

**Citizens Advice North East Derbyshire
Company Limited by Guarantee
Financial Statements
31 March 2021**

MCABA Limited t/a Mitchells
Chartered Accountants & Statutory Auditor
91-97 Saltergate
Chesterfield
Derbyshire
S40 1LA

Citizens Advice North East Derbyshire
Company Limited by Guarantee
Financial Statements
Year ended 31 March 2021

	Page
Trustees' annual report (incorporating the director's report)	1
Independent auditor's report to the members	11
Statement of financial activities (including income and expenditure account)	16
Statement of financial position	17
Statement of cash flows	18
Notes to the financial statements	19

Citizens Advice North East Derbyshire

Company Limited by Guarantee

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

Year ended 31 March 2021

The trustees, who are also the directors for the purposes of company law, present their report and the financial statements of the charity for the year ended 31 March 2021.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

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

Year ended 31 March 2021

Reference and administrative details

Registered charity name Citizens Advice North East Derbyshire

Charity registration number 1118194

Company registration number 05933725

Principal office and registered office Coney Green Business Centre
Wingfield View
Clay Cross
Chesterfield
Derbyshire
S45 9JW
England

The trustees

Mr F Bacon	
Mr T Jones (Chair)	
Mr G Hawkins	
Mr S Hayler	(Resigned 4 June 2021)
Miss K J Jackson	(Appointed 4 February 2021)
Ms J Hirst	
Mr J Funnell	
Ms E Kopp	
Ms K Salt	(Appointed 4 February 2021)
Miss N Turner	(Appointed 23 July 2020)
Mr J Allsop	(Served from 22 June 2020 to 10 December 2020)
Mr B Uknighted	(Served from 15 October 2020 to 30 April 2021)
Mr A F Tomlinson	(Resigned 10 December 2020)

Senior Management Team

Ms G Sladen
Ms J Stoppard
Mr P Ozimek
Ms A Wallace
Ms L Smith
Mr B Young

Auditor

MCABA Limited t/a Mitchells
Chartered Accountants & Statutory Auditor
91-97 Saltergate
Chesterfield
Derbyshire
S40 1LA

Bankers

Unity Trust Bank Plc
Nine Brindleyplace
Birmingham
B1 2HB

Citizens Advice North East Derbyshire

Company Limited by Guarantee

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

Year ended 31 March 2021

Structure, governance and management

a. Constitution

Citizens Advice North East Derbyshire is an incorporated company Limited by Guarantee and a registered charity. It has been in existence since 1976. Citizens Advice North East Derbyshire is governed by its Memorandum and Articles of Association. The Charity's name was officially changed within the year from North East Derbyshire Citizens Advice Bureau to Citizens Advice North East Derbyshire in line with our national body's guidance.

b. Method of appointment or election of Trustees

Members of the Trustee Board are made up of Representative Members (from Local Authorities etc), others are recruited according to specific skills they can offer following Trustee skills audit plus charity Representatives. A separate process agreed by the Trustee Board is followed for the election of the chair.

c. Pay policy for senior staff

Citizens Advice North East Derbyshire follows guidance from the National Association with regards the pay policy for senior staff.

d. Organisational structure and decision making

Citizens Advice North East Derbyshire is governed by its Trustee Board which is responsible for setting the strategic direction of the organisation and the policy of the Charity. The Board carry the ultimate responsibility for the conduct of the Charity and for ensuring that the Charity satisfies its legal and contractual obligations. The Board meet as a minimum quarterly and delegate the day-to-day operation of the organisation to senior management. The Trustee Board is independent from management. The Charity's Business Plan is reviewed annually; using client needs data and an analysis of equality, diversity and inclusion client profiles.

e. Related party relationships

Citizens Advice North East Derbyshire is a member of Citizens Advice, the operational name of the National Association of Citizens Advice Charity, 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 Citizens Advice North East Derbyshire in order to fulfil its charitable objects and comply with the national membership requirements, including the adoption of mandatory policies where applicable.

The Charity also co-operates and liaises with a number of other advisory services, local charities and local authority departments on behalf of clients. Where one of the Trustee Board 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. Where trustees are also elected members of the local authority any potential conflict of interest is declared at each meeting; this process is in place for all trustees to declare any potential conflicts of interest at each meeting.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

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

Year ended 31 March 2021

Structure, governance and management *(continued)*

f. Risk management

The Board recognises that any major risks to which the Charity is exposed need to be reviewed and systems put in place to mitigate those risks. To that end Citizens Advice North East Derbyshire has a robust risk register that is a 'living' document and is presented to the Board quarterly in order to continually monitor and manage its risk.

