

Report of the Trustees and
Unaudited Financial Statements
for the Year Ended 31 March 2024
for
Citizens Advice North East Derbyshire

Bates Weston LLP
Chartered Accountants
The Mills
Canal Street
Derby
DE1 2RJ

Citizens Advice North East Derbyshire

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for the Year Ended 31 March 2024

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Citizens Advice North East Derbyshire

Reference and Administrative Details
for the Year Ended 31 March 2024

TRUSTEES	J T Funnell F Bacon N R Turner (resigned 19.10.2023) K M Salt MBE T G Johnstone M G Render C Thomas-Humphreys L K Smith (appointed 26.7.2023) (resigned 12.6.2024) B J Paget (appointed 1.5.2024) C A Baldwin (appointed 24.7.2024)
COMPANY SECRETARY	T A Eccleston
REGISTERED OFFICE	Coney Green Business Centre Wingfield View Clay Cross Chesterfield Derbyshire S45 9JW
REGISTERED COMPANY NUMBER	05933725 (England and Wales)
REGISTERED CHARITY NUMBER	1118194
INDEPENDENT EXAMINER	Bates Weston LLP Chartered Accountants The Mills Canal Street Derby DE1 2RJ
BANKERS	Unity Trust Bank Nine Brindley Place Birmingham B1 2HB

Citizens Advice North East Derbyshire

Report of the Trustees **for the Year Ended 31 March 2024**

The trustees who are also directors of the charity for the purposes of the Companies Act 2006, present their report with the financial statements of the charity for the year ended 31 March 2024. The trustees have adopted the provisions of Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019).

OBJECTIVES AND ACTIVITIES

Objectives and activities

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.

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 the Health and Wellbeing of the community as well as being Hate Crime Reporting Centre working in partnership with Safer Derbyshire and Stop Hate UK.

The principal activity of Citizens Advice North East Derbyshire remains the provision of free, confidential, independent, and impartial advice, information, and counsel to the public. This is usually provided through the main drop-in centre in Clay Cross and a variety of community buildings including G.P. Surgeries, libraries, and foodbanks throughout North East Derbyshire and Bolsover Districts. The backbone of our organisation is our freephone Adviceline. Last year, we introduced email advice for those who prefer digital contact. In addition to generalist advice, the following specialist advisory services were provided:

- Specialist Debt Provision, accredited as a specialist casework service by Citizens Advice
- Provision of generalist advice to patients of G.P. practices in N.E. Derbyshire and Bolsover Districts
- The provision of specialist Energy and Cost of Living Advice
- The provision of advice in foodbanks
- The provision of a telephone Adviceline, accredited for casework by Citizens Advice
- Working in partnership with Trussell Trust to provide a full-time adviser at Clay Cross foodbank
- The provision of advice to clients referred by Derbyshire Community Health Service professionals

Citizens Advice North East Derbyshire

Report of the Trustees **for the Year Ended 31 March 2024**

OBJECTIVES AND ACTIVITIES

Volunteers

Volunteers are at the heart of our organisation, providing invaluable assistance in both advising the public and administering the Charity. We are deeply grateful for their dedication and contributions. Volunteers support our Core Advice service at the Drop-in centre in Clay Cross and our Adviceline. Additionally, they assist with our Research and Campaigns work.

Each week, our volunteers contribute approximately 75 hours of their time, which has an estimated economic value of over £59,606 per year based on average earnings.

Achievements and performance

Review of activities

In 2023/2024, we made significant investments and expansions in our services, thanks to additional funding from various sources.

Adviceline Expansion and Achievements

With funding from The Coalfields Regeneration Trust, the Postcode Lottery, and primarily Bolsover District Council, we bolstered our Adviceline by recruiting extra volunteers and funded staff roles. Recognising the critical role of Adviceline, we aimed to answer calls promptly with satisfactory wait times. By March 2024, 73% of calls were answered within 3.2 minutes, a significant achievement compared to the national network. At the time of writing, this had increased to 89%. Our Adviceline uses the national Citizens Advice telephone platform with a local phone number and is free for clients to use. We strive to resolve issues at the first contact; if this is not possible, we arrange phone or face-to-face appointments involving further casework.

