs | 3,617 | 887 | 4,504 | 2,737 |
| Office, IT and communications | 16,982 | - | 16,982 | 14,571 |
| Premises costs | 20,463 | - | 20,463 | 30,547 |
| Legal and professional fees | - | 6,166 | 6,166 | 3,570 |
| Independent examination services | - | 2,361 | 2,361 | 1,263 |
| AGM costs | - | 1,156 | 1,156 | 636 |
| | 41,062 | 10,570 | 51,632 | 53,324 |
| Analysed between | | | | |
| Cost of raising funds | 5,347 | 1,376 | 6,723 | 4,007 |
| Charitable activities | 35,715 | 9,194 | 44,909 | 49,317 |
| | 41,062 | 10,570 | 51,632 | 53,324 |

## Notes to the financial statements for the year ended 31 March 2023

### 8 Net income/(expenditure) for the year

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| This is stated after charging: | | |
| Depreciation | 4,830 | 2,517 |
| Operating costs of leases, properties & machines | 16,333 | 16,862 |
| Independent Examiner's remuneration | | |
| Independent examination | 2,361 | 1,263 |
| Other services | 1,326 | 1,318 |

### 9 Information regarding Trustees and Employees

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 271,216 | 263,650 |
| Social security costs | 23,819 | 22,330 |
| Pension costs | 10,848 | 10,533 |
| | 305,883 | 296,513 |

The average number of employees was:

| | 2023 | 2022 |
|---|---|---|
| | No | No |
| | 13 | 12 |

The average number of employees, on a fulltime equivalent, analysed by function was:

| | 2023 | 2022 |
|---|---|---|
| | No | No |
| Charitable purposes | 5.5 | 5.3 |
| Fundraising & publicity | 0.5 | 0.5 |
| Management and administration of charity | 2.6 | 2.6 |
| | 8.6 | 8.4 |

No employee received emoluments in excess of £60,000.

There was no trustees' remuneration or other benefits for the year ended 31 March 2023 or 31 March 2022. No trustees received benefits under any pension scheme.

No expenses were paid to members of the Trustee Board in the year (2022: £nil).

Total remuneration paid to key management personnel in the year was £88,088 (2022: £88,232).

The bureau paid £3,418 in the year ended 31 March 2023 (2022: £3,292) for various insurance services, including professional indemnity cover.

## 10 Tangible assets

| | Computer Equipment £ | Fixtures, fittings and equipment £ | Total £ |
|---|---|---|---|
| **Cost** | | | |
| At 1 April 2022 | 5,947 | 13,689 | 19,636 |
| Additions | - | - | - |
| At 31 March 2023 | 5,947 | 13,689 | 19,636 |
| **Depreciation** | | | |
| At 1 April 2022 | 1,591 | 6,065 | 7,656 |
| Charge for year | 1,982 | 2,848 | 4,830 |
| At 31 March 2023 | 3,573 | 8,913 | 12,486 |
| **Net Book Value** | | | |
| At 31 March 2023 | 2,374 | 4,776 | 7,150 |
| At 31 March 2022 | 4,356 | 7,624 | 11,980 |

## 11 Stocks

| | 2023 £ | 2022 £ |
|---|---|---|
| Stamp stock | 906 | 533 |

## 12 Debtors

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Value Added Tax | - | 2,701 |
| Other Debtors | 213 | - |
| Prepayments | 2,676 | 5,195 |
| | 2,889 | 7,896 |

## 13 Creditors - amounts falling due within one year

| | 2023 | 2022 |
|---|---|---|
| | £ | £ |
| Trade creditors | 3,177 | 1,364 |
| Other creditors | 9,668 | 9,822 |
| Accruals | 5,266 | 10,270 |
| Taxation and social security | 4,013 | 6,586 |
| Value Added Tax | 3,386 | - |
| Deferred Income | 4,429 | 480 |
| Grants deposited in advance | - | 1,250 |
| | 29,939 | 29,772 |

| **Movement on deferred income account** | £ | £ |
|---|---|---|
| Deferred income brought forward | 480 | 10,731 |
| Income deferred in the year | 4,429 | 480 |
| Amount released in the year | - | - |
| Amount released from previous year | (480) | (10,731) |
| Deferred income carried forward | 4,429 | 480 |

Income of £4,429 was deferred as it related to income received for services that had not been provided by 31 March 2023. Trussell trust £1,500 and VCF Mapping £2,929.

## 14 Movement in funds

| Year ended 31 March 2023 | At 1 April 2022 | Incoming Resources | Outgoing Resources | Transfers between funds | At 31 March 2023 |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| Restricted Funds: | | | | | |
| For Rutland | 110,238 | 109,933 | (104,145) | - | 116,026 |
| VCF | - | 60,000 | (46,465) | - | 13,535 |
| VCF Mapping | - | 14,642 | (11,391) | - | 3,251 |
| Trussell Trust/Food Bank | - | 10,000 | (12,514) | 2,514 | - |
| Making Advice safe | - | 9,500 | (9,500) | - | - |
| Advice Donation | - | 40,000 | - | - | 40,000 |
| CitA Cost of Living | - | 15,000 | (4,037) | - | 10,963 |
| Total Restricted Funds | 110,238 | 259,075 | (188,052) | 2,514 | 183,775 |
| Unrestricted Funds | | | | | |
| General funds | 160,350 | 205,186 | (211,454) | (2,514) | 151,568 |
| Total Funds | 270,588 | 464,261 | (399,506) | - | 335,343 |

Net transfers to unrestricted funds represent transfers from unrestricted funds of £2,514 to finance deficits on restricted funds

| Year ended 31 March 2022 | At 1 April 2021 | Incoming Resources | Outgoing Resources | Transfers between funds | At 31 March 2022 |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| Restricted Funds: | | | | | |
| For Rutland | 71,924 | 126,094 | (87,780) | - | 110,238 |
| Rutland Healthy Small Grants | 1,395 | - | (1,395) | - | - |
| Help to Claim | - | 25,260 | (30,729) | 5,469 | - |
| RCC Software | - | 4,320 | - | (4,320) | - |
| Making Advice safe | - | 34,291 | (28,975) | (5,316) | - |
| Western Power | - | 8,824 | (8,824) | - | - |
| CitA Softphone | 144 | - | (144) | - | - |
| Total Restricted Funds | 73,463 | 198,789 | (157,847) | (4,167) | 110,238 |
| Unrestricted Funds | | | | | |
| Designated Property Maint. fund | 3,500 | - | - | (3,500) | - |
| General funds | 159,717 | 525,265 | (532,299) | 7,667 | 160,350 |
| Total Unrestricted Funds | 163,217 | 525,265 | (532,299) | 4,167 | 160,350 |
| Total Funds | 236,680 | 724,054 | (690,146) | - | 270,588 |

Net transfers to unrestricted funds represent transfers from unrestricted funds of £11,050 to finance deficits on restricted funds and transfers to unrestricted funds of grants of £15,217 that have been applied to additions to fixed assets in unrestricted funds.

## 15. Purpose of Restricted funds

**For Rutland** – This fund was set up to raise funds specifically to benefit the Rutland community. The focus is on the provision of services for those living with cancer, dementia or other long term illnesses or conditions.

**VCF** – Provision of Voluntary and Community Sector Infrastructure Support in Rutland funded by Rutland County Council

**VCF Mapping** – Contract with Rutland County Council to develop a Voluntary and Community Sector Strategy for Rutland in future years.

**Trussell Trust/Food Bank** – Grants given by Trussell Trust and Rutland Food Bank to provide high quality advice on income maximisation to those accessing the food support, who are identified as being at risk of destitution.

**Making Advice Safe** – Grants from several sources, including Government grants, given to cover the costs of making the premises infection/covid safe in order that offices could be opened to staff and clients again. All funding was restricted to this sole purpose. The project was completed within the year.

**Advice Donation** – A donation made to fund general advice provision over the coming years as funding from other sources declines.

**Cit A Cost of Living** – A sub grant from National Citizens Advice to enable an increase in direct service delivery capacity to help clients through the cost of living crisis.

## 16. Analysis of net assets between funds

Comparative information for the year ended 31 March 2022

| | Unrestricted Funds £ | Restricted Funds £ | Total 2022 £ |
|---|---|---|---|
| Fixed assets | 11,980 | - | 11,980 |
| Stock | 533 | - | 533 |
| Debtors | 4,262 | 3,634 | 7,896 |
| Short term deposits | 93,197 | - | 93,197 |
| Cash at bank and in hand | 71,354 | 115,400 | 186,754 |
| Creditors due within one year | (20,976) | (8,796) | (29,772) |
| | 160,350 | 110,238 | 270,588 |

## 17. Financial commitments

### Capital Commitments

At 31 March 2023 there were no capital commitments.

### Operating lease commitments

At 31 March 2023 the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

| | 2023 £ | 2022 £ |
|---|---|---|
| Within one year | 10,394 | 13,878 |
| Between two and five years | 27,895 | 37,778 |
| Later than 5 years | - | - |
| | 38,289 | 51,656 |

## 18. Related party transactions

Rutland Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Rutland Citizens Advice Bureau in order to fulfil its charitable objectives and comply with the national membership requirements. There were transactions between Rutland Citizens Advice Bureau and Citizens Advice in relation to insurance, information services and, as explained in note 15, grant funding.

There have been no other related party transactions during the year.

## 19. Pension costs

A pension scheme for employees is operated on a defined contributions basis. The scheme is open to all employees at any time. The charity contributes 4% of pensionable earnings and the employee a minimum % of gross salary to meet statutory requirements. The assets of the scheme are held separately from those of the charity in an independently administered fund. The fund administrators are Aviva. The pension cost shown in the accounts for the year represents contributions payable by the charity and amounted to £10,848 (2022: £10,533). There were no contributions payable or outstanding at the year end.

**RUTLAND CITIZENS ADVICE BUREAU**

England & Wales - Charity number 1107907

# Accounts

# Rutland Citizens Advice Bureau

# Report of the Directors and Trustees

# and

# Financial Statements

# for the year ended 31 March 2022

**Registered Charity No. 1107907**
**Company No. 5287678**
**FCA Authorisation No. 617720**

# Rutland Citizens Advice Bureau

# Report of the Directors and Trustees

# and

# Financial Statements

# for the year ended 31 March 2022

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# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2022

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2022. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for applicable in the UK and Republic of Ireland published in October 2019.

### 1. REFERENCE AND ADMINISTRATIVE DETAILS

**Charity Name: Rutland Citizens Advice Bureau**

**Charity Registration No: 1107907**

**Company Registration No: 5287678**

**Finance Conduct Authority Authorisation No: 617720**

**Registered Office: 56 High Street, Oakham, Rutland, LE15 6AL**

**Chair: Elizabeth Cooper**

**Chief Executive Officer: Duncan Furey**

**Chief Operating Officer: Sheila Fletcher**

**Bankers: CAF Bank Limited, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent. ME19 4JQ**

**Independent Examiner: Azets Audit Services, Thorpe House, 93 Headlands, Kettering, Northants. NN15 6BL**

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2022

The following people were directors/trustees of the charity on the date of approval of the report:

| DIRECTORS/ TRUSTEES | ROLE | ELECTED BY | DATE ELECTED |
|---|---|---|---|
| Elizabeth Cooper | Chair | Trustees | 1 Apr 20 |
| Barry Read | Trustee | Trustees | 16 Sep 09 |
| Philip Grimley | Trustee | Trustees | 23 Jan 15 |
| John Hawksfield | Finance Trustee | Trustees | 11 May 16 |
| Michael Cropper | Trustee | Trustees | 7 Oct 19 |
| Tim Devas | Trustee | Trustees | 9 Nov 20 |

The following people additionally served as directors/trustees during the year:

| EX/DIRECTORS TRUSTEES | ROLE | ELECTED BY | DATE ELECTED | DATE RESIGNED |
|---|---|---|---|---|
| Hilary Williams | Trustee | Trustees | 30 Apr 18 | 13 Dec 21 |

All of the above are volunteers and received no payment.

## 2. STRUCTURE, GOVERNANCE AND MANAGEMENT

### Governing Document

Rutland Citizens Advice Bureau is a registered charity and a company limited by guarantee known as and referred to as Citizens Advice Rutland. The maximum liability of each member is limited to one pound. Rutland Citizens Advice Bureau is governed by its Memorandum and Articles of Association as amended in 2011. The Memorandum and Articles of Association provides for a maximum number of trustees of 15 and the minimum shall be 3. At 31 March 2022 the company had 13 members. The Trustees/Directors are known as the Trustee Board.

Rutland Citizens Advice Bureau was incorporated as a company limited by guarantee on 16 November 2004. The charity commenced operations on 1 April 2005 at which date the assets and liabilities of the unincorporated Rutland Citizens Advice Bureau were acquired.

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2022

### Recruitment, Appointment of Trustees

Trustees are elected from the local community, and also with regard to skill and experience gaps at board level. The Board of Trustees and the Chief Executive Officer (CEO) oversee the recruitment/co-option of new board appointments. New trustees are required to undertake an application and interview process. A separate process agreed by the Trustee Board is followed for the election of the Chair. No other person or bodies external to the charity were entitled to appoint persons to the Trustee Board.

### Induction of Trustees

Newly appointed trustees are provided with a comprehensive induction to Rutland Citizens Advice Bureau through the provision of training courses and mentoring by established trustees.

