

**CITIZENS ADVICE MID LINCOLNSHIRE
(LIMITED BY GUARANTEE)**

**Company Number: 05449108 (England and Wales)
Charity Number: 1111681**

**REPORT OF THE TRUSTEES AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31 MARCH 2021**

CITIZENS ADVICE MID LINCOLNSHIRE

Reference and Administrative Information as at 31 March 2021

Charity name: Citizens Advice Mid Lincolnshire

Charity registration number: 1111681

Company Registration Number: 5449108

Registered Office/
Operational address The Advice Centre
Moneys Yard
Carre Street
Sleaford
NG34 7TW

Other operational office: Municipal Buildings
West Street
Boston
PE21 8QR

Trustee Board/Company Directors

Simon Bradford	Chair
Jenny Paterson	Vice Chair and Chair of People & Policies committee
Stuart Clegg	Treasurer / Chair of Finance committee
Tony Gordon	
Christabel Edwards	
Liz Sims	
Ben Ellis	
Kaye Brown	Resigned 01/11/2020
Jacqueline Thornalley	
John Kilcoyne	Appointed 04/11/2020

Management Team

Kingsley Taylor	Chief Executive Officer
Vicki Langley	Business Support Manager
Louise Wells	Operations Manager

Independent Examiner

Mrs Nicola Lenton FCCA
Dexter & Sharpe, The Old Vicarage, Church Close, Boston, PE21 6NA

Bankers

Barclays Bank plc, 52 Market Place, Boston, PE21 6LU

CITIZENS ADVICE MID LINCOLNSHIRE

Contents

	Page
Trustees' Annual Report	1 - 6
Report of the Independent Examiner	7
Statement of Financial Activities	8
Balance Sheet	9
Notes to the Financial Statements	10 - 15

CITIZENS ADVICE MID LINCOLNSHIRE

Report of the Trustee Board for the year ended 31 March 2021

The Trustee Board presents its financial statements and Trustees report for the year ended 31 March 2021.

Our Aims and Objectives

Purposes and Aims

Our local aim, from our articles of association is:

- to establish and maintain a local Citizens Advice for charitable purposes for the benefit of the inhabitants of the Borough of Boston, North Kesteven and of the adjacent districts of the County of Lincolnshire

This allows us to meet the overall aims of Citizens Advice:

- to provide the advice people need for the problems they face and
- to improve the policies and practices that affect people's lives by
- providing free, independent, confidential and impartial advice to everyone on their rights and responsibilities and
- by valuing diversity, promoting equality and challenging discrimination

Ensuring that our work delivers our aims

This year saw the benefits by way of increased capacity and our ability to push forward on developing new outlets, service delivery channels and other projects.

Our main key objectives for the year 2020-2021 were to continue to

- provide the provision of free, impartial, independent and confidential advice
- identify, notify and exert influence with regard to social policies and services
- increase our advice capacity to meet the needs and demands of our community

How our activities deliver public benefit

Our main activities are undertaken to further our charitable purposes for public benefit.

Who used and benefitted from our services

During this financial year which included all of the pandemic lock-down period, we answered just over 3,587 individual clients helping with 12,315 issues during the course of the year (this includes face-to-face, telephone, self-help, assisted information, signposting, referral and quick client contacts).

The top 5 issues by proportion were:

- | | |
|--------------------------------------|-----|
| • Benefits and Tax Credits (inc. UC) | 42% |
| • Debt | 35% |
| • Employment | 8% |
| • Relationships | 7% |
| • Housing | 6% |

Our highest enquiry level includes Universal Credit eligibility and our Help to Claim to first payment service has proved to be very successful.

CITIZENS ADVICE MID LINCOLNSHIRE

Report of the Trustee Board continued for the year ended 31 March 2021

Our age profile of clients across CAML:

- | | |
|---------------------|----------------------|
| • 15-24 years old | 9% of total clients |
| • 25-34 years old | 18% of total clients |
| • 35-49 years old | 26% of total clients |
| • 50-64 years old | 22% of total clients |
| • Over 65 years old | 25% of total clients |

Our main services

We give people the knowledge and confidence they need to find their way forward – whoever they are, and whatever their problem. Our service is free, independent, impartial, and confidential.