Included in external risks is the loss of funding. The effects of this have been minimised where possible by the procedures that are being put in place, to ensure that funding is secured from a variety of sources and the Charity continues to seek to diversify its funding sources. Internal risks are minimised by the implementation of procedures for authorisation of all transactions and projects and to ensure consistent quality of delivery for all operational aspects. These procedures will be periodically reviewed to ensure that they still meet the needs of the Charity.

During the year board meetings continued as planned using video conferencing, including the AGM. Face to face meetings have resumed during 2021.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

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

Year ended 31 March 2021

Objectives and activities

a. Policies and objectives

The Charity's objects are to promote any charitable purpose for the public benefit by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress in particular, but without limitation, for the benefit of the community in the local authority districts of North East Derbyshire and Bolsover.

Public benefit

We have referred to the guidance contained in the Charity Commissions' general guidance on public benefit when reviewing our aims and objectives and in planning our future activities. In particular the trustees consider how planned activities which are summarised below will contribute to the aims and objectives they have set. Details of how the Charity has delivered public benefit can be found in the activities for achieving objectives and review of activities sections.

b. Activities for achieving objectives

Citizens Advice North East Derbyshire ("CA NED") 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 a 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 Charity will continue to seek divergent funding supported by its core funding.

CA NED is also involved in initiatives across North East Derbyshire, Bolsover and the County regarding Financial Inclusion and plays an active part within the Feeding Derbyshire initiative. During the year CA NED ran a project raising awareness around scams/fraud aimed at people living in Derbyshire particularly the vulnerable.

The principal activity of CA NED remained the provision of free, confidential, independent and impartial advice, information and counsel for members of the public. This is usually provided through the main drop-in centre in Clay Cross and a variety of community buildings, G.P. Surgeries, etc. throughout North East Derbyshire and Bolsover Districts. A telephone based Adviceline is also available and during the pandemic this was the main access into services whilst face to face work was limited due to lockdowns. In addition to generalist advice the following specialist advisory services were provided:

- i) Specialist Debt Provision;
- ii) Specialist Welfare Benefit Provision;
- iii) Provision of generalist advice to patients of GP practices in N.E. Derbyshire and Bolsover districts
- iv) Working in partnership with Derbyshire County Council's Public Health Department on their wellness initiative;
- v) Leading on the Derbyshire Scamwatch project;
- vi) The provision of advice in 2 foodbanks as part of the Feeding Derbyshire project;
- vii) The provision of a telephone Adviceline;
- viii) The provision of the Universal Credit "Help to Claim" initiative funded by Citizens Advice nationally in partnership with Chesterfield Citizens Advice Bureau.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

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

Year ended 31 March 2021

Objectives and activities *(continued)*

c. Volunteers

Volunteers are the heart of our work in the form of voluntary assistance in advising the public and administering the Charity and we are deeply grateful for all that they do. During the year volunteers who worked with clients face to face were only able to do so for limited periods due to national lockdowns. We expanded the range of roles available to volunteers to include research, aftercare surveying of clients, social media management and home-based phone advice in order to offer more opportunities to work with us.

Our volunteers give us around 125 hours of their time per week which has an economic value of over £100,000 per year (based on average earnings).

Citizens Advice North East Derbyshire

Company Limited by Guarantee

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

Year ended 31 March 2021

Achievements and performance

a. Review of activities

2020/21 was an unusual year with the global Covid pandemic. We had to shift our services to the telephone away from face to face for most of the year and despite the limitations of phone work were able to continue to provide advice and assistance to those people in the community who needed it. Our staff and volunteers worked remotely from home in the main and going forwards we are embracing the flexibility that a hybrid home/office working pattern can bring.

2021/22 sees us extending our work back into face-to-face community locations as these become available. During the year we saw a decrease in vulnerable clients that we interpret as being a preference for accessing our services face to face. Conversely we saw an increase in younger people seeking advice, reflecting the increase in employment issues and a possible preference for remote advice by phone or webchat.

In January 2021 we moved Adviceline to the National Citizens Advice telephone platform, retaining a local phone number. This increases our ability to monitor call data, enable advisers in training to listen in to calls and gives clients access to longer opening hours. We seek to resolve issues at the first point of contact with the client and where this is not possible a phone appointment is made; this usually involves further casework.

We worked with 2 foodbanks in Clay Cross and Shirebrook initially taking referrals for advice during lockdowns and as this lifted, through the provision of an advice worker during their main sessions via Big Lottery Funding provided by Feeding Britain.

This was the final year of the Scamwatch funding and although sadly the project ended in April 2021 it has been a huge success with vulnerable clients receiving the advice and support they needed after having been scammed.