### Organisational Structure

Rutland Citizens Advice Bureau is governed by its Trustee Board which 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 Rutland Citizens Advice Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet, at a minimum, quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

### Arrangements for setting pay and remuneration of key management personnel

The Board of Trustees is responsible for defining the pay policy, including deciding upon the salaries of the CEO and the Chief Operating Officer (COO), who are deemed to be key management personnel. The size of the Board of Trustees insists that normally the entire board will meet once a year to review pay arrangements, informed by comparisons with other local charities, pay levels at other Citizens Advice Offices, inflationary pressures and a review of public and voluntary sector pay settlements. Occasionally the board will delegate research and investigation prior to recommendation to full board, to a smaller group of trustees. Additional support is available via national Citizens Advice colleagues with regard to national trends and approaches throughout the Citizens Advice network. Trustee decisions will always be informed by considerations of affordability and organisational resilience.

Our principles are to pay our staff a fair salary that is competitive within the local charity sector, proportionate to the complexity of each role, and responsible in line with our charitable objectives.

All trustees give their time freely and no trustee received remuneration in the year. Details of any trustee expenses are disclosed in note 9.

**Related Parties**

Rutland Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Rutland Citizens Advice Bureau in order to fulfil its charitable objectives and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of Trustee/Director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

**Major risks**

The organisations risk register is discussed and agreed as part of the Business and Development plan. The Board of Trustees formally review the plan annually and routinely consider risks and mitigations at regular board meetings. In addition, the organisation has formed a working group of Trustees and staff who review the risk register on a regular basis and feed back to the Board quarterly.

In addition to the risk register, the organisation also has thorough and up to date policies and procedures including:

- Information Assurance
- Business Continuity
- Health & Safety
- Financial protocols
- GDPR

The organisation has an appointed trustee with specific responsibilities in each of the above areas.

Rutland Citizens Advice Bureau has been running under the Covid Recovery Plan in line with the Business continuity protocols established in 2019/20 along with specific operational and risk planning to sustain, review and communicate safe, responsive and effective operations. Business Continuity planning and implementation has demanded more regular consideration of risk and response.

The organisation handbook of policies and procedures is updated annually and signed off by the board of trustees. The handbook is routinely part of staff and trustee induction and is available to all staff on their computer desktop, with any changes informed as part of routine meetings or specific training.

The organisation undertakes regular training for staff, volunteers and trustees, in addition to holding routine staff meetings, and providing regular support and supervision for volunteers and members of staff. The CEO and the COO meet at least monthly; their conversation will include consideration of risks and mitigation. The CEO conducts monthly meetings with the Finance Officer to consider progress and areas of concern, the Finance Officer also regularly meets with the Finance Trustee. The CEO also meets the Chair of the Board of Trustees at least on a monthly basis, and outside of regular board meetings. The Board of Trustees welcome nominated volunteer engagement and staff representation (in addition to the CEO) at board meetings.

The organisation is supported with regular updates and resources from Citizens Advice at a national level. Further assistance across a range of areas is provided by an appointed relationship manager. This support ensures that the organisation can manage its risks related to all aspects of a running a charitable organisation, and also in terms of the provision of advice.

The leadership self-assessment (LSA) is a risk management tool which helps a local Citizens Advice to understand how effectively the organisation has been led and where improvements can be made. It allows a passport to external quality marks and also helps our national organisation to plan and offer support. The LSA is assessed by Citizens Advice national each year with a three yearly full audit of the service and inspection of our local evidence supporting the self-assessed scores. In March 2021 we received an excellent score in 50% of assessed areas with the remaining 50% being independently assessed as good. This high score passports us to the Advice Quality Standard (AQS) for the next 3 years. The independent assessor stated, "*This was a strong performance following a challenging year.*"

The organisation also has access to financial and accounting support. Both these areas of support are proactive in providing alerts to areas of concern or relevant compliance/legal updates.

A significant external risk remains the loss of core funding. The effects of this have been minimised by the procedures in place and regular trustee review of current financial status and the development pipeline. The charity understands the challenges of pressures on public sector funding, in addition to the potential for increased demands for service, and has a fundraising strategy that is reviewed quarterly.

All new activity is fully considered at board level to ensure delivery is in line with charitable objects and that all delivery risks are considered and managed.

The organisation reviews its financial management procedures as required, but at least annually.

## 3. OBJECTIVES AND ACTIVITIES

### Objectives

The main objective of Rutland Citizens Advice Bureau is: to promote any charitable purpose for the benefit of the community in Rutland and surrounding areas, by the advancement of education, the protection and preservation of health and relief of poverty, sickness and distress.

### Vision and Mission

Vision
A Rutland where all individuals and communities are empowered by advice, information and the chance to be involved.

Mission
To improve lives through the provision of excellent information, advice and support, highlighting issues that impact on quality of life, promoting the role of communities in the shaping of a prosperous and resilient place for all.

Approach
We will work with other groups and organisations to help our clients find a way forward, whatever their problem.

We will be here for everyone, and we will work to ensure that people will not struggle to get help from us.

We will Stand Up for Equality in access, in challenge, and in operations

We will speak up for changes to policy and practices that are making life harder for people.

We will aim to provide joined up services for our clients, no wrong door and no need to repeat.

We will provide the level of support needed by individuals.

We will encourage and consider approaches and ideas that improve our services and outcomes for clients.

We will ensure that we review our delivery experience and work to utilise learning to inform future activity

We will work to sustain the highest levels of delivery quality and client satisfaction.

We will work with communities to sustainably improve wellbeing, through local capacity, activity and connections.

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2022

We will continue to provide independent, confidential and impartial advice and support.

**Aims, Objectives, Strategies and Activities for the Year**

Rutland Citizens Advice Bureau aims 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 lack of knowledge or an inability to express their needs effectively. In addition to the continuing provision of high quality advisory services to the local community, the strategic objectives of the Business and Development plan were to:

- To maintain and grow our core advice function and to deliver a service that assists the population of Rutland.
- To work to increase awareness of, and improve access to, Rutland Citizens Advice Bureau and to provide services in support of the voluntary sector in Rutland
- To manage and develop the voluntary sector in Rutland
- To work to highlight those policy, delivery and service issues that are, or have potential to negatively impact on the quality of life of Rutland residents
- To support the resilience, voice and capacity of the social sector in Rutland
- To work to ensure that the business has sufficient funds to support resilience and future growth
- To deliver the Volunteer Plus brokerage website for Rutland
- To maintain a well-run business
- To maintain core Citizens Advice Membership functions

**Public Benefit**

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the bureau during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principle activity of Rutland Citizens Advice Bureau remains the provision of quality, information, advice and representation delivered through an open door advice service in Oakham, telephone advice, e-mail, and outreach service. Additionally, the organisation has also taken the lead role as part of a number of charities who are delivering the Rutland Community Wellbeing Service, which aims to help Rutland residents improve their health and wellbeing and the overall welfare of the community.

In addition to generalist advice the following specialist services were provided during the year:

- Debt
- Welfare Rights
- Housing
- Prevention of Homelessness

The following focused/dedicated advice was also provided:

- Free confidential advice to the population of Rutland
- To people with long term medical conditions
- Help to Claim (Universal Credit)

The secondary focus of Rutland Citizens Advice Bureau is the provision of services designed to support the voluntary sector across Rutland:

- A Volunteering brokerage service
- Support for the community and voluntary sector in the County
- Discretionary crisis funding under criteria established by Rutland County Council for clients experiencing emergency hardship

**Contribution of Volunteers**

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity.

However, the covid-19 pandemic, social distancing regulations and the movement to online service delivery has had a significant impact on volunteering, resulting in a drop in volunteer participation during this period. However, For Rutland, our fundraising arm, maintains a large, healthy body of volunteers who assist with fundraising events and activities across Rutland.

Post pandemic, Citizens Advice Rutland is now in the midst of raising volunteer participation around our advice provision function, our work in support of the voluntary sector and at Trustee and governance level. This process is ongoing.

## 4. ACHIEVEMENTS AND PEFORMANCE

During 2021/22 the top three categories of advice remained Welfare Rights, Housing and Debt. We saw 2,648 unique clients during the year and assisted with 9,387 presenting issues.

Presenting issues break down as follows:
Welfare rights – 5,108
Debt – 808
Housing – 1,389
Other – 2,082

The financial gain for clients in 2021/22 was £1,039,812. A further gain of £1,104,769 was reported from our focused advice work for clients with long term health issues. 100% of clients who responded to survey questions are either satisfied or very satisfied with our service.

The externally appraised annual Leadership Self-Assessment that considers nine areas of leadership, recorded that Citizens Advice Rutland is now rated Green (Green, Yellow, Amber, Red scale). The organisation performs similarly against regularly Performance Quality Framework reviews, with People Management, Financial Health and Quality of Advice all routinely scoring highly. Last year we were awarded the Advice Quality Mark (AQS) for a three year period.

Citizens Advice Rutland continued to welcome clients from across the county; over the last 12 months 33% of clients came from wards and parishes outside Oakham and Uppingham. 62% of our clients were women and 38% men. Clients under pension age made up 71% of those seen and those over pension age 29%.

The Rutland Community Wellbeing Service delivered by the Rutland Access Partnership led by Citizens Advice Rutland, and in partnership with Longhurst Group, Bridge East Midlands and with additional support from Age UK Leicestershire & Rutland and Vista, continued to deliver the following wellbeing services to Rutland residents and communities during the year. Support and advice services included:

- Housing and homelessness
- Benefits
- Debt and money management
- Healthy lifestyles
- Stopping smoking
- Emotional wellbeing
- Dementia
- Drug and alcohol use
- Support for older people
- Sight and hearing impairment and volunteering.
- Volunteering
- Community and voluntary sector support

During the fifth year of delivery the service received 3,720 referrals, with client satisfaction levels remaining as good or excellent throughout the year.

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2022

### Charitable Activities

During the past financial year, the organisation has continued to deliver both traditional advice services and services in support of the voluntary sector. In advice provision Rutland Citizens Advice Bureau exceeded delivery targets for numbers of clients advised, and sustained quality standards throughout the year. Our work with the Voluntary sector has grown steadily over the past 12 months, including the ongoing development of the Volunteer Plus website, the recommencement of in person activities and the opening of the Voluntary Sector Hub on the second floor of our Oakham offices in late spring of 2022.

Citizens Advice Rutland continued to deliver the Rutland County Council Discretionary Crisis Fund, the fund criteria are set by the County Council, but Citizens Advice Rutland manage this crisis support on their behalf.

We continued to provide advice for people with long term health conditions in the county. This work is supported by fundraising activity undertaken by our fundraising arm - For Rutland. However, the Covid-19 pandemic and restrictions around social distancing have impacted For Rutland's fundraising activities and whilst funds have been raised via mail appeals the amounts raised during the last financial year were down compared to previous years.

Rutland Citizens Advice Bureau continues to play an active role in working to improve the policies and practices that affect peoples' lives and whilst no public campaigns were conducted during the pandemic, research and campaigning will resume in the next 12 months.

Rutland Citizens Advice Bureau has continued to support the Community and Voluntary sector in Rutland, focusing on information to build resilience, support capacity, facilitate collaboration, raise awareness of opportunity, and to encourage learning. This work focuses on the positioning of the sector to support individual and community wellbeing.

The Rutland Healthy Small Grants Scheme that Citizens Advice Rutland delivered on behalf of Rutland County Council. A small grants scheme with a focus on supporting the community and voluntary sector in the county, this scheme ended in December 2021 with 100% of funds dispersed.

The organisation has operated a volunteer brokerage service in the year, encouraging and raising awareness of the wellbeing benefits of volunteering, with significant improvements planned for this activity.

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2022

### Fundraising Activities

As stated above, Citizens Advice Rutland fundraising volunteers continued operating under the brand of For Rutland.

During the reporting period Citizens Advice Rutland conducted a direct mail appeals to Parish and Local Councils in Rutland.

This financial year saw the end of the 5 year Wellbeing contract with Rutland County Council. At the end of the financial year Citizens Advice Rutland transitioned to a 3 year grant to support our core advice work. This new grant, from Rutland County Council, will reduce annually and the shortfall will have to be supplemented from other fundraising. However, the transition was achieved with minimum disruption and no interruption to advice service delivery.

The organisation also secured a 1 year contract for the new financial year to support activities within the voluntary sector, again from Rutland County Council. This will allow the continuation and growth of our voluntary sector work, with predictions for further enlargement of both scope and activities of this work in the new financial year.

As part of the remodelling of the office post pandemic, Citizens Advice Rutland secured funds from Rutland County Council, the National Lottery, Government Infection control funds and the Oakham Memorial Trust allowing the refurbishment and re-structuring of our offices.

Citizens Advice Rutland secured a small grant from Western Power to combat fuel poverty.

The organisation is clear about, and committed to, the practices and behaviours outlined in the Fundraising Regulators Code of Fundraising Practice, and continues to work to ensure that activity is legally compliant, as well as open, honest and respectful. Fundraising events and activity is considered by the fundraising committee, and by the Citizens Advice Board of Trustees.