Our advice is given by a mix of volunteers and paid staff. We also provide specific advice on benefits or debt and can help our clients to appeal decisions

Quality of advice

We now use the ongoing Citizens Advice quality of advice model where we self-assess our performance quarterly; this is then moderated by a sample undertaken by Citizens Advice. We consistently score “yellow or green” assessments (good or excellent respectively) for both quality of advice and the quality of our self-assessment.

Specialist services

We continue to offer specialist debt advice via our East Midlands Money Advice project funded by the Money Advice Service and Pensions Service

We also operate smaller projects, as examples, supported by Boston Big Local (focusing on housing, benefit and debt issues for residents of a specified part of Boston), and the Medlock Charitable Trust providing benefits advice in our local Boston community.

Financial Review

Despite local and central government funding restrictions, we have worked hard to secure necessary and additional funding.

Principal funding sources

Our funding comes from a mix of grant and contract income with some donations from small bodies and individuals. We particularly welcomed the continuance of funding at the previous year’s level from our local borough and district councils despite the continuing economic downturn and the reduction in their income from central government.

Our funders for 2020-21 were:

- Boston Borough Council - core grant funding
- North Kesteven District Council – core grant funding
- Lincolnshire County Council – core grant funding
- Money Advice Service – EMMA debt advice contract
- Sleaford Town Council – overall advice funding
- Boston Big Local – overall advice for Boston Big Local area residents
- Citizens Advice (with energy company funding) – energy saving and switching advice for individuals and front-line staff across many organisations
- Big Energy Saving Network – front-line worker and energy consumer workshops

CITIZENS ADVICE MID LINCOLNSHIRE

Report of the Trustee Board continued for the year ended 31 March 2021

Investment policy

Aside from retaining a prudent amount in reserves each year, most of the charity's funds are spent in the short term so there are few funds for long term investment.

CAML's funds are managed tightly. An account also contains the Bureau reserves.

The Trustee Board, via the Treasurer, will continue to review investment strategy to establish whether a larger return is available at no risk to the Bureau's finances.

Reserves policy

The Trustee Board has reviewed the charity's requirements for reserves in the light of the main risks to the organisation. The established policy is to aim to maintain the greater of:

- 3 months of normal running costs (around £127,000)

Or in the case of immediate closure,

- funds that will cover redundancy and holiday pay costs
- funds to pay our existing other liabilities such as building rent and service charge (12 month notice period), suppliers and equipment leases.

This second figure was around £103,000 as at 31 March 2021.

Our unrestricted reserves for this year are quoted as £375,171. We will designate reserves as follows:

- Immediate closure/running cost reserve: £127,000
- IT and office update/replacement reserve: £2,500
- **TOTAL DESIGNATED RESERVES: £129,500**

This leaves a net unrestricted reserve to cover items such as current or future deficits, premises upgrades, service delivery and sustainability at £245,671. Restricted reserves stood at £8,383

Plans for Future Periods

We plan to continue to improve access to our services by further use of telephone, electronic face-to-face, webchat and email advice opportunities to enhance our well-established face-to-face offer. Throughout the Covid-19 pandemic we have continued to provide our clients with advice provided by these channels.

To assist in planning we have a revised CAML business and service development plan that has been produced to give our strategic direction and timelines for travel along our development path.

CITIZENS ADVICE MID LINCOLNSHIRE

Report of the Trustee Board continued for the year ended 31 March 2021

Structure, Governance and Management

Governing document

The organisation is a charitable company limited by guarantee, incorporated on 11 May 2005 and registered as a charity on 13 October 2005. The company was established under a Memorandum of Association which established the objects and powers of the charitable company and is governed under its Articles of Association.