Advantage was taken of a number of Covid recovery funding streams that enabled us to:

- open safely for face-to-face work (Foundation Derbyshire funding)
- take our service out into the community under a gazebo (Foundation Derbyshire funding)
- provide additional debt advice (Coalfields Regeneration Trust and Foundation Derbyshire funding)
- purchase IT equipment to move our services to remote provision (Department for Business, Energy and Industrial Strategy funding)
- explore and develop our digital skills and ambitions (Catalyst and the National Lottery funding)
- provide additional advice in the Bolsover area (Duke of Devonshire Charity and Coalfields Regeneration Trust funding)
- continue our work in foodbanks (Foundation Derbyshire funding)
- give advice to NHS patients accessing community Children's Services (Derbyshire Community Health Services)
- continue our work in foodbanks when Big Lottery funding ended (Foundation Derbyshire funding)

Our work linked to GP surgeries moved to the phone but continued to provide advice and assistance as did our Derbyshire wellness project work. These services are supported by Derbyshire County Council Public Health.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

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

Year ended 31 March 2021

Achievements and performance *(continued)*

The majority of our debt work was funded by the Money and Pension Service, working as part of the East Midlands Money Advice project. We saw a reduction in numbers of clients accessing debt advice during the year due to Government easement activities although as these were lifted, number began to increase. Our Help to Claim project saw an increased number of clients due to the impact of job losses and redundancies.

Our funders have continued to support our work during multiple lockdowns, for which we are grateful. All of our work is only possible due to the core funding provided by North East Derbyshire District Council and Bolsover District Council that underpins everything we do.

We are pleased to report that under the membership scheme with our national association we continue to score well in our Quality of Advice assessments and have scored highly in both our staff and client surveys, both of which are carried out nationally by Citizens Advice

Activities:

We have:

- Dealt with 21,924 enquiries.
- Handled over £2.5 million of debt.
- Successfully helped people gain over £2.7 million in benefit, tax credits and other financial awards.

b. Factors affecting the achievement of objectives

Phone based services have proved successful in the continuation of our work over lockdowns but our strength is providing community-based advice and assistance and we welcome the lifting of restrictions to allow us to resume this way of working with clients.

c. Investment policy and performance

The Charity does not currently hold material investments.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

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

Year ended 31 March 2021

Financial review

a. Financial position and performance

Total income increased in the year from £722,038 to £779,894, Expenditure decreased in the year from £829,524 to £771,326, giving a net surplus of £8,568 compared to a net deficit of £107,486 in 2020 following the prior period adjustments reflected in these financial statements. Of the recorded net surplus for the year, a £22,990 surplus related to unrestricted funds and a deficit of £14,422 to restricted funds.

b. Reserves policy

Citizens Advice North East Derbyshire is required to ensure that free monies are available in each financial year to meet any reasonable foreseeable contingency. The Charity will aim to achieve a projection of income for at least 12 months ahead and will ensure that this continues to be derived from as wide a variety of sources as possible. The Charity will take all necessary steps to ensure that at no time within this period would it be possible for the cessation of one or more funding streams to present so serious a challenge to the future of the organisation that it could not be managed.

Total funds at 31 March 2021 were £148,179 (2020: £139,611 as restated) of which £7,128 (2020: £21,550) are restricted funds and £141,051 (2020: £118,061) are unrestricted funds. Out of the unrestricted funds £35,000 (2020: £50,000) have been designated for specific purposes. Free reserves, excluding designated funds, are therefore £106,051 (2020: £68,061). Please refer to note 22 to these financial statements for details of the prior period adjustment leading to the restatement of the 2020 funds balance.

In reviewing the potential costs that could arise should a significant reduction in income be incurred the Trustee Board have concluded that 'free' reserves should be maintained at a level of at least 2 months of operating costs. Free reserves exclude any designated reserves. The reserves policy is reviewed by Trustees annually.

c. Principal funding

The Trustee Board extend their gratitude to North East Derbyshire District Council and Bolsover District Council who continued to support the core operating capacity of the Charity. The Board are also extremely grateful to Derbyshire County Council for their continued support.

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

Plans for future periods

a. Future developments

Funding continues to present ever growing challenges. The Board along with the Chief Executive keep this under constant review and are looking for new avenues of funding, particularly as we recover from lockdown and sustainable rather than short term emergency funding becomes available.

Citizens Advice North East Derbyshire aims to continually improve access to its service, and will continue to look at extending its services working in the most efficient and cost effective way. We are also exploring how we can improve our offer for younger people, building on the increased accessing of services by younger people during the year. We will continually review our service and client profiles to aid us in this work.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

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

Year ended 31 March 2021

Trustees' responsibilities statement

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

Company law requires the charity trustees to prepare financial statements for each year which give a true and fair view of the state of affairs of the charitable company and the incoming resources and application of resources, including the income and expenditure, for that period.