Award-Winning Community Health Services

Throughout 2023/24, work funded by Derbyshire Community Health Service continued. Following a previous year's award nomination, the project won the Nursing Times Award in October 2023 in the category of 'Public Health Nursing,' standing out among 11 other contenders.

Foodbank Partnerships and Services

We worked within Eckington Food Pantry and Living Hope Foodbank at Holmewood, providing advice workers during main sessions funded by Derbyshire County Council. We also acted as a referring agent to multiple foodbanks/food pantries within the districts. Continued funding from Trussell Trust enabled a full-time advice service at Clay Cross foodbank, a major local facility.

Community Advice Services

Funding from Derbyshire County Council and North East Derbyshire District Council supported our community work, including appointment sessions in GP surgeries and libraries. We provided a drop-in advice service within Bolsover Library, partially funded by Old Bolsover Town Council.

Energy and Cost of Living Advice

The introduction of Energy and Cost of Living Advice in 2023-2024 was made possible by additional funding from North East Derbyshire District Council's UK Prosperity Fund. This enabled specialist advice within community venues and workshops/events for awareness and support. A contract with National Citizens Advice allowed us to provide specialist energy advice via telephone and boosted our Cost of Living advice provision for both districts. This work was complemented by a partnership with Nottingham Energy Partnership to advise on joining the National Grid Priority Services Register.

Citizens Advice North East Derbyshire

Report of the Trustees **for the Year Ended 31 March 2024**

OBJECTIVES AND ACTIVITIES

Specialist Services and Projects

We continued to expand our work in GP surgeries, funded by Derbyshire County Council Public Health, primarily through face-to-face provision with some telephone support for surgeries lacking space. Our debt work, funded by the Money and Pension Service, is part of the East Midlands Money Advice project. New funding from the Department of Health's Suicide Prevention Fund enabled us to provide money advice for in-patients at the Hartington Unit, in partnership with Citizens Advice Chesterfield. We also received funding to work with the British Deaf Association to raise awareness and improve training on deaf awareness.

Support from Local Councils

Core funding from North East Derbyshire District Council and Bolsover District Council underpins all our work, providing the essential financial foundation for our services. Small grants from Eckington Parish Council and Heath and Holmewood Parish Council are also vital to our success. Additionally, a grant from the National Lottery Community Fund allowed us to upgrade many of our laptops, a much-needed investment to enhance our operational efficiency.

Quality and Standards

We continue to meet standards for the Citizens Advice Quality of Advice Audit and Leadership Self-Assessment under the national membership scheme. We have retained our Advice Quality Assessment mark and casework accreditation for Debt Advice and Telephone work. The introduction of a Wellbeing programme improved our People Management Survey score to Excellent. Our Quality of Advice score, audited by National Citizens Advice, remained Excellent throughout the year.

Client Satisfaction

Nationally conducted client experience surveys by Citizens Advice show high satisfaction, with clients finding solutions and resolving issues, leading to strong recommendations for our services. We are among the top-performing local offices in the country based on Client Survey scores.

Flexible Working and Volunteer Support

Our staff work flexibly in a hybrid home/office pattern, except where face-to-face work is necessary. Advisors also work in the community at various outreach locations. Our main base is at Coney Green Business Centre, with some staff and volunteers based at our Drop-in Centre in Clay Cross (CABinstant). Volunteers work from the office with support and supervision from an Advice Session Supervisor.

Activities and Impact

In the past year, we have:

- Assisted 5,187 clients, handling 24,863 enquiries.
- Managed over £2.7 million of debt.
- Helped individuals secure nearly £4.7 million in benefits, grants, and other financial awards.

Factors Affecting the Achievement of Objectives

The Cost of Living and Energy crisis significantly impacted our services, leading to a 36% increase in enquiries. Thanks to additional funding and an expanded team of volunteers and staff, we successfully built the capacity to meet this increased demand, as evidenced by our impressive call handling statistics.

We have observed that cases are becoming increasingly complex, with the average client presenting 4.8 issues. Notably, there was a 47% rise in Energy-related cases last year.