Recruitment and appointment of the Trustee Board

The directors of the company are also charity trustees and known as Trustees. Trustees are elected, co-opted or nominated to serve for a period of up to the third Annual General Meeting after which they must be elected, co-opted or nominated again. Trustees give their time voluntarily and receive no benefits from the charity. Any expenses reclaimed from the charity are set out in notes 5 and 6 to the accounts.

Trustee recruitment remains a key objective in order that the Board:

- Represent the local communities
- May ensure that CAML's activity is aligned to the requirements of all customers
- Has the correct skills, knowledge and experience in place to govern CAML

Trustee induction and training

New Trustees spend time in the local offices to get an idea of the activities and pressures that staff and clients face. (this was not possible during periods of lockdown due to Covid-19). Information Assurance training and assessment is mandatory for all Trustees.

Trustees are provided with full information on their roles and responsibilities when recruited and asked to work through a programme of information, research and knowledge following their appointment.

Risk management

We have a risk register and have fully reviewed our CAML Business Continuity Plan. This is now being aligned with other partners where relevant, eg Boston Borough. Covid -19 has impacted on the delivery of our face to face service. As soon as lockdown was announced a move to virtual meetings and the use of telephone, webchat and email services were introduced immediately to enable clients to contact us in the usual way. Normal services will be re-introduced as circumstances permit.

Organisational structure

We currently have 9 Trustees (as at 31 March 2021) who meet quarterly as a minimum and also attend inter-Board sub-committee meetings:

- Finance
- People & policies

The Board also takes responsibility under the new Citizens Advice membership agreement and leadership guidance for the strategic direction and policy of the charity.

CITIZENS ADVICE MID LINCOLNSHIRE

Report of the Trustee Board continued for the year ended 31 March 2021

Related parties

CAML is a member of Citizens Advice with its local and national policy. We are represented on various boards and bodies at local Boston level as well as county.

In Lincolnshire, CAML is part of the Citizens Advice Lincolnshire consortium. This allows for a single county conduit to facilitate countywide funding and activity.

We have well established links with many local organisations and contacts: our local councils, Jobcentre Plus, Department of Work and Pensions, Age UK, Centrepont Outreach (a local homeless charity) and we also continue to maintain close links with our local Community and Voluntary Service colleagues.

Our Trustees also have other areas of interest and influence in our locality and we also encourage our staff to represent their communities within other organisations.

Responsibilities of the Trustee Board

We are required to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the charitable company. In preparing these financial statements the Trustee Board should follow best practice and:

- Select suitable accounting policies and then apply them consistently,
- Make judgements and estimates that are reasonable and prudent and
- Prepare the financial statements on the going concern basis unless it is not appropriate to assume that the company will continue on that basis

The Trustee Board is also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Members of the Trustee Board

Trustee Board members (who are directors for the purpose of company law and trustees for the purposes of charity law) who served during the year and up to the date of this report are set out earlier.

In accordance with Company Law, as the company's directors, we certify that:

- So far as we are aware, there is no relevant examination information of which the company's examiners are unaware and
- As the directors of the company we have taken all the steps that we ought to have taken in order to make ourselves aware of any relevant examination information and to establish that the charity's examiners are aware of that information.

CITIZENS ADVICE MID LINCOLNSHIRE

Report of the Trustee Board continued for the year ended 31 March 2021

Accountants

Dexter & Sharpe were re-appointed as the charitable company's accountants during the year and have expressed their willingness to continue in that capacity.

This report has been prepared in accordance with the Statement of Recommended Practice; Accounting and Reporting by Charities issued in March 2005 (updated June 2008) and in accordance with the special provisions of part 15 of the Companies Act 2006 relating to small entities.

Approved by the Trustee Board on 18 November 2021 and signed on its behalf by:

Simon Bradford (Chair of Trustee Board)

CITIZENS ADVICE MID LINCOLNSHIRE

Independent Examiner's Report To The Trustees of Citizens Advice Mid Lincolnshire

I report on the accounts for the year ended 31 March 2021 set out on pages 8 to 15.