In preparing these financial statements, the trustees are required to:

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

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

Auditor

Each of the persons who is a trustee at the date of approval of this report confirms that:

- so far as they are aware, there is no relevant audit information of which the charity's auditor is unaware; and
- they have taken all steps that they ought to have taken as a trustee to make themselves aware of any relevant audit information and to establish that the charity's auditor is aware of that information.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report and the strategic report were approved on 8 December 2021 and signed on behalf of the board of trustees by:



Mr T Jones
Trustee

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Independent Auditor's Report to the Members of Citizens Advice North East Derbyshire

Year ended 31 March 2021

Opinion

We have audited the financial statements of Citizens Advice North East Derbyshire (the 'charity') for the year ended 31 March 2021 which comprise the statement of financial activities (including income and expenditure account), statement of financial position, statement of cash flows and the related notes, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including FRS 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charity's affairs as at 31 March 2021 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice;
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charity in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charity's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Independent Auditor's Report to the Members of Citizens Advice North East Derbyshire (continued)

Year ended 31 March 2021

Other information

The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. The trustees are responsible for the other information. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the trustees' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the trustees' report has been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charity and its environment obtained in the course of the audit, we have not identified material misstatements in the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Independent Auditor's Report to the Members of Citizens Advice North East Derbyshire (continued)

Year ended 31 March 2021

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charity's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charity or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

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

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

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Independent Auditor's Report to the Members of Citizens Advice North East Derbyshire (continued)

Year ended 31 March 2021

Auditor's responsibilities for detecting irregularities, including fraud

The objectives of our audit are: to identify and assess the risks of material misstatement of the financial statements due to fraud or error; to obtain sufficient appropriate audit evidence regarding the assessed risks of material misstatement due to fraud or error; and to respond appropriately to those risks. Owing to the inherent limitations of an audit, there is an unavoidable risk that material misstatements in the financial statements may not be detected, even though the audit is properly planned and performed in accordance with the ISAs (UK).

In identifying and assessing the risks of material misstatement in respect of irregularities, including fraud and non-compliance with laws and regulations, our procedures included the following:

- We obtained an understanding of the legal and regulatory frameworks applicable to the charity and the sector in which they operate. We determined that the following laws and regulations were most significant; the Companies Act 2006, the Charities SORP (FRS 102) and UK corporate taxation law. The charity is also subject to the regulations of the Financial Conduct Authority.
- We obtained an understanding of how the charity is complying with those legal and regulatory frameworks by making inquiries to relevant members of the management team. We corroborated our inquiries through our review of board minutes (where applicable) and inquiry into legal fees incurred in the year.
- We assessed the susceptibility of the charity's financial statements to material misstatement, including how fraud might occur. Audit procedures performed by the engagement team included:
 - Identifying the controls management has in place to prevent and detect fraud and assessing the operation of these controls
 - Understanding how those charged with governance considered and addressed the potential for override of controls or other inappropriate influence over the financial reporting process
 - Identifying and testing journal entries, in particular any journal entries that were large or unusual in nature
 - Assessing the extent of compliance with the relevant laws and regulations governing the charity and the sector it operates within. This included a review of any potential breaches during and since the year end; and
 - Challenging assumptions and judgements made by management in its significant accounting estimates.

There are inherent limitations in the audit procedures described above and the further removed non-compliance with laws and regulations is from the events and transactions reflected in the financial statements the less likely we would become aware of it. The risk of not detecting a material misstatement due to fraud is higher than the risk of not detecting one resulting from error as fraud may involve deliberate concealment by, for example, forgery, intentional misrepresentations or collusion.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Independent Auditor's Report to the Members of Citizens Advice North East Derbyshire (continued)

Year ended 31 March 2021

Use of our report

This report is made solely to the charity's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charity's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charity and the charity's members as a body, for our audit work, for this report, or for the opinions we have formed.