Investment policy and performance

The Charity does not currently hold material investments.

Citizens Advice North East Derbyshire

Report of the Trustees **for the Year Ended 31 March 2024**

FINANCIAL REVIEW

Financial position

Total income increased in the year from £660,621 to £770,493. Expenditure increased in the year from £638,662 to £693,776, giving a net surplus of £76,727 compared to a net surplus of £21,959 in 2023.

Principle funding sources

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 as our largest funder.

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

Reserves policy

Citizens Advice North East Derbyshire is required to ensure that free monies are available in each financial year to meet any reasonably 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 2024 were £302,241 (2023: £225,514) of which £nil (2023: £nil) are restricted funds and £302,241 (2023: £225,514) are unrestricted funds. Out of the unrestricted funds £36,199 (2023: £33,513) have been designated for specific purposes. Free reserves, excluding designated funds, are therefore £262,146 (2023: £192,001).

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 equating to at least three months operating costs, which at March 2024 is forecast to be approximately £173,441. Free reserves exclude any designated reserves.

Based on the above figures, the charity is achieving its reserves policy target. The reserves policy is reviewed by Trustees annually.

STRUCTURE, GOVERNANCE AND MANAGEMENT

Governing document

The charity is controlled by its governing document, a deed of trust, and constitutes a limited company, limited by guarantee, as defined by the Companies Act 2006.

Charity constitution

Citizens Advice North East Derbyshire is an incorporated company Limited by Guarantee and a registered charity. It has been in existence since 1974. Citizens Advice North East Derbyshire is governed by its Memorandum and Articles of Association.

Recruitment and appointment of new trustees

Members of the Trustee Board are made up of Representative and are recruited according to specific skills they can offer following a Trustee skills audit. A separate process agreed by the Trustee Board is followed for the election of the chair.

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 for client profiles.

Citizens Advice North East Derbyshire

Report of the Trustees **for the Year Ended 31 March 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT

Pay policy for senior staff

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

Related parties

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.

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. Within our Funding Strategy, reviewed annually, the effects of loss of funding 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 and the AGM continued as planned.

Plans for future periods

Future developments

Funding continues to present ever growing challenges. The Board along with the Chief Executive keeps this under constant review and are looking for new avenues of funding particularly for extra Debt Advice, Energy Advice, Advice in foodbanks, digital inclusion, maintain face to face provision across the districts and to staff Adviceline. The preservation of our debt work is a priority for the charity.

Citizens Advice North East Derbyshire is committed to continually improving access to its services and extending them in the most efficient and cost-effective manner. This includes a planned relocation in 2024-2025 to consolidate all resources under one roof. We are also exploring ways to enhance our offerings for younger people through digital provision and targeted support for specific equality groups. To support these efforts, we will continuously review our services and client profiles.

Trustees' responsibilities statement

The Trustees (who are also directors of Citizens Advice North East Derbyshire 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).

Citizens Advice North East Derbyshire

Report of the Trustees **for the Year Ended 31 March 2024**

STRUCTURE, GOVERNANCE AND MANAGEMENT

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

- select suitable accounting policies and then apply them consistently;
- observe the methods and principles in the Charities SORP (FRS102);
- make judgments and accounting estimates that are reasonable and prudent;
- state whether applicable UK Accounting Standards have been followed, subject to any material departures disclosed and explained in the financial statements;
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the charitable company will continue in operation.

The trustees are responsible for keeping adequate accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also 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.

Disclosure of information to independent examiner

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

- so far as that Trustee is aware, there is no relevant information of which the charitable company's independent examiner is unaware, and
- that the Trustee has taken all the steps that ought to have been taken as a Trustee in order to be aware of any relevant information and to establish that the charitable company's independent examiner is aware of that information.

Independent Examiner

The Independent Examiner, Bates Weston, was appointed in November 2023 after a process of selection, for a period of three years.

Small company provisions

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

Approved by order of the board of trustees on 6 November 2024 and signed on its behalf by:

J T Funnell - Trustee

**Independent Examiner's Report to the Trustees of
Citizens Advice North East Derbyshire**

Independent examiner's report to the trustees of Citizens Advice North East Derbyshire ('the Company')

I report to the charity trustees on my examination of the accounts of the Company for the year ended 31 March 2024.