Responsibilities and basis of report

As the charity's trustees of the Company (who are also the directors of the company 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 for this year under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of your charity'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

I have completed my examination. I confirm that no material matters have come to my attention which gives me cause to believe that:

- accounting records were not kept in accordance with section 386 of the Companies Act 2006; or
- the accounts do not accord with such records; or
- the accounts do not comply with relevant accounting requirements under section 396 of the Companies Act 2006 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
- the accounts have not been prepared in accordance with the Charities SORP (FRS102).

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.

**Mrs Nicola Lenton FCCA
Independent Examiner
Dexter & Sharpe Chartered Certified Accountants
The Old Vicarage
Church Close
Boston Lincolnshire
PE21 6NA**

18 November 2021

CITIZENS ADVICE MID LINCOLNSHIRE

Statement of Financial Activities For the year ended 31 March 2021

Notes	Unrestricted Funds 2021 £	Restricted Funds 2021 £	Total Funds 2021 £	Total Funds 2020 £
	Income and endowments from			
3	Charitable activities	254,915	176,163	431,078
	Donations	18,671	-	18,671
	UK Bank interest	262	-	262
4	Other income	16,667	-	16,667
	Total	290,515	176,163	466,678
	Expenditure on:			
5	Charitable activities	308,314	94,894	403,208
5	Other costs	3,218	-	3,218
6	Total	311,532	94,894	406,426
	Net income for the year	(21,017)	81,269	60,252
	Transfers between Funds	84,735	(84,735)	-
	Net Movement in Funds For the year	63,718	(3,466)	60,252
	Balances brought forward at 6 April 2020	311,453	11,849	323,302
	Balances carried forward at 31 March 2021	375,171	8,383	383,554

The notes on pages 10 to 15 form part of these financial statements

CITIZENS ADVICE MID LINCOLNSHIRE

Company Number 05449108

Balance Sheet as at 31 March 2021

Notes	2021 £	2020 £
Fixed Assets		
7 Tangible assets	8,765	14,267
Current Assets		
Cash at bank and in hand	385,573	327,970
	<u>385,573</u>	<u>327,970</u>
Creditors		
8 Amounts falling due within one year	10,784	18,935
	<u>10,784</u>	<u>18,935</u>
Net Current Assets	374,789	309,035
Total Assets Less Current Liabilities	<u>383,554</u>	<u>323,302</u>
Funds		
9 Unrestricted	245,671	181,953
Designated	129,500	129,500
Restricted	8,383	11,849
	<u>383,554</u>	<u>323,302</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2021.

The trustees have not required the charitable company to obtain an audit of its financial statements for the year ended 31 March 2021 in accordance with Section 476 of the Companies Act 2006.

The trustees acknowledge their responsibilities for:

- (a) ensuring that the charitable company keeps accounting records which comply with Section 386 and 387 of the Companies Act 2006 : and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the charitable company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the charitable company.

The financial statements have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small charitable companies.

The financial statements were approved by the Board of Directors on 18 November 2021 and were signed on its behalf by:

Simon Bradford
Chairman

The notes on pages 10 to 15 form part of these financial statements.

CITIZENS ADVICE MID LINCOLNSHIRE

Notes to the Financial Statements for the year ended 31 March 2021

1. STATUTORY INFORMATION

Citizens Advice Mid Lincolnshire is a private limited company, limited by guarantee, registered in England and Wales. The company's registered number and registered office address can be found on the Company Information page.

2. ACCOUNTING POLICIES

Basis of Preparation of Financial Statements

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 (FRS102) effective January 2015 – (Charities SORP (FRS102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS102) and the Companies Act 2006.

Income

Grants are included on the accruals basis, being recognised in the period they are intended to cover. Grants received before their period of designated expenditure are accrued as deferred income. Donations are included on a receipts basis.

Expenditure

All material categories of expenditure are included on the accruals basis. Other costs include all expenditure not directly related to the charitable activities.

Taxation

The charity is a registered charity and the accounts are prepared on the basis that its activities are not liable to income tax or corporation tax. The bureau is registered for value added tax and has a partial exemption status. Assets, income and expenditure are shown in the accounts net of any VAT payable or recoverable.