Andrew McDaid (Senior Statutory Auditor)

For and on behalf of
MCABA Limited t/a Mitchells
Chartered Accountants & Statutory Auditor
91-97 Saltergate
Chesterfield
Derbyshire
S40 1LA

Date: 9 December 2021

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2021

		Unrestricted funds	2021 Restricted funds	Total funds	2020 Total funds (restated)
	Note	£	£	£	£
Income and endowments					
Donations and legacies	5	—	—	—	865
Charitable activities	6	75,030	703,373	778,403	720,156
Investment income	7	235	—	235	983
Other income	8	1,256	—	1,256	34
Total income		<u>76,521</u>	<u>703,373</u>	<u>779,894</u>	<u>722,038</u>
Expenditure					
Expenditure on charitable activities	9	45,368	725,958	771,326	829,524
Total expenditure		<u>45,368</u>	<u>725,958</u>	<u>771,326</u>	<u>829,524</u>
Net income/(expenditure)		<u>31,153</u>	<u>(22,585)</u>	<u>8,568</u>	<u>(107,486)</u>
Transfers between funds		(8,163)	8,163	—	—
Net movement in funds		<u>22,990</u>	<u>(14,422)</u>	<u>8,568</u>	<u>(107,486)</u>
Reconciliation of funds					
Total funds brought forward as previously reported		146,098	21,550	167,648	247,097
Prior year adjustment	22	(28,037)	—	(28,037)	—
Total funds brought forward as restated		<u>118,061</u>	<u>21,550</u>	<u>139,611</u>	<u>247,097</u>
Total funds carried forward		<u>141,051</u>	<u>7,128</u>	<u>148,179</u>	<u>139,611</u>

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 19 to 31 form part of these financial statements.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Statement of Financial Position

31 March 2021

	Note	2021 £	£	2020 (restated) £
Current assets				
Debtors	15	1,889		26,686
Cash at bank and in hand		200,130		183,938
		<u>202,019</u>		<u>210,624</u>
Creditors: amounts falling due within one year	16	<u>53,840</u>		<u>71,013</u>
Net current assets			<u>148,179</u>	<u>139,611</u>
Total assets less current liabilities			<u>148,179</u>	<u>139,611</u>
Net assets			<u>148,179</u>	<u>139,611</u>
Funds of the charity				
Restricted funds	19		7,128	21,550
Unrestricted funds	19		<u>141,051</u>	<u>118,061</u>
Total charity funds			<u>148,179</u>	<u>139,611</u>

These financial statements were approved by the board of trustees and authorised for issue on 8 December 2021, and are signed on behalf of the board by:



Mr T Jones
Trustee

The notes on pages 19 to 31 form part of these financial statements.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Statement of Cash Flows

Year ended 31 March 2021

	2021	2020 (restated)
	£	£
Cash flows from operating activities		
Net income/(expenditure)	8,568	(107,486)
<i>Adjustments for:</i>		
Other interest receivable and similar income	(235)	(983)
<i>Changes in:</i>		
Trade and other debtors	24,797	1,713
Trade and other creditors	(17,173)	41,027
Cash generated from operations	15,957	(65,729)
Interest received	235	983
Net cash from/(used in) operating activities	16,192	(64,746)
Net increase/(decrease) in cash and cash equivalents	16,192	(64,746)
Cash and cash equivalents at beginning of year	183,938	248,684
Cash and cash equivalents at end of year	200,130	183,938

The notes on pages 19 to 31 form part of these financial statements.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2021

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is Coney Green Business Centre, Wingfield View, Clay Cross, Chesterfield, Derbyshire, S45 9JW, England.

2. Statement of compliance

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

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis.

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

Going concern

The management and trustees realigned their strategy and working practices in response to the onset of the COVID-19 pandemic and continue to adapt to change to maintain the high standards of provision of services to clients. Management and trustees have prepared and reviewed forecasts and are confident that these show that the charity is able to operate within its available resources and meet its liabilities as they fall due for the foreseeable future and a for a minimum of 12 months from authorising these financial statements. Accordingly the trustees consider it appropriate to continue to prepare the financial statements on a going concern basis.

Judgements and key sources of estimation uncertainty

Estimates and judgements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions:

The charity makes estimates and assumptions concerning the future. The resulting accounting estimates and assumptions will, by definition, seldom equal the related actual results. There are no estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Fund accounting

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

Designated funds are unrestricted funds that have been set aside by the trustees for particular purposes. The aims and uses of each designated fund are set out in the notes to the financial statements.

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

Incoming resources

All income is included in the statement of financial activities when entitlement has passed to the charity, it is probable that the economic benefits associated with the transaction will flow to the charity and the amount can be reliably measured.

The following specific policies are applied to particular categories of income:

- income from donations is recognised when there is evidence of entitlement to the gift, receipt is probable and its amount can be measured reliably.
- income from donated facilities and services are recognised in the accounts when received if the value can be reliably measured. No amounts are included for the contribution of general volunteers.
- income from investments is included when it becomes receivable.
- grant income is recognised when the charity becomes unconditionally entitled to that income. Where entitlement to grant income is subject to performance-related or other conditions, income is recognised in the Statement of Financial Activities in line with the achievement of performance and satisfaction of those conditions.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Resources expended

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is classified under headings of the statement of financial activities to which it relates:

- expenditure on raising funds includes the costs of all fundraising activities, events, non-charitable trading activities, and the sale of donated goods.
- expenditure on charitable activities includes all costs incurred by a charity in undertaking activities that further its charitable aims for the benefit of its beneficiaries, including those support costs and costs relating to the governance of the charity apportioned to charitable activities.
- other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.