All public events are subject to risk assessments, (licence applications, if relevant), volunteer briefing and support, and are governed by financial procedures that are considered and refreshed on an annual basis and in consideration of relevant financial, information, safety, and code requirements. Steering group volunteers are inducted into the organisation and key policies and procedures and will also undertake relevant training such as information assurance. Information and guidance is also sought and received from national Citizens Advice who are registered with the Fundraising Regulator.

Citizens Advice Rutland has received a number of donations from, The Rutland Trust, The William Brake Foundation, The Haramead Trust Foundation, the High Sheriff Fund, Girdlers' Company Court, Oakham Memorial Institute and a number of other clubs and societies, parish councils and from many individuals.

## Investment Activities

The charity does not currently hold any material investments, although it does maintain one savings account, providing minimal returns. Current savings are considered alongside our reserves policy.

## Factors Affecting the Achievement of Objectives

The Covid-19 pandemic brought with it unprecedented challenges, but challenges that Citizens Advice Rutland rapidly responded to. Provision of services transitioned to online/telephone so people could continue getting the help they needed.

Coming out of the pandemic, the organisation has gradually transitioned to a hybrid service delivery model where face to face, online and 'phone services will be offered. This hybrid way of working has involved both capital investment and changes to staff working practices.

The five-year contract with Rutland County Council for the Rutland Community Wellbeing Service came to an end in March 2022 and was replaced by a grant from Rutland County Council (reducing annually) to support Citizens Advice Rutland and a secondary 1 year contract to continue to support the Voluntary sector.

The financial and fundraising position remains the main preoccupation of the senior management team and both financial position and the development pipeline are discussed at each Trustee Meeting.

However there remain a number of factors that are present, or have begun to present, that will have impact on the achievement of objectives:

- The organisation continues to review its business plan and fundraising strategy to understand medium- and long-term challenges and to respond.
- The health and social care landscape is changing, as are the requirements of Rutland County Council, and Citizens Advice Rutland continues to work hard to ensure it is in the best place to respond to the advice and support needs of people within the county.
- The organisation understands some clients face difficulties accessing our services as a result of the rurality of the county, transport challenges or due to digital exclusion.
- Communications and Outreach remains a priority area of focus for the charity. The organisation needs to continue to improve on communication and outreach in terms of communication of the availability of confidential advice to service users, communicating the value added of our work to Rutland County Council and in terms of working with our partners within the county.
- Related to the above, the organisation needs to continue to improve its internet properties around both core advice work and promoting volunteerism.

- Whilst the organisation has changed how we work and provided a robust and quality digital service, we have now returned to a hybrid service offering in person and digital channels to access both the advice provision and the voluntary sector support activities

## 5. FINANCIAL REVIEW

### Financial Position

Incoming resources in the year were £724,054 (2020/21: £590,825). Of this £198,789 (2020/21: £60,000) related to restricted project activities by 'For Rutland', Help to Claim, Rutland County Council software, Making Advice Safe and Western Power Fuel Deprivation Fund.

There was a net income of £33,908 for the year (2020/21: net expenditure £31,856). Unrestricted funds saw a net expenditure of £7,034 but this was offset by the overall gain in the restricted accounts resulting in an overall net income. Due to Covid 19 restrictions being lifted, For Rutland was able to recommence fundraising events resulting in a gain of £38,315 (2020/21 net expenditure £37,821). The balancing gain was a result of income/expenditure in all other restricted accounts. Transfers between funds represent grants that have been applied to additions to fixed assets in unrestricted funds.
At 31 March 2022 total reserves were £270,588, an increase from the 2021 figure of £236,680, the overall increase being a result of increased restricted reserves and reduced unrestricted reserves as already mentioned.

The National Citizens Advice financial health monitoring report noted financial health in areas of liquidity and free reserves at the end of the financial year March 2022, rating them as minimal risk.

### Reserves Policy

The trustees consider and set a Reserves Policy which requires that reserves be maintained at a level which ensures that the bureau's core activities could continue during a period of unforeseen difficulty. The trustees have re-examined the bureau's requirements for free reserves in the light of the predominant risks to the organisation. The main risks to both income and expenditure are highlighted and a calculation made of the possible financial consequences of adverse movements. The free reserves thus identified would provide the opportunity for short-term drawdown of reserves, time for mitigation actions and adjustment to the changed financial circumstances. Citizens Advice Rutland has revised its Risk analysis procedures and has created a working group around Risk that meets quarterly and reports back to the board at each board meeting with a review of the Risk register.

The key areas of risk are:

- The loss of a major funding source including the non-renewal of a funding contract or reduction in scope of funding provided,

- The inability to reduce costs pro rata to any reduction in funding without putting the core service at risk,
- Increased redundancy obligations as a consequence of lack of staff turnover,
- Any unexpected expenditure, especially related to employment, and
- An increase in working capital required if funding is not received in advance.

Citizens Advice Rutland continues to maintain regular communications with Rutland County Council and have secured a 3 year grant and a 1 year contract with further work currently in the negotiation stages. The new advice only grant will run for 3 years on an annually reducing basis, requiring a corresponding increase in fundraising year on year. Citizens Advice Rutland will transition to a more mixed fundraising model, consisting of a core grant and additional income provided via bids for tenders and grant applications to a number of charitable foundations.

In light of these factors the target for reserves has been set at £115,000 (31 March 2021: £115,000). Total free reserves at 31 March 2022 as set out in these accounts are £148,370. There were no Designated Reserves as at 31 March 2022 as they were used to cover rebuilding work needed to allow a return to the premises (31 March 2021 £3,500). The reasons for holding these and any restricted reserves are set out in notes 15 and 16.

The Reserves Policy will be reviewed annually in tandem with the bureau's strategy and risk assessment processes.

**Principal Funding Sources**

Rutland County Council will continue to be the primary source of funding at the end of the current contract, with additional funding coming from individuals and private foundations as well as funding via National Citizens Advice, and our 'For Rutland' fundraising team.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

**Funds in Deficit**

No funds were in deficit at the balance sheet date.

**Investment Policy**

As required in its Memorandum paragraph 4.15, in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

## 6. FUTURE PLANS

- Socialise the "New Ways or Working" organisational plan and continuing to improve upon the hybrid working arrangements designed to deliver the best services both in person and online to different segments of the population of Rutland.
- Continued delivery of Citizens Advice services in Rutland including consideration of approaches to increase and support reach and access.
- Improved communications around the needs within Rutland as well as advertising our services to potential and current users.
- Grow and enlarge of voluntary sector hub and our voluntary sector support activities.
- Focus on deprivation, food and fuel poverty across Rutland in particularly targeting the county's most disadvantaged,
- Review digital capability in respect of service promotion and awareness but also in consideration of delivery.
- Continued provision of infrastructure support to the community voluntary and faith sector in the county. Purchase volunteer brokerages software to improve and streamline the volunteer offering within Rutland.
- Work with Rutland County Council to survey & map the voluntary sector operating in the county.
- Work with Rutland County Council to produce and socialise a voluntary sector strategy for Rutland.
- To contribute and respond to emerging national Citizens Advice strategies focusing on the future of advice.
- Undertake fundraising and business development activity in line with agreed strategy and to sustain and develop advice services, and to consider new activity or approaches in response to need.
- Work in greater partnership with a number of charities and service providers working in similar or complimentary areas to the work of Citizens Advice Rutland.

To continue to work to influence and improve local and national policies and practices that affect people's lives.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and in accordance with the provisions applicable to companies subject to the small companies' regime.

The report of the trustees was approved by order of the board of trustees, as the company directors, on 11th November 2022 and signed on the board's behalf by:

.....
Elizabeth Cooper
Chair of Trustees

# Rutland Citizens Advice Bureau

## Independent Examiner's report to the Trustees of Rutland Citizens Advice Bureau

I report to the charity trustees on my examination of the accounts of the company for the year ended 31 March 2022, which are set out on pages 17 to 32.

**Responsibilities and basis of report**

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

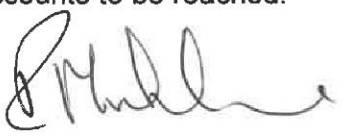
**Independent examiner's statement**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Richard Monkhouse FCCA
Association of Chartered Certified Accountants
Thorpe House
93 Headlands
Kettering
Northamptonshire
NN15 6BL

Date: 14/11/22

## Rutland Citizens Advice Bureau

## Statement of financial activities for the year ended 31 March 2022
## Incorporating the Income and Expenditure Account

| | Note | Unrestricted funds £ | Restricted funds £ | Total funds 2022 £ | Total funds 2021 £ |
|---|---|---|---|---|---|
| **Income and endowments from:** | | | | | |
| Donations and legacies | 2 | 3,585 | 53,280 | 56,865 | 43,148 |
| Charitable activities | 3 | | | | |
| Grants and contracts | | 516,596 | 72,695 | 589,291 | 542,016 |
| Other (including fundraising) | | 4,144 | 72,802 | 76,946 | 4,337 |
| Investment income | 4 | 940 | 12 | 952 | 1,324 |
| **Total Income** | | 525,265 | 198,789 | 724,054 | 590,825 |
| **Expenditure on:** | | | | | |
| Raising funds | 5 | 26,290 | 14,300 | 40,590 | 11,030 |
| Charitable activities | 6 | | | | |
| Advice provision | | 117,944 | 99,966 | 217,910 | 182,019 |
| Partner funding | | 285,083 | - | 285,083 | 285,083 |
| Grants allocated | | - | 11,041 | 11,041 | 12,847 |
| Service provision | | 6,646 | 1,395 | 8,041 | 7,076 |
| Other | | 96,336 | 31,145 | 127,481 | 124,626 |
| **Total Expenditure** | | 532,299 | 157,847 | 690,146 | 622,681 |
| **Net income/(expenditure) and net movement in funds** | | (7,034) | 40,942 | 33,908 | (31,856) |
| **Transfers between Funds** | | 4,167 | (4,167) | - | - |
| Fund balances at 1 April 2021 | 14 | 163,217 | 73,463 | 236,680 | 268,536 |
| **Fund balances at 31 March 2022** | 14 | 160,350 | 110,238 | 270,588 | 236,680 |

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

All income and expenditure derives from continuing operations.

## Rutland Citizens Advice Bureau
## Balance Sheet as at 31 March 2022

| | Note | Unrestricted Funds £ | Restricted Funds £ | Total 2022 £ | Total 2021 £ |
|---|---|---|---|---|---|
| **Fixed Assets** | | | | | |
| Tangible Assets | 10 | 11,980 | - | 11,980 | - |
| **Current Assets** | | | | | |
| Stock | 11 | 533 | - | 533 | 1,237 |
| Debtors | 12 | 4,262 | 3,634 | 7,896 | 4,190 |
| Short term deposits | | 93,197 | - | 93,197 | 92,274 |
| Cash at bank and in hand | | 71,354 | 115,400 | 186,754 | 193,792 |
| | | 169,346 | 119,034 | 288,380 | 291,493 |
| Creditors - amounts falling due within one year | 13 | 20,976 | 8,796 | 29,772 | 54,813 |
| **Net Current Assets** | | 148,370 | 110,238 | 258,608 | 236,680 |
| **Net Assets** | | 160,350 | 110,238 | 270,588 | 236,680 |
| Represented by: | | | | | |
| **Funds of the Charity** | 14 | | | | |
| Unrestricted funds | | | | | |
| General funds | | 160,350 | - | 160,350 | 159,717 |
| Designated funds | | - | - | - | 3,500 |
| Restricted Funds | | - | 110,238 | 110,238 | 73,463 |
| | | 160,350 | 110,238 | 270,588 | 236,680 |

For the year ending 31 March 2022 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to **small** companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

The financial statements were approved by the Board on 11th November 2022 and signed on their behalf by:

Elizabeth Cooper – Chair of Trustees

John Hawksfield – Finance Trustee

Company Registration No: 5287678
Charity Registration No: 1107907

## Rutland Citizens Advice Bureau
## Statement of Cash Flows for year ended 31 March 2022

| | Total 2022 £ | Total 2021 £ |
|---|---|---|
| **Cash flows from operating activities** | | |
| Net income/(expenditure) | 33,908 | (31,856) |
| Adjustments for: | | |
| Loss on disposal of fixed assets | - | 508 |
| Depreciation | 2,517 | - |
| Interest income | (952) | (1,324) |
| Decrease/(Increase) in stock | 704 | (389) |
| (Increase)/decrease in debtors | (3,706) | 3,103 |
| (Decrease) in creditors | (25,041) | (3,719) |
| Net cash provided by/(used in) operating activities | 7,430 | (33,677) |
| **Cash flows from investing activities** | | |
| Purchase of computer equipment | (14,497) | - |
| Interest receivable | 952 | 1,324 |
| Net cash (used in)/provided by investing activities | (13,545) | 1,324 |
| **Change in cash and cash equivalents in the reporting period** | (6,115) | (32,353) |
| Cash and cash equivalents at 1 April 2021 | 286,066 | 318,419 |
| Cash and cash equivalents at 31 March 2022 | 279,951 | 286,066 |
| **Components of cash and cash equivalents** | | |
| Short term deposits | 93,197 | 92,274 |
| Cash at bank and at hand | 186,754 | 193,792 |
| | 279,951 | 286,066 |

## Notes to the financial statements for the year ended 31 March 2022

### 1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

#### a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the UK and Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and Generally Accepted Accounting Practice.

Rutland Citizens Advice Bureau 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 note(s).