Tangible Fixed Assets and Depreciation

Tangible fixed assets are stated at cost less depreciation. Values of less than £500 are not capitalised. Depreciation is provided at rates calculated to write off the cost of fixed assets, less their estimated residual value, over their expected useful lives. The trustees have reviewed the policy and have adopted the following bases of depreciation:

Furniture & equipment	5 years	straight line
Computer equipment	3 years	straight line

Operating leases

Rentals applicable to operating leases, where substantially all of the benefits and risks of ownership remain with the lessee, are charged against profits on a straight line basis over the period of the lease.

Pension costs and other post-retirement benefits

The charitable company operates a defined contribution pension scheme. Contributions payable to the charitable company's pension scheme are charged to the Statement of Financial Activities in the period to which they relate.

CITIZENS ADVICE MID LINCOLNSHIRE

Notes to the Financial Statements for the year ended 31 March 2021 cont

3. INCOME FROM CHARITABLE ACTIVITIES

	2021 Unrestricted £	2021 Restricted £	2020 Unrestricted £	2020 Restricted £
Government and Local Government	117,661	-	128,641	171,912
Other	137,254	176,163	103,039	95,799
	<u>254,915</u>	<u>176,163</u>	<u>231,680</u>	<u>267,711</u>

4. OTHER INCOME

	2021 Unrestricted Funds £	2021 Restricted Funds £	2021 Total Funds £	2020 Total Funds £
Fundraising	-	-	-	17,636
Sundry income	-	-	-	782
National Lottery Covid-19	9,950	-	9,950	-
National Citizens Advice IT & Software	6,717	-	6,717	-
	<u>16,667</u>	<u>-</u>	<u>16,667</u>	<u>18,418</u>

5. EXPENDITURE - UNRESTRICTED

	2021 Charitable Activities £	2021 Other Costs £	2021 Total Funds £	2020 Total Funds £
Salaries	230,542	-	230,542	188,306
Training and travelling expenses	1,751	-	1,751	16,772
Office costs	30,627	-	30,627	19,770
Premises costs	32,385	-	32,385	72,044
Other expenses	1,124	-	1,124	3,567
Depreciation	11,885	-	11,885	10,556
Loss on disposal of assets	-	-	-	665
Independent examiner's fees	-	1,585	1,585	1,512
Trustees meeting expenses	-	-	-	91
PAYE interest	-	534	534	87
Bank charges	-	199	199	147
Publicity and promotion	-	900	900	-
	<u>308,314</u>	<u>3,218</u>	<u>311,532</u>	<u>313,517</u>

CITIZENS ADVICE MID LINCOLNSHIRE

Notes to the Financial Statements for the year ended 31 March 2021 cont

5. EXPENDITURE - RESTRICTED

	Charitable Activities 2021 £	Other Costs 2021 £	2021 £	2020 £
Salaries	88,258	-	88,258	153,788
Training and travelling expenses	-	-	-	1,408
Office costs	2,086	-	2,086	11,592
Premises costs	-	-	-	-
Other expenses	4,550	-	4,550	-
	<u>94,894</u>	<u>-</u>	<u>94,894</u>	<u>166,788</u>

The charity holds public liability, professional indemnity and employee liability insurance, the cost of which is included in the above.

6. TOTAL RESOURCES EXPENDED

	Staff Costs £	Depreciation £	Other Costs £	Total £	Total £
Charitable activities	318,800	11,885	72,523	403,208	478,468
Other costs	-	-	3,218	3,218	1,837
	<u>318,800</u>	<u>11,885</u>	<u>75,741</u>	<u>406,426</u>	<u>480,305</u>

	2021 £	2020 £
Staff costs consist of:		
Wages and salaries	294,187	325,793
Social security costs	17,174	8,888
Other pension costs	7,439	7,412
	<u>318,800</u>	<u>342,093</u>

No employee earned £60,000 per annum or more. Pension costs are in respect of defined contribution schemes.

	No	No
The average weekly number of employees was	<u>16</u>	<u>22</u>

No trustee received remuneration.