All costs are allocated to expenditure categories reflecting the use of the resource. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs are apportioned between the activities they contribute to on a reasonable, justifiable and consistent basis.

Operating leases

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

Tangible assets

Tangible assets are initially recorded at cost, and subsequently stated at cost less any accumulated depreciation and impairment losses.

Depreciation

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

Fixtures and fittings	- 20% straight line
Equipment	- 33% straight line

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

3. Accounting policies *(continued)*

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

Financial instruments

Debtors and creditors with no stated interest rate and receivable or payable within one year are recorded at transaction price. Any losses arising from impairment are recognised as such in the statement of activities.

Defined contribution plans

The charity operates a defined contribution pension scheme, the assets of which are held separately from those of the charity. Contributions payable for the year are shown within the statement of financial activities.

4. Limited by guarantee

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

5. Donations and legacies

	Restricted Funds	Total Funds 2021	Restricted Funds	Total Funds 2020 <i>(restated)</i>
	£	£	£	£
Donations				
Donations	—	—	865	865

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

6. Charitable activities

	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
Bolsover District Council	–	42,230	42,230
Derbyshire County Council (GP Project)	–	191,670	191,670
NEDDC	75,030	–	75,030
Scamwatch Project	–	31,028	31,028
EMMA	–	124,903	124,903
Derbyshire County Council (Wellness Approach)	–	93,990	93,990
Foodbanks (Feeding Britain)	–	35,730	35,730
Foodbanks (Foundation Derbyshire)	–	8,000	8,000
The National Association of Citizens Advice Bureaux (Help to Claim)	–	124,955	124,955
Foundation Derbyshire - reopening services	–	15,920	15,920
Coalfields Regeneration trust - debt advice	–	9,997	9,997
CAST Discovery	–	5,000	5,000
BEIS Remote Working	–	8,992	8,992
Coalfields Regeneration Trust - Bolsover	–	9,618	9,618
Sundry small funds	–	1,340	1,340
	<u>75,030</u>	<u>703,373</u>	<u>778,403</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2020 <i>(restated)</i>
	£	£	£
Bolsover District Council	–	43,238	43,238
Derbyshire County Council (GP Project)	–	191,670	191,670
NEDDC	75,030	–	75,030
Eckington Parish Council	3,555	–	3,555
Scamwatch Project	–	33,736	33,736
EMMA	–	115,781	115,781
Derbyshire County Council (Wellness Approach)	–	93,990	93,990
Foodbanks (Feeding Britain)	–	47,667	47,667
The National Association of Citizens Advice Bureaux (Help to Claim)	–	115,489	115,489
	<u>78,585</u>	<u>641,571</u>	<u>720,156</u>

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

7. Investment income

	Unrestricted Funds	Total Funds 2021	Unrestricted Funds	Total Funds 2020 <i>(restated)</i>
	£	£	£	£
Bank interest receivable	<u>235</u>	<u>235</u>	<u>983</u>	<u>983</u>

8. Other income

	Unrestricted Funds	Total Funds 2021	Unrestricted Funds	Total Funds 2020 <i>(restated)</i>
	£	£	£	£
Other income	<u>1,256</u>	<u>1,256</u>	<u>34</u>	<u>34</u>

9. Expenditure on charitable activities by fund type

	Unrestricted Funds	Restricted Funds	Total Funds 2021
	£	£	£
Advice services	39,368	725,958	765,326
Support costs	<u>6,000</u>	<u>—</u>	<u>6,000</u>
	<u>45,368</u>	<u>725,958</u>	<u>771,326</u>

	Unrestricted Funds	Restricted Funds	Total Funds 2020 <i>(restated)</i>
	£	£	£
Advice services	144,677	679,567	824,244
Support costs	<u>5,280</u>	<u>—</u>	<u>5,280</u>
	<u>149,957</u>	<u>679,567</u>	<u>829,524</u>

10. Analysis of support costs

	Advice Services	Total 2021	Total 2020 <i>(restated)</i>
	£	£	£
Governance costs	<u>6,000</u>	<u>6,000</u>	<u>5,280</u>

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

11. Auditors remuneration

	2021	2020 <i>(restated)</i>
	£	£
Fees payable for the audit of the financial statements	<u>4,500</u>	<u>5,280</u>
Fees payable to the charity's auditor and its associates for other services: Other non-audit services	<u>1,500</u>	<u>2,122</u>

12. Staff costs

The average head count of employees during the year was 24 (2020: 26).