Responsibilities and basis of report

As the charity's 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 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

Since your charity's gross income exceeded £250,000 your examiner must be a member of a listed body. I can 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:

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.

Sean Douglass FCA

Bates Weston LLP
Chartered Accountants
The Mills
Canal Street
Derby
DE1 2RJ

8 November 2024

Citizens Advice North East Derbyshire

Statement of Financial Activities
for the Year Ended 31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	71	-	71	215
Charitable activities					
Advice services	4	100,985	659,785	760,770	656,568
Investment income	3	8,936	-	8,936	2,995
Other income		66	650	716	843
Total		<u>110,058</u>	<u>660,435</u>	<u>770,493</u>	<u>660,621</u>
EXPENDITURE ON					
Charitable activities					
Advice services	5	<u>45,854</u>	<u>647,912</u>	<u>693,766</u>	<u>638,662</u>
NET INCOME					
Transfers between funds	14	<u>64,204</u> <u>12,523</u>	<u>12,523</u> <u>(12,523)</u>	<u>76,727</u> <u>-</u>	<u>21,959</u> <u>-</u>
Net movement in funds		<u>76,727</u>	<u>-</u>	<u>76,727</u>	<u>21,959</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>225,514</u>	<u>-</u>	<u>225,514</u>	<u>203,555</u>
TOTAL FUNDS CARRIED FORWARD		<u><u>302,241</u></u>	<u><u>-</u></u>	<u><u>302,241</u></u>	<u><u>225,514</u></u>

The notes form part of these financial statements

Citizens Advice North East Derbyshire

Balance Sheet
31 March 2024

	Notes	Unrestricted funds £	Restricted funds £	2024 Total funds £	2023 Total funds £
FIXED ASSETS					
Tangible assets	10	3,896	-	3,896	6,275
CURRENT ASSETS					
Debtors	11	23,223	-	23,223	3,193
Cash at bank		358,699	-	358,699	291,962
		<u>381,922</u>	<u>-</u>	<u>381,922</u>	<u>295,155</u>
CREDITORS					
Amounts falling due within one year	12	(83,577)	-	(83,577)	(75,916)
NET CURRENT ASSETS		<u>298,345</u>	<u>-</u>	<u>298,345</u>	<u>219,239</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>302,241</u>	<u>-</u>	<u>302,241</u>	<u>225,514</u>
NET ASSETS		<u>302,241</u>	<u>-</u>	<u>302,241</u>	<u>225,514</u>
FUNDS	14				
Unrestricted funds				<u>302,241</u>	<u>225,514</u>
TOTAL FUNDS				<u>302,241</u>	<u>225,514</u>

The charitable company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 31 March 2024.

The members have not required the company to obtain an audit of its financial statements for the year ended 31 March 2024 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 that comply with Sections 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.

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

The financial statements were approved by the Board of Trustees and authorised for issue on 6 November 2024 and were signed on its behalf by:

J T Funnell - Trustee

The notes form part of these financial statements

Citizens Advice North East Derbyshire

Cash Flow Statement
for the Year Ended 31 March 2024

	Notes	2024 £	2023 £
Cash flows from operating activities			
Cash generated from operations	1	57,801	37,855
Net cash provided by operating activities		<u>57,801</u>	<u>37,855</u>
Cash flows from investing activities			
Purchase of tangible fixed assets		-	(7,138)
Interest received		8,936	2,995
Net cash provided by/(used in) investing activities		<u>8,936</u>	<u>(4,143)</u>
Change in cash and cash equivalents in the reporting period		<u>66,737</u>	<u>33,712</u>
Cash and cash equivalents at the beginning of the reporting period		<u>291,962</u>	<u>258,250</u>
Cash and cash equivalents at the end of the reporting period		<u><u>358,699</u></u>	<u><u>291,962</u></u>