The financial statements are prepared in Sterling, which is the functional currency of the company, and are rounded to the nearest £. The company's accounts present information about it as an individual undertaking.

#### b) Legal status of the Charity

The charity is a private company limited by guarantee and has no share capital. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is 56 High Street, Oakham, Rutland, LE15 6AL.

#### c) Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

#### d) Judgements and key sources of estimation uncertainty

In applying the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying value of assets and liabilities. Although actual results may differ from estimates of this type, in the opinion of the trustees, this is unlikely to result in material adjustments to the carrying value of assets and liabilities.

## 1. Accounting policies (continued)

### e) Incoming resources

#### j) Donations and grants receivable

Grants made to finance the activities of the charity are credited to the income and expenditure account in the period to which they relate. Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

#### ii) Bank interest

Bank interest is included in the income and expenditure account on receipt.

#### iii) Other income

Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

#### iv) Volunteers

The value of services provided by volunteers is not incorporated into these financial statements. Further details of their contribution are provided in the Trustees' report.

#### v) Deferred income

Grants and fees that are received in advance of delivering services required by performance-related conditions are accounted for as a liability and released to income in the reporting period in which conditions that limit recognition are met.

#### vi) Legacies

Legacies are recognised on the earlier of the date the charity is aware that probate has been granted, the estate has been finalised and the charity notified that a distribution will be made, or when a distribution is received from the estate. Legacies are only recognised in the Statement of Financial Activities when it is considered probable that a distribution will be received and that distribution can be measured reliably. When the criteria for income recognition have not been met, the legacy is treated as a contingent asset.

### f) Resources expended

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising, advice and administration as appropriate. Where such costs

1. **Accounting policies (continued)**

relate to more than one functional cost category they have been split on an estimate of time or income, as appropriate.

**g) Fixed assets and depreciation**

Fixed assets are included at cost. Items are capitalised if their value is over £500.
Depreciation is charged on a straight line basis on the costs of the assets over their estimated useful lives as follows:

| | |
|---|---|
| Fixtures & fittings: | Remaining period of lease: maximum 6 years |
| Equipment: | 10 years |
| Computers: | 3 years |

**h) Stocks**

Stock is recognised at the lower of cost and net realisable value. Cost comprises direct materials and, where applicable, those overheads that have been incurred in bringing stock to its present location and condition.

**i) Debtors**

Trade and other debtors are measured at the transaction price (including transaction costs). Where the arrangement constitutes a financing transaction, the transaction is recognised at the present value of the future cashflows discounted at a market rate of interest.

**j) Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks and other highly-liquid short-term investments with a short maturity of 3 months or less.

**k) Creditors**

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount can be measured or estimated reliably.
Trade and other creditors are measured at the transaction price. Where the arrangement constitutes a financing transaction, the transaction is recognised at the present value of the future cashflows discounted at a market rate of interest.

## 1. Accounting policies (continued)

### l) Fund accounting

Unrestricted funds are donations and other income generated for the objects of the charity without specified purposes. These can be used in accordance with the charitable objects at the discretion of the trustees.

Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

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

### m) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

### n) Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

### o) Pension

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the Statement of Financial Activities in the period in which they are incurred.

### p) VAT

The charity has been able to recover VAT in accordance with the agreed partial exemption method.

## 2 Donations and legacies

| | Unrestricted | Restricted | 2022 | 2021 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| **Voluntary income** | | | | |
| Donations | 3,585 | 53,280 | 56,865 | 33,148 |
| Local Authority grant | - | - | - | 10,000 |
| Legacies | - | - | - | - |
| | 3,585 | 53,280 | 56,865 | 43,148 |

The income from donations and legacies was £56,865 (2021: £43,148) of which £3,585,was unrestricted (2021: £12,545) and £53,280 was restricted (2021: £30,603). In 2021 £10,000 of unrestricted funds came from Rutland County Council in the form of Covid-19 aid to assist businesses.

## 3 Income from Charitable Activities

| | Unrestricted | Restricted | 2022 | 2021 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Local Authority contracts | 516,589 | - | 516,589 | 513,060 |
| Other grants and contracts | 7 | 72,695 | 72,702 | 28,940 |
| Other paid advisory services | 144 | - | 144 | 16 |
| Fundraising events | - | 72,802 | 72,802 | 337 |
| National Insurance rebate | 4,000 | - | 4,000 | 4,000 |
| | 520,740 | 145,497 | 666,237 | 546,353 |

The income from charitable activities was £666,237 (2021: £546,353) of which £520,740 was unrestricted (2021: £517,076) and £145,497 was restricted (2021: £29,277).

## 4 Investment income

| | Unrestricted | Restricted | 2022 | 2021 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Bank Interest received | 940 | 12 | 952 | 1,324 |

The income from investments was £952 (2021: £1,324) of which £940 was unrestricted (2021: £1,204) and £12 was restricted (2021: £120).

## 5 Expenditure

| | Direct staffing | Other direct costs | Support costs | 2022 | 2021 |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| **Cost of raising funds** | | | | | |
| Other fundraising | 22,283 | 14,300 | 4,007 | 40,590 | 11,030 |
| **Charitable Activities** | | | | | |
| Advice provision | 171,971 | 15,011 | 30,928 | 217,910 | 182,019 |
| Partner funding | 0 | 285,083 | 0 | 285,083 | 285,083 |
| Grants allocated | 0 | 11,041 | 0 | 11,041 | 12,847 |
| Grant service provision | 5,633 | 1,395 | 1,013 | 8,041 | 7,076 |
| Other | 96,625 | 13,480 | 17,376 | 127,481 | 124,626 |
| | 296,512 | 340,310 | 53,324 | 690,146 | 622,681 |

Total expenditure was £690,146 (2021: £622,681) of which £532,299 (2021: £514,379) was unrestricted and £157,847 (2021: £108,302) restricted.

## 6 Charitable activities

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Staff costs | 274,230 | 268,940 |
| Sub-contractors | 285,083 | 285,083 |
| VCF costs | 5,684 | 1,541 |
| Quit smoking costs | 5,259 | 2,821 |
| Rutland Healthy Grants Scheme grants allocated | 0 | 7,625 |
| Rutland Healthy Grants Scheme costs | 1,395 | 3,000 |
| Other Grants | 11,041 | 5,222 |
| Other direct costs | 17,548 | 9,422 |
| Allocated support and governance costs (note 8) | 49,316 | 27,997 |
| | 649,556 | 611,651 |

Expenditure on charitable activities was £649,556 (2021: £611,651) of which £506,009 was unrestricted (2021: £503,409) and £143,547 was restricted (2021: £108,242).

## 7 Analysis of support and governance costs

| | Support | Governance | 2022 | 2021 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Management costs | 2,737 | 0 | 2,737 | 2,378 |
| Office, IT and communications | 14,571 | 0 | 14,571 | 9,253 |
| Premises costs | 30,547 | 0 | 30,547 | 11,765 |
| Legal and professional fees | 0 | 3,570 | 3,570 | 4,357 |
| Independent examination services | 0 | 1,263 | 1,263 | 1,277 |
| AGM costs | 0 | 636 | 636 | 1 |
| | 47,856 | 5,468 | 53,324 | 29,031 |
| Analysed between | | | | |
| Cost of raising funds | 3,596 | 411 | 4,007 | 1,034 |
| Charitable activities | 44,259 | 5,057 | 49,316 | 27,997 |
| | 47,856 | 5,468 | 53,324 | 29,031 |

## 8 Net income/(expenditure) for the year

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| This is stated after charging: | | |
| Depreciation | 2,517 | - |
| Operating costs of leases, properties & machines | 16,862 | 13,500 |
| Independent Examiner's remuneration | | |
| Independent examination | 1,263 | 1,277 |
| Other services | 1,318 | 1,327 |

## 9 Information regarding Trustees and Employees

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 263,650 | 248,310 |
| Social security costs | 22,330 | 20,713 |
| Pension costs | 10,533 | 9,853 |
| | 296,513 | 278,876 |

The average number of employees was:

| | 2022 | 2021 |
|---|---|---|
| | No | No |
| | 12 | 12 |

The average number of employees, on a fulltime equivalent, analysed by function was:

| | 2022 | 2021 |
|---|---|---|
| | No | No |
| Charitable purposes | 5.3 | 5.3 |
| Fundraising & publicity | 0.5 | 0.4 |
| Management and administration of charity | 2.6 | 2.6 |
| | 8.4 | 8.3 |

No employee received emoluments in excess of £60,000.

There was no trustees' remuneration or other benefits for the year ended 31 March 2022 or 31 March 2021. No trustees received benefits under any pension scheme.

No travel costs were paid to members of the Trustee Board in the year (2021: £nil).

Total remuneration paid to key management personnel in the year was £88,232 (2021: £86,218).

The bureau paid £3,292 in the year ended 31 March 2022 (2021: £2,786) for various insurance services, including professional indemnity cover.

## 10 Tangible assets

| | Computer Equipment | Fixtures, fittings and equipment | Total |
|---|---|---|---|
| | £ | £ | £ |
| **Cost** | | | |
| At 1 April 2021 | - | 5,139 | 5,139 |
| Additions | 5,947 | 8,550 | 14,497 |
| At 31 March 2022 | 5,947 | 13,689 | 19,636 |
| **Depreciation** | | | |
| At 1 April 2021 | - | 5,139 | 5,139 |
| Charge for year | 1,591 | 926 | 2,517 |
| At 31 March 2022 | 1,591 | 6,065 | 7,656 |
| **Net Book Value** | | | |
| At 31 March 2022 | 4,356 | 7,624 | 11,980 |
| At 31 March 2021 | - | - | - |

## 11 Stocks

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Stamp stock | 533 | 373 |
| Stop smoking stock | - | 864 |
| | 533 | 1,237 |

## 12 Debtors

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Trade debtors | - | - |
| Value Added Tax | 2,701 | 505 |
| Other Debtors | - | 530 |
| Prepayments | 5,195 | 3,155 |
| | 7,896 | 4,190 |

## 13 Creditors - amounts falling due within one year

| | 2022 | 2021 |
|---|---|---|
| | £ | £ |
| Trade creditors | 1,364 | 200 |
| Other creditors | 9,822 | 16,923 |
| Accruals | 10,270 | 3,588 |
| Taxation and social security | 6,586 | 5,046 |
| Deferred Income | 480 | 10,731 |
| Grants deposited in advance | 1,250 | 18,325 |
| | 29,772 | 54,813 |

| **Movement on deferred income account** | £ | £ |
|---|---|---|
| Deferred income brought forward | 10,731 | 16,095 |
| Income deferred in the year | 480 | - |
| Amount released in the year | - | - |
| Amount released from previous year | (10,731) | (5,364) |
| Deferred income carried forward | 480 | 10,731 |

## 14 Movement in funds

| Year ended 31 March 2022 | At 1 April 2021 | Incoming Resources | Outgoing Resources | Transfers between funds | At 31 March 2022 |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| Restricted Funds: | | | | | |
| For Rutland | 71,924 | 126,094 | (87,780) | - | 110,238 |
| Rutland Healthy Small Grants | 1,395 | - | (1,395) | - | - |
| Help to Claim | - | 25,260 | (30,729) | 5,469 | - |
| RCC Software | - | 4,320 | - | (4,320) | - |
| Making Advice safe | - | 34,291 | (28,975) | (5,316) | - |
| Western Power | - | 8,824 | (8,824) | - | - |
| CitA Softphone | 144 | - | (144) | - | - |
| Total Restricted Funds | 73,463 | 198,789 | (157,847) | (4,167) | 110,238 |
| Unrestricted Funds | | | | | |
| Designated Property Maint. fund | 3,500 | - | - | (3,500) | - |
| General funds | 159,717 | 525,265 | (532,299) | 7,667 | 160,350 |
| Total Unrestricted Funds | 163,217 | 525,265 | (532,299) | 4,167 | 160,350 |
| Total Funds | 236,680 | 724,054 | (690,146) | - | 270,588 |

Net transfers to unrestricted funds represent transfers from unrestricted funds of £11,050 to finance deficits on restricted funds and transfers to unrestricted funds of grants of £15,217 that have been applied to additions to fixed assets in unrestricted funds.

| Year ended 31 March 2021 | At 1 April 2020 | Incoming Resources | Outgoing Resources | Transfers between funds | At 31 March 2021 |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| Restricted Funds: | | | | | |
| For Rutland | 109,745 | 31,060 | (68,881) | - | 71,924 |
| Rutland Healthy Small Grants | 12,020 | - | (10,625) | - | 1,395 |
| Help to Claim | - | 23,574 | (23,574) | - | - |
| CitA Remote Working Equipment | - | 4,066 | (4,066) | - | - |
| CitA Softphone | - | 1,300 | (1,156) | - | 144 |
| Total Restricted Funds | 121,765 | 60,000 | (108,302) | - | 73,463 |
| Unrestricted Funds | | | | | |
| Designated Property Maint. fund | 3,500 | - | - | - | 3,500 |
| General funds | 143,271 | 530,825 | (514,379) | - | 159,717 |
| Total Unrestricted Funds | 146,771 | 530,825 | (514,379) | - | 163,217 |
| Total Funds | 268,536 | 590,825 | (622,681) | - | 236,680 |

## 15. Purpose of Restricted funds

**For Rutland** – This fund was set up to raise funds specifically to benefit the Rutland community. The focus is on the provision of services for those living with cancer, dementia or other long term illnesses or conditions.