CITIZENS ADVICE MID LINCOLNSHIRE

Notes to the Financial Statements for the year ended 31 March 2021 cont

7. TANGIBLE FIXED ASSETS

	Computer Equipment £	Furniture & Equipment £	Total £
Cost			
At 1 April 2020	25,866	15,820	41,686
Additions	6,383	-	6,383
Disposals	-	-	-
	<hr/>	<hr/>	<hr/>
At 31 March 2021	32,249	15,820	48,069
	<hr/>	<hr/>	<hr/>
Depreciation			
At 1 April 2020	12,733	14,686	27,419
Charge for year	10,751	1,134	11,885
Re disposals	-	-	-
	<hr/>	<hr/>	<hr/>
At 31 March 2021	23,484	15,820	39,304
	<hr/>	<hr/>	<hr/>
Net Book Value			
At 31 March 2021	8,765	-	8,765
	<hr/>	<hr/>	<hr/>
At 1 April 2020	13,133	1,134	14,267
	<hr/>	<hr/>	<hr/>

All fixed assets are used for charity purposes.

8. CREDITORS – AMOUNTS FALLING DUE WITHIN ONE YEAR

	2021 £	2020 £
Creditors	918	1,119
Accruals	1,585	6,512
Taxation and social security	8,281	11,304
	<hr/>	<hr/>
	10,784	18,935
	<hr/>	<hr/>

CITIZENS ADVICE MID LINCOLNSHIRE

Notes to the Financial Statements for the year ended 31 March 2021 cont

9. FUNDS

	Balance at 01.04.20 £	Movement in Resources			Balance at 31.03.21 £
		Incoming £	Outgoing £	Transfers £	
Restricted funds	11,849	176,163	94,894	(84,735)	8,383
Designated funds	129,500	-	-	-	129,500
Unrestricted funds	181,953	290,515	311,532	84,735	245,671
	<u>323,302</u>	<u>466,678</u>	<u>406,426</u>	<u>-</u>	<u>383,554</u>

10. ANALYSING NET ASSETS BETWEEN FUNDS

	Unrestricted Funds £	Restricted Funds £	2021 Total Funds £	2020 Total Funds £
Fund balances at 31 March 2020 are represented by:				
Tangible fixed assets	<u>8,765</u>	<u>-</u>	<u>8,765</u>	<u>14,267</u>
Current assets	377,190	8,383	385,573	327,970
Current liabilities	<u>10,784</u>	<u>-</u>	<u>10,784</u>	<u>18,935</u>
Net current assets	<u>366,406</u>	<u>8,383</u>	<u>374,789</u>	<u>309,035</u>
Total net assets	<u>375,171</u>	<u>8,383</u>	<u>383,554</u>	<u>323,302</u>

Restricted funds represent grants received for projects, less expenses paid for direct charitable services and administration under the restrictions imposed for these grants.

Unrestricted funds noted above are unrestricted general funds, which represent the free funds of the charity which are not designated for a particular fund. The designated fund is a fund that has been designated by the trustees to cover future costs as follows:

	Balance at 01.04.20	Transfers in year	Balance at 31.03.21
Immediate closure/running costs	127,000	-	127,000
IT & office	2,500	-	2,500
Premises provision	-	-	-
	<u>129,500</u>	<u>-</u>	<u>129,500</u>

CITIZENS ADVICE MID LINCOLNSHIRE

Notes to the Financial Statements for the year ended 31 March 2021 cont

11. TRANSACTION WITH TRUSTEES

During the year, no trustees had travel expenses reimbursed (2020 – £91).

12. JOINT VENTURE

Citizens Advice Mid Lincolnshire is a participant, with six other county Bureaux, in a joint venture, Citizens Advice Lincolnshire.

Citizens Advice Lincolnshire is a charitable company limited by guarantee, incorporated on 12 October 2012.

The Bureau received £82,480 (2020 £66,083) from the joint venture.

As at 31 March 2021 no amounts were due from/to Citizens Advice Lincolnshire.