The notes form part of these financial statements

Citizens Advice North East Derbyshire

Notes to the Cash Flow Statement
for the Year Ended 31 March 2024

1. RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM OPERATING ACTIVITIES

	2024	2023
	£	£
Net income for the reporting period (as per the Statement of Financial Activities)	76,727	21,959
Adjustments for:		
Depreciation charges	2,379	863
Interest received	(8,936)	(2,995)
(Increase)/decrease in debtors	(20,030)	7,413
Increase in creditors	7,661	10,615
	<hr/>	<hr/>
Net cash provided by operations	<u>57,801</u>	<u>37,855</u>

2. ANALYSIS OF CHANGES IN NET FUNDS

	At 1.4.23	Cash flow	At 31.3.24
	£	£	£
Net cash			
Cash at bank and in hand	291,962	66,737	358,699
	<hr/>	<hr/>	<hr/>
	291,962	66,737	358,699
	<hr/>	<hr/>	<hr/>
Total	<u>291,962</u>	<u>66,737</u>	<u>358,699</u>

The notes form part of these financial statements

Notes to the Financial Statements
for the Year Ended 31 March 2024

1. ACCOUNTING POLICIES

Basis of preparing the financial statements

The financial statements of the charitable company, which is a public benefit entity under FRS 102, have been prepared in accordance with the Charities SORP (FRS 102) 'Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)', Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' and the Companies Act 2006. The financial statements have been prepared under the historical cost convention.

Going concern

The Trustees are of the opinion that the charity can continue to meet its obligations as they fall due for the foreseeable future due to the current level of financial reserves and expectations of future income and expenditure. As a consequence, the Trustees consider it appropriate to continue to prepare the financial statements on a going concern basis.

Income

All income is recognised in the Statement of Financial Activities once the charity has entitlement to the funds, it is probable that the income will be received and the amount can be measured reliably.

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.

Where grant income is subject to potential clawback provision, the value of any such provisions included in the financial statement that are liabilities of uncertain timing or amount are based on the amounts that are repayable under the terms of underlying grant agreements.

Expenditure

Expenditure is recognised on an accruals basis as the 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 the 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 relates 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.

Tangible fixed assets

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

The trustees continue to operate a policy of not capitalising individual items of equipment costing less than £1,000, where the application of this policy does not materially misstate the financial statements.

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

1. ACCOUNTING POLICIES - continued

Tangible fixed assets

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:

Equipment - 33% straight line

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.

Taxation

The charity is exempt from corporation tax on its charitable activities.

Fund accounting

Unrestricted funds can be used in accordance with the charitable objectives at the discretion of the trustees.

Restricted funds can only be used for particular restricted purposes within the objects of the charity. Restrictions arise when specified by the donor or when funds are raised for particular restricted purposes.

Further explanation of the nature and purpose of each fund is included in the notes to the financial statements.

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.

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.

2. DONATIONS AND LEGACIES

	2024	2023
	£	£
Donations	71	215

3. INVESTMENT INCOME

	2024	2023
	£	£
Interest receivable	8,936	2,995

Citizens Advice North East Derbyshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

4. INCOME FROM CHARITABLE ACTIVITIES

		2024	2023
	Activity	£	£
Grants for advice services	Advice services	<u>760,770</u>	<u>656,568</u>

A breakdown of the grants receivable by funder can be found in note 14.

5. CHARITABLE ACTIVITIES COSTS

	Direct Costs £	Support costs (see note 6) £	Totals £
Advice services	<u>608,480</u>	<u>85,286</u>	<u>693,766</u>

6. SUPPORT COSTS

	Management £	Information technology £	Other £	Totals £
Advice services	<u>15,304</u>	<u>24,793</u>	<u>45,189</u>	<u>85,286</u>

7. NET INCOME/(EXPENDITURE)

Net income/(expenditure) is stated after charging/(crediting):

	2024	2023
	£	£
Depreciation - owned assets	<u>2,379</u>	<u>863</u>

8. TRUSTEES' REMUNERATION AND BENEFITS

During the year ended 31 March 2024, no trustees received any remuneration or other benefits (2023: Nil).

Trustees' expenses

During the year ended 31 March 2024, no trustees had expenses reimbursed to them. (2023: one trustee to the value of £104). These expenses were incurred in the trustee's capacity as a volunteer for the charity, for the period in which he remained a trustee.