**Rutland Healthy Small Grants Scheme** – This scheme, which ended during the year, was serviced under a contract with the Local Authority to provide a grant application system to help promote community wellbeing activities in the local area. The funding for this service was restricted for the sole purpose of this fund.

**Help to Claim** – Grant awarded by National Citizens Advice, who are in an agreement with the Department of Work and Pensions, to provide advice to those who wish to claim Universal Credit.

**RCC Software** – Rutland County Council funded software to track activities within the voluntary sector.

**Western Power** – Grant awarded from Western Power Distribution's Community Matters Fund to deliver a service to support vulnerable people affected by fuel poverty. The funding for this service was restricted for the sole purpose of this fund.

**Making Advice Safe** – Grants from several sources, including Government grants, given to cover the costs of making the premises infection/covid safe in order that offices could be opened to staff and clients again. All funding was restricted to this sole purpose.

## 16. Purposes of Designated funds

**Property Maintenance fund** – This fund was designated to build up a reserve for property maintenance expenditure required under the terms of the leasehold agreement. This year saw such expenditure and so the funds have been released back to general reserves.

## 17. Analysis of net assets between funds

Comparative information for the year ended 31 March 2021

| | Unrestricted Funds £ | Restricted Funds £ | Total 2021 £ |
|---|---|---|---|
| Fixed assets | - | - | - |
| Stock | 1,237 | - | 1,237 |
| Debtors | 2,376 | 1,814 | 4,190 |
| Short term deposits | 92,274 | - | 92,274 |
| Cash at bank and in hand | 102,712 | 91,080 | 193,792 |
| Creditors due within one year | (35,382) | (19,431) | (54,813) |
| | 163,217 | 73,463 | 236,680 |

## 18. Financial commitments

### Capital Commitments

At 31 March 2022 there were no capital commitments.

### Operating lease commitments

At 31 March 2022 the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

| | 2022 £ | 2021 £ |
|---|---|---|
| Within one year | 13,878 | 13,500 |
| Between two and five years | 37,778 | 33,715 |
| Later than 5 years | - | 7,500 |
| | 51,656 | 54,715 |

## 19. Related party transactions

Rutland Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Rutland Citizens Advice Bureau in order to fulfil its charitable objectives and comply with the national membership requirements. There were transactions between Rutland Citizens Advice Bureau and Citizens Advice in relation to insurance, information services and, as explained in note 15, grant funding.

There have been no other related party transactions during the year.

## 20. Pension costs

A pension scheme for employees is operated on a defined contributions basis. The scheme is open to all employees at any time. The charity contributes 4% of pensionable earnings and the employee a minimum % of gross salary to meet statutory requirements. The assets of the scheme are held separately from those of the charity in an independently administered fund. The fund administrators are Aviva. The pension cost shown in the accounts for the year represents contributions payable by the charity and amounted to £10,533 (2021: £9,853). There were no contributions payable or outstanding at the year end.

**RUTLAND CITIZENS ADVICE BUREAU**

England & Wales - Charity number 1107907

# Accounts

# Rutland Citizens Advice Bureau

# Report of the Directors and Trustees

# and

# Financial Statements

# for the year ended 31 March 2021

Registered Charity No. 1107907
Company No. 5287678
FCA Authorisation No. 617720

# Rutland Citizens Advice Bureau

# Report of the Directors and Trustees

# and

# Financial Statements

# for the year ended 31 March 2021

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# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2021

The Trustees (who are also the Directors for the purpose of Company Law) have pleasure in presenting their annual report and the financial statements for the year ended 31 March 2021. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard for applicable in the UK and Republic of Ireland published in October 2019.

### 1. REFERENCE AND ADMINISTRATIVE DETAILS

**Charity Name: Rutland Citizens Advice Bureau**

**Charity Registration No: 1107907**

**Company Registration No: 5287678**

**Finance Conduct Authority Authorisation No: 617720**

**Registered Office: 56 High Street, Oakham, Rutland, LE15 6AL**

**Chair: Elizabeth Cooper**

**Chief Executive Officer: Duncan Furey**

**Chief Operating Officer: Sheila Fletcher**

**Bankers: CAF Bank Limited, 25 Kings Hill Avenue, Kings Hill, West Malling, Kent. ME19 4JQ**

**Independent Examiner: Azets Audit Services, Thorpe House, 93 Headlands, Kettering, Northants. NN15 6BL**

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2021

The following people were directors/trustees of the charity on the date of approval of the report:

| DIRECTORS/ TRUSTEES | ROLE | ELECTED BY | DATE ELECTED |
|---|---|---|---|
| Elizabeth Cooper | Chair | Trustees | 1 Apr 20 |
| Barry Read | Trustee | Trustees | 16 Sep 09 |
| Philip Grimley | Trustee | Trustees | 23 Jan 15 |
| John Hawksfield | Finance Trustee | Trustees | 11 May 16 |
| Hilary Williams | Trustee | Trustees | 30 Apr 18 |
| Michael Cropper | Trustee | Trustees | 7 Oct 19 |
| Tim Devas | Trustee | Trustees | 9 Nov 20 |

The following people additionally served as directors/trustees during the year:

| EX/DIRECTORS TRUSTEES | ROLE | ELECTED BY | DATE ELECTED | DATE RESIGNED |
|---|---|---|---|---|
| Chris Fisher | Trustee | Trustees | 11 May 16 | 26 Feb 21 |

All of the above are volunteers and received no payment.

## 2. STRUCTURE, GOVERNANCE AND MANAGEMENT

### Governing Document

Rutland Citizens Advice Bureau is a registered charity and a company limited by guarantee known as and referred to as Citizens Advice Rutland. The maximum liability of each member is limited to one pound. Rutland Citizens Advice Bureau is governed by its Memorandum and Articles of Association as amended in 2011. The Memorandum and Articles of Association provides for a maximum number of trustees of 15 and the minimum shall be 3. At 31 March 2021 the company had 13 members. The Trustees/Directors are known as the Trustee Board.

Rutland Citizens Advice Bureau was incorporated as a company limited by guarantee on 16 November 2004. The charity commenced operations on 1 April 2005 at which date the assets and liabilities of the unincorporated Rutland Citizens Advice Bureau were acquired.

# Rutland Citizens Advice Bureau

# Report of the Directors and Trustees

# for the year ended 31 March 2021

## Recruitment, Appointment of Trustees

Trustees are elected from the local community, and also with regard to skill and experience gaps at board level. The Board of Trustees and the Chief Executive Officer (CEO) oversee the recruitment/co-option of new board appointments. New trustees are required to undertake an application and interview process. A separate process agreed by the Trustee Board is followed for the election of the Chair. No other person or bodies external to the charity were entitled to appoint persons to the Trustee Board.

## Induction of Trustees

Newly appointed trustees are provided with a comprehensive induction to Rutland Citizens Advice Bureau through the provision of training courses and mentoring by established trustees.

## Organisational Structure

Rutland Citizens Advice Bureau is governed by its Trustee Board which 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 Rutland Citizens Advice Bureau and for ensuring that the charity satisfies its legal and contractual obligations. Trustees meet, at a minimum, quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. A register of members' interests is maintained at the registered office, and is available to the public.

## Arrangements for setting pay and remuneration of key management personnel

The Board of Trustees is responsible for defining the pay policy, including deciding upon the salaries of the CEO and the Chief Operating Officer (COO), who are deemed to be key management personnel. The size of the Board of Trustees insists that normally the entire board will meet once a year to review pay arrangements, informed by comparisons with other local charities, pay levels at other Citizens Advice Offices, inflationary pressures and a review of public and voluntary sector pay settlements. Occasionally the board will delegate research and investigation prior to recommendation to full board, to a smaller group of trustees. Additional support is available via national Citizens Advice colleagues with regard to national trends and approaches throughout the Citizens Advice network. Trustee decisions will always be informed by considerations of affordability and organisational resilience.

Our principles are to pay our staff a fair salary that is competitive within the local charity sector, proportionate to the complexity of each role, and responsible in line with our charitable objectives.

All trustees give their time freely and no trustee received remuneration in the year. Details of any trustee expenses are disclosed in note 10.

## Related Parties

Rutland Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Rutland Citizens Advice Bureau in order to fulfil its charitable objectives and comply with the national membership requirements.

The charity also co-operates and liaises with a number of other advisory services, local charities and social services departments on behalf of clients. Where one of the trustees holds the position of Trustee/Director of another charity they may be involved in discussions regarding that other charity but not in the ultimate decision-making process.

## Major risks

The organisations risk register is discussed and agreed as part of the Business and Development plan. The Board of Trustees formally review the plan annually and routinely consider risks and mitigations at regular board meetings.

In addition to the risk register, the organisation also has thorough and up to date policies and procedures including:

- Information Assurance
- Business Continuity
- Health & Safety
- Financial protocols
- GDPR

The organisation has an appointed trustee with specific responsibilities in each of the above areas.

Rutland Citizens Advice Bureau has been running under the Covid Recovery Plan in line with the Business continuity protocols established in 2019/20 along with specific operational and risk planning to sustain, review and communicate safe, responsive and effective operations. Business Continuity planning and implementation has demanded more regular consideration of risk and response.

The organisation handbook of policies and procedures is updated annually and signed off by the board of trustees. The handbook is routinely part of staff and trustee induction and is available to all staff on their computer desktop, with any changes informed as part of routine meetings or specific training.

The organisation undertakes regular training for staff, volunteers and trustees, in addition to holding routine staff meetings, and providing regular support and supervision for volunteers and members of staff. The CEO and the COO meet at least monthly; their conversation will include consideration of risks and mitigation. The CEO conducts monthly meetings with the Finance Officer to consider progress and areas of concern, the Finance Officer also regularly meets with the Finance Trustee. The CEO also meets the Chair of the Board of Trustees at least on a monthly basis, and outside of regular board meetings. The Board of Trustees welcome nominated volunteer engagement and staff representation (in addition to the CEO) at board meetings.

The organisation is supported with regular updates and resources from Citizens Advice at a national level. Further assistance across a range of areas is provided by an appointed relationship manager. This support ensures that the organisation can manage its risks related to all aspects of a running a charitable organisation, and also in terms of the provision of advice.

The leadership self-assessment (LSA) is a risk management tool which helps a local Citizens Advice to understand how effectively the organisation is being lead and where improvements can be made. It allows a passport to external quality marks and also helps our national organisation to plan and offer support. The LSA is assessed by Citizens Advice national each year with a three yearly full audit of the service and inspection of our local evidence supporting the self-assessed scores. In March 2021 we received an excellent score in 50% of assessed areas with the remaining 50% being independently assessed as good. This high score passports us to the Advice Quality Standard (AQS) for the next 3 years. This year the independent assessor stated, *"This was a strong performance following a challenging year."*

The organisation also has access to financial and accounting support. Both these areas of support are proactive in providing alerts to areas of concern or relevant compliance/legal updates.

A significant external risk remains the loss of core funding. The effects of this have been minimised by the procedures in place and regular trustee review of current financial status and the development pipeline. The charity understands the challenges of pressures on public sector funding, in addition to the potential for increased demands for service, and has a fundraising strategy that is reviewed quarterly.

All new activity is fully considered at board level to ensure delivery is in line with charitable objects and that all delivery risks are considered and managed.

The organisation reviews its financial management procedures as required, but at least annually.

## 3. OBJECTIVES AND ACTIVITIES

### Objectives

The main objective of Rutland Citizens Advice Bureau is: to promote any charitable purpose for the benefit of the community in Rutland and surrounding areas, by the advancement of education, the protection and preservation of health and relief of poverty, sickness and distress.

### Vision and Mission

Vision
A Rutland where all individuals and communities are empowered by advice, information and the chance to be involved.

Mission
To improve lives through the provision of excellent information, advice and support, highlighting issues that impact on quality of life, promoting the role of communities in the shaping of a prosperous and resilient place for all.

Approach

We will work with other groups and organisations to help our clients find a way forward, whatever their problem.

We will be here for everyone, and we will work to ensure that people will not struggle to get help from us.

We will Stand Up for Equality in access, in challenge, and in operations

We will speak up for changes to policy and practices that are making life harder for people.

We will aim to provide joined up services for our clients, no wrong door and no need to repeat.

We will provide the level of support needed by individuals.

We will encourage and consider approaches and ideas that improve our services and outcomes for clients.

We will ensure that we review our delivery experience and work to utilise learning to inform future activity

We will work to sustain the highest levels of delivery quality and client satisfaction.

We will work with communities to sustainably improve wellbeing, through local capacity, activity and connections.

# Rutland Citizens Advice Bureau

# Report of the Directors and Trustees

# for the year ended 31 March 2021

We will continue to provide independent, confidential and impartial advice and support.