The average number of full-time equivalent employees during the year is analysed as follows:

	2021 No.	2020 No.
Advisory and administration	<u>20</u>	<u>21</u>

No employee received employee benefits of more than £60,000 during the year (2020: None).

Key Management Personnel

Key management personnel include all persons that have authority and responsibility for planning, directing and controlling the activities of the charity. The total compensation paid to key management personnel for services provided to the charity was £107,457 (2020: £119,228).

13. Trustee remuneration and expenses

During the year ended 31 March 2021, no trustees received any remuneration or other benefits (2020: None).

During the year ended 31 March 2021, no trustee expenses were incurred (2020: None).

14. Tangible fixed assets

	Fixtures and fittings £	Equipment £	Total £
Cost			
At 1 April 2020 (as restated) and 31 March 2021	<u>14,890</u>	<u>131,396</u>	<u>146,286</u>
Depreciation			
At 1 April 2020 and 31 March 2021	<u>14,890</u>	<u>131,396</u>	<u>146,286</u>
Carrying amount			
At 31 March 2021	<u>—</u>	<u>—</u>	<u>—</u>
At 31 March 2020	<u>—</u>	<u>—</u>	<u>—</u>

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

15. Debtors

	2021	2020 <i>(restated)</i>
	£	£
Prepayments and accrued income	1,889	3,401
Other debtors	—	23,285
	<u>1,889</u>	<u>26,686</u>

16. Creditors: amounts falling due within one year

	2021	2020 <i>(restated)</i>
	£	£
Accruals and deferred income	38,722	44,654
Social security and other taxes	11,309	11,715
Other creditors	3,809	14,644
	<u>53,840</u>	<u>71,013</u>

17. Deferred income

	2021	2020 <i>(restated)</i>
	£	£
At 1 April 2020	7,333	—
Amount released to income	(7,333)	—
Amount deferred in year	1,375	7,333
At 31 March 2021	<u>1,375</u>	<u>7,333</u>

18. Pensions and other post-retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £12,962 (2020: £13,665).

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

19. Analysis of charitable funds

Unrestricted funds

	At 1 Apr 2020 £	Income £	Expenditure £	Transfers £	At 31 Mar 2021 £
General funds	68,061	76,521	(45,368)	6,837	106,051
Designated funds:					
Redundancy	30,000	—	—	(18,000)	12,000
IT	10,000	—	—	(10,000)	—
New premises	10,000	—	—	(10,000)	—
Office	—	—	—	8,000	8,000
Holiday pay	—	—	—	15,000	15,000
	<u>118,061</u>	<u>76,521</u>	<u>(45,368)</u>	<u>(8,163)</u>	<u>141,051</u>
	At 1 Apr 2019 £	Income £	Expenditure £	Transfers £	At 31 Mar 2020 (restated) £
General funds	146,067	79,602	(149,957)	(7,651)	68,061
Designated funds:					
Redundancy	30,000	—	—	—	30,000
IT	10,000	—	—	—	10,000
New premises	20,000	—	—	(10,000)	10,000
	<u>206,067</u>	<u>79,602</u>	<u>(149,957)</u>	<u>(17,651)</u>	<u>118,061</u>

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

19. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 Apr 2020 £	Income £	Expenditure £	Transfers £	At 31 Mar 2021 £
Bolsover District Council	—	42,230	(52,848)	10,618	—
Derbyshire County Council (GP Project)	—	191,670	(189,898)	(1,772)	—
Scamwatch Project	—	31,028	(30,225)	—	803
EMMA	—	124,903	(124,903)	—	—
Derbyshire County Council (Wellness Approach)	6,782	93,990	(100,772)	—	—
Foodbanks (Feeding Britain)	—	35,730	(36,911)	1,181	—
Foodbanks (Foundation Derbyshire)	—	8,000	(2,000)	—	6,000
The National Association of Citizens Advice Bureaux (Help to Claim)	14,768	124,955	(143,923)	4,200	—
Foundation Derbyshire - reopening services	—	15,920	(15,920)	—	—
Coalfields Regeneration Trust - debt advice	—	9,997	(9,997)	—	—
CAST Discovery Grant	—	5,000	(5,000)	—	—
BEIS Remote Working funding	—	8,992	(2,936)	(6,056)	—
Coalfields Regeneration Trust - Bolsover	—	9,618	(9,618)	—	—
Sundry small funds	—	1,340	(1,007)	(8)	325
	<u>21,550</u>	<u>703,373</u>	<u>(725,958)</u>	<u>8,163</u>	<u>7,128</u>