9. STAFF COSTS

	2024	2023
	£	£
Wages and salaries	518,346	484,061
Social security costs	44,961	38,052
Other pension costs	11,318	10,200
	<u>574,625</u>	<u>532,313</u>

The average monthly number of employees during the year was as follows:

	2024	2023
Advisory and administration	<u>22</u>	<u>22</u>

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

Citizens Advice North East Derbyshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

9. STAFF COSTS - continued

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 £170,474 (2023: £112,193).

10. TANGIBLE FIXED ASSETS

	Computer equipment £
COST	
At 1 April 2023 and 31 March 2024	7,138
DEPRECIATION	
At 1 April 2023	863
Charge for year	2,379
At 31 March 2024	3,242
NET BOOK VALUE	
At 31 March 2024	3,896
At 31 March 2023	6,275

11. DEBTORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade debtors	16,267	-
Other debtors	-	865
Prepayments and accrued income	6,956	2,328
	<u>23,223</u>	<u>3,193</u>

12. CREDITORS: AMOUNTS FALLING DUE WITHIN ONE YEAR

	2024 £	2023 £
Trade creditors	2,275	-
Social security and other taxes	11,531	8,860
Other creditors	2,584	8,215
Accruals and deferred income	67,187	58,841
	<u>83,577</u>	<u>75,916</u>

Citizens Advice North East Derbyshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

13. LEASING AGREEMENTS

Minimum lease payments under non-cancellable operating leases fall due as follows:

	2024 £	2023 £
Within one year	17,050	18,926
Between one and five years	6,693	24,594
	<u>23,743</u>	<u>43,520</u>

14. MOVEMENT IN FUNDS

	At 1.4.23 £	Net movement in funds £	Transfers between funds £	At 31.3.24 £
Unrestricted funds				
General fund	192,001	64,204	9,837	266,042
Redundancy	28,513	-	2,686	31,199
New premises	5,000	-	-	5,000
	<u>225,514</u>	<u>64,204</u>	<u>12,523</u>	<u>302,241</u>
Restricted funds				
Bolsover District Council	-	(791)	791	-
Derbyshire Community Health Services	-	17,238	(17,238)	-
Trussell Trust	-	(1,837)	1,837	-
CitA Cost of Living	-	(699)	699	-
Community Fund	-	(1,760)	1,760	-
CRT Foundation	-	(779)	779	-
EAP	-	(1,383)	1,383	-
Foodbanks	-	1,268	(1,268)	-
GP/PHAS	-	17,685	(17,685)	-
EMMA	-	(5,521)	5,521	-
North East Derbyshire District Council				
Energy	-	(10,086)	10,086	-
Postcode Lottery	-	(7)	7	-
Suicide Prevention	-	(805)	805	-
	<u>-</u>	<u>12,523</u>	<u>(12,523)</u>	<u>-</u>
TOTAL FUNDS	<u>225,514</u>	<u>76,727</u>	<u>-</u>	<u>302,241</u>

Citizens Advice North East Derbyshire

**Notes to the Financial Statements - continued
for the Year Ended 31 March 2024**

14. MOVEMENT IN FUNDS - continued

Net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	110,058	(45,854)	64,204
Restricted funds			
Bolsover District Council	42,230	(43,021)	(791)
Derbyshire Community Health Services	36,127	(18,889)	17,238
Trussell Trust	39,656	(41,493)	(1,837)
CitA Cost of Living	15,000	(15,699)	(699)
Community Fund	14,226	(15,986)	(1,760)
CRT Foundation	5,000	(5,779)	(779)
EAP	8,400	(9,783)	(1,383)
Foodbanks	22,300	(21,032)	1,268
GP/PHAS	334,087	(316,402)	17,685
EMMA	82,910	(88,431)	(5,521)
North East Derbyshire District Council			
Energy	33,483	(43,569)	(10,086)
Postcode Lottery	15,749	(15,756)	(7)
Suicide Prevention	11,267	(12,072)	(805)
	660,435	(647,912)	12,523
TOTAL FUNDS	770,493	(693,766)	76,727