## Aims, Objectives, Strategies and Activities for the Year

Rutland Citizens Advice Bureau aims 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 lack of knowledge or an inability to express their needs effectively. In addition to the continuing provision of high quality advisory services to the local community, the strategic objectives of the Business and Development plan were to:

- To work to increase awareness of, and improve access to Rutland Citizens Advice Bureau and Rutland Community Wellbeing Service
- To manage and develop the Rutland Community Wellbeing Service
- To work to highlight those policy, delivery and service issues that are, or have potential to negatively impact on the quality of life of Rutland residents
- To support the resilience, voice and capacity of the social sector in Rutland
- To work to ensure that the business has sufficient funds to support resilience and future growth.
- To deliver the 'Stop Smoking' programme under Rutland Citizens Advice Bureau ownership
- To maintain a well-run business
- To maintain Core Citizens Advice Membership functions

## Public Benefit

The trustees have paid due regard to the Charity Commission's guidance on public benefit in deciding the activities undertaken by the bureau during the year. The trustees are satisfied that the information provided in the report and accounts meets the public benefit reporting requirements.

The principle activity of Rutland Citizens Advice Bureau remains the provision of quality, information, advice and representation delivered through an open door advice service in Oakham, telephone advice, e-mail, home visit and outreach service. Additionally, the organisation has also taken the lead role as part of a number of charities who are delivering the Rutland Community Wellbeing Service, which aims to help Rutland residents improve their health and wellbeing and the overall welfare of the community.

In addition to generalist advice the following specialist services were provided during the year:

1. Debt
2. Welfare Rights
3. Housing
4. Prevention of Homelessness

The following focused/dedicated advice was also provided:

1. Free confidential advice to the population of Rutland
2. People with long term medical conditions
3. Help to Claim (Universal Credit)

The organisation has also provided:

1. An advice and support service to assist Rutland residents to stop smoking
2. A Volunteering brokerage service
3. Support for the community and voluntary sector in the County
4. Discretionary crisis funding under criteria established by Rutland County Council for clients experiencing emergency hardship
5. The Rutland Healthy Small Grants Scheme

**Contribution of Volunteers**

The charity receives help and support in the form of voluntary assistance in advising the public and administering the charity.

However, the covid-19 pandemic, social distancing regulations and the movement to online service delivery has had a significant impact on volunteering in particular in the last two quarters of the year. Resulting in a drop in volunteer participation during this period.

Citizens Advice Rutland will resume and grow volunteering as soon as governmental restrictions allow.

Rutland Citizens Advice Bureau continues to offer a volunteer brokerage service for the county, promoting volunteering and matching individuals who want to volunteer with Community & Voluntary Sector organisations who have opportunities. This has continued during the pandemic and a number of online and telephone volunteers have been brokered within Rutland.

## 4. ACHIEVEMENTS AND PEFORMANCE

During 2020/21 demand fluctuated due to the Covid-19 pandemic, with the top three categories remaining Welfare Rights, Housing and Debt. We saw 2,586 unique clients during the year and assisted with 9,749 presenting issues.

Presenting issues break down as follows:
Welfare rights – 5,072
Debt – 626
Housing – 1,660
Other – 2,391

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2021

The financial gain for clients in 2020/21 was £1,676,026. A further gain of £951,902 was reported from our focused advice work for clients with long term health issues. 100% of clients who responded to survey questions are either satisfied or very satisfied with our service.

The externally appraised annual Leadership Self-Assessment that considers nine areas of leadership, recorded that Citizens Advice Rutland is now rated Green (Green, Yellow, Amber, Red scale). The organisation performs similarly against regularly Performance Quality Framework reviews, with People Management, Financial Health and Quality of Advice all routinely scoring highly. This year we had the three yearly audit of all aspects of our work which resulted in a green score and thus ensured that the Advice Quality Mark (AQS) was awarded for the next three years.

Citizens Advice Rutland continued to welcome clients from across the county; over the last 12 months 39% of clients came from wards and parishes outside Oakham and Uppingham. 57% of our clients were women and 43% men. Clients under pension age made up 70% of those seen and those over pension age 30%.

The Rutland Community Wellbeing Service delivered by the Rutland Access Partnership led by Citizens Advice Rutland, and in partnership with Longhurst Group, Bridge East Midlands and with additional support from Age UK Leicestershire & Rutland and Vista, continued to deliver the following wellbeing services to Rutland residents and communities during the year. Support and advice services included:

- Housing and homelessness
- Benefits
- Debt and money management
- Healthy lifestyles
- Stopping smoking
- Emotional wellbeing
- Dementia
- Drug and alcohol use
- Support for older people
- Sight and hearing impairment and volunteering.
- Volunteering
- Community and voluntary sector support

During the fourth year of delivery the service received 3,565 referrals, with client satisfaction levels remaining as good or excellent throughout the year.

**Charitable Activities**

In further consideration of some of the funded activity outlined earlier in the report:

Citizens Advice Rutland has provided a small grants scheme to the volunteer and charity Sector under the Rutland Healthy Small Grants Scheme.

# Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2021

During the year Citizens Advice Rutland delivered the Help to Claim service as part of a national Citizens Advice contract with the Department of Work and Pensions, this service aims to assist Universal Credit applicants through the process of setting up a claim. In Rutland we exceeded delivery targets for numbers of clients advised, and sustained quality standards throughout the year.

Citizens Advice Rutland continued to deliver the Rutland County Council Discretionary Crisis Fund, the fund criteria are set by the County Council, but Citizens Advice Rutland manage this crisis support on their behalf.

We continued to provide advice for people with long term health conditions in the county. This work is supported by fundraising activity undertaken by our fundraising arm - For Rutland. However, the Covid-19 pandemic and restrictions around social distancing have significantly impacted For Rutland's fundraising activities and whilst funds have been raised via mail appeals the amounts raised during the last financial year were down compared to previous years.

The organisation continues to play an active role in working to improve the policies and practices that affect peoples' lives. It works to elevate and highlight issues that are presenting locally, share good practice, and engage with national Citizens Advice campaigns.

Citizens Advice Rutland supports the Community and Voluntary sector in county, focusing on information to build resilience, support capacity, facilitate collaboration, raise awareness of opportunity, and to encourage learning. This work focuses on the positioning of the sector to support individual and community wellbeing.

As part of its focus on supporting the community and voluntary sector in the county, Citizens Advice Rutland continued to promote and administer the Rutland Healthy Small Grants Scheme which has enabled a number of groups and organisations to commence or sustain activity in their localities that have focused on improving the wellbeing of individuals and communities.

The organisation has operated a volunteer brokerage service in the year, encouraging and raising awareness of the wellbeing benefits of volunteering, with significant improvements planned for this activity (see Future Plans 6).

Citizens Advice Rutland has provided stop smoking advice and support as part of the Wellbeing Service. During the year our adviser has worked to raise awareness of the service with professional referrer and individuals, and to promote the wellbeing benefits of stopping. We have worked with a number of clients who have achieved their ambition to stop smoking. However, during the pandemic this service along with all services shifted to 100% online/telephone provision with a modest corresponding fall in numbers of those helped.

# Rutland Citizens Advice Bureau

# Report of the Directors and Trustees

# for the year ended 31 March 2021

## Fundraising Activities

As stated above, Citizens Advice Rutland fundraising volunteers operating under the brand of For Rutland have been impacted by the pandemic. Whilst there has been a response to direct mail appeals the in person and events focused fundraising activities have been impacted.

The For Rutland fundraising activity will continue to be important for the organisation to be able to sustain paid adviser capacity to respond to local need for dedicated advice for people with long term health conditions. The expectation is that fundraising activities will resume in person in Q2 in the next financial year.

The organisation is clear about, and committed to, the practices and behaviours outlined in the Fundraising Regulators Code of Fundraising Practice, and continues to work to ensure that activity is legally compliant, as well as open, honest and respectful. Fundraising events and activity is considered by the fundraising committee, and by the Citizens Advice Board of Trustees. All events are subject to risk assessments, (licence applications, if relevant), volunteer briefing and support, and are governed by financial procedures that are considered and refreshed on an annual basis and in consideration of relevant financial, information, safety, and code requirements. Steering group volunteers are inducted into the organisation and key policies and procedures and will also undertake relevant training such as information assurance. Information and guidance is also sought and received from national Citizens Advice who are registered with the Fundraising Regulator.

In addition, Citizens Advice Rutland is extremely grateful for donations from Ecology Resources, The Rutland Trust, The William Brake Foundation, The Edith Murphy Foundation, The Bernhardi–Derham-Reid Discretionary Trust, Oakham Memorial Institute, a number of other clubs and societies, parish councils and from many individuals.

## Investment Activities

The charity does not currently hold any material investments, although it does maintain one savings account, providing minimal returns. Current savings are considered alongside our reserves policy.

## Factors Affecting the Achievement of Objectives

The Covid-19 pandemic brought with it unprecedented challenges, but challenges that Citizens Advice Rutland rapidly responded to. The organisation transitioned our service online/telephone so people could continue getting the help they needed. Staff and volunteers adapted swiftly as we expanded our phone, video and email channels. Emergency measures introduced by government last year may have provided some relief for many but the people of Rutland continue to need our services

## Rutland Citizens Advice Bureau

## Report of the Directors and Trustees

## for the year ended 31 March 2021

Citizens Advice Rutland remained open during Covid 19 and continued to offer online and telephone services, the organisation will transition back to in person advice and home visits as soon as it is safe to do so.

At the end of the next financial year the current five-year contract with Rutland County Council for the Rutland Community Wellbeing Service will end. Rutland County Council are proposing a replacement three year (reducing) grant to Citizens Advice Rutland. At the September 2021 board meeting, a three year service delivery plan, to cover this new grant period, will be put before the Trustee board for approval.

The financial and fundraising position remains the main preoccupation of the senior management team and both financial position and the development pipeline are discussed at each Trustee Meeting.

However there remain a number of factors that are present, or have begun to present, that will have impact on the achievement of objectives:

- Communications and Outreach remains a core competency for the organisation, in terms of communication of the availability of confidential advice to service users, communicating the value added of our work to Rutland County Council and in terms of working with our partners within the county. The charity will hire a communications consultant to assist with these communications needs in the coming financial year. There will always be more work to do to ensure that all parts of the county are aware of the service.
- The health and social care landscape is changing, as are the requirements of Rutland County Council, and Citizens Advice Rutland continues to work hard to ensure it is in the best place to respond to the advice and support needs of people within the county.
- The organisation continues to review its business plan and fundraising strategy to understand medium and long term financial challenges and to respond.
  The organisation understands the access to service challenges resulting from the rurality of the county, transport challenges, the isolation and distancing requirements of Covid 19 and digital exclusion. The organisation is constantly reviewing access issues to ensure it can reach those that need advice and support. Investment in digital capability and capacity can only form part of the response. Citizens Advice Rutland recognises that the provision of effective and high quality advice that responds to client needs and circumstances can only be met through a blended approach to access, and also through a robust approach to digital exclusion.
- The organisation is committed to the provision of the highest quality of advice, but will need to continue to work with others and seek to influence the systems and approaches by which that quality is measured. System changes can create significant burden without consequential quality gain.

- Our activities throughout the financial year were severely impacted by Covid-19. Whilst the organisation has responded rapidly and provided a robust and quality digital service, there are many challenges to returning to service as usual/in person activities. The service also endeavoured to contact more vulnerable clients on a regular basis. Support to the community and voluntary sector has increased in intensity given the impacts of groups of organisations many of whom have been called upon to support community responses. Covid-19 has created stress and uncertainty for individuals and organisations and challenges for Citizens Advice Rutland in responding to existing and heightened needs.

## 5. FINANCIAL REVIEW

### Financial Position

Incoming resources in the year were £590,825 (2019/20: £659,645). Of this £60,000 (2019/20: £125,351) related to restricted project activities by 'For Rutland', Rutland Healthy Small Grants Scheme, Help to Claim and Citizens Advice funding Remote Working Equipment and Softphones. Both the Remote Working Equipment and Softphone projects were funded by grants from the Department of Business, Energy and Industrial Strategy to National Citizens Advice from which sub-grants of £4,066 and £1,300 were awarded to Rutland Citizens Advice Bureau (see note 16, page 30).

There was a loss of £31,856 for the year (2019/20: Loss £53,471). Unrestricted funds saw a profit of £16,446 but this was offset by losses and expenditure in the restricted accounts resulting in an overall loss. Due to Covid 19, all fundraising events by For Rutland were cancelled resulting in a loss of £37,821 (2019/20 Loss £1,690). The remainder of the loss was a result of expenditure in all other restricted accounts.
At 31 March 2021 total reserves were £236,680, a reduction from the 2020 figure of £268,536. However, unrestricted reserves had increased by £16,446, the overall reduction being a result of a fall in restricted reserves due to the losses/expenditure already mentioned.

The National Citizens Advice financial health monitoring report noted financial health in areas of liquidity and free reserves at the end of the financial year March 2021, rating both areas at green.

### Reserves Policy

The trustees consider and set a Reserves Policy which requires that reserves be maintained at a level which ensures that the bureau's core activities could continue during a period of unforeseen difficulty. The trustees have re-examined the bureau's requirements for free reserves in the light of the predominant risks to the organisation. The main risks to both income and expenditure are highlighted and a calculation made of the possible financial consequences of adverse movements. The free reserves thus identified would provide the opportunity for short-term drawdown of reserves, time for mitigation actions and adjustment to the changed financial circumstances.

The key areas of risk are:

- The loss of a major funding source including the non-renewal of a funding contract or reduction in scope of funding provided,
- The inability to reduce costs pro rata to any reduction in funding without putting the core service at risk.
- Increased redundancy obligations as a consequence of lack of staff turnover,
- Any unexpected expenditure, especially related to employment, and
- An increase in working capital required if funding is not received in advance.