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

19. Analysis of charitable funds *(continued)*

Restricted funds

	At 1 Apr 2019	Income Expenditure		Transfers	At 31 Mar 2020 <i>(restated)</i>
	£	£	£	£	£
Bolsover District Council	16,157	43,238	(64,408)	5,013	—
Derbyshire County Council (GP Project)	—	192,370	(184,311)	(8,059)	—
Scamwatch Project	(6,002)	33,901	(44,187)	16,288	—
EMMA	7,541	115,781	(127,271)	3,949	—
Derbyshire County Council (Wellness Approach)	1,619	93,990	(88,827)	—	6,782
Foodbanks (Feeding Britain)	9,315	47,667	(57,442)	460	—
The National Association of Citizens Advice Bureaux (Help to Claim)	12,400	115,489	(113,121)	—	14,768
	<u>41,030</u>	<u>642,436</u>	<u>(679,567)</u>	<u>17,651</u>	<u>21,550</u>

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

20. Charitable funds

Purposes of designated funds

Redundancy - funds set aside to cover redundancy costs in the event of a cessation of some of the restricted funding.

IT - funds set aside to cover an unplanned interruption in IT systems.

New premises - funds set aside to allow for the set-up of new premises where no formal lease agreements are in place.

Holiday pay – funds reserved for unpaid holiday pay provision in the event of unexpected closure.

Office – funds reserved for unexpected costs associated with running the office.

Purposes of restricted funds

The main restricted funds and their purposes are as follows:

Bolsover District Council / Coalfields Regeneration Trust(Bolsover) - to provide a specialist case work service to the residents of Bolsover.

East Midlands Money Advice / Coalfields Regeneration Trust - to provide free debt advice

Derbyshire County Council ((GP Project) - to provide advice via GP practices as part of health prevention measures.

Scamwatch Project - to raise awareness, particularly amongst older residents, of the potentially harmful effects of mass-marketing, internet, doorstep and telephone scams and to provide one-to-one advice and support where potential scam/fraud victims are identified.

Feeding Britain / Foundation Derbyshire (Foodbanks) - to provide access to advice for foodbank users and support to foodbank volunteers.

Derbyshire County Council (Wellness Approach) - to promote Derbyshire County Council's "Live Life Better Derbyshire" programme and provide advice around debt and welfare benefits.

The National Association of Citizens Advice Bureaux (Help to Claim) - to provide new Universal Credit claimants with help and support until their first payment of Universal Credit is received.

One-off funding in response to the Coronavirus pandemic to facilitate reopening services and operating remote services have also been received from Foundation Derbyshire and the Department of Business, Energy and Industrial Strategy (via The National Association of Citizens Advice Bureaux).

Transfers between funds

Transfers have been made from designated funds to general funds as considered appropriate by the trustees.

Restricted funds in deficit are covered by transfers from unrestricted funds to make up any shortfall in funding. Where any restricted funds are in surplus, any such surplus is either carried forward or transferred to unrestricted funds in accordance with the underlying grant agreement or any instructions from the grant funder.

Citizens Advice North East Derbyshire

Company Limited by Guarantee

Notes to the Financial Statements *(continued)*

Year ended 31 March 2021

21. Analysis of net assets between funds

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Current assets	194,891	7,128	202,019
Creditors less than 1 year	(53,840)	—	(53,840)
Net assets	141,051	7,128	148,179

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 (restated) £
Current assets	189,074	21,550	210,624
Creditors less than 1 year	(71,013)	—	(71,013)
Net assets	118,061	21,550	139,611

22. Prior year adjustments

The financial statements have been restated to reflect the impact of the following misstatement in the prior period;

No provision was made in the comparative financial statements for a material holiday pay accrual. It is a requirement of the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) that an entity is required to accrue for any short-term employee benefits, which includes any holiday pay accrued by employees.

The amendment has resulted in the unrestricted funds reserve carried forward as at 31 March 2021 being reduced by £28,037. The effect of the prior period adjustment has been to increase the value of creditors at 31 March 2020 by £28,037 and to reduce the unrestricted funds reserve at that date by the same amount.

23. Related party transactions

There have been no related party transactions during the current or comparative periods.

24. Analysis of changes in net debt

	At 1 Apr 2020 £	Cash flows £	At 31 Mar 2021 £
Cash at bank and in hand	183,938	16,192	200,130

25. Operating lease commitments

The total future minimum lease payments under non-cancellable operating leases are as follows:

	2021 £	2020 (restated) £
Not later than 1 year	14,823	15,003
Later than 1 year and not later than 5 years	6,829	21,607
	21,652	36,610