Comparatives for movement in funds

	At 1.4.22 £	Net movement in funds £	Transfers between funds £	At 31.3.23 £
Unrestricted funds				
General fund	169,503	29,148	(6,650)	192,001
Redundancy	24,000	-	4,513	28,513
New premises	8,000	-	(3,000)	5,000
	201,503	29,148	(5,137)	225,514
Restricted funds				
Bolsover District Council	-	(3,689)	3,689	-
Derbyshire County Council (Wellness Approach)	-	(79)	79	-
NACA (National Association of Citizens Advice)	-	(1,369)	1,369	-
Derbyshire County Council - Advice in Foodbanks	2,052	(2,052)	-	-
	2,052	(7,189)	5,137	-
TOTAL FUNDS	203,555	21,959	-	225,514

Citizens Advice North East Derbyshire

Notes to the Financial Statements - continued
for the Year Ended 31 March 2024

14. MOVEMENT IN FUNDS - continued

Comparative net movement in funds, included in the above are as follows:

	Incoming resources £	Resources expended £	Movement in funds £
Unrestricted funds			
General fund	89,033	(59,885)	29,148
Restricted funds			
Bolsover District Council	42,230	(45,919)	(3,689)
Derbyshire County Council (GP Project)	224,877	(224,877)	-
EMMA	101,503	(101,503)	-
Derbyshire County Council (Wellness Approach)	107,689	(107,768)	(79)
NACA (National Association of Citizens Advice)	(1,369)	-	(1,369)
Sundry small funds	1,928	(1,928)	-
Derbyshire Community Health Services	42,464	(42,464)	-
Derbyshire County Council - Advice in Foodbanks	9,100	(11,152)	(2,052)
National Grid	7,842	(7,842)	-
Trussell Trust	33,324	(33,324)	-
Foundation Derbyshire	2,000	(2,000)	-
	<u>571,588</u>	<u>(578,777)</u>	<u>(7,189)</u>
TOTAL FUNDS	<u>660,621</u>	<u>(638,662)</u>	<u>21,959</u>

General funds

General funds consists of grants received from North East Derbyshire District Council and other parish/town councils as well as miscellaneous donations and bank interest receivable.

Designated funds

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

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

Restricted funds

The main restricted funds and their purposes are as follows:

Bolsover District Council - to provide a specialist case work service to the residents of Bolsover.

East Midlands Money Advise (EMMA) - to provide free debt advise.

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

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

Citizens Advice North East Derbyshire

Notes to the Financial Statements - continued **for the Year Ended 31 March 2024**

14. MOVEMENT IN FUNDS - continued

Derbyshire Community Health Services - to provide advice for those referred by the funder, specifically for those in the 0-19 age group, those with long COVID, and the funder's own staff.

National Grid Electricity Distribution (Community Matters Fund) - to provide advice to communities struggling with the pressures of fuel poverty and the cost of living crisis.

Trussell Trust - to provide income maximisation and welfare benefits advice, along with specialist debt advice, to foodbank users.

Foundation Derbyshire - to provide four desktop computers for use by volunteer advice workers.

Suicide Prevention Fund (Department of Health) - in partnership with Citizens Advice Chesterfield, offering support and guidance to patients in the mental health unit at Chesterfield Royal Hospital.

North East Derbyshire District Council, UK Share Prosperity Fund - to provide specialist energy and cost of living advice to residents in the district of North East Derbyshire.

National Association of Citizens Advice, Cost of Living funding - to build capacity to deliver advice in relation to the cost of living crisis.

Postcode Lottery - to enhance our Adviceline and implement email advice to provide an effective multi-channel service.

National Lottery Community Fund - to strengthen our IT infrastructure and improve supervision to accommodate growing demand and capacity.

Coalfields Regeneration Trust - to enhance our Adviceline in order to help more people who are struggling with debt issues.

National Association of Citizens Advice, Energy Advice Programme - to provide specialist energy advice.

Transfers between funds

Transfers are made between designated funds to general funds where 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.

15. RELATED PARTY DISCLOSURES

There were no related party transactions for the year ended 31 March 2024.