Citizens Advice Rutland has been in regular communications with Rutland county Council over the last six months and are in the final stages of a negotiation for a three year grant. This will commence once the current contract ends. Approvals for this three year award are now before Rutland County Council. This grant, once approved, will run for three years on an annually reducing basis, requiring a corresponding increase in fundraising year on year. Citizens Advice Rutland will transition to a more mixed fundraising model, consisting of a core grant and additional income provided via bids for tenders and grant applications to a number of charitable foundations. At the September 2021 board meeting a three year service delivery plan, to cover this new grant period, will be put before the Trustee board for approval.

In light of these factors the target for reserves has been set at £115,000 (31 March 2020: £115,000). Total free reserves at 31 March 2021 as set out in these accounts are £159,717. Designated reserves of £3,500 are also held; the reasons for holding these and any restricted reserves are set out in notes 16 and 17.

The Reserves Policy will be reviewed annually in tandem with the bureau's strategy and risk assessment processes.

**Principal Funding Sources**

Rutland County Council will continue to be the primary source of funding at the end of the current contract. With additional funding coming from individuals and private foundations as well as funding via National Citizens Advice, and our 'For Rutland' fundraising team.

The charity did not have any borrowings from either providers of funding or other sources at the balance sheet date.

**Funds in Deficit**

No funds were in deficit at the balance sheet date.

**Investment Policy**

As required in its Memorandum paragraph 4.15, in furtherance of its objects, and for no other purposes, the Company has the power to invest the monies of the Company not immediately required for its purposes in or upon such investments, securities or property

as may be thought fit, subject nevertheless to such conditions and such consents as may for the time being be imposed or required by law.

## 6. FUTURE PLANS

- Develop and institute a "New Ways or Working" organisational plan responding to Covid-19 and setting out a hybrid working arrangements designed to deliver the best services both in person and online to different segments of the population of Rutland.
- Continued delivery of Citizens Advice services in Rutland including consideration of approaches to increase and support reach and access.
- Improved communications around the needs within Rutland as well as advertising our services to potential and current users.
- Review digital capability in respect of service promotion and awareness but also in consideration of delivery.
- Provision of infrastructure support to the community voluntary and faith sector in the county. Purchase volunteer brokerages software to improve and streamline the volunteer offering within Rutland.
- Continue with the smoking cessation service.
- To contribute and respond to emerging national Citizens Advice strategies focusing on the future of advice.
- Undertake fundraising and business development activity in line with agreed strategy and to sustain and develop advice services, and to consider new activity or approaches in response to need.

To continue to work to influence and improve local and national policies and practices that affect people's lives.

This report has been prepared in accordance with the Statement of Recommended Practice – Accounting and reporting by Charities and in accordance with the provisions applicable to companies subject to the small companies' regime.

The report of the trustees was approved by order of the board of trustees, as the company directors, on 27th September 2021 and signed on the board's behalf by:

.....

Elizabeth Cooper
Chair of Trustees

# Rutland Citizens Advice Bureau

## Independent Examiner's report to the Trustees of Rutland Citizens Advice Bureau

I report to the charity trustees on my examination of the financial statements of the company for the year ended 31 March 2021, which are set out on pages 17 to 32.

**Responsibilities and basis of report**

As the charity trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the accounts in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your company's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

**Independent examiner's statement**

Since the company's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Institute of Chartered Accountants in England and Wales, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

1. accounting records were not kept in respect of the company as required by section 386 of the 2006 Act; or
2. the accounts do not accord with those records; or
3. the accounts do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair view' which is not a matter considered as part of an independent examination; or
4. the accounts have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities [applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102)].

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Ian Chown

Ian Chown FCA
Institute of Chartered Accounts in England and Wales
Thorpe House
93 Headlands
Kettering
Northamptonshire
NN15 6BL

Date: 14 October 2021.

## Rutland Citizens Advice Bureau

### Statement of financial activities for the year ended 31 March 2021
### Incorporating the Income and Expenditure Account

| | Note | Unrestricted funds £ | Restricted funds £ | Total funds 2021 £ | Total funds 2020 £ |
|---|---|---|---|---|---|
| **Income and endowments from:** | | | | | |
| Donations and legacies | 2 | 12,545 | 30,603 | 43,148 | 37,106 |
| Charitable activities | 3 | | | | |
| Grants and contracts | | 513,076 | 28,940 | 542,016 | 544,399 |
| Other (including fundraising) | | 4,000 | 337 | 4,337 | 75,338 |
| Other trading activities | 4 | - | - | - | 525 |
| Investment income | 5 | 1,204 | 120 | 1,324 | 2,277 |
| **Total Income** | | 530,825 | 60,000 | 590,825 | 659,645 |
| **Expenditure on:** | | | | | |
| Raising funds | 6 | 10,970 | 60 | 11,030 | 35,745 |
| Charitable activities | 7 | | | | |
| Advice provision | | 98,845 | 83,174 | 182,019 | 194,136 |
| Partner funding | | 285,083 | - | 285,083 | 285,083 |
| Grants allocated | | - | 12,847 | 12,847 | 69,058 |
| Service provision | | 4,076 | 3,000 | 7,076 | 12,245 |
| Other | | 115,405 | 9,221 | 124,626 | 116,849 |
| **Total Expenditure** | | 514,379 | 108,302 | 622,681 | 713,116 |
| **Net income/(expenditure) and net movement in funds** | | 16,446 | (48,302) | (31,856) | (53,471) |
| Fund balances at 1 April 2020 | 15 | 146,771 | 121,765 | 268,536 | 322,007 |
| **Fund balances at 31 March 2021** | 15 | 163,217 | 73,463 | 236,680 | 268,536 |

There are no recognised gains or losses in the year, other than those included in the statement of financial activities.

All income and expenditure derives from continuing operations.

## Rutland Citizens Advice Bureau
## Balance Sheet as at 31 March 2021

| | Note | Unrestricted Funds £ | Restricted Funds £ | Total 2021 £ | Total 2020 £ |
|---|---|---|---|---|---|
| **Fixed Assets** | | | | | |
| Tangible Assets | 11 | - | - | - | 508 |
| **Current Assets** | | | | | |
| Stock | 12 | 1,237 | - | 1,237 | 848 |
| Debtors | 13 | 2,376 | 1,814 | 4,190 | 7,293 |
| Short term deposits | | 92,274 | - | 92,274 | 135,273 |
| Cash at bank and in hand | | 102,712 | 91,080 | 193,792 | 183,146 |
| | | 198,599 | 92,894 | 291,493 | 326,560 |
| Creditors - amounts falling due within one year | 14 | 35,382 | 19,431 | 54,813 | 58,532 |
| **Net Current Assets** | | 163,217 | 73,463 | 236,680 | 268,028 |
| **Net Assets** | | 163,217 | 73,463 | 236,680 | 268,536 |
| Represented by: | | | | | |
| **Funds of the Charity** | 15 | | | | |
| Unrestricted funds | | | | | |
| General funds | | 159,717 | - | 159,717 | 143,271 |
| Designated funds | | 3,500 | - | 3,500 | 3,500 |
| Restricted Funds | | - | 73,463 | 73,463 | 121,765 |
| | | 163,217 | 73,463 | 236,680 | 268,536 |

For the year ending 31 March 2021 the company was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

The members have not required the company to obtain an audit of its accounts for the year in question in accordance with section 476.

The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

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

The financial statements were approved by the Board on 27th September 2021 and signed on their behalf by:

..... .....

Elizabeth Cooper – Chair of Trustees John Hawksfield – Finance Trustee

Company Registration No: 5287678
Charity Registration No: 1107907

## Rutland Citizens Advice Bureau
### Statement of Cash Flows for year ended 31 March 2021

| | Total 2021 £ | Total 2020 £ |
|---|---|---|
| **Cash flows from operating activities** | | |
| Net expenditure | (31,856) | (53,471) |
| Adjustments for: | | |
| Loss on disposal of fixed assets | 508 | - |
| Depreciation | - | 46 |
| Interest income | (1,324) | (2,277) |
| (Increase)/decrease in stock | (389) | 380 |
| Decrease/(increase) in debtors | 3,103 | (796) |
| (Decrease)/increase in creditors | (3,719) | 22,029 |
| Net cash used in operating activities | (33,677) | (34,089) |
| **Cash flows from investing activities** | | |
| Purchase of computer equipment | - | (554) |
| Interest receivable | 1,324 | 2,277 |
| Net cash provided by investing activities | 1,324 | 1,723 |
| **Change in cash and cash equivalents in the reporting period** | (32,353) | (32,366) |
| Cash and cash equivalents at 1 April 2020 | 318,419 | 350,785 |
| Cash and cash equivalents at 31 March 2021 | 286,066 | 318,419 |
| **Components of cash and cash equivalents** | | |
| Short term deposits | 92,274 | 135,273 |
| Cash at bank and at hand | 193,792 | 183,146 |
| | 286,066 | 318,419 |

## Notes to the financial statements for the year ended 31 March 2021

### 1. Accounting policies

The principal accounting policies adopted, judgements and key sources of estimation uncertainty in the preparation of the financial statements are as follows:

#### a) Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland issued in October 2019, the Financial Reporting Standard applicable in the UK and Ireland (FRS 102), the Charities Act 2011, the Companies Act 2006 and Generally Accepted Accounting Practice.

Rutland Citizens Advice Bureau 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 note(s).

The financial statements are prepared in Sterling, which is the functional currency of the company, and are rounded to the nearest £. The company's accounts present information about it as an individual undertaking.

#### b) Legal status of the Charity

The charity is a private company limited by guarantee and has no share capital. In the event of the company being wound up, the liability in respect of the guarantee is limited to £1 per member of the charity. The registered office address is 56 High Street, Oakham, Rutland, LE15 6AL.

#### c) Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

#### d) Judgements and key sources of estimation uncertainty

In applying the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying value of assets and liabilities. Although actual results may differ from estimates of this type, in the opinion of the trustees, this is unlikely to result in material adjustments to the carrying value of assets and liabilities.

## 1. Accounting policies (continued)

### e) Incoming resources

**j) Donations and grants receivable**
Grants made to finance the activities of the charity are credited to the income and expenditure account in the period to which they relate. Income from donations or grants is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.

**ii) Bank interest**
Bank interest is included in the income and expenditure account on receipt.

**iii) Other income**
Sales of services are included in the income and expenditure account in the period to which they relate. Other income, including donations, gifts and covenants are included as they were received.

**iv) Volunteers**
The value of services provided by volunteers is not incorporated into these financial statements. Further details of their contribution are provided in the Trustees' report.

**v) Deferred income**
Grants and fees that are received in advance of delivering services required by performance-related conditions are accounted for as a liability and released to income in the reporting period in which conditions that limit recognition are met.

**vi) Legacies**
Legacies are recognised on the earlier of the date the charity is aware that probate has been granted, the estate has been finalised and the charity notified that a distribution will be made, or when a distribution is received from the estate. Legacies are only recognised in the Statement of Financial Activities when it is considered probable that a distribution will be received and that distribution can be measured reliably. When the criteria for income recognition have not been met, the legacy is treated as a contingent asset.

### f) Resources expended

All expenditure is accounted for on an accruals basis. All expenditure directly related to the provision of advice services is included within charitable expenditure. Other costs incurred have been allocated between fundraising, advice and administration as appropriate. Where such costs

1. **Accounting policies (continued)**

relate to more than one functional cost category they have been split on an estimate of time or income, as appropriate.

**g) Fixed assets and depreciation**

Fixed assets are included at cost. Items are capitalised if their value is over £500.
Depreciation is charged on a straight line basis on the costs of the assets over their estimated useful lives as follows:

| | |
|---|---|
| Fixtures & fittings: | Remaining period of lease: maximum 6 years |
| Equipment: | 10 years |
| Computers: | 3 years |

**h) Stocks**

Stock is recognised at the lower of cost and net realisable value. Cost comprises direct materials and, where applicable, those overheads that have been incurred in bringing stock to its present location and condition.

**i) Debtors**

Trade and other debtors are measured at the transaction price (including transaction costs). Where the arrangement constitutes a financing transaction, the transaction is recognised at the present value of the future cashflows discounted at a market rate of interest.

**j) Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks and other highly-liquid short-term investments with a short maturity of 3 months or less.

**k) Creditors**

Creditors are recognised where the charity has a present obligation resulting from a past event that will probably result in the transfer of funds to a third party and the amount can be measured or estimated reliably.
Trade and other creditors are measured at the transaction price. Where the arrangement constitutes a financing transaction, the transaction is recognised at the present value of the future cashflows discounted at a market rate of interest.

## 1. Accounting policies (continued)

### l) Fund accounting

Unrestricted funds are donations and other income generated for the objects of the charity without specified purposes. These can be used in accordance with the charitable objects at the discretion of the trustees.

Income received for the restricted purposes is included in a separate restricted fund against which appropriate expenditure is allocated.

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

### m) Leases

Rental costs under operating leases are charged to the statement of financial activities in equal amounts over the period of the leases.

### n) Taxation

The charity is exempt from tax on income and gains falling within section 505 of the Taxes of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.

### o) Pension

The charity operates a defined contribution group personal pension plan for its employees. Payments are charged to the Statement of Financial Activities in the period in which they are incurred.

### p) VAT

The charity has been able to recover VAT in accordance with the agreed partial exemption method.

## 2 Donations and legacies

| | Unrestricted | Restricted | 2021 | 2020 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| **Voluntary income** | | | | |
| Donations | 2,545 | 30,603 | 33,148 | 37,106 |
| Local Authority grant | 10,000 | - | 10,000 | - |
| Legacies | - | - | - | - |
| | 12,545 | 30,603 | 43,148 | 37,106 |

The income from donations and legacies was £43,148 (2020: £37,106) of which £12,545 was unrestricted (2020: £7,174) and £30,603 was restricted (2020: £29,932).£10,000 of unrestricted funds came from Rutland County Council in the form of Covid-19 aid to assist businesses.

## 3 Income from Charitable Activities

| | Unrestricted | Restricted | 2021 | 2020 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Local Authority contracts | 513,060 | - | 513,060 | 512,446 |
| Military Outreach grant | - | - | - | 9,000 |
| Other grants and contracts | - | 28,940 | 28,940 | 22,953 |
| Other paid advisory services | 16 | - | 16 | 121 |
| Fundraising events | - | 337 | 337 | 72,217 |
| National Insurance rebate | 4,000 | - | 4,000 | 3,000 |
| | 517,076 | 29,277 | 546,353 | 619,737 |

The income from charitable activities was £546,353 (2020: £619,737) of which £517,076 was unrestricted (2020: £524,874) and £29,277 was restricted (2020: £94,863).

## 4 Other trading activities

| | Unrestricted | Restricted | 2021 | 2020 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Rent from meeting rooms | - | - | - | 525 |
| | - | - | - | 525 |

The income from other trading activities was £nil (2020: £525) of which £nil was unrestricted (2020: £525).

## 5 Investment income

| | Unrestricted | Restricted | 2021 | 2020 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Bank interest received | 1,204 | 120 | 1,324 | 2,277 |

## Notes to the financial statements for the year ended 31 March 2021

## 6 Expenditure

| | Direct staffing | Other direct costs | Support costs | 2021 | 2020 |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| **Cost of raising funds** | | | | | |
| Other fundraising | 9,936 | 60 | 1,034 | 11,030 | 35,745 |
| **Charitable Activities** | | | | | |
| Advice provision | 159,049 | 6,413 | 16,557 | 182,019 | 194,136 |
| Partner funding | - | 285,083 | - | 285,083 | 285,083 |
| Grants allocated | - | 12,847 | - | 12,847 | 69,058 |
| Grant service provision | 3,693 | 3,000 | 383 | 7,076 | 12,245 |
| Other | 106,198 | 7,371 | 11,057 | 124,626 | 116,849 |
| | 278,876 | 314,774 | 29,031 | 622,681 | 713,116 |

Total expenditure was £622,681 (2020: £713,116) of which £514,379 (2020: £508,967) was unrestricted and £108,302 (2020: £204,149) restricted.

## 7 Charitable activities

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Staff costs | 268,940 | 258,946 |
| Sub-contractors | 285,083 | 285,083 |
| VCF costs | 1,541 | 3,016 |
| Quit smoking costs | 2,821 | 4,635 |
| Rutland Healthy Grants Scheme grants allocated | 7,625 | 69,058 |
| Rutland Healthy Grants Scheme costs | 3,000 | 8,050 |
| Other Grants | 5,222 | - |
| Other direct costs | 9,422 | 12,363 |
| Allocated support and governance costs (note 8) | 27,997 | 36,220 |
| | 611,651 | 677,371 |

Expenditure on charitable activities was £611,651 (2020: £677,371) of which £503,409 was unrestricted (2020: £490,088) and £108,242 was restricted (2020: £187,283).

## 8 Analysis of support and governance costs

| | Support | Governance | 2021 | 2020 |
|---|---|---|---|---|
| | £ | £ | £ | £ |
| Management costs | 2,378 | - | 2,378 | 4,663 |
| Office, IT and communications | 9,253 | - | 9,253 | 13,547 |
| Premises costs | 11,765 | - | 11,765 | 13,647 |
| Legal and professional fees | - | 4,357 | 4,357 | 4,779 |
| Accountancy services | - | 1,277 | 1,277 | 1,268 |
| AGM costs | - | 1 | 1 | 628 |
| | 23,396 | 5,635 | 29,031 | 38,532 |
| Analysed between | | | | |
| Cost of raising funds | 833 | 201 | 1,034 | 2,312 |
| Charitable activities | 22,563 | 5,434 | 27,997 | 36,220 |
| | 23,396 | 5,635 | 29,031 | 38,532 |

## 9 Net income/(expenditure) for the year

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| This is stated after charging: | | |
| Depreciation | - | 46 |
| Operating costs of leases, properties & machines | 13,500 | 3,385 |
| Independent Examiner's remuneration | | |
| Independent examination | 1,277 | 1,268 |
| Other services | 1,327 | 1,115 |

## 10 Information regarding Trustees and Employees

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Wages and salaries | 248,310 | 245,463 |
| Social security costs | 20,713 | 20,307 |
| Pension costs | 9,853 | 9,743 |
| | 278,876 | 275,513 |

The average number of employees was:

| | 2021 | 2020 |
|---|---|---|
| | No | No |
| | 12 | 12 |

The average number of employees, on a fulltime equivalent, analysed by function was:

| | 2021 | 2020 |
|---|---|---|
| | No | No |
| Charitable purposes | 5.3 | 5.5 |
| Fundraising & publicity | 0.4 | 0.3 |
| Management and administration of charity | 2.6 | 2.6 |
| | 8.3 | 8.4 |

No employee received emoluments in excess of £60,000.

There was no trustees' remuneration or other benefits for the year ended 31 March 2021 or 31 March 2020. No trustees received benefits under any pension scheme.

No travel costs were paid to members of the Trustee Board in the year (2020: £nil).

Total remuneration paid to key management personnel in the year was £86,218 (2020: £83,358).

The bureau paid £2,786 in the year ended 31 March 2021 (2020: £2,964) for various insurance services, including professional indemnity cover.

## 11 Tangible assets

| | Computer Equipment | Fixtures, fittings and equipment | Total |
|---|---|---|---|
| | £ | £ | £ |
| **Cost** | | | |
| At 1 April 2020 | 554 | 5,139 | 5,693 |
| Disposals | (554) | - | (554) |
| At 31 March 2021 | - | 5,139 | 5,139 |
| **Depreciation** | | | |
| At 1 April 2020 | 46 | 5,139 | 5,185 |
| Eliminated on disposals | (46) | - | (46) |
| At 31 March 2021 | - | 5,139 | 5,139 |
| **Net Book Value** | | | |
| At 31 March 2021 | - | - | - |
| At 31 March 2020 | 508 | - | 508 |

## 12 Stocks

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Stamp stock | 373 | 509 |
| Stop smoking stock | 864 | 339 |
| | 1,237 | 848 |

## Notes to the financial statements for the year ended 31 March 2021

### 13 Debtors

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Trade debtors | - | 350 |
| Value Added Tax | 505 | 1,699 |
| Other Debtors | 530 | 621 |
| Prepayments | 3,155 | 4,623 |
| | 4,190 | 7,293 |

### 14 Creditors - amounts falling due within one ye

| | 2021 | 2020 |
|---|---|---|
| | £ | £ |
| Trade creditors | 200 | 2,900 |
| Other creditors | 16,923 | 8,950 |
| Accruals | 3,588 | 4,290 |
| Taxation and social security | 5,046 | 5,570 |
| Deferred Income | 10,731 | 16,095 |
| Grants deposited in advance | 18,325 | 20,727 |
| | 54,813 | 58,532 |

| **Movement on deferred income account** | £ | £ |
|---|---|---|
| Deferred income brought forward | 16,095 | 16,095 |
| Income deferred in the year | - | - |
| Amount released from previous year | (5,364) | - |
| Deferred income carried forward | 10,731 | 16,095 |

## 15 Movement in funds

| Year ended 31 March 2021 | At 1 April 2020 | Incoming Resources | Outgoing Resources | Transfers between funds | At 31 March 2021 |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| Restricted Funds: | | | | | |
| For Rutland | 109,745 | 31,060 | (68,881) | - | 71,924 |
| Rutland Healthy Small Grants | 12,020 | - | (10,625) | - | 1,395 |
| Help to Claim | - | 23,574 | (23,574) | - | - |
| CitA Remote Working Equipment | - | 4,066 | (4,066) | - | - |
| CitA Softphone | - | 1,300 | (1,156) | - | 144 |
| Total Restricted Funds | 121,765 | 60,000 | (108,302) | - | 73,463 |
| Unrestricted Funds | | | | | |
| Designated Property Maint. fund | 3,500 | - | - | - | 3,500 |
| General funds | 143,271 | 530,825 | (514,379) | - | 159,717 |
| Total Unrestricted Funds | 146,771 | 530,825 | (514,379) | - | 163,217 |
| Total Funds | 268,536 | 590,825 | (622,681) | - | 236,680 |

| Year ended 31 March 2020 | At 1 April 2019 | Incoming Resources | Outgoing Resources | Transfers between funds | At 31 March 2020 |
|---|---|---|---|---|---|
| | £ | £ | £ | £ | £ |
| Restricted Funds: | | | | | |
| For Rutland | 111,435 | 102,705 | (104,395) | - | 109,745 |
| Rutland Healthy Small Grants | 89,128 | - | (77,108) | - | 12,020 |
| Help to Claim | - | 22,646 | (22,646) | - | - |
| Total Restricted Funds | 200,563 | 125,351 | (204,149) | - | 121,765 |
| Unrestricted Funds | | | | | |
| Designated Property Maint. fund | 3,500 | - | - | - | 3,500 |
| General funds | 117,944 | 534,294 | (508,967) | - | 143,271 |
| Total Unrestricted Funds | 121,444 | 534,294 | (508,967) | - | 146,771 |
| Total Funds | 322,007 | 659,645 | (713,116) | - | 268,536 |

## 16. Purpose of Restricted funds

**For Rutland** – This fund was set up to raise funds specifically to benefit the Rutland community. The focus is on the provision of services for those living with cancer, dementia or other long term illnesses or conditions.

**Rutland Healthy Small Grants Scheme** – This scheme is serviced under a contract with the Local Authority to provide a grant application system to help promote community wellbeing activities in the local area. The funding for this service is restricted for the sole purpose of this fund.

**Help to Claim** – Grant awarded by National Citizens Advice, who are in an agreement with the Department of Work and Pensions, to provide advice to those who wish to claim Universal Credit.

**CitA Remote Working Equipment** – Sub-grant awarded by National Citizens Advice from a grant awarded to them from the Department of Business, Energy and Industrial Strategy to enable service to increase capacity to respond to the immediate demand for advice arising from Covid-19.

**CitA Softphone** – Sub-grant awarded by National Citizens Advice from a grant awarded to them from the Department of Business, Energy and Industrial Strategy to enable the service to increase capacity to respond to the immediate demand for advice arising from Covid-19.

## 17. Purposes of Designated funds

**Property Maintenance fund** – This fund has been designated to build up a reserve for property maintenance expenditure required under the terms of the leasehold agreement. This year no reserve was made as it was considered that the fund held sufficient reserves to cover any foreseeable maintenance expenditure.

## 18. Analysis of net assets between funds

Comparative information for the year ended 31 March 2020

| | Unrestricted Funds £ | Restricted Funds £ | Total 2020 £ |
|---|---|---|---|
| Fixed assets | 508 | - | 508 |
| Stock | 848 | - | 848 |
| Debtors | 3,948 | 3,345 | 7,293 |
| Short term deposits | 91,138 | 44,135 | 135,273 |
| Cash at bank and in hand | 86,368 | 96,778 | 183,146 |
| Creditors due within one year | (36,039) | (22,493) | (58,532) |
| | 146,771 | 121,765 | 268,536 |

## 19. Financial commitments

### Capital Commitments

At 31 March 2021 there were no capital commitments.

### Operating lease commitments

At 31 March 2021 the charity had outstanding commitments for future minimum lease payments under non-cancellable operating leases, which fall due as follows:

| | 2021 £ | 2020 £ |
|---|---|---|
| Within one year | 13,500 | 6,000 |
| Between two and five years | 33,715 | 9,578 |
| Later than 5 years | 7,500 | - |
| | 54,715 | 15,578 |

## 20. Related party transactions

Rutland Citizens Advice Bureau is a member of Citizens Advice, the operating name of the National Association of Citizens Advice Bureaux, which provides a framework for standards of advice and casework management as well as monitoring progress against these standards. Operating policies are independently determined by the Trustee Board of Rutland Citizens Advice Bureau in order to fulfil its charitable objectives and comply with the national membership requirements. There were transactions between Rutland Citizens Advice Bureau and Citizens Advice in relation to insurance, information services and, as explained in note 16, grant funding.

There have been no other related party transactions during the year.

## 21. Pension costs

A pension scheme for employees is operated on a defined contributions basis. The scheme is open to all employees at any time. The charity contributes 4% of pensionable earnings and the employee a minimum % of gross salary to meet statutory requirements. The assets of the scheme are held separately from those of the charity in an independently administered fund. The fund administrators are Aviva. The pension cost shown in the accounts for the year represents contributions payable by the charity and amounted to £9,853 (2020: £9,743). There were no contributions payable or outstanding at the